


Sierra – Sacramento Valley EMS Agency Program Policy

Emergency Medical Dispatch Programs

	Effective: 06/01/2020	Next Review: 05/2023	405
	Approval: Troy M. Falck, MD – Medical Director		SIGNATURE ON FILE
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PURPOSE:

To establish criteria for approval and utilization of Emergency Medical Dispatch (EMD) programs in the S-SV EMS region. It is the goal of S-SV EMS 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 EMS dispatch center’s program is encouraged, but not required.

AUTHORITY:

- A. HSC, Division 2.5, § 1797.
- B. CCR, Title 22, Division 9.

POLICY:

- A. All EMD providers/programs in the S-SV EMS region shall be approved by S-SV EMS. Approved EMD providers, programs and program materials are subject to periodic review by S-SV EMS representatives.
- B. 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.
- C. EMD may be provided utilizing pre-arrival instructions only or may incorporate, through the use of standardized caller interrogation questions, a Medical Priority Dispatch System (MPDS) process to determine the appropriate number, type and response priority of assigned EMS resources.
- D. EMS 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 response protocols associated with that system.
- E. S-SV EMS approved 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 (2) years of practical experience within the last five (5) 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 (2) years of practical experience within the last five (5) 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. EMS dispatch 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 (2) years. EMD programs shall maintain telecommunication records for a minimum of 100 days, or longer if required for evidence or pending litigation.

PROCEDURE:

- A. EMS dispatch centers requesting EMD program approval shall submit a request to S-SV EMS, which shall include the following:
 1. A plan for how EMD will be provided and the name of the proposed EMD program to be utilized.
 2. The name and qualifications of the EMD program administrator.
 3. A description of the EMD provider CQI program.
 4. The name and qualifications of the CQI coordinator.
- B. EMS dispatch center requests to provide EMD services will be processed within 30 calendar days of submission of all required program materials.
- C. If a request to provide EMD services is denied, S-SV EMS will provide written notice of the reason for denial, and specific recommendations to fulfill compliance requirements (if any) within 30 calendar days of receiving all required program materials.
 1. If a public safety agency's request to provide EMD services is not timely approved or is denied, an appeal shall be conducted in conformance with the administrative adjudication proceedings set forth in Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the California Government Code. A final decision rendered pursuant to this appeal may be further appealed to a court of competent jurisdiction.

2. If a private provider's request to provide EMD services is not timely approved or is denied, an appeal may be made to the S-SV EMS JPA Governing Board of Directors. The decision rendered by the S-SV EMS JPA Governing Board of Directors shall be final.
- D. If an EMS dispatch center's approval to provide EMD services is suspended or revoked, S-SV EMS will provide written notice of the reason for the suspension or revocation. This written notice will include the effective date of such suspension or revocation and any requirements necessary to become compliant (if applicable).