ACE | ACCREDITED CENTER OF EXCELLENCE

ACCREDITATION APPLICATION HANDBOOK

IAED | International Academies of Emergency Dispatch

Edition 1: **July 1, 2019**

The Official Accreditation Handbook
This is the official Accreditation Handbook of the International Academies of Emergency Dispatch®.
This book outlines the documentation required for evaluation of the Twenty Points of Accreditation by the Board of Accreditation.

The Board of Accreditation, established in 1992, sets the standards for public safety Emergency Communication Center's regarding quality control, operational compliance, case review, scoring formulas, and formula recognition as an Accredited Center of Excellence (ACE). The Board of Accreditation also provides an independent evaluation to verify and document a communication center's compliance with "The 20 Points of Accreditation" document.

ACCREDITATION APPLICATION HANDBOOK

STRATEGIES FOR SUCCESS
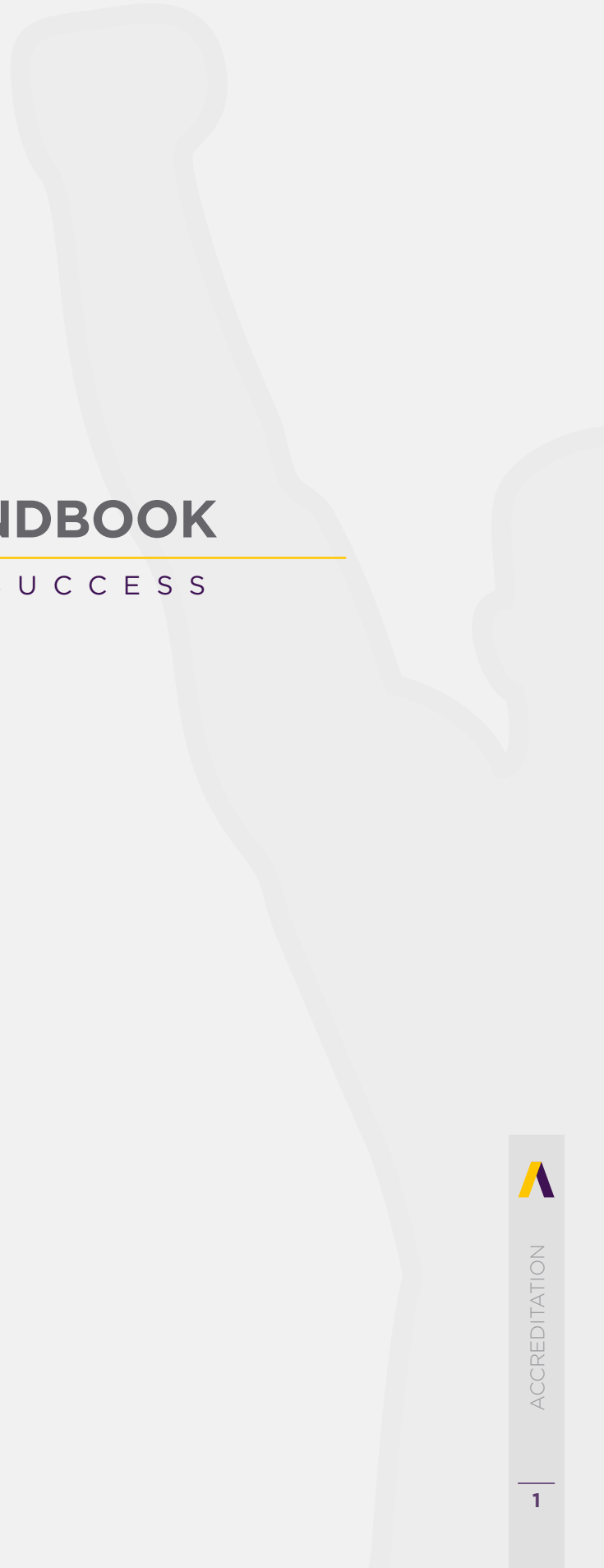
INFORM

Call or email the Associate Director of Accreditation to inform the IAED that your agency wants to become an Accredited Center of Excellence (ACE). There are many resources available to help you. In the US and Canada 1-800-960-6236 and in other International locations 801-359-6916. ACEInfo@emergencydispatch.org.

RESOURCES

- Members-only Facebook group which includes weekly Facebook Live question and answer sessions. Request access: https://www.facebook.com/groups/Race2ACE/
- Pairing with an ACE Mentor Agency to provide support and share tips and resources about ACE
- PDC™ ACE Specialist consultations available through Client Rep site visit from an ACE specialist

ONLINE ACCESS

Request access to the ACE website https://accreditation.emergencydispatch.org/Default/NewApplication

- **There is no cost to gain access to the website**
- View the comprehensive how-to video series
- Assign multiple people to the application
- Assign individuals to specific ACE points
- Set up multiple disciplines under one login
- Upload points as they are completed. No need to wait until all agency documentation is complete.

TWENTY POINTS OF ACCREDITATION

Ensure that you have the most up-to-date version of the Twenty Points of Accreditation. They can be found here: https://accreditation.emergencydispatch.org/

VERSIONS

Ensure that your agency is on the current version of EVERYTHING.

- MPDS®/FPDS®/PPDS®
- ED-Q Performance Standards
  - Contact the IAED™ for the current versions of Protocol and Performance Standards
- ProQA®
- AQUA®
  - Current software versions are listed here: https://support.prioritydispatch.net/

CALIBRATION

Make sure that the ED-Qs are correctly applying the Performance Standards for call reviews.

- Schedule calibration calls for your ED-Qs
- Request a calibration review by Quality Performance Review (aka National Q)
- Ask an ACE agency to calibrate some calls with you
- Schedule a site visit and have a Priority Dispatch Corp™ (PDC) consultant come out to review your Q program

DOCUMENTATION

Create an agency branded template for your agency to use. Upload documentation in a Microsoft Word document or PDF.

- There are customizable templates available on the ACE Website.
- Please do not print and scan PDF document. They can look unprofessional and save upside down or sideways. Find out where AQUA and other original PDFs are stored and upload the originals.
- While each online point has a text box, avoiding putting large amounts of information in the text boxes. It is very hard to read.
  - Please just put "See attached document" in the text box and submit the information in Word or PDF
- Use a consistent File Naming Convention (FNC) to describe what the files contain and how they relate to the Twenty Points.
  - Best practice is to name the file with its corresponding ACE point, subpoint, agency name, and year. This will assist you in keeping the documents for multiple applications. For example, the floor plan required for Point 1b is named "1b AGENCY NAME 2018"
- Save an electronic copy of all documents on agency hard drive.
  - The ACE Online website does not allow downloads of submitted documentation.
  - These documents can be used for reference during your agency's re-accreditation.
  - Create a folder called "original documents" and save all Word versions here. Then save document as PDF and save in the specific point folders. (Tip From Adam Gaines at Chattham County Comms.)

COMMITMENT

Make sure management really understands the time, effort, and resources it takes to reach ACE. If management isn't fully committed, all the enthusiasm in the world won't accomplish this goal.

- Request a line item in the budget to reflect the cost of FTEs dedicated to accreditation, quality assurance, miscellaneous expenses, and the ACE fee. See website for current fees. https://www.emergencydispatch.org/AccredFees
- Ideally, assign a project manager to ACE. This will ensure that the proper time and focus can be given to the project.

EDIT

Take pride in your application and make sure it is clearly written and spell-checked!

- Only provide the information that is requested. More is NOT better!
- Have someone who is very good at editing review your application prior to uploading.

EMERGENCY DISPATCHERS

Include the emergency dispatchers from the beginning. This will either be your biggest group of supporters or your strongest line of resistance.

- This group holds a lot of power. If you do not have ACE performance levels, you do not have ACE. Let them know how important they are to the process and keep them updated on the progress towards ACE.
- Show the emergency dispatchers appreciation for their commitment and recognize that accreditation is a stressful process for the emergency dispatchers.
- Articulate why ACE is important for them and the citizens they serve.
- Make sure the emergency dispatchers know how accreditation will affect them in their day-to-day job.
- Most importantly, let them know that they are awesome and that accreditation is a validation of the incredible job they do every day.

TECHNICAL SUPPORT

Bring the IT department into the process at the beginning and let them know how integral their support and quick responses will be to the success of accreditation. Consider including IT in your DRC/DSC meetings.

They will be required to assist frequently during this process. For instance:
- Updating CAD, ProQA, and AQUA
- Ensuring that the response configuration is up-to-date
- Providing the response configuration table for the ACE application
- Providing access to and/or running ProQA reports
- Other duties as assigned

TIME

The accreditation process takes anywhere from six to twelve months. It could take longer if the agency runs into challenges. Being prepared for this can help reduce frustration and panic.

- Once the application is submitted for review, it will take a minimum of four weeks for the review process to be completed. It may take longer if clarifications are required.
- To be considered for acknowledgment at NAVIGATOR, the application MUST be received by January 15. Please check with the IAED for international NAVIGATOR deadlines.

RE-ACE

Three years go by in a flash! The day you receive your accreditation is the day you need to start the process for your Re-ACE!

UPGRADING TO NEW VERSION OF STANDARDS

The ED-Q Performance Standards 10th Edition are the only current standards in North American English. All agencies in North American English will need to upgrade to these by end of April 2019. For agencies outside of North America or in other languages, please contact Associate Director of Accreditation for deadline.

BETA TESTING

If you are involved in any beta testing for the IAED, make the Associate Director of Accreditation (ADA) aware immediately. It may involve some special considerations for your ACE review and if the agency doesn't let the ADA know, it could cause confusion.

SUPPORT

Priority Dispatch Corp. has consultants who are ACE specialists. Your agency can request a site visit or virtual meeting. The ACE specialist can conduct an ACE gap analysis and provide feedback on ACE readiness.

- Contact your client rep to discuss scheduling a site visit or virtual meeting
- Many contracts already include on-site days that can be used for a pre-ACE site visit
- Some contracts also include the ACE fees, so there is no additional cost to the agency

SUCCESSION PLAN

Always have at least two people with access to all the accreditation information who well-versed in the accreditation process. This will be invaluable if one person becomes unavailable to complete the project. It is also an excellent strategy to ensure that someone understands the process for subsequent re-accreditation periods.

SIX-MONTH ACCREDITATION PERIOD

Reports are to be submitted for the six months immediately preceding the accreditation application. Make sure you calculate this correctly. No one wants to have to redo the 25 calls or send in the wrong month for the ACE reports.

To calculate the six-month period:

- Set the date for the final submission of the application
- If the date is in the first half of the month, skip the month immediately preceding this date
- If the date is in the second half of the month, include the month immediately preceding this date

SUBMISSION IN THE 1ST HALF OF THE MONTH

SUBMISSION IN THE 2ND HALF OF THE MONTH

SOME BENEFITS OF ACCREDITATION

1. External validation of performance
2. Demonstrates to elected officials that the agency meets and exceeds the standard
3. Promise to citizens that agency will provide the highest level of care and professionalism
4. Provides community with a sense of security
5. Ensures industry best practice is standard practice
6. Confirms accuracy in call assessment
7. Provide an established benchmark for performance
8. Allows agency to compete in an age of consolidation
9. Agency pride
10. Accountability
11. Contracts awarded and renewed based on accreditation status
12. Respected internationally
13. Mentorship opportunities
14. ACE-only pins and window decals; put ACE icon on website, challenge coins, and/or email signature
15. Access to OMEGA Protocols
16. Ability to use ECNS™
17. Invitation to sit on IAED Boards
18. Contribute to research
19. Access to beta versions (on the cutting edge)
20. Recognition during the NAVIGATOR opening session
21. NAVIGATOR ACE discount for registration
22. Access to the ACE Reception (so fun!)
23. **BRAGGING RIGHTS!**

WHAT YOUR PEERS SAY

I wish I had known ahead of time what the feeling was going to be once achieving it. If I had known it was going to be my "aha moment," I would have worked on it many years prior. The fear was always there in years prior that we couldn't do it … I found out that we could do it, we did have the personnel, our scores were AMAZING, and the support from management was there all the time. And failure is the one F-word we don't mention here at all anymore. We can achieve anything we set our minds to.

Karon S. Humphreys, Assistant Dispatch Manager, CONFIRE Communications Center, California (USA)

ACE is important to me because it helps keep me focused and on track to giving the best care possible while help is on the way. As a dispatcher, one of my goals is to make the person who called 911 feel like they truly made a difference in helping the person they are calling for; I never want them to feel like they could have done something different or better when the outcome might not be what we want, especially during a critical call. In knowing better, I do better and I feel like the level of care provided on the phone not only helps the patient and the first responders, but it helps me feel like I did my job to the best of my ability.

Alyse Ryan, Public Safety Dispatcher, Ontario Fire Department, California (USA)

ACE is important to me because it shows our true dedication to this profession and our community. To me, it shows that we hold ourselves to a higher standard. It also serves as a promise to our citizens and responders that we will provide the highest level of care and professionalism.

John Ferraro, Executive Director, Northwest Central Dispatch System, Illinois (USA)

Being recognized as an Accredited Center of Excellence (ACE) shows that the product is being used not only as it is designed but also to its fullest potential. It's an achievement that every center is capable of achieving when properly using the product. The time and effort it takes to achieve ACE is minimal compared to the rewards of achieving ACE.

Donald J. Burr, ENP Deputy Director, SEECOM, Illinois (USA)

It gives the employees a great sense of pride to be part of an elite process. Our chief often brags about our comm. center. In talks with other agencies, chiefs, etc., he mentions the center first and gives them the spotlight. It increases morale and identifies their vital role in the agency as more than 'just calltakers' which is the negative connotation often looming over centers.

Nadine Zilke, Support Services Supervisor, St. Cloud Police Department, Florida (USA)

ACCREDITATION

TWENTY POINTS OF ACCREDITATION—POINT-SPECIFIC TIPS

Use of these icons indicate a discipline-specific tip

1. COMMUNICATION CENTER OVERVIEW AND DESCRIPTION

a. Document the total number of stations that are active (calltaking and dispatching) and the number of supervisory or standby stations.
- ‼ List all the positions in the communication center. If a position can have more than one function, list the most common function.
- ‼ If you want to submit any general information about your agency, you can do it in Point 1.

b. Include a floor plan showing the placement of each workstation.
- ‼ Do not hand-draw this! Use a computer program if possible and make it look professional.
- ‼ Label each position.
- ‼ Please do not submit an unlabeled office furniture company drawing for this point.

c. List any current accreditations and the accrediting body.
- ‼ This is for agency accreditations, not individual certifications.

d. Include documentation of last ISO (or applicable body) rating. *
- i. Show rating of the communication center for the last period.
- ii. Include overall department rating for the same period.
- *Where ISO rating is not available or applicable, provide supporting documentation in place of Point 1d.

- ‼ For more information on ISO see Appendix A

d. List any current accreditations and the accrediting body.
- i. Show rating of the communication center for the last period.
- ii. Include overall department rating for the same period.
- 1. Provide relevant documentation outlining rating changes.
  - *Where CALEA rating is not available or applicable, provide supporting documentation in place of Point 1d.
- ‼ For more information on CALEA see Appendix B.

2. MEDICAL/FIRE/POLICE PRIORITY DISPATCH SYSTEM™ (PDS™) VERSION AND LICENSING CONFIRMATION

a. Provide the following as applicable:
- i. MPDS/FPDS/PPDS version number
- ii. ProQA® version number
- iii. AQUA® version number
- iv. ED-Q™ Performance Standards edition number

b. Include documentation (or policy, directive, etc.) stating that the most recent versions of the PDS (ProQA and cardsets) and the Performance Standards will be implemented within one year of their release.
- ‼ Make sure to confirm with the Academy which versions of the above are current. The agency must be using the current version of Protocol and Performance Standards.
- ‼ PDS and Performance Standards must be updated within one year of release.
- ‼ Software versions expire three months after the release of a new version.
- ‼ Take a picture of the version tab in ProQA. This will provide the PDS version number and the ProQA number.

ACCREDITATION
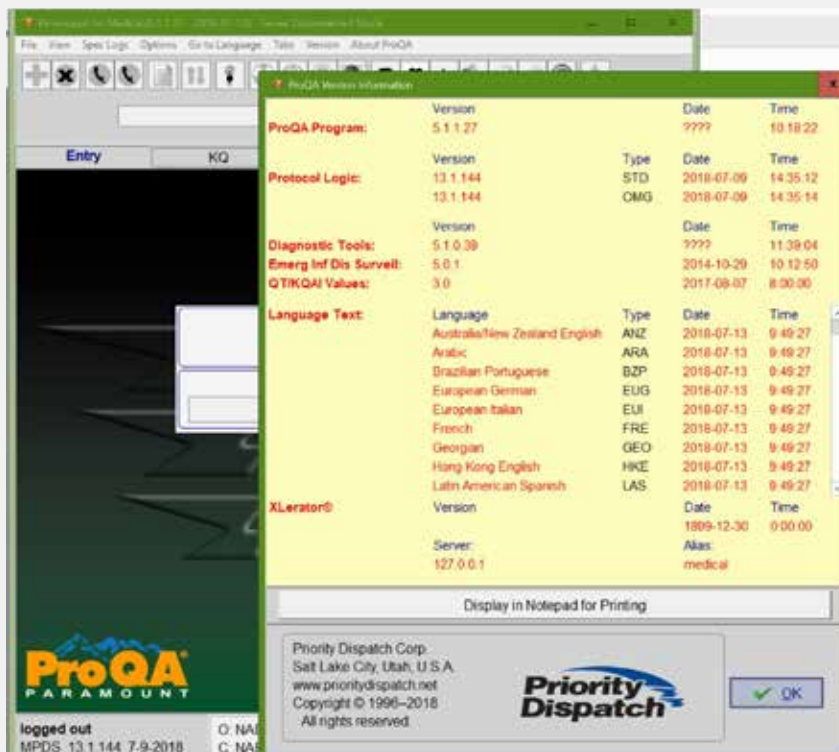
3. CURRENT ACADEMY EMERGENCY DISPATCHER CERTIFICATION OF ALL PERSONNEL AUTHORIZED TO PROCESS EMERGENCY CALLS

a. Provide a list of all emergency dispatchers, indicating their names, hire dates, last certification dates, next recertification dates, and Academy emergency dispatcher certification numbers.

   ‼ Make sure Employee, Hire Date, Last Certification Date, Next Certification Date and emergency dispatcher number are here.

   ‼ "Certification number" is the Member number found on the verification report and on the wallet card.

   ‼ Double-check and make sure that no one's certification has lapsed or will lapse within six months of the application.

     • You can request a verification report from certs@emergencydispatch.org to confirm your record with the IAED. Do not submit the verification report for this point.

     • If anyone will expire during this time include information on when they will be recertified.

     • If anyone is expired due to being off on a long-term illness or other reason, include this information.

   ‼ Present this clearly

EXAMPLE

NAME	HIRE DATE	LAST CERT	NEXT CERT	MEMBER #

ACCREDITATION

4. ALL EMERGENCY DISPATCHER CERTIFICATION COURSES ARE CONDUCTED BY ACADEMY-CERTIFIED INSTRUCTORS, AND ALL CASE REVIEW IS CONDUCTED BY ACADEMY-CERTIFIED ED-QS

a. If you have an in-house or contracted instructor, include her/his name, next recertification date, and certification number.

‼ If you do not have an in-house instructor then write a sentence that states "[AGENCY] uses Academy-certified, contracted instructors provided by Priority Dispatch Corp."

b. List all ED-Qs, indicating their names, next recertification dates, and Academy ED-Q certification numbers.

‼ Make sure Employee, Next Certification Date and EDQ # are here.
‼ "Certification number" is the Member number found on the verification report and on the wallet card.
‼ Double-check and make sure that no one's certification has lapsed or will lapse within six months of the application.
‼ If anyone will expire during this time, include information on when they will be recertified.
‼ Present this clearly

EXAMPLE

NAME	NEXT CERT	ED-Q #

5. FULL ACTIVITY OF QUALITY IMPROVEMENT (QI) COMMITTEE PROCESSES

a. Include copies of agendas and minutes of all Dispatch Review Committee (DRC) and Dispatch Steering Committee (DSC) meetings (at least two DRC meetings and one DSC meeting in the six months immediately preceding the application).

‼ Ensure you have commitment from management to make these meetings a priority.
• Conference calls and webinars are acceptable.
• Communicate to committee members (especially high-ranking officials) that these meeting are a requirement of accreditation and repeated canceling of, or failure to schedule, these meetings will jeopardize the accreditation.
‼ Make sure to submit the minutes and not just the agenda.
‼ Make sure to hold the minimum number of meetings in the prescribed period.
‼ Minimum of two DRC and one DSC in the six months prior to submitting application.
‼ DRC/DSC minutes need to be relevant.
‼ Ensure that meetings contain discussion pertaining to protocol and emergency dispatcher performance.
‼ Make sure the minutes identify the committee. Clearly label it DRC or DSC.
‼ If your agency combines the DRC and DSC explain this.

b. List the names and titles of all committee members for the following:
i. Quality Improvement Unit (Quality Assurance Unit in Performance Standards 10th Edition)
ii. Dispatch Review Committee
iii. Dispatch Steering Committee
‼ If your agency has a different name for the committee include this information and put the IAED name beside the name the agency uses. Example: Manager's Task Force (DSC)

!! Make sure the right people are on the right committee:
- QAU—All the ED-Qs in the agency (and no one else). Note: the QAU is not actually a committee and does not require submission of meeting minutes.
- DRC—Emergency dispatchers, Field Responders (paramedics, police, firefighters), ED-Q, Training Officer, Supervisor, etc.
- DSC—Chief, Comm. Center Manager, Medical Director, etc.
- Refer to the ED-Q course manual for more info on committees.

c. List the objectives and tasks of each of these committees.
!! Create one document with the title of each of the committees, the names of its members, and their role on the committee and the objectives and tasks.
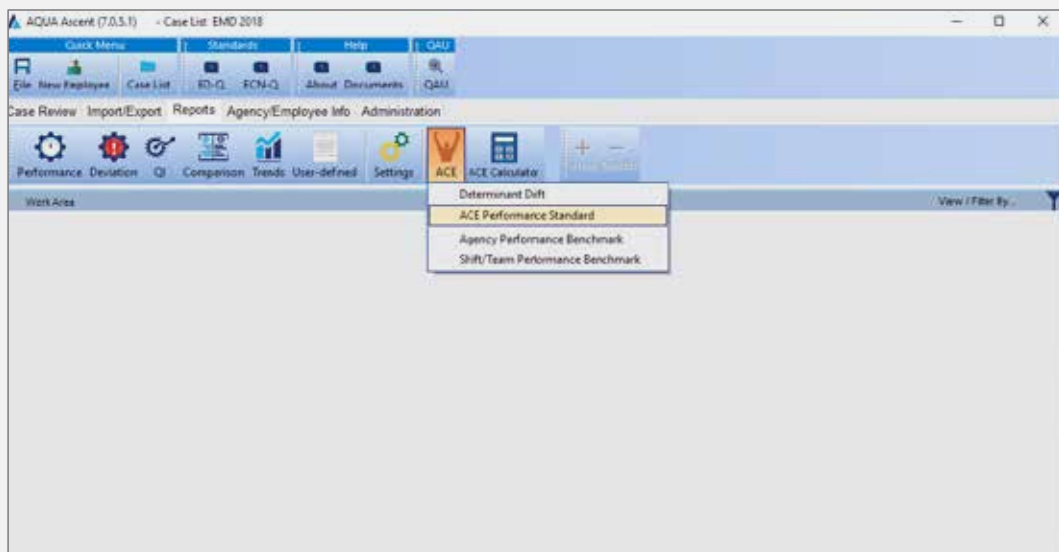- Refer to the ED-Q course manual for more info on committees.

6. IAED QUALITY ASSURANCE AND IMPROVEMENT METHODOLOGY

a. Attach a complete description of the methods used to evaluate emergency dispatcher performance in using all elements of the MPDS, FPDS, and PPDS correctly as outlined in the ED-Q Course Manual (consistent reviewing practices). The document should outline the following:
i. How cases are randomly selected.
!! Use AQUA to import a random selection of ProQA calls.
!! The only requirement is for a random import of calls. ACE does not require a specific number of calls per emergency dispatcher, nor a specific capture of Chief Complaints. These are handled by focused reviews. RANDOM IS NOT EVERY FIFTH CALL—THAT IS A PATTERN!

> **ran·dom**
> *adj.* Having no specific pattern, purpose, or objective: *random movements.*

ii. The minimum number of cases reviewed monthly.
!! Make sure that the correct number of calls are reviewed based on ACE requirements for call volume (per discipline).
!! Calculate annual call volume by running a Master Dispatch Analysis Report.
!! Provide the minimum MONTHLY number (not yearly or how many were reviewed for ACE).
iii. Any special case review practices employed. This can include cases identified by the agency that warrant additional reviews.

!! Make sure to state clearly state the special case review practices. These are referred to as "focused reviews" in the Performance Standards 10th Edition that are done in addition to the random audits. Please note, it is against ACE guidelines to mark a random case review as a special case to have it excluded from the random review. Cases that come up in the random stay in the random. *See Appendix C*
!! Focused audits are completed in addition to the random reviews and are agency defined. Please refer to the Emergency Dispatch Quality Management: Quality Assurance Course Manual 6th Edition, page 3.4 for examples of focused review topics.
!! If a case that is already part of the random is also needed as part of a focused audit, AQUA will allow you to do this by ticking "focused review."
!! If no special case review practices are employed, state this, but you really should have a special case/focused audit practice.

b. Attach a detailed description of how emergency dispatcher performance is checked, tabulated, and tracked.
  ‼ Employee performance is often stored in AQUA. Describe how you use the data in AQUA to check, tabulate, and track emergency dispatcher performance to ensure that you know how they are doing and to provide feedback effectively.
  ‼ If your agency uses an Information Management System describe how this is used to track emergency dispatcher performance.

c. Include details and dates of when case review began and how scores were shared with each employee.
  ‼ Make sure to include how you get the case reviews to each employee: email, face-to-face, information management system, put in a mail slot?

d. Include details and dates of when shift and center scores were posted.
  ‼ Make sure **DATES** and **SHIFT** scores and **CENTER** scores are posted and recorded here.
  • Do not post individual's reports.
  ‼ Make sure that it is the **ACE reports** and NOT the old 95% scoring reports.

CREATING AN ACE REPORT

AQUA 7

ACCREDITATION

7. CONSISTENT CASE EVALUATION THAT MEETS OR EXCEEDS THE ACADEMY'S MINIMUM PERFORMANCE EXPECTATIONS

*These call volume calculations apply to 4b/9b Performance Standards ONLY and are expired in most languages. Contact Associate Director of Accreditation right away if using 4b/9b Performance Standards.
a. Based on agency size, one of the following will apply:
>   *i. Agencies whose call volume is above 500,000 will be required to audit 1% of their cases.*
>   *ii. Agencies whose call volume is between 43,333 and 500,000 will be required to audit a percentage ranging between 3% and 1%. Use the sliding scale calculator on the Academy's website and provide a screenshot printout of the calculation and total.*
>   *iii. Agencies whose call volume is between 1,300 and 43,332 will be required to audit 1,300 cases (25 per week).*
>   *iv. Agencies whose call volume is below 1,300 will be required to audit 100% of their cases.*

Please note: the Performance Standards 10th Edition has a new random review calculation. This can be found on the IAED website https://www.emergencydispatch.org/AccredCalculator as well as in AQUA. Please use this to calculate required random call volume.

IAOEFD   **IAOEMD**   **IAOEPD**

Enter Annual Call Volume:

Highest Call Volume
50000

2nd Highest Call Volume
25000

3rd Highest Call Volume
5000

[Calculate] [Reset]

Enter call volume(s) by discipline(s) from highest to lowest

Highest Call Volume		2nd Highest Call Volume		3rd Highest Call Volume	
Review Percent:	2.971 %	Review Percent:	N/A	Review Percent:	N/A
Annual Random:	1485	Annual Random:	832	Annual Random:	572
Weekly Random:	29	Weekly Random:	16	Weekly Random:	11
Monthly Random:	124	Monthly Random:	69	Monthly Random:	48

ANNUAL CALL VOLUME BY DISCPLINE**	HIGHEST CALL VOLUME DISCIPLINE		SECOND HIGHEST CALL VOLUME DISCIPLINE		THIRD HIGHEST CALL VOLUME DISCIPLINE	
	Per Year	Per Week	Per Year	Per Week	Per Year	Per Week
0-1000*	520	10	364	7	260	5
1001-5000*	884	17	728	14	572	11
5001-15000	936	18	780	15	624	12
15001-25000	988	19	832	16	676	13
25001-43333	1040	20	884	17	728	14
>43,333	Calculated on a 1-3% sliding scale. Refer to ACE calculator in AQUA 7 or on the website http://www.emergencydispatch.org/AccredCalculator					

*Random review number is never greater than 50% of the discipline annual call volume.

**ECNS calculation is not provided by the calculator. Please refer to the Twenty Points to determine the random calculation for ECNS.

‼ Call volume is the number of calls processed using ProQA. It is discipline specific and Medical, Fire, and Police will have different call volumes. The Master Dispatch Analysis in ProQA Reports will provide this information.

‼ Include a sentence that clearly states both the call volume and the number of audits that are performed each week.

‼ Take a screenshot of your agency's ACE Calculator numbers to include in the submission. Put in call volumes for ALL disciplines that use protocol to ensure the correct calculation.

Example:

[Agency] has a total call volume of 550,000 cases per year and is required to audit 1% of the cases which is 106 audits per week.

b. List the total number of emergency medical calls received by the center in the six months immediately prior to the accreditation application.

‼ This does not have to be broken down by month. Provide documentation of the total number of calls reviews. "January–June 2018: 2500 calls reviewed."

c. List the total number of cases reviewed in the same time period.

‼ Make sure that at least the minimum number of calls have been reviewed.

‼ These calls MUST be randomly selected for ACE review. They cannot be cases from any other source (focused audits, investigations, etc.). Use the import feature in AQUA to import the random cases.

8. HISTORICAL BASELINE QA DATA FROM INITIAL IMPLEMENTATION OF STRUCTURED ACADEMY QA PROCESSES (FIRST QI SUMMARY REPORT, IF AVAILABLE)

a. A baseline QI Summary Report (or equivalent).

b. Determinant Drift Reports (or equivalent) for the center.

c. Indicate on cover letter if these items are not available.

‼ Don't worry, these do not have to be ACE levels.

‼ If your agency started with using V 9a/4a or later Performance Standards, then submit the "ACE Report" instead of the "QI Summary Report."

‼ Only the first month—not from start until present.

‼ If you don't have the first month's data, provide the oldest data you have and include a note to explain why you don't have older data.

‼ Do not include every page of the Determinant Drift Report, ONLY the "all" page from the end of the report. Take a screenshot of the "All" page and put in a Word document or save this page of the report as a single page PDF.

‼ Save these baseline reports. You can submit them for every single Re-ACE that you do as it is historical data.

9. MONTHLY AVERAGE CASE EVALUATION COMPLIANCE SCORES FOR THE DISPATCH CENTER FOR SIX MONTHS IMMEDIATELY PRECEDING THE ACCREDITATION APPLICATION AT OR ABOVE ACCREDITATION LEVELS

a. Include Accreditation Report showing compliance at or above the following expected minimum performance levels for at least the three months preceding the application.

‼ Include six reports (one for each month).

‼ The last three months (closest to submission) must be ACE levels.

• CHECK THIS: Partial and/or Low must be 10% or lower and Non-Compliant must be 7% or lower.

• The deviation levels must ALL be 3% or lower.

• Each month must meet these levels. It is NOT an average.

• If any of these levels are out of range, YOU ARE NOT READY TO SUBMIT.

b. Include a Communication Center Determinant Drift Report showing that both risk and waste responses are 5% or less for the last three months preceding the application.

    ‼ Provide three separate monthly reports

	ACE
High Compliance	
Compliant	
Partial Compliance	10%
Low Compliance	10%
Non-Compliant	7%

Percentage of Deviation Accepted	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
	3%	3%	3%	3%

10. VERIFICATION OF CORRECT CASE EVALUATION AND QI TECHNIQUES, VALIDATED THROUGH INDEPENDENT ACADEMY REVIEW

    ‼ If every call is High Compliant—this is a red flag. No agency has perfect performance. This point is assessing the accuracy of the ED-Q and not the accuracy of the emergency dispatcher.

    ‼ FPDS: Maximum 5 Alarm calls allowed for Point 10 submission

    ‼ Review ED-Q practices prior to starting the ACE process to ensure reviewer accuracy.
- Calibration case reviews
- ED-Q Refresher course
- AQUA training
- External audit of case review process

    ‼ Get in the habit of checking the reviews before they are sent out to the emergency dispatcher.
- Always check to make sure the Final code as reviewed is completed.
- Watch out for double dings. (Use Cascade error in Performance Standards 10th Edition.)

    ‼ All performance standards must be followed and appropriate comments and reasonable deviations given.

    ‼ Make sure that ED-Qs are using AQUA properly (e.g. marking radial dials for Obvious and N/A correctly).

    ‼ Include a summary document of any agency-specific policies that effect the call review process. Ensure the actual policy is submitted in Point 12.

a. Provide copies of 25 case review audio files with completed Case Evaluation Records (CER) and Incident Performance Reports (IPR) for Academy assessment. ***New Please submit the merge file (.adb) from AQUA instead of the CERs and IPRs***

    ‼ Please note the new requirement to submit the merge file (.adb). This allows for a more accurate review of the ED-Q process. See Appendix D.

    ‼ Label the wave files THE SAME as the AQUA file for easy identification.
- Do not expect the BOA reviewer to try and figure out what AQUA reports goes with which wave file.

    ‼ We are reviewing the accuracy of the ED-Q and not the accuracy of the emergency dispatcher.

    ‼ Include 22 calls from the one-month period immediately preceding the application.
- These calls must be selected purely at random; they must not be cases specifically marked for feedback or other review.

    ‼ All 22 random calls need to be from the requested period (one calendar month).

‼ These calls must be selected from previously reviewed calls in AQUA that are part of ACE reporting and are NOT reviews done specifically for the ACE application.

i. State the process for random selection of these calls.

‼ These calls must be selected in a purely RANDOM manner: http://www.random.org/

Random is not every fifth call—that is a pattern

Random is not selecting one call from every emergency dispatcher—that is a pattern

Random is not selecting one call from each protocol—that is a pattern

ii. Include an additional three cases involving Pre-Arrival Instructions (the first pre-arrival case taken for each month in the three months immediately preceding this application).

‼ These calls must be selected from previously reviewed calls in AQUA that are part of ACE reporting.

‼ One call from each of the three months preceding the application.

‼ Add "PAI" to the end of the AQUA number to identify that these are the cases submitted as a PAI case.

‼ If there are no PAIs in the three months go back up to six more months to find PAI calls.

- If this applies to your agency, please submit a document to explain the process for finding a PAI calls.
- If no calls in six months, submit three more reviews that are random.
- If your agency rarely has PAIs, consider establishing a focused audit process to review 100% of these cases to ensure they are being handled correctly.

11. IMPLEMENTATION AND/OR MAINTENANCE OF MPDS/FPDS/PPDS ORIENTATION AND DISPATCH CASE FEEDBACK METHODOLOGY FOR ALL FIELD PERSONNEL

a. Describe your MPDS/FPDS/PPDS field orientation process.

‼ Write a brief explanation of how your agency teaches the responders (paramedics, firefighters, or police officers) about PDS and the communication center.

i. Include a copy of the Power Point and/or teaching plan of this orientation.

‼ Ensure to provide documents that demonstrate the training provided to the responders.

ii. List the number of Field Responder Guides distributed, along with the dates these were given out.

‼ If using the FRG app provide details of the number of apps and the date installed.

‼ If using a Mobile Data Terminal/Computer or equivalent, provide screenshots to demonstrate the information sent to responders. See Appendix E

b. Describe your emergency dispatcher case feedback methodology.

‼ What is the process for paramedics/police officers/firefighters who have a compliment or a concern about a dispatch call? How do they file this? Where does it go? Who investigates it? How does the info get to the emergency dispatcher and back to the field responder?

c. Include a blank copy of the field feedback form utilized by your agency.

‼ A screenshot of an online form is acceptable.

i. Include documentation of the dates these were distributed to all field stations.

12. VERIFICATION OF LOCAL POLICIES AND PROCEDURES FOR IMPLEMENTATION AND MAINTENANCE OF PDS. INCLUDE ALL POLICIES RELATING TO EMD/EFD/EPD PRACTICES, WHICH MUST INCLUDE THE FOLLOWING:

‼ ACE Online website has templates and example policies that can be downloaded.

‼ Make sure all "local policies" are clear and do not contradict PDS or allow non-use or alteration of any components of protocol (Case Entry, Chief Complaint, Key Questions, Diagnostic Tools, or DLS instructions). Policies in Appendix F

‼ Contact the Associate Director of Accreditation if you have any questions about agency policies.

‼ ONLY include the relevant pages of the policy manual and HIGHLIGHT the specific section that you are submitting. Do not expect the reviewer to look through all pages of a policy to find the specific policy requested.

‼ Submit a Word document or PDF with the name of the ACE point so it is very clear to the reviewer. Example: "CDE Requirement 12.c.ii"

a. Implementation and application of MPDS/FPDS/PPDS.

b. Medical Director approval of all MPDS protocols, including those requiring local approval, for example:
- OBVIOUS DEATH and EXPECTED DEATH
- OMEGA referrals (if applicable)
- HIGH RISK Complications for childbirth
- Protocol 33 ACUITY Levels (if applicable)
- Aspirin Diagnostic and Instruction Tool
- STROKE Treatment Time Window
- Cardiac Arrest Pathway

‼ If your agency does not use OMEGA and/or Protocol 33, then write a statement about it.
‼ The use of the Stroke Diagnostic Tool is mandatory.
‼ Ensure that you have the approvals for the current version of protocol. Check the "Special Definitions" tab in Paramount Admin to make sure that you are submitting approval for the most current Special Definitions. Please note that these can change with a new version of protocol.
‼ A Protocol Authorization template is available. Contact Associate Director if you want this.

b. Fire rescue approval of all FPDS protocols, including those requiring local approval, for example:
- HIGH RISE
- LARGE vs. SMALL Aircraft
- SERVICE CALL
- LARGE BRUSH/GRASS Fire

‼ Ensure that you have the approvals for the current version of protocol. Check the "Special Definitions" tab in Paramount Admin to make sure that you are submitting approval for the most current Special Definitions. Please note that these can change with a new version of protocol.
‼ A Protocol Authorization template is available. Contact Associate Director if you want this.

b. Law enforcement approval of all PPDS protocols, including those requiring local approval, for example:
- CHILD vs ADULT Age Ranges
- LARGE vs. SMALL Group
- EXPECTED DEATH and OBVIOUS DEATH
- Time lapse for in-progress, just-occurred, and PAST events

‼ Ensure that you have the approvals for the current version of protocol. Check the "Special Definitions" tab in Paramount Admin to make sure that you are submitting approval for the most current Special Definitions. Please note that these can change with a new version of protocol.
‼ A Protocol Authorization template is available. Contact Associate Director if you want this.

c. Protocol compliance
‼ This is not a header for a section. We want a policy on protocol compliance expectations.
‼ The IAED ACE compliance levels are for agencies ONLY and cannot be directly applied to individuals. Individual performance needs to be tracked over time (three to six months minimum). The agency must create an individual and agency compliance policy. The IAED has sample policies. Contact Associate Director.
i. Quality improvement
‼ Ensure that the QI policy references the current edition of the Performance Standards and NOT the old percentages from the 8th Edition
ii. CDE requirements
iii. Performance management and remediation
iv. Customer service skills
‼ Explain how customer service scores are addressed by your agency.
v. Language translation processes

d. A policy stating that all emergency medical calls are only processed by emergency dispatcher-certified personnel, and that employees are removed from their calltaking duties if their certification is expired, suspended, or revoked.
‼ Ensure that the policy states that the emergency dispatcher will be removed from calltaking duties if their certification is expired, suspended, or revoked. ALL THREE must be part of the policy.
‼ Emergency dispatchers must be certified prior to taking ANY live calls (including if double plugged with a trainer).

ACCREDITATION

13. COPIES OF ALL DOCUMENTS PERTAINING TO YOUR CONTINUING DISPATCH EDUCATION (CDE) PROGRAM

‼ Do not need to include copies of the CDEs, just the details of topics covered.
‼ Some must address IAED protocols.
‼ The NAVIGATOR Conference and the IAED College of Emergency Dispatch provide an excellent source of CDE. http://www.emergencydispatch.org/Conference and https://learn.emergencydispatch.org/LEARN/

a. Submit the CDE schedules and topics for the past six months.

b. Submit emergency dispatcher attendance records.
‼ Keep track of this attendance. We really expect this; the list should have names and dates on it.
‼ http://www.emergencydispatch.org/Members offers a Supervisor feature, which allows you to track emergency dispatchers CDE online.

c. Submit a CDE schedule draft for the next six months.
‼ We want to see that you are planning your CDE to address relevant issues in your agency. If CDE topics change based on newly identified issues, that is okay!

☐ Check this box if utilizing the Advancement Series. (The College of Emergency Dispatch is now available. Please indicate if your agency uses this for training.)

14. SECONDARY EMERGENCY NOTIFICATION OF DISPATCH (SEND) ORIENTATION

a. Include documentation of the distribution of SEND Protocol information to all police and fire dispatchers to other agencies routinely forwarding emergency calls.
i. List others as appropriate.

b. Include documentation of agencies trained, copies of attendance records, and any training materials used for this process.

☐ Check this box if utilizing the Special Procedures Briefing CD on SEND.

‼ This is not a suggestion; it is a requirement to offer training. If the police or fire department is refusing to comply, your agency must demonstrate that you have attempted to do this.
‼ This is a requirement to offer training to your first responders (firefighters/police officers) so they know what information to provide to their dispatchers who will, in turn, give your agency the information.
‼ If the agency uses multiple disciplines, this point is potentially met by training provided to meet Point 11.
‼ **ADVANCED Send is now available and recommended for use. Please contact Client Rep to obtain.** If using ADVANCE SEND, please submit 14a as requested. For 14b, submit date training was completed for EMDs and for police officers. Also submit a screenshot of ProQA Admin "restricted settings" showing ADVANCED SEND verification.

14. THE PROCESS THAT WILL OCCUR WHEN OUTSIDE AGENCIES REQUEST A FIRE RESPONSE. INCLUDE THE FOLLOWING:

a. Distribution of protocol information to police and medical dispatchers and to other agency dispatchers.

b. Provision of FPDS orientation to all such dispatchers.

c. Description of the orientation process.

d. Copies of any literature, including handouts and slides.

e. Copies of attendance rosters.

f. Total number of dispatchers trained and the organizations that employ them.
‼ The agency is expected to contact surrounding police and medical dispatch agencies to provide information and training on the agency's use of FPDS.
‼ 14a-f is considered complete if agency uses multiple disciplines and dispatchers are cross-trained. Submit a document stating all PDS disciplines used by agencies and that all emergency dispatchers are cross-trained in all disciplines.

14. THE PROCESS THAT WILL OCCUR WHEN OUTSIDE AGENCIES REQUEST A LAW ENFORCEMENT ASSISTANCE RESPONSE. INCLUDE THE FOLLOWING:

a. Distribution of protocol information to fire and medical dispatchers and to other agency dispatchers.

b. Provision of PPDS orientation to all such dispatchers.

c. Description of the orientation process.

d. Copies of any literature, including handouts and slides.

e. Copies of attendance rosters.

f. Total number of dispatchers trained and the organizations that employ them.

‼ The agency is expected to contact surrounding fire and medical dispatch agencies to provide information and training on the agency's use of PPDS.

‼ 14a-f is considered complete if agency uses multiple disciplines and dispatchers are cross-trained. Submit a document stating all PDS disciplines used by agencies and that all emergency dispatchers are cross-trained in all disciplines.

15. ESTABLISHED LOCAL RESPONSE ASSIGNMENTS FOR EACH MPDS/FPDS/PPDS DETERMINANT CODE

a. Include a description of the process for developing response configurations.

b. Include a list of all MPDS/FPDS/PPDS Determinant Codes and each locally assigned response configuration.

‼ This is how your agency *initially* created the local response configuration.

‼ How fast (HOT or COLD)? What type of unit (ALS, BLS, Ladder, pumper, Constable, K9)?

‼ If a comm. center dispatches for multiple agencies with unique response configurations, then a Local Response Assignment must be submitted for each agency.

‼ It is recognized that police agencies may dispatch a varying number of units, and or specialty squad responses based on availability and officer's self-dispatching over the radio at the time of dispatch. Please provide your response type and priority for each PPDS Determinant Code.

c. Include copies of the specific Dispatch Steering Committee (DSC) minutes with verification that all response configurations are approved.

‼ Keep careful minutes of this process and include them here.

16. MAINTENANCE AND MODIFICATION PROCESSES FOR LOCAL RESPONSE ASSIGNMENTS TO MPDS/FPDS/PPDS DETERMINANT CODES

Provide documentation about how MPDS/FPDS/PPDS local response assignments are regularly reviewed and how recommended changes are approved.

‼ This is how the agency *routinely reviews* the local response assignments.

‼ IAED recommends a scheduled review at least annually as well as prior to the implementation of a new version of protocol.

‼ Be specific! Describe how new versions of protocol are reviewed and how new response assignments are selected.

17. THE CALL CENTER'S INCIDENCE (NUMBERS) OF ALL PDS CODES AND LEVELS FOR SIX MONTHS IMMEDIATELY PRECEDING APPLICATION

Each Chief Complaint

**(1–48)**

(51-83)

(101-136)

Each individual Determinant Code

Each Determinant Level (A, B, C, D, and E)
>   ‼ Even though there are three parts to this point, it is all covered by submitting one report:
>   The Master Dispatch Analysis

> **1.** This is a ProQA report; NOT an AQUA report.
> **2.** Please make sure you know what this is and how to use it. (If you need help contact Software Support.)
>   1. Ensure the report filters out aborted calls and test calls.

Contact info for Paramount Reports support in Appendix G
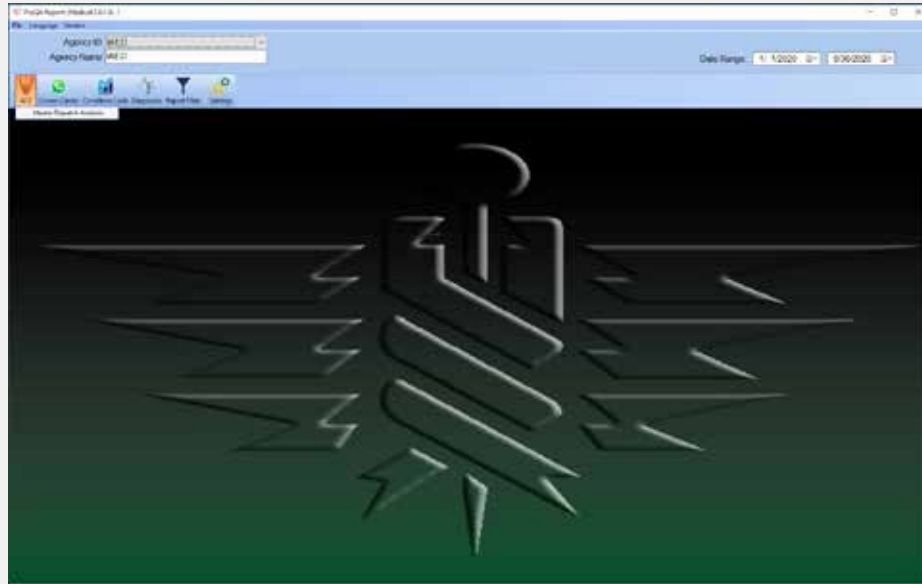
18. APPOINTMENT AND APPROPRIATE INVOLVEMENT OF THE MEDICAL DIRECTOR/FIRE RESCUE ADMINISTRATOR/LAW ENFORCEMENT OFFICER TO PROVIDE OVERSIGHT OF THE CENTER'S EMERGENCY DISPATCHER ACTIVITIES

a. List the name, address, license number, and country/state/province (or equivalent) in which the Medical Director/Fire Rescue Administrator/Law Enforcement Officer is licensed to practice.

b. Include a copy of the documentation appointing the above.

c. List the approved roles and responsibilities of the above within the dispatch system.
>   ‼ Write a statement (on agency letterhead) that is signed by the appointing person (chief, etc.) that lists a, b, & c. (It only needs to be one document.)
>   ‼ It is understood that a Fire Rescue Administrator or a Law Enforcement Officer may not have a license number. If this is the case, simply state that there is no license number for this role.
>   ‼ If a comm. center serves multiple agencies with multiple administrators, consider having the administrators designate one person as the signing authority.

19. AGREEMENT TO SHARE NON-CONFIDENTIAL EMERGENCY DISPATCH DATA WITH THE ACADEMY AND OTHERS FOR THE IMPROVEMENT OF THE MPDS/FPDS/PPDS AND THE ENHANCEMENT OF EMERGENCY DISPATCH IN GENERAL

a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.

b. Include written verification, signed by the agency's senior executive, agreeing to submit the quarterly compliance summary reports to the Academy (submitted electronically through the Academy's website).
>   ‼ Write a statement (on agency letterhead) that is signed by the appointing person (chief, etc.) that lists a & b. (It only needs to be one document.)
>   ‼ Ensure it reflects the new policy of QUARTERLY reporting and not the old requirement of semi-annual reporting.

ACCREDITATION

20. AGREEMENT TO ABIDE BY THE ACADEMY'S CODE OF ETHICS, CODE OF CONDUCT, AND THE STANDARDS SET FORTH FOR AN ACCREDITED CENTER OF EXCELLENCE

a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.

b. Provide verification and date of the prominent posting of the Code of Ethics and its location.
- **!!** Write a letter (on agency letterhead) that is signed by the appointing person (chief, etc.) that lists a & b. (It only needs to be one document.)
- **!!** Make sure that the letter mentions ALL THREE:
  1. Code of Conduct
  2. Code of Ethics
  3. Standards

High Res PDF link in Appendix H

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ACCREDITATION

NOTES

NFPA AND ISO BY JAY DORNSEIF

NFPA (National Fire Protection Association) sets standards for many things in the fire service including fire dispatch. NFPA 1221 states that communication centers personnel should be certified, that there should be a re-certification component in place that requires continuing education. The 1221 standard also states that a communication center should have a Quality Assurance program in place. The 1061 standard talks about professional qualifications needed to be a call taker and dispatcher. Those qualifications include using a protocol to ask questions and give instructions to a caller specially to help reduce injuries and fatalities in the US from fire. Remember these are fire standards. The IAED is listed in the NFPA annex as a training organization that offers such materials.

The ISO (Insurance Standards Organization) provides a public protection classification (most know as a rating) on a scale from 1 (best fire protection) to 10 (having no fire protection). The lower a fire departments' rating the lower people's home owners and business owners fire insurance usually is. So, this rating is made up of the fire departments personnel and equipment (50 points) the community water supply - fire hydrants and how close you are to one (40 points) and the communication center (10 points).

Every 10 points the fire department receives it lowers their rating by one class. So, if my fire department gets between 70 and 79 points my rating would be a class "3". The fire departments were used to getting almost a perfect score from communication center until the ISO adopted the NFPA standards in 2013. ISO now asks if the communication center has a "Fire Protocol", are their staff certified and do they re-certify with continuing education requirements, and is there a Quality Assurance program in place.

As you can see the EFD program meets all the things that the ISO is looking at for call processing form a communication center. The ISO looks at other things like being able to call 911, does the center have a CAD, have enhanced 911, etc. Not having the items required by NFPA 1221 and 1061 can lose the center almost half of their 10 points in their rating. Remember fire is still the leading cause of death in the United States and therefore the ISO looks specifically at how a 911 center handles structure fires in the US.

The EFD-Q program would meet the QA requirement in the NFPA standard. The 911 center may reach out to National Q to help meet this standard in the form of a 90/90 program or other QA assistance (some purchase a whole year of QA). Being an ACE would be the ultimate assessment to a 911 center operations and QA program and demonstrates that you operate at the highest level on a day to day basis

http://www.nfpa.org/news-and-research/resources/emergency-responders/job-tools-and-resources/iso-rating-resources

http://www.calea.org

ACE

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Objective 1

Explain the difference between *random* and *focused* case review.

Random and Focused Reviews

There are two categories of case reviews: random and focused. Random case reviews are done on a purely random selection of calls, meaning that every case in the database has an equal chance of being selected without bias or pattern. Over the long run these random reviews provide a statistically reliable measurement of day-to-day calltaker performance. However, in the short run, random reviews do not always provide the desired specificity for all incident types and for all employees. Carefully selected, focused reviews supplement random reviews to ensure that the agency has specific data on all required areas of calltaker performance and protocol use. Think of focused reviews as going an inch wide and a mile deep to drill down and focus on a specific area. Random reviews, on the other hand, can be thought of as going a mile wide and an inch deep to provide a general snapshot of the agency's performance.

Random Case Reviews

Random case review is a powerful tool to measure the use of Priority Dispatch System™ (PDS™) Protocols, and is a vital part of the QI cycle. Data from reviews—collected over time—can identify excellence in calltaker performance, confirm correct use of protocol, identify gaps in knowledge, and point out the need for system and/or protocol improvement. Random case reviews are also used for monthly, quarterly, and yearly performance reporting for the individual, shift, and agency. These monthly reports are one of the main components of accreditation. The International Academies of Emergency Dispatch® (IAED™) has a standard for the minimum number of random case reviews you must complete, based on your total annual call volume. The IAED recommends that case reviews are done on a consistent basis. Daily is ideal, but, at a minimum, a specified number of case reviews must be completed each week to help guarantee that calltakers are receiving feedback on a consistent and frequent basis.

The following steps will help you determine the minimum required random sample size for your agency.

1. Calculate annual call volumes for your agency

• The International Academies of Emergency Dispatch® (IAED™) generally recommends that agencies calculate their annual call volumes once per year. However, additional calculations may be necessary when there is a significant change in call volume (due to something like consolidation with another agency).

• Annual call volumes are discipline specific, meaning that the annual call volumes for medical calls, fire calls, and police calls are calculated separately.

• Annual call volumes can be determined using the reporting utility of your computer-aided dispatch (CAD) system or by running the ProQA Master Dispatch Analysis Report for a 12-month period.
Contact Priority Dispatch Corp.™ (PDC™) Software Support (https://support.prioritydispatch.net/) for assistance in running a Master Dispatch Analysis Report.

Random case reviews are done on a purely random selection of calls, meaning that every case in the database has an equal chance of being selected without bias or pattern.

Think of focused reviews as going an inch wide and a mile deep to drill down and focus on a specific area. Random reviews, on the other hand, can be thought of as going a mile wide and an inch deep to provide a general snapshot of the agency's performance.

Objective2

Determine the minimum required random sample size for your agency.
3.4 CASE REVIEW CHAPTER 3
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2. Input annual call volumes into the IAED Random Case Review Calculator (ACE Calculator)
• The IAED Random Case Review Calculator (ACE Calculator) can be found on the Reports tab in AQUA or on the IAED website (http://www.emergencydispatch.org/AccredCalculator).
• The calculator will provide you with the number of random case reviews required for the year and week based on your annual call volumes.
– For larger agencies (those with volumes over 43,333/yr.), the random sample will vary from 3% to 1%.
– For agencies with call volumes lower than 43,333, the IAED is working to create a realistic standard both for single and multi-discipline random sampling. A matrix showing this standard is available on the accreditation website (https://accreditation.emergencydispatch.org/).

3. Record the number of case reviews required for the year and week
a. Print, write down, or save the number of annual and weekly random case reviews provided by the calculator.
b. Ensure that, at minimum, this number of random case reviews is completed.

Focused Case Reviews
Focused case reviews make up a smaller portion of the total case reviews conducted by the Quality Assurance Unit (QAU). These reviews are differentiated from random case reviews by the fact that they are specifically selected for review based on agency-identified criteria or IAED recommendations. The purpose of focused reviews will vary from discipline to discipline and

agency to agency. However, it is important for the agency to have well-defined, transparent categories for focused reviews. If calltakers understand the intent of focused reviews, they will be less likely to feel like they are being singled out by the QAU.

Reasons to conduct focused case reviews include, but are not limited to, the following:

• Infrequently used Chief Complaint Protocols
• Specific categories of PAIs as requested by a Medical Director or Senior Fire or Police Administrator (choking, active shooter, structure fire, etc.)
• Specific areas of protocols that are of a particular interest to the agency (as identified by the Dispatch Review Committee)
• High-risk/low-volume incident types
• Specific calltakers who did not come up in the random sample
• Calltakers (e.g., supervisors, field providers, or part-time employees) who only occasionally take calls to cover shifts (Note: These calltakers must be certified to use the protocols.)
• Specific calltakers who require an increased number of reviews (Performance Improvement Plan, new employee, etc.)
• Investigations (complaints or commendation from the public or public safety partners)
• Field feedback reviews (responders requesting a specific incident be reviewed)

It is important to understand that cases selected for focused review are not excluded from random case review. If a case that has been selected for focused review comes up in the random review process, the case must be included in the random case review reports.

Calibration Cases

All members of the QAU must strive to develop and maintain consistency in their case review process. Selecting calibration cases is an effective way to create and maintain ED-Q consistency and accuracy. A calibration case can be any case (random or focused) that has interesting or complex circumstances that may highlight specific case review challenges. Calibration cases should be assigned to each ED-Q for independent review. Once each ED-Q has reviewed the case, all reviewers should get together to discuss it and identify areas of agreement and disagreement. Differences in the reviews should be clarified and discussed to ensure that, in the future, all ED-Qs will review similar cases in the same way. Conducting regular calibration cases is a very effective way of ensuring consistency among ED-Qs, which, in turn, will result in a higher level of calltaker trust in the QAU.

CREATING MERGE FILES FOR ACE POINT 10

Step 1: Create ACE Point 10 Case List

1. Create a new "ACE Point 10" case list in AQUA
2. Using a random process, identify the 22 cases from the one month immediately preceding the application and copy these cases into the ACE Point 10 case list (they can be moved back after)
3. Find the first PAI case that was reviewed in each of the three months immediately preceding the application
   a. Add "PAI" to the AQUA file name and copy these cases into the ACE Point 10 case list (they can be moved back after)

Step 2: Create a Merge File

1. Go to **Import/Export tab**
2. Select **export**
3. Select **merge file**
4. Filter by "ACE Point 10 Case list"
5. Select all cases by clicking on the first one then hold down [shift] then click on last one. They will all be highlighted blue
6. Click on **Create Merge File** button in top right of window
7. Select destination to save file
8. Rename file "[AGENCY] ACE Point 10"
   Note: file is in. adb format. It cannot be opened outside of AQUA

Step 3: Upload Merge File to ACE Application

1. Login to ACE Online application
2. Go to Point 10
3. Click on **Browse** and select merge file
4. Click Submit

ACCREDITATION POINT 11 a ii
Mobile Data Display of ProQA Information

ProQA information displayed on the responder Mobile Data Terminal/Computer (MDT/MDC) or equivalent may be used in place of the Field Responder Guides (FRG) , whether manual or electronic app. Attach screenshots to demonstrate that MDT/MDC/Equivalent displays the following information*:

1) Full MPDS/FPDS/PPDS code including suffix if present

2) Full determinant descriptor

3) Safety questions and Critical (always show) questions

*If the MDT/MDC/Equivalent does not display **all** required information, the agency must use the FRG or FRG APP

All policies are available online http://www.emergencydispatch.org/administrative-policies

All policies are available online http://www.emergencydispatch.org/ACE-Policies for ACE

Contact Software Support for information on Paramount Reports at software.support@prioritydispatch.net or call U.S. and Canada 1-866-777-3911 or International 1-801-363-9127 x 7.

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The Code of Ethics

1. Academy-certified dispatchers should endeavor to put the *needs of the public* above their own.

2. Academy-certified dispatchers should continually seek to maintain and improve their professional *knowledge, skills,* and *competence* and should seek continuing education whenever available.

3. Academy-certified dispatchers should obey all *laws* and *regulations* and should avoid any conduct or activity which would cause unjust harm to the citizens they serve.

4. Academy-certified dispatchers should be *diligent and caring* in the performance of their occupational duties.

5. Academy-certified dispatchers should establish and maintain *honorable relationships* with their public safety peers and with all those who rely on their professional skill and judgment.

6. Academy-certified dispatchers should assist in improving the *public understanding* of Emergency Dispatch.

7. Academy-certified dispatchers should *assist in the operation* of and *enhance the performance* of their dispatch systems.

8. Academy-certified dispatchers should seek to maintain the highest standard of *personal practice* and also maintain the *integrity* of the National Academies of Emergency Dispatch by *exemplifying* this professional Code of Ethics.

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The Code of Conduct

1. Academy-certified personnel shall not participate in, or publicly endorse, any group or organization that demeans the goals, objectives, credibility, reputation, goodwill, or dignity of the Academy or the public safety profession.

2. Academy-certified personnel shall be truthful and timely in all forms of communication with the Academy and shall not provide information that is false, misleading, deceptive, or that creates unreasonable expectations. Academy-certified personnel shall not sign any document that the individual knows or should know contains false or misleading information.

3. Academy-certified personnel shall notify the Academy of any and all occurrences that could call into question one's ability to perform his or her duty as a dispatcher. Academy-certified personnel must notify the Academy immediately if convicted of a felony or crime involving moral turpitude. Crimes of moral turpitude include but are not limited to illegal pornography, fraud, embezzlement, illicit drug abuse or distribution, theft, bribery, kidnapping, or assault.

4. Academy-certified personnel are prohibited from using Academy certification(s) for private or commercial gain. Academy-certified personnel shall not compete in any way with the Academy or its contracted partners, including Priority Dispatch®, in regards to active or planned business activities without prior written authorization.

5. Academy-certified personnel shall not violate patient privacy laws and rights and shall always respect those rights.

6. Academy-certified personnel shall not take calls or dispatch while under the influence of alcohol, illicit drugs, or any other agent that would impair the ability to properly function in the dispatch setting.

7. Academy-certified personnel shall not engage in conduct or perform an act that would reasonably be regarded as disgraceful, dishonorable, or unprofessional.

8. Academy-certified personnel should avoid practicing or facilitating discrimination and strive to prevent discriminatory practices including but not limited to those relating to race, religion, color, gender, sexual orientation, national origin, age, or disability.

9. Academy-certified personnel understand it is their personal responsibility to ensure they remain certified by the Academy through CDE and similar Academy-approved programs and processes. Academy-certified personnel shall follow their respective employer's policies and procedures. In addition, they shall strive to always follow the Academy's protocol, including Key Questioning, Determinant Coding, Post-Dispatch Instructions, Critical ED Information, and Pre-Arrival Instructions.

10. Academy-certified personnel understand it is their responsibility to remain current to any and all protocol changes that can have an impact on the outcome, negative or positive, of the emergency for which the dispatcher is responsible.

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FREQUENTLY ASKED QUESTIONS

How do I apply for an additional accreditation if I already have an existing account?

Log in with your existing account and then follow these steps.

(1) Click 'Start Here' and then click 'View' on the far right of the existing application.
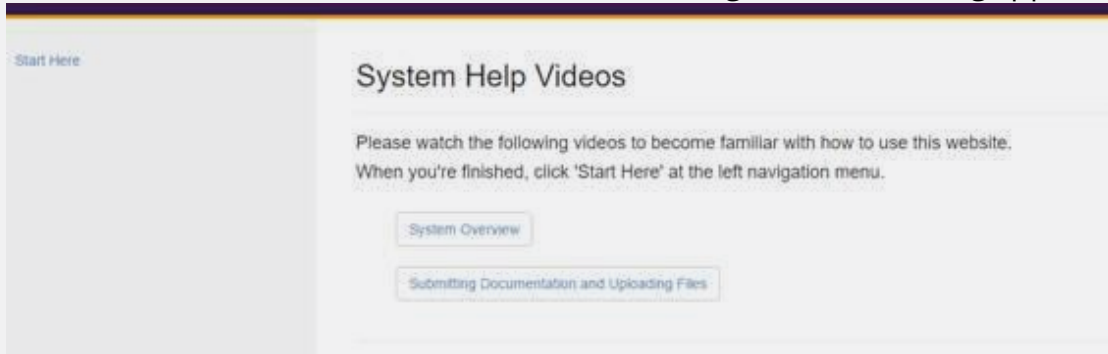
(2) Click 'Application Form For Another Discipline' and complete this form.
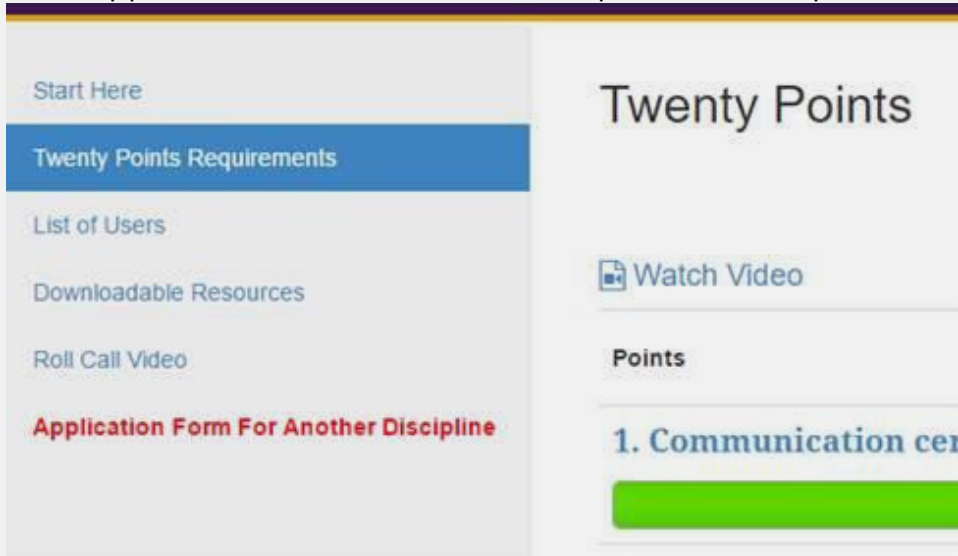
Note: This form is nearly identical to the 'Request Access' form. The only difference is that once completed, the application will be associated with your existing account, and will not create a brand new user account and agency. Once the request is submitted, the administrator will approve the request and you will see the newly added application on the 'Start Here' page and can begin uploading documents.

What is the process for Re-ACE?

Log in with your existing account and then follow the same steps as above.

Help! I am unable to log in to the website. How do I reset my password? What if I don't remember my username?

Click the 'Forgot your password' link on the Login page. Complete the form and the system will send you an email with a link to reset your password. The email also contains your username.
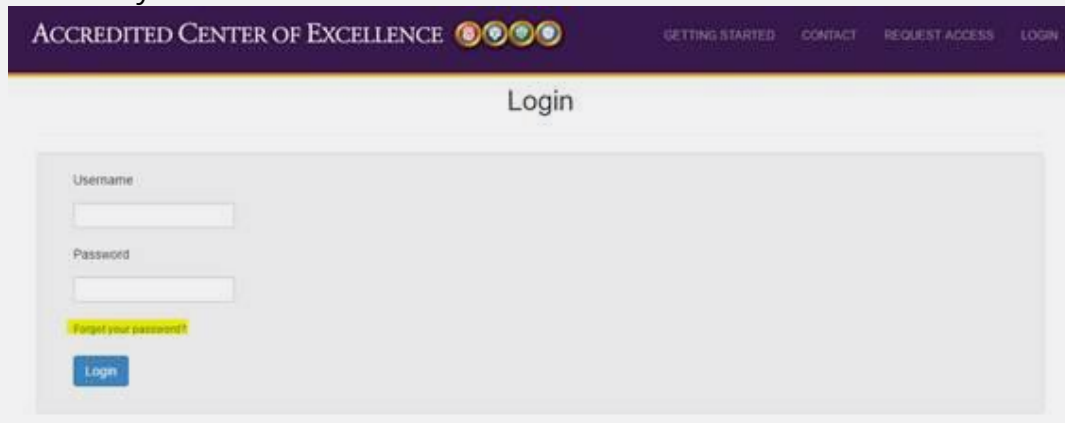
How do I create additional user accounts?

Log in using the primary account for your agency and then follow these steps. You can create additional accounts only when logged in as the primary account. If you do not know the primary account, please contact technical support.

(1) Click 'List of Users' from the left menu.
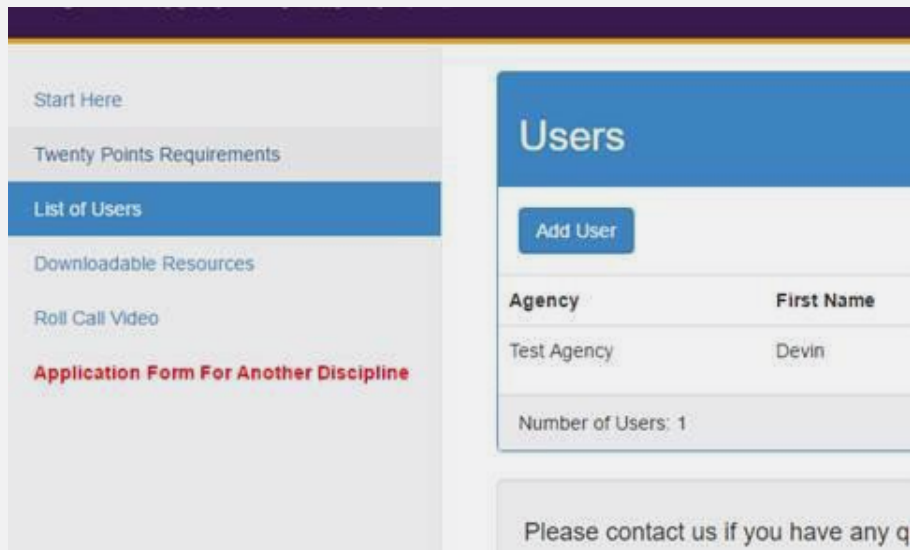
(2) Click 'Add User' and complete this form.

Note: The new user should receive an email with a link to verify the account.
The new user must verify the account in order to log in to the website.

Why can't I upload any files? Why can't I download and view my files? What file types are allowed for upload?

Before uploading, rename your file and remove any special characters (\/:*?"<>|)
from the file name. It is also recommended to remove the characters '#' and '&',
and to replace any 'spaces' with the underscore character '_'. The following file
types are allowed for upload: .avi, .bmp, .doc, .docx, .gif,
.jpeg, .jpg, .mov, .mp3, .mp4, .pdf, .png, .ppt, .pptx, .rar, .rtf, .tif, .tiff, .txt, .wav, .wma, .wmv,
.xldb, .xls,
.xlsx, .zip

Are there any help videos or documentation available?

There are help files for each of the Twenty Points of Accreditation. Once you have logged in, click on the link 'Downloadable Resources' and then click the applicable point.
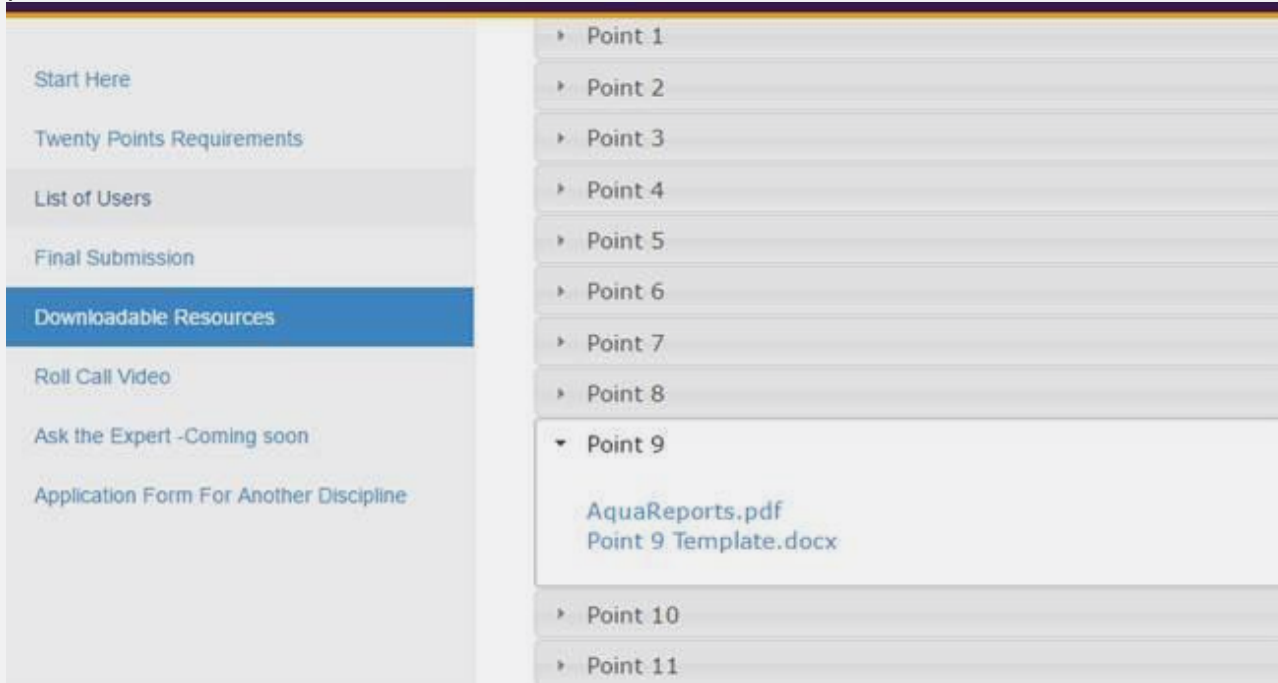
Each point also has a video associated with it. To view, click 'Twenty Points Requirements', click on the applicable point, and then click on the 'video icon' next to the title of the point.
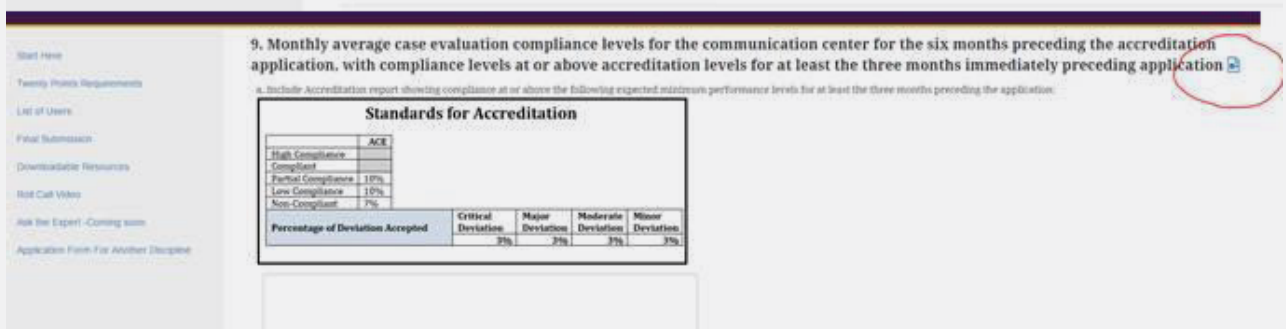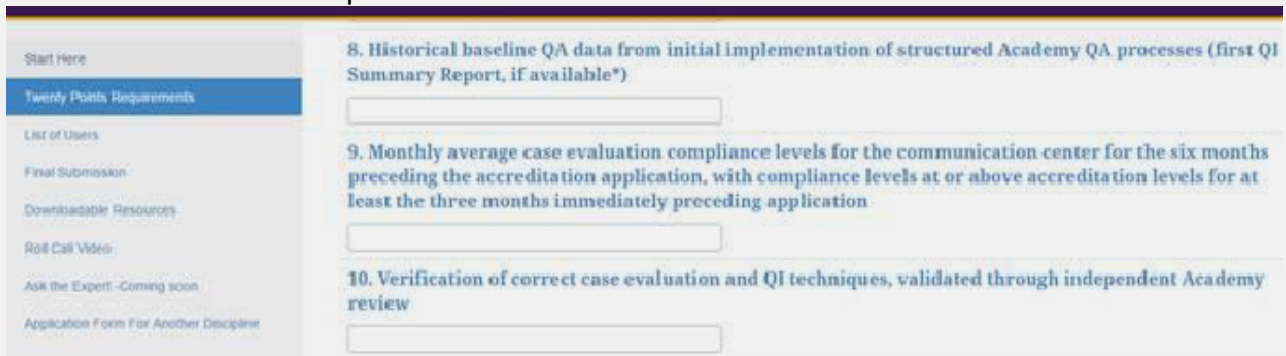
Where do I upload my ACE reports?

Click on this link to access the ACE Report website
http://www.emergencydispatch.org/ace/.
Your username and password for this website are managed by a different
system. Contact Kim Rigden (kim.rigden@emergencydispatch.org) for info

Why haven't I received notification from the Academy when I've completed all the Twenty Points? Is there something I am missing?

Once you have completed all Twenty Points of Accreditation, the final step is to
complete the Final Submission form. On the 'Twenty Points Requirements' page,
you will notice that every bar is green for each point and your application is 98%
complete indicated near the top of the page. Follow these steps to complete the
Final Submission process and notify the Academy that your application is complete
and ready for review.

(1) Click 'Submit All Points'.

(2) Click 'Yes' to agree that you will no longer be able to make changes to any point.

3. Complete the 'Final Submission' form and be sure to click the button 'Submit Application Form For Review' at the end of the form.

Note: Once you receive this message, "Success: Your application form has been submitted. The Academy will process your request.", you will be certain you've successfully completed these steps.
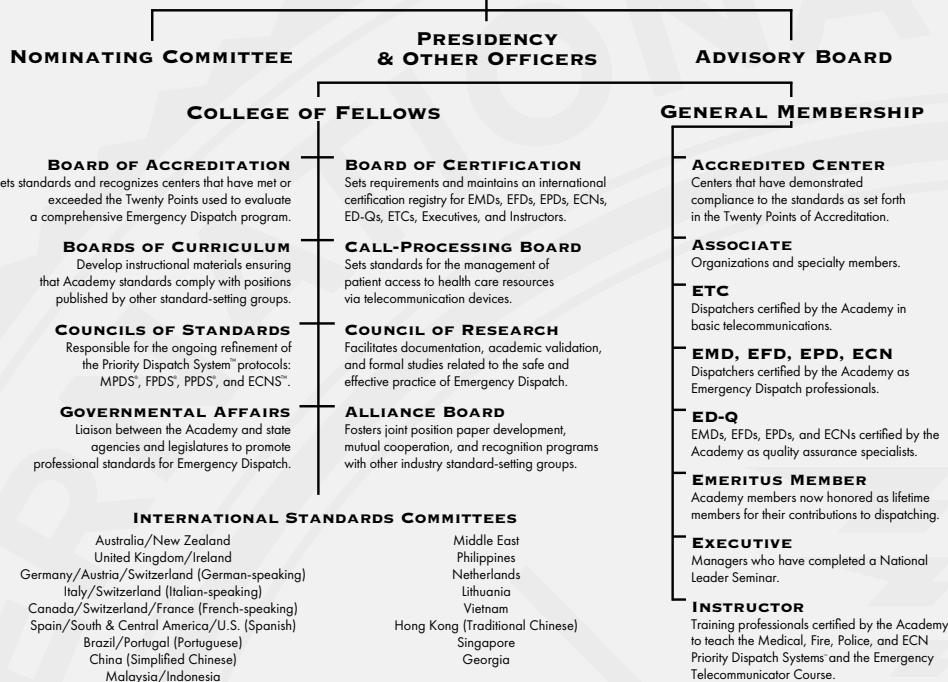
College of Fellows Membership

The editors express special appreciation to members of the Academy's College of Fellows. This body of dispatch and public safety experts ensures a systematized process for continually improving Dispatch Life Support standards and the Priority Dispatch System Protocols, as well as resolving modern Emergency Dispatch's most challenging problems.