

SAN JOAQUIN COUNTY
EMERGENCY MEDICAL SERVICES AGENCY

**TITLE: MEDICAL PRIORITY DISPATCH SYSTEM
QUALITY IMPROVEMENT COMMITTEE**

EMS Policy No. **6670**

PURPOSE:

The purpose of this policy is to establish membership, roles, responsibilities, process, and structure of the Medical Priority Dispatch System Quality Improvement Committee (MPDS QI Committee).

AUTHORITY:

Health and Safety Code, Division 2.5, Section 1797.220, 1797.223, and 1798 et seq.

DEFINITIONS:

- A. "ACE Accreditation" means an Accredited Center of Excellence (ACE) as awarded by the International Academies of Emergency Dispatch (IAED).
- B. "AQUA" means a stand-alone quality assurance software that automates the entire emergency medical dispatch case review process.
- C. "Authorized MPDS Center" means an EMS call processing center that is authorized by the SJCEMSA to utilize MPDS through direct medical control.
- D. "EMD" means an IAED certified Emergency Medical Dispatcher.
- E. "IAED" means the International Academies of Emergency Dispatch.
- F. "KPI" means Key Performance Indicator.
- G. "MPDS" means the Medical Priority Dispatch System.
- H. "SJCEMSA" means the San Joaquin County Emergency Medical Services Agency.

POLICY:

The Medical Priority Dispatch System Quality Improvement Committee (MPDS QI Committee) is a multi-disciplinary peer review committee established to monitor, review, evaluate, and improve the quality of the performance and care given to callers requesting medical emergency services in San Joaquin County. The MPDS QI Committee shall provide input and review matters related to the performance of MPDS and other related policies and procedures and shall review performance and adherence to standards for the following, but not limited to:

1. IAED Performance Standards (latest version);
2. SJCEMSA policy;
3. SJCEMSA identified KPI's;
4. MPDS QI Committee identified KPI's

Effective: September 1, 2022
Supersedes: N/A

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Approved: Signature on file
Medical Director

Signature on file
EMS Administrator

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PROCEDURE:

I. MPDS QI Committee Membership:

- A. The MPDS QI Committee membership shall be comprised of eight (8) designated members representing each of the following:
 1. EMS Administrator;
 2. EMS Medical Director;
 3. (2) Two IAED certified EMD members from each SJCEMSA authorized MPDS Center, each designated by their respective MPDS Center;
 4. (1) One San Joaquin County accredited paramedic or EMT member representing first response, designated by the San Joaquin County Fire Chiefs Association;
 5. (1) One San Joaquin County accredited paramedic or EMT member representing emergency ambulance, designated by the emergency ambulance providers in San Joaquin County.
- B. All MPDS QI Committee member designations must be submitting in writing to the EMS Administrator.
- C. Member designation requires a consensus of different organizations for member representatives #5. If consensus is not achieved, or if more designations are received than allotted for a particular membership, the EMS Administrator shall designate a properly affiliated member.
- D. There are no term limits once designated. However, MPDS QI Committee members may be ineligible for a membership position and their membership position deemed vacant due to change of employment status, change in license or certification status, or other reasons.

II. MPDS QI Committee KPI's:

- A. The following SJCEMSA KPI's will be continuously measured by authorized MPDS Centers and reported quarterly to the SJCEMSA:
 1. Reports extracted from AQUA QI software including:
 - a. ACE Performance Standard report;

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- b. Agency Case Review reports;
 - c. Agency Trends report;
 - d. QI Agency report;
 - e. QI Summary report;
 - f. Determinant Drift report;
2. Wrong address report; All identified wrong address in which emergency medical resources were initially sent to a wrong address.