

	<b>CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1</b> Standard Operating Procedures	Initial:
	SOP #: EMS 6-27	Revised: 10-2005
	Subject: Medical Priority Dispatch Continuing Education Process, Roles and Responsibilities	

## MEDICAL PRIORITY DISPATCH CONTINUING EDUCATIONS PROCESS, ROLES AND RESPONSIBILITIES

The Continuing Dispatch Education (CDE) process shall follow a standardized procedure as detailed below and as required by the National Academy of Emergency Medical Dispatch to meet EMD re-certification standards. This policy will provide all dispatch personnel with ongoing education and skills maintenance for the use of the Medical Priority Dispatch System. Such Continuing Dispatch Education processes shall be sufficient to meet the requirements of the National Academy of Emergency Medical Dispatch for re-certification.

### CDE Program Management

- The Medical Dispatch Review Committee (MDRC) shall be responsible for defining the topics that the CDE program will address.
- Appropriate CDE topics may be identified in a number of ways:
  - 1) As a result of the MDRC's recommendations (based on QA findings)
  - 2) Via direct requests for further action by the QA Personnel
  - 3) Via requests from EMDs
- The Training Officer will be responsible for suggesting educational opportunities as necessary to address the needs identified above.
- The Training Officer will be responsible for ensuring that necessary educational opportunities are:
  - 1) Delivered by qualified personnel (as defined by the MDRC)
  - 2) Adequate in their content / format to address the identified learning need / objective
  - 3) Relevant to EMDs and their associated work
  - 4) Attended by all EMDs
- The Training Officer will be responsible for ensuring that appropriate records are maintained regarding the CDE program in the employees personnel file.
- The Training Officer will be responsible for ensuring that a CDE Lesson Plan is completed to an adequate standard for all classroom based education.

## Meeting NAEMD Re-Certification Requirements

- The Training Officer will be responsible for ensuring that all EMDs are given adequate opportunity to meet NAEMD re-certification requirements.
- If it appears likely that an EMD will not meet NAEMD re-certification requirements, the Training Officer will inform the Department Director at the earliest opportunity.
- EMDs are ultimately responsible for ensuring that they attend sufficient educational opportunities to meet NAEMD re-certification requirements.

## Types of CDE

- The following are acceptable formats and their associated maximum hours for CDE:
  - 1) Workshops and seminars (16 hours minimum / maximum)
  - 2) Attendance at planning and management meetings (e.g. MDRC) (8 hours maximum)
  - 3) Quality assurance and case review (8 hours maximum)
  - 4) Review of EMS related audio, video and written materials (4 hours maximum)
  - 5) Public education (4 hours maximum)
  - 6) MPDS protocol review (4 hours maximum)
  - 7) Miscellaneous, such as ride-alongs and work experience (4 hours maximum)
- The minimum CDE requirement in any given year shall be 12 hours of completed CDE per EMD, at least eight hours of which shall be educational in nature.
- In addition to the CDE hours, types, and topics discussed above, each EMD must maintain current CPR certification.
- The bulk of the subject matter accepted as fulfilling NAEMD requirements will be directly related to the science of Emergency Medical Dispatch and the use of the MPDS. However, other EMS-related material will be considered by the NAEMD for its educational relevance.

## CDE Program Objectives

- Development of a better understanding of telecommunications and of the EMD's specific roles and responsibilities.
- Improving skill in the use or application of all component parts of the MPDS, including interrogation and prioritization.
- Providing opportunities for discussion practice of skills, and for constructive feedback of performance.