



Administrative Policy		1101
Effective April 1, 2018	Expires March 31, 2019	
Policy: Emergency Medical Dispatch Training	Approval: Medical Director Reza Vaezazizi, MD	Signed
Applies To: EMS Training Programs, EMS System	Approval: REMSA Director Bruce Barton	Signed

PURPOSE

The purpose of this policy is to define the requirements for emergency medical dispatch (EMD) training programs in Riverside County pursuant to the California Health & Safety Code Section 1797.220.

AUTHORITY

[California Health and Safety Code - Division 2.5: Emergency Medical Services \[1797. - 1799.207.\]](#)
[California Code of Regulations, Title 22. Social Security, Division 9. Prehospital Emergency Medical Services](#)

Emergency Medical Dispatch Training

1. All Riverside County Emergency Medical Dispatch (EMD) Training Programs must meet the minimum requirements as described by the California State Emergency Medical Services Authority in the Emergency Medical Services Dispatch Program Guidelines (March 2003, EMSA #132).
2. Basic EMD training is designed to provide additional training to dispatchers who are already skilled and knowledgeable in dispatch and telecommunication procedures in order to provide medical assistance to callers.
3. Required Basic EMD Training Course Hours
 - a. Basic EMD Training will consist of not less than 24 hours (one classroom hour of instruction will be defined as fifty minutes).
 - b. In addition, emergency medical dispatchers will satisfactorily obtain and maintain a record of course completion in adult, child, and infant CPR.
4. The basic EMD training course content will include instruction to result in competence in the following:
 - a. Introduction:
 - i. Emergency Medical Dispatcher role and responsibilities
 - ii. Legal and liability issues in EMD
 - iii. Emergency Medical Dispatch concepts
 - b. Information gathering and dispatch
 - i. Obtaining information from callers
 - ii. Resource identification and allocation
 - iii. Providing emergency care instructions, including Automated External Defibrillation
 - c. EMD protocol reference system and chief complaints
 - i. Introduction to the emergency medical dispatch protocol reference system
 - ii. Introduction to chief complaint types
 - d. Local EMS system overview
 - e. Scenario based skills/practical exercises
 - f. Final examination
5. Course content will be reviewed and approved by the EMD Medical Director who provides oversight of the program.

6. EMD Instructor Criteria
 - a. Each training program will have a principal instructor(s), approved by the EMD Training Program Manager, who:
 - i. Is a currently licensed or certified physician, registered nurse, physician assistant, EMT-P, or AEMT, who has at least two years of practical experience within the last five years in pre-hospital emergency medical services, and with training in emergency medical dispatch; or
 - ii. Is an emergency medical dispatcher with at least two years of practical experience within the last five years.
7. Course Curriculum Certification
 - a. EMD course curriculum will be submitted to the training program provider's course curriculum certification agency (POST, CSFM, LEMSA, or EMSA).
 - b. It is the training program provider's responsibility to submit the curriculum as required by their course curriculum certification agency, and to comply with the requisite policies and procedures of that agency.
 - c. The training program provider will issue a course completion record to each person who has successfully completed an EMD course.
8. An emergency medical dispatcher will receive a minimum of 24 hours of continuing dispatch education (CDE) every two years.
9. CDE will be coordinated and organized through the EMD Provider Agency, and approved by the EMD Medical Director.
10. CDE will include issues identified by the EMD continuous quality improvement process, and one or more of the following:
 - a. Medical conditions, incident types, and criteria necessary when performing caller assessment and prioritization of medical calls;
 - b. Use of the EMD protocol reference system;
 - c. Call taking interrogation skills;
 - d. Skills in providing telephone pre-arrival instructions;
 - e. Technical aspects of the system (phone patching, emergency procedures, etc.);
 - f. Skill practice and critique of skill performance; and/or
 - g. Attendance at EMD workshops/conferences.
11. Methodologies for presenting CDE include:
 - a. Formalized classroom lecture;
 - b. Video, CD, Internet;
 - c. Articles;
 - d. Tape Review;
 - e. Participation on medical dispatch committee; and/or:
 - f. Field observation (e.g. ride-along with EMS personnel or Emergency Department observation of communications activities).
12. Formalized classroom CDE may be submitted to the training program provider's course curriculum certification agency (POST, CSFM, LEMSA, or EMSA) to count towards continuing dispatch education credits.
 - a. If the training program provider chooses to submit CDE curriculum to their course curriculum certification agency:
 - i. It is the training program provider's responsibility to submit the CDE curriculum as required by their course curriculum certification agency, and to comply with the requisite policies and procedures of that agency.
 - ii. The training program provider will issue a course completion record to each person who has successfully completed a CDE course.

13. Program approval or disapproval will be made by the Riverside County EMS Agency in writing within 90 days of receipt of all required program documentation.
14. Program approval will be for a period of, initially, two years, and four years thereafter.
15. Noted program deficiencies must be corrected within 60 days of written notification from the Riverside County EMS Agency.
16. All programs may be subject to on-site evaluation by the Riverside County EMS Agency.
17. Persons or agencies conducting an approved EMD training program must notify the Riverside County EMS Agency, in writing, at least 30 days in advance of any substantial program changes.
18. All approved EMD training programs must reapply for approval a minimum of 90 days prior to the program's current approval expiration date. The continuing approval request will contain:
 - a. A list of any program changes made since the last approval or continuing approval request.
 - b. Any personnel changes made during the last approval period.
19. The EMD training program will have an approved EMD Training Program Manager who is qualified by education and experienced in methods, materials, and evaluation of instruction as well as adult education theory and practice. The EMD Training Program Manager will be responsible for the administration of the training program and assure that all aspects of the EMD training program are in compliance with these policies and with state guidelines.
 - a. Responsibilities of the EMD Training Program Manager will include, but not be limited to:
 - i. Administering the training program.
 - ii. Approval of course content.
 - iii. Approval of all written and skills examinations.
 - iv. Coordinating all clinical and field activities related to the course.
 - v. Ensure that all emergency medical dispatchers employed by the provider meet all continuing education and update requirements, as needed to maintain continuous certification.
 - vi. Approval of the principal instructor(s) and any teaching assistant(s) utilized.
 - vii. Signing of all course completion records.
 - viii. Assuring that all aspects of the training program are in compliance with state and county laws and policies.
 - ix. Be the authorized point of contact for all matters relating to the EMD training program.
 - x. Review their EMD program at least annually, retaining records to that effect for a period of four years.
20. Each training program provider will retain the following training records as provided by local ordinance:
 - a. Records on each course including, but not limited to, course title, course objectives, course outlines, qualification of instructors, dates of instruction, location, participant sign-in rosters, sample course tests or other methods of evaluation, and records of course completions issued.
 - b. Summaries of test results, course evaluations or other methods of evaluation. The type of evaluation used may vary according to the instructor, content of program, number of participants and method of presentation.