


Sierra – Sacramento Valley EMS Agency Program Policy

Emergency Medical Dispatch Programs

	Effective: 06/01/2017	Next Review: 03/2020	405
	Approval: Troy M. Falck, MD – Medical Director		SIGNATURE ON FILE
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PURPOSE:

To establish criteria for approval of Emergency Medical Dispatch (EMD) programs in the S-SV EMS region. It is the goal that all callers requesting emergency medical assistance from any area within the S-SV EMS region have access to EMD services. National certification of the dispatch center’s program is encouraged, but not required.

AUTHORITY:

- A. California Health & Safety Code, Division 2.5, § 1797.
- B. California Code of Regulations, Title 22, Division 9.
- C. State of California EMSA Dispatch Program Guidelines (EMSA 132).
- D. California Supreme Court Decision, County of San Bernardino v. City of San Bernardino (1997) 15 Cal 4th 909 California Health and Safety Code § 1443 and 1444; Welfare and Institutions Code § 17000.
- E. Office of the Attorney General, State of California, Bill Lockyer, Attorney General, Opinion of Bill Lockyer – Attorney General, Thomas Lazar – Deputy Attorney General, No. 03-316, September 5, 2003.

MEDICAL CONTROL:

The S-SV EMS Medical Director is authorized to exercise medical control of all EMS dispatch programs operating within the S-SV EMS region, including EMD programs, EMD providers, training policies, procedures and protocols.

UTILIZATION OF EMD:

It is recognized that EMD may be applied utilizing pre-arrival instructions only or may, through the use of key medical questions, determine whether the call is emergent or non-emergent, and what resources will be utilized (Medical Priority Dispatch System - MPDS).

Dispatch centers electing to provide EMD services may determine the extent to which they wish to utilize EMD. If an EMD provider utilizes an S-SV EMS approved MPDS, the dispatcher shall follow the resource and response protocols associated with that system.

POLICY:

- A. All EMD providers/programs in the S-SV EMS region shall be approved by the S-SV EMS Agency. Approved EMD providers, programs and program materials are subject to periodic review by the S-SV EMS Agency.
- B. EMD providers shall meet the minimum requirements listed in the EMSA Emergency Medical Services Dispatch Program Guidelines (EMSA 132).
- C. EMD providers must have an approved continuous quality improvement (CQI) program which includes the following:
 1. An EMD CQI coordinator who meets the following minimum qualifications:
 - A currently licensed/certified physician, RN, PA, paramedic AEMT or EMT, who has at least two years of practical experience within the last five years in prehospital EMS with a basic knowledge of EMD, and who has received specialized training in the CQI/case review process, or;
 - An emergency medical dispatcher with at least two years of practical experience within the last five years, and who has received specialized training in the CQI/case review process.
 2. The EMD CQI coordinator will work collaboratively with S-SV EMS in providing data used for EMS system analysis.
 3. EMD center and personnel performance will be evaluated through reviewing of dispatch records, audio recordings, and applicable provider field records. All written CQI records shall be maintained for a minimum of two years. EMD programs shall maintain telecommunication records for a minimum of 100 days, or longer if required for evidence or pending litigation.
- D. Providers requesting approval of their EMD program must submit a request to the S-SV EMS Agency, which shall include the following:
 1. A plan for how EMD will be provided and the name of the EMD program utilized.
 2. The name and qualifications of the EMD program administrator.
 3. The EMD provider CQI program.
 4. The name and qualifications of the CQI coordinator.