



Emergency Dispatch QA/QI (ED-Q) Certification Course Outline and Requirements

This course will help you:

- Produce identifiable, defensible standards of care and service
- Identify performance problems and training issues
- Reduce risk of liability by improving compliance
- Predict resource needs and emergency dispatch behavior
- Produce reliable, credible, and consistent quality improvement
- Create useful feedback and management reports
- Get you started on the path to Center of Excellence Accreditation

The course also includes:

- ED-Q Course Manual
- IAED case review scoring standards
- IAED EMD/EFD/EPD Case Evaluation Record forms
- IAED EMD/EFD/EPD Quality Assurance Guide
- IAED Certification

ED-Q Certification requirements: Must be a licensed user of the current MPDS/FPDS/PPDS and have current NAED certification as an EMD/EFD/EPD in the specific discipline in which the ED-Q certification will be obtained. Dispatch experience and familiarization with medical, fire, and law enforcement operations is necessary.

ED-Q Course Outline:

- Introduction to the course and course materials
- Accreditation standards
- Overview of the basics of continuous quality improvement
- Quality improvement as it relates to the Priority Dispatch System™
- Essential concepts and skills needed for emergency dispatch case review
- Case review performance standards
 - Case entry
 - Chief Complaint Selection
 - Emotional Content and Cooperation Scoring
 - Key Questions
 - DLS Instructions
 - Final Coding

- Case review practice
- Suggestions for effective emergency dispatcher feedback
- Using case review data to improve emergency dispatch performance
- Questions and answers
- ED-Q Certification Test

This course is a total of 16 hours over two days. The first day is an overview of the QI program. The second day covers discipline-specific information (Police/Fire/Medical). Other disciplines can be added without repeating the first day.

Following a thorough course review, you will be given the opportunity to demonstrate your competence by passing the IAED's straightforward ED-Q certification exam.

If you have further questions on any of the items covered here, or if you have a question that this outline didn't cover, please contact your supervisor or visit the Priority Dispatch website at www.prioritydispatch.net.