TITLE: **EMERGENCY AMBULANCE DISPATCH CENTER REQUIREMENTS** EMS Policy No. **3101**

PURPOSE: The purpose of this policy is to establish the minimum technology and performance requirements for the designated emergency ambulance dispatch center in the San Joaquin County EMS System.

AUTHORITY: Health and Safety Code, Division 2.5, §1797.220, §1797.223; 1798.8 San Joaquin County Ordinance No. 4563, Title 4, Division 7.0

DEFINITIONS: See SJCEMSA Policy Definitions.

POLICY:

I. SJCEMSA shall designate a single emergency ambulance dispatch center for effective and coordinated emergency ambulance response and deployment.

II. All emergency ambulance providers operating in San Joaquin County shall use the SJCEMSA designated emergency ambulance dispatch center.

III. The designated emergency ambulance dispatch center must provide and demonstrate the following technology and performance functions and meet the following minimum other requirements :

A. Dispatch Functions and Operations:

1. Provide emergency ambulance dispatch services for all emergency ambulance providers, and for other EMS resources as needed, including ~~with~~ the capability to receive emergency ambulance requests and alert ~~respond to requests for~~ emergency ambulance providers using both static and dynamic alerting methods as required~~services~~;

2. Effectively monitor and deploy emergency ambulance providers system status;

3. Effectively ~~N~~notify responding emergency ambulance providers, other EMS resources, personnel, and other public safety organizations of pertinent call and safety information;

~~3.~~4. Effectively monitor EMS system advisories and have the capability to notify all on duty emergency ambulance personnel of pertinent EMS system advisories at one time;

Approved: _____ _____
Medical Director EMS Administrator

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~~4.~~5. Monitor and track responding emergency ambulance providers and EMS resources with GPS using Computer Aided Dispatch (CAD);

~~5.~~6. Coordinate with law enforcement, first responders, and other EMS providers as needed;

~~6.~~7. Function as the SJCEMSA Disaster Control Facility (DCF);

~~7.~~8. Function as the SJCEMSA EMS Duty Officer communications and notifications center;

~~8.~~9. Provide county wide non-emergency ambulance interfacility transport (IFT) call intake and coordination services ~~(~~as needed~~)~~;

~~9.~~10. Provide access to required data and reports to SJCEMSA;

~~10.~~11. Obtain and continuously maintain Medical Accredited Center of Excellence (ACE) accreditation from the International Academies of Emergency Dispatch (IAED);

B. Technology Requirements:

1. 24/7 digital recording and storage of all phone lines and radio channels;

2. Computer Aided Dispatch (CAD) with GPS interface to allow for remote display of emergency ambulance and other EMS resources real time;

~~2.~~3. Effective CAD to ePCR and mobile tablet interfaces;

~~3.~~4. Digital radio communications to emergency ambulances, hospitals, and other public safety organizations (VHF, UHF, and 800 MHz);

~~4.~~5. Backup systems for all the above;

C. Medical Priority Dispatch System (MPDS):

1. Must use the most recent version of MPDS and ProQA software (within 1 year of release);~~.~~

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~~1.~~2. Must be capable to assign and deploy complex emergency ambulance response plans to all MPDS determinates.

D. Staffing and Training:

1. The emergency ambulance dispatch center shall be staffed with sufficient emergency medical dispatchers to accomplish all dispatch and call taking functions.

2. Each emergency medical dispatcher shall receive an initial San Joaquin County EMS system orientation of no less than 4 hours and a minimum of 28 hours of continuing dispatch education (CDE) every year, meeting or exceeding the standards required by the International Academy of Emergency Dispatch (IAED).

E. Continuous Quality Improvement:

1. The designated emergency ambulance dispatch center shall establish and maintain a continuous quality improvement (CQI) program for its dispatch services approved by SJCEMSA. It shall address dispatcher performance, system status management concepts, and resiliency deficiencies as well as measured relevant dispatch Key Performance Indicator's (KPI) as determined by the emergency ambulance dispatch CQI program~~.~~.

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