# *Accreditation / Re-Accreditation*

## APPLICATION & SELF-ASSESSMENT

This document guides desiring agencies through a Self-Assessment Study to be recognized by the Academy as an Accredited Center of Excellence (ACE).

A site evaluation is required for all accreditations and may be required for re-accreditations at the option of the Board of Accreditation. Contact the Academy for the current site evaluation fee, award presentation fee, etc.

Applications are submitted online. Please request access to the web page at the following address: www.accreditation.emergencydispatch.org/Default/NewApplication

For more information, please contact the **Accreditation Division** at the address and phone number listed below.

# TWENTY POINTS OF ACCREDITATION

The Accreditation Self-Assessment Study must formally document and describe the following:

## 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.
  b. Include a floor plan showing the placement of each workstation.
  c. List any current accreditations and the accrediting body.
  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.
    1. Provide relevant documentation outlining rating changes.
    * Where ISO rating is not available or applicable, provide supporting documentation in place of Point 1d.

## 2. Fire Priority Dispatch System™ (FPDS®) version and licensing confirmation

  a. Provide the following, as applicable:
   i. FPDS protocol version number
   ii. ProQA® Paramount version number
   iii. AQUA® version number
   iv. ED-Q™ Performance Standards edition number
  b. Include documentation (policy, directive, etc.) stating that the most recent versions of the FPDS (ProQA Paramount and/or cardsets) and the Performance Standards will be implemented within one year of their release.

## 3. Current Academy EFD certification of all personnel authorized to process emergency calls

  a. Provide a list of all EFDs including their names, hire dates, last certification dates, next recertification dates, and Academy EFD member numbers.

## 4. All EFD 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 member number.
  b. Provide a list of all ED-Qs, including their names, next recertification dates, and Academy ED-Q member numbers.

## 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).
  b. List the names and titles of all committee members for the following:
   i. Quality Improvement Unit
   ii. Dispatch Review Committee
   iii. Dispatch Steering Committee
  c. List the objectives and tasks of each of these committees.

## 6. IAED quality assurance and improvement methodology

  a. Attach a complete description of the methods used to evaluate EFD performance and correct use of the FPDS as outlined in the ED-Q Course Manual (consistent reviewing practices). The document should outline the following:
   i. How cases are randomly selected.
   ii. The minimum number of cases reviewed monthly.
   iii. Any focused case review practices employed. This may include cases the agency has identified that warrant additional reviews, such as structure fires with person(s) trapped, water rescue, and sinking vehicle.
  b. Attach a detailed description of how EFD performance is checked, tabulated, and tracked.
  c. Include details and dates of when case review began and how scores were shared with each employee.
  d. Include details and dates of when shift and center scores were posted and how they were posted.

# 7. Consistent case evaluation that meets or exceeds the Academy's minimum expectations

a. The minimum case evaluation requirement is based on annual call volume per discipline. This calculation is available through the ACE Calculator in AQUA as well as on the Academy website: www.emergencydispatch.org/AccredCalculator

| ANNUAL CALL VOLUME BY DISCIPLINE | HIGHEST CALL VOLUME DISCIPLINE | | SECOND HIGHEST CALL VOLUME DISCIPLINE | | THIRD HIGHEST CALL VOLUME DISCIPLINE | |
|---|---|---|---|---|---|---|
| | Per Year | Per Month | Per Year | Per Month | Per Year | Per Month |
| 0–1000* | 520 | 43 | 364 | 30 | 260 | 22 |
| 1001–5000* | 884 | 74 | 728 | 61 | 572 | 48 |
| 5001–15000 | 936 | 78 | 780 | 65 | 624 | 52 |
| 15001–25000 | 988 | 82 | 832 | 69 | 676 | 56 |
| 25001–43333 | 1040 | 87 | 884 | 74 | 728 | 61 |
| >43333 | Calculated on a 1–3% sliding scale. Refer to ACE calculator in AQUA 7 or on the website www.emergencydispatch.org/AccredCalculator | | | | | |

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

b. List the total number of emergency fire calls the center received in the six months immediately prior to the accreditation application.
c. List the total number of cases reviewed in the same time period.

# 8. Historical baseline QA data from initial implementation of structured Academy QA processes

a. A baseline Agency ACE Performance Report
b. Determinant Drift Reports (or equivalent) for the center
*Indicate on cover letter if these items are not available.

# 9. Monthly average case evaluation compliance levels for the communication center for the six months preceding the accreditation application, with compliance levels at or above accreditation levels for at least the three months immediately preceding application

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

| | 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% |

b. Include a Communication Center Determinant Drift Report for the three months preceding the application showing that under-response and over-response each occur in no more than 5% of cases.

# 10. Verification of correct case evaluation and QI techniques, validated through independent Academy review

a. Provide copies of 25 case review audio files and an AQUA merge file of 25 cases for Academy assessment.
   i. 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. Include no more than 5 fire alarm calls.
   ii. State the process for random selection of these calls.
   iii. Include an additional 3 cases involving Pre-Arrival Instructions. These cases should include the first case with Pre-Arrival Instructions reviewed in each of the three months immediately preceding the application.

## 11. Implementation and/or maintenance of FPDS orientation and case feedback methodology for all field personnel

   a. Describe your FPDS field personnel orientation process.
      i.   Include copies of handouts, presentations, and any other materials used.
      ii.  List the number of Field Responder Guides distributed, along with the dates these were given out.
   b. Describe your EFD case feedback methodology.
   c. Include a blank copy of the field feedback form utilized by your agency.
      i.   Include documentation of the dates field feedback forms were distributed to all field stations.

## 12. Verification of local policies and procedures for implementation and maintenance of the FPDS. Include all policies relating to EFD practices, which must include the following:

   a. Implementation and application of FPDS.
   b. Fire-rescue approval of all FPDS protocols, including those listed in the ProQA Admin "Restricted Settings" and "Special Definitions."
   c. Protocol compliance.
      i.   Quality improvement
      ii.  CDE requirements
      iii. Performance management and remediation
      iv.  Customer service skills (how customer service scores are addressed by your agency)
      v.   Language translation processes
   d. A policy stating that all emergency fire-rescue calls are only processed by EFD-certified personnel and that employees are removed from their calltaking duties if their certification is expired, suspended, or revoked.

## 13. Copies of all documents pertaining to your continuing dispatch education (CDE) program

   a. Submit the CDE schedules and topics for the past six months.
   b. Submit EFD attendance records.
   c. Submit a CDE schedule draft for the next six months.

## 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.

## 15. Established local response assignments for each FPDS Determinant Code

   a. Include a description of the process for developing response assignments.
   b. Include a list of all FPDS Determinant Codes and each locally determined response assignment.
   c. Include copies of the specific Dispatch Steering Committee (DSC) minutes with verification that all response assignments are approved.

## 16. Maintenance and modification processes for local response assignments to FPDS Determinant Codes

   a. Provide documentation describing how local FPDS response assignments are regularly reviewed and how recommended changes are approved.

**17.** **The communication center's incidence (number of occurrences) of all FPDS codes and levels for the six months immediately preceding application (Master Dispatch Analysis Report)**

    a. Each Chief Complaint.
    b. Each individual Determinant Code.
    c. Each Determinant Level ($\Omega$, A, B, C, D, and E).

**18.** **Appointment and appropriate involvement of the Fire-Rescue Administrator to provide oversight of the center's EFD activities**

    a. List the name, address, license number, and country/state/province (or equivalent).
    b. Include a copy of the documentation appointing the Fire-Rescue Administrator.
    c. List the approved roles and responsibilities of the Fire-Rescue Administrator within the dispatch system.

**19.** **Agreement to share nonconfidential EFD data with the Academy and others for the improvement of the FPDS and the enhancement of EFD 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).

**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 the date, location, and verification of the prominent posting of the Code of Ethics and Code of Conduct.

# ACADEMY ETHICS POLICY

The Academy encourages, advocates, and supports the proposition *that "The community relies on the sound application of Priority Dispatch® and imposes on the certified Emergency Dispatcher an obligation to maintain professional standards of technical competence, morality, and integrity."* To accomplish this, the Academy's College of Fellows has unanimously adopted the following Code of Ethics, which serves as a guideline for the Academy in determining whether initial certification or recertification should be granted and in assessing grounds for possible suspension or termination.

# THE CODE OF ETHICS

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

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

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

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

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

6. Academy-certified personnel should assist in improving the *public understanding* of emergency dispatching.

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

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

# 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.