

# Monterey County EMS System Policy



Policy Number: 6030  
Effective Date: 7/01/2023  
Review Date: 6/30/2026

## EMERGENCY MEDICAL DISPATCH PROVIDER QUALITY IMPROVEMENT

### I. PURPOSE

To establish and define the Quality Improvement (QI) aspect of Emergency Medical Dispatch (EMD).

### II. POLICY

A. A Monterey County authorized Emergency Medical Dispatch provider shall have a QI plan that at a minimum includes:

1. System Monitoring
2. Specific Call Review
3. Call Review Documentation
4. Call Audit Procedure
5. Integration into the EMS system QI program

B. System Monitoring

1. All calls received for EMD will be recorded and maintained for a minimum of 100 days, as required by California Government Code Section 34090.6
2. All EMD reports submitted to the EMS Agency shall include at a minimum the following:
  - a. Time of call to include all primary and secondary public safety answering points (PSAPs) time of call entry and acknowledgement of call by primary and secondary PSAP.
  - b. Time of ambulance dispatch
  - c. Time of ambulance en route to call
  - d. Time of ambulance on scene of incident
  - e. Time treatment instructions initiated, if applicable
  - f. Time treatment instructions completed, if applicable.

C. Specific Call Review

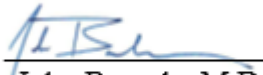
1. The EMD provider will submit the following items in a monthly report to the Monterey County EMS Agency:
  - a. The designated Emergency Medical Dispatch Quality Assurance Coordinator (EMD-Q) will review 100% of all choking, CPR, and childbirth calls received in the designated dispatch center for EMD.

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- b. The designated EMD-Q will review 100 calls or 3% of all other calls, whichever is greater, received in the designated dispatch center for EMD. Calls reviewed will be randomly selected to include calls from all shifts and all dispatchers.
- c. Specific subject audits determined by the EMS Agency and designated EMD-Q.
  - 1) Review requested by an EMS or EMD provider, or the Monterey County EMS Agency.
  - 2) Medical Priority Dispatch (MPDS) instructions given to caller
  - 3) Code 2 dispatch that returns Code – 3 to the hospital.
  - 4) Level of dispatch upgraded after initial dispatch, e.g., Code – 2 to Code – 3
  - 5) Hazmat or disaster plans utilized
- D. Call Review Documentation: A list of situations, actions, or deviations from MPDS protocol that the designated EMD-Q questioned , along with the response from the dispatcher and the action taken are to be documented and reported to the EMS Agency.
- E. Call Audit Procedure: The EMD-Q shall utilize the International Academies of Emergency Dispatch (IAED) Performance Standards to review and audit calls.
- F. Confidentiality: All dispatch documentation, recordings, and QI evaluations are subject to review by the Monterey County EMS Agency. All proceedings, documents, and discussions on EMD QI are confidential and covered under Sections 1040, 1157, 1157.5, and 1157.7 of the California Evidence Code. .

### END OF POLICY

  
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John Beuerle, M.D.  
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