

PURPOSE:

The purpose of this policy is to establish procedures for issuing accreditation to EMS dispatchers that provide emergency medical dispatch (EMD) service to the residents and visitors in San Joaquin County.

AUTHORITY:

Health and Safety Code, Division 2.5, Section 1797.220; Title 22, California Code of Regulations, Chapter 4 et seq.

POLICY:

I. Initial Accreditation:

- A. Applicants shall complete and submit the following prior to beginning employment as an EMD dispatcher in San Joaquin County.
 - 1. Proof of a valid National Academy of Emergency Medical Dispatch (EMD) Certification.
 - 2. Proof of affiliation with an approved EMD Center that serves San Joaquin County.
 - 3. Submit a completed EMD Accreditation Application.
 - 4. Copy of a current healthcare provider CPR Certification.
 - 5. Submit a copy of a current State of California Driver's License or Identification Card or Military Identification Card.
 - 6. Complete an EMS Agency orientation, not to exceed 8 hours, addressing local protocols, policies, and Office of Emergency Services (OES) Region IV Multi-Casualty Incident (MCI) Field Operations.
 - 7. Complete a live scan criminal background check by the State of California Department of Justice.
 - 8. Complete an application and affidavit stating that the applicant is not precluded from accreditation as an EMS Dispatcher for reasons defined in Section 1798.200 of the Health and Safety Code.
 - 9. Pay the fee established by the Board of Supervisors.
- B. Accreditation shall expire on the same date as the applicant's national EMD certification.

II. Maintenance of Accreditation:

- A. EMS Dispatchers shall complete the following to maintain continuous accreditation:

1. Maintain a current National EMD Certification.
 2. Submit a completed EMS Dispatcher Accreditation Application no later than thirty (30) days prior to expiration.
 3. Submit a copy of a current healthcare provider CPR Certification card.
 4. Submit a copy of a current State of California Driver's License or Identification Card or Military Identification Card.
 5. Complete the following trainings as indicated and document them on the EMS Dispatcher Continuing Education Log. A copy of the Log is to be submitted with the Continuous Accreditation application.
 - a. Successfully complete in 32 hours of continuing education every two (2) years.
 - b. Complete four (4) hours of ride-along observation with an approved advanced life support provider. Ride time may not be used to satisfy continuing dispatch education requirements.
 - c. Proof of participation in provider peer review process.
 6. Submit a copy of individual EMD-Q compliance scores for the past 12 months.
- B. If through the CQI process the employer or EMS Agency Medical Director determines that the dispatcher needs additional training, observation or testing, the employer, or the EMS Agency Medical Director may create a specific and targeted program of remediation based upon the identified need of the dispatcher. If there is disagreement between the dispatcher, the employer and the EMS Agency Medical Director, the decision of the EMS Agency Medical Director shall prevail.

II. Lapsed Accreditation:

- A. In order for an individual whose accreditation has lapsed to be eligible for renewal, the following applies:
1. For a lapse of less than thirty (30) days; pay the accreditation fee, complete the accreditation application, submit a copy of their new national certification and meet all training requirements listed in Section II, Continuous Accreditation.
 2. Applicants who have allowed their certification to expire beyond 30 days but less than twelve months shall be required to complete an additional 12 hours of EMS continuing education for a total of 44 hours of continuing education, and meet all training requirements listed in Section II, Continuous Accreditation.
 3. Applicants who have allowed their accreditation to expire beyond twelve months but less than twenty-four months shall be required to complete an additional 24 hours of EMS continuing education for a total of 54 hours of

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Medical Director

Signature on file
EMS Administrator

continuing education, and meet all training requirements listed in Section II, Continuous Accreditation.

4. Applicants who have allowed their certification to expire beyond twenty-four months shall complete all of the requirements of initial certification including successful completion of an approved EMD training course, and meet all training requirements listed in Section I, Initial Accreditation.

III. Falsification of any of the accreditation/reaccreditation documents will result in the denial of the application with prejudice.

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