

## **EMERGENCY MEDICAL DISPATCH QUALITY ASSURANCE**

### **I. PURPOSE**

To establish and define the quality assurance aspect of Emergency Medical Dispatch.

### **II. POLICY**

#### **A. General Monitoring**

1. All calls handled by an EMD will be recorded and maintained on tape for 100 days.
2. Dispatch times will be recorded on all calls and maintained on database. Times will be reviewed monthly or as needed and will include the following:
  - a. Call received
  - b. Unit dispatched
  - c. Unit is in service
  - d. Unit arrival on-scene
  - e. Unit en route to hospital
  - f. Arrival at hospital
  - g. Returned to service
  - h. Canceled, if applicable
3. The Dispatch Supervisor is available for consultation at all times.
4. There shall be a quality assurance coordinator who is a physician, registered nurse, or paramedic.

#### **B. Specific call review**

1. 10% of all calls will be reviewed utilizing the "EMD Call Review Form"
2. Calls reviewed will include those from all shifts and all dispatchers
3. The following reviews are mandatory:
  - a. Review requested by any EMS personnel
  - b. Sequence card is used
  - c. Code 2 dispatch returns to hospital Code 3
  - d. Level of response is upgraded after dispatch
  - e. MCI, HazMat or Disaster plans are utilized
  - f. Call related to complaint received

4. Random subject audit determined quarterly by EMS agency and quality assurance coordinator
5. A current list of AO numbers of those calls reviewed will be maintained

Category: Programs  
Emergency Medical Dispatch  
Quality Assurance

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