

Monterey County EMS System Policy



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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 must have a QI plan that at a minimum must include:

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 handled by 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 PSAP 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 following will be submitted by the EMD provider in a monthly report to the Monterey County EMS Agency:
 - a. 100% of all choking, CPR, and childbirth calls received in the designated dispatch center will be reviewed by the designated dispatch QI coordinator, utilizing a medical dispatch case review form approved by the Monterey County EMS Agency.

- b. 10% of all other calls received in the designated dispatch center will be reviewed by the designated dispatch QI coordinator, utilizing a medical dispatch case review form approved by the Monterey County EMS Agency. Calls reviewed will include those from all shifts and all dispatchers.
- c. Specific subject audits determined by the EMS Agency and designated dispatch QI coordinator.
 - 1) Review requested by an EMS or EMD provider, or the Monterey County EMS Agency.
 - 2) Treatment instructions to caller used
 - 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: A list of situations or actions that were questioned by the designated dispatch QI coordinator, along with the response from the dispatcher and the action taken are to be documented and reported to the EMS Agency.
- E. 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 Evidence code of the State of California.


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