

	COUNTY OF SACRAMENTO EMERGENCY MEDICAL SERVICES AGENCY	Document #	2501.02
	<u>PROGRAM DOCUMENT:</u> Emergency Medical Dispatch Priority Reference System (EMD PRS)	Initial Date:	06/24/16
		Last Approved Date:	05/01/17
		Effective Date:	11/01/18
		Next Review Date:	05/01/20

 EMS Medical Director

 EMS Administrator

Purpose:

To establish minimum standards and requirements to be met by entities that provides Emergency Medical Dispatch (EMD) services in the County of Sacramento.

Authority:

- A. California Health and Safety Code, Division 2.5
- B. California Code of Regulations, Title 22, Division 9
- C. Emergency Medical Services Authority, Dispatch Program Guidelines, March 2003, EMSA#132

Emergency Medical Dispatch Priority Reference System (EMD PRS):

- A. Sacramento County Emergency Medical Service Agency (SCEMSA) requires that any dispatch entity that accepts calls for emergency medical assistance from the public and/or medical personnel, shall use an approved EMD PRS.
- B. SCEMSA shall identify one or more pre-approved EMD PRS for selection and use by entities.
 - 1. Any EMD PRS used by the **entities** shall be approved by SCEMSA;
 - 2. Each entity shall utilize the most current version of the SCEMSA approved EMD PRS;
 - 3. The EMD PRS shall not be amended in any manner without first obtaining prior written authorization from SCEMSA, the EMD Medical Director, and if applicable, the EMD PRS vendor; and
 - 4. The EMD PRS is to be used on every request for medical assistance.

EMD Medical Director (EMD MD):

Each entity that dispatches calls for medical assistance shall employ an EMD Medical Director, who is licensed as a physician in California, board certified or eligible in Emergency Medicine or a physician with > five (5) years' experience in prehospital health care and possesses knowledge of EMS systems in California and of the local jurisdiction. In addition to the SCEMSA Medical Director, the EMD Medical Director shall review, approve, and oversee the following:

- A. EMD PRS.
- B. EMD Training Program.
- C. Quality Assurance/Improvement Program.

- D. EMD Oversight Committee(s).
- E. Continuing Dispatch Education Program.
- F. Evaluation of the medical care, post-dispatch and pre-arrival instructions rendered by EMD personnel.
- G. Participation in SCEMSA QIP process.

Certification:

- A. An EMD **A individual** is eligible for **EMD** certification if they satisfy the following conditions:
 - 1. 18 years of age or older;
 - 2. Possess a high school diploma or general education equivalent;
 - 3. Possess a current, basic Healthcare Provider Cardiac Life Support card issued by the American Heart Association or American Red Cross (or equivalent to the standards of) for adult and pediatric cardiopulmonary resuscitation; and
 - 4. Successful completion of an EMD PRS-approved course of training.
- B. Upon satisfaction of the requirements for certification, the EMD PRS should issue a certificate to applicants. The certificate should contain the following information:
 - 1. The name of the individual certified;
 - 2. The certification or license number assigned by the EMD PRS;
 - 3. The effective date of certification;
 - 4. The date of expiration; and
 - 5. A statement that the individual named on the certificate has fulfilled the requirements for certification and is EMD certified to use the specific EMD PRS for which EMD was trained.
- C. The effective date of the initial certification shall be the day the requirements were fulfilled.
- D. The certification shall be valid for two (2) years from the last day of the month in which it was issued.

Recertification:

- A. All EMDs shall maintain active certification by the EMD PRS.
- B. To be recertified every two (2) years per EMD PRS requirements, an EMD must:
 - 1. Complete and submit an EMD recertification application;
 - 2. Complete a total of 24 hours of Continuing Dispatch Education (CDE) during the two (2) year recertification period; and
 - 3. Submit proof of having successfully recertified as an EMD through an EMD PRS approved organization.

Continuing Dispatch Education (CDE):

- A. At a minimum:
 - 1. All EMDs shall complete twelve (12) hours or approved medical dispatch-specific continuing education each year or twenty-four (24) hours within two (2) years; and
 - 2. All EMD CDE activities or courses shall meet the standard established by the EMD PRS.

- B. Each entity shall maintain CDE records for the current recertification period of each EMD. EMD not currently employed by an EMD entity must maintain their own records.
- C. SCEMSA may monitor entity compliance with CDE standards.

Quality Assurance, Improvement, and Management Program Requirements:

- A. Each entity shall establish a continuous quality assurance, improvement, and management program that is approved by the EMD Medical Director and SCEMSA Medical Director. At a minimum, this program shall include the following:
 - 1. Written approval of the program by the EMD Medical Director and SCEMSA Medical Director;
 - 2. Documentation of the quality assurance case review process that was utilized by the entity to identify compliance to the EMD PRS;
 - 3. The audit requirement, based on entity size, is:
 - a) Entities whose annual EMD PRS volume is above 500,000 shall audit 1% of their cases.
 - b) Entities whose annual EMD PRS volume is between 43,333 and 500,000 shall audit between 1% and 3% of their cases.
 - c) Entities whose annual EMD PRS volume is between 1,300 and 43,332 shall audit 1300 cases (25 per week).
 - d) Entities whose annual call volume is below 1,300 shall audit 100% of their cases.
 - e) Entities shall have a representative participate in SCEMSA Quality Improvement Program and its subgroups.
- B. All EMDs shall receive feedback regarding performance at least once each year.
- C. Each entity is responsible for completing and certifying the results of the audits described below.
- D. Establishment of a record-keeping system, including report forms or a computer based data management system, to permit storage and subsequent evaluation of effectiveness and timeliness of interrogation questions and dispatch functions. The data base or record keeping system must, at a minimum, be capable of storing compliance scores for each EMD performance area as defined as follows:
 - 1. Address, phone number, consciousness, and breathing verification;
 - 2. Chief Complaint/Incident Type selection;
 - 3. Systematized interrogation questions;
 - 4. Post-dispatch instructions;
 - 5. Pre-arrival instructions;
 - 6. Dispatch code selection;
 - 7. Customer Service score; and
 - 8. Overall or aggregate performance score.
- E. All EMD providers must retain audio files as mandated by the Health Insurance Portability and Accountability ACT (HIPAA) Federal Statute. ~~for a minimum of six (6) years from the date of its creation or the date when it last was in effect. EMD providers have a schedule to destroy the record(s)/files after the minimum of six (6) years, shall keep a log/record of all files/record(s) destroyed.~~

- F. The minimum EMD performance scoring standard shall be set at a minimum of 90%, except for the customer service standard which is a minimum of 95%.
- G. Random Audits: Random Audits shall be conducted on each dispatcher on a routine basis by the EMD entity.
- H. 100% Audits: A 100% Audit shall be conducted on all EMD calls requiring pre-arrival instructions on CPR, Childbirth and Choking calls.
- I. Each entity shall document in writing and certify to the SCEMSA the results of the audits conducted as set forth below:
 - 1. Certificates should include individual EMD scores, plus the cumulative entity score;
 - 2. Quality Assurance/Improvement and EMD performance scores shall be submitted to SCEMSA as requested;
 - 3. ~~Each entity shall establish EMD oversight committee(s) that meet at least quarterly;~~
and (same language as under A so delete and move 4. To I.)
- J. Any findings of the EMD oversight committee(s) functionally fall under the EMS "Medical Procedures and Studies Act" (or equivalent) and are therefore not subject to discovery.
- K. The EMD Quality Assurance, Improvement, and Management Program shall work collaboratively with SCEMSA in providing data used for EMS system analysis. Frequency to be determined by the Quality Improvement Committee.
- L. Comply with the SCEMSA QIP requirements.

EMD Entity Certification:

- A. A business, organization, or government entity may not represent itself as an EMD entity unless the business, organization or government entity is certified by SCEMSA as an emergency medical dispatch agency.
- B. Each certified entity shall provide SCEMSA with:
 - 1. An annual notification of the EMD PRS chosen for utilization in the coming twelve (12) months; and
 - 2. A certification that the EMD PRS has not and will not be amended except in accordance with the requirements set forth as outlined in EMD PRS B.3 above.
- C. Each entity shall keep records of satisfaction of audits, certification, and continuing education requirements as stated above for auditing purposes for review by the SCEMSA for a period of not less than two (2) years and one (1) day.