

## **Number: 5.4**

Date Issued: May 27, 2003

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Subject: Procedure for Quality Assurance Analyst Operations

**Policy:** The El Paso – Teller Enhanced 9-1-1 Authority and participating Public Safety Answering Points shall follow a standardized procedure for quality assurance work completed for PSAPs.

**Purpose:** To provide all parties with the responsibilities and commitments for using the Quality Assurance Analyst within a PSAP

**Procedure:** The following procedures have been established for the operation of the Quality Assurance Analyst, both for the Enhanced 9-1-1 Authority and the participating Public Safety Answering Point.

### **As to the El Paso – Teller Enhanced 9-1-1 Authority**

- 1- El Paso – Teller Enhanced 9-1-1 Authority, through its System Manager Contractor, will provide an EMD protocol compliance Quality Assurance Analyst for requesting PSAPs to meet the EMD quality assurance requirements as set forth by the National Academy of Emergency Medical Dispatch (NAEMD)
- 2- E9-1-1 will authorize its System Manager Contractor to hire an employee, appropriately certified by the National Academy of Emergency Medical Dispatch to do the protocol compliance analysis for the requesting PSAP. The Quality Assurance Analyst will not be an employee of E9-1-1 or the PSAP, and neither 9-1-1 nor the PSAP will

be responsible for providing any type of worker's compensation insurance or other benefits.

- 3- Arrangements will be made with the PSAP to have a background check of the EMD Quality Assurance Analyst for clearance to work in the PSAP, if check is required by the PSAP.
- 4- E9-1-1 will provide the Quality Assurance Analyst with the necessary on-going training and equipment by the System Manager to provide the PSAP Contact with protocol compliance reports.
- 5- The specific services provided under this policy are:
  - a. Access to a certified EMD Quality Assurance Analyst.
  - b. Monthly rating reports on EMD protocol compliance of medical calls for the service, the number that is set by the National Academy.
  - c. Continued assistance in the planning and implementation of Quality Assurance programs and projects.
  - d. E9-1-1 will require its System Manager to maintain appropriate monitoring of the Quality Assurance Analyst's work, so that quality services are provided to the PSAP as required by the NAEMD.
- 6- The Quality Assurance Analyst will file a copy of all non-compliant ratings with the E9-1-1's physician advisor.

**As to the Public Safety Answering Point (PSAP) participating in this program.**

- 1- Each month the PSAP EMD-Q will randomly select a

minimum of 100 calls  
for service where the PSAP provided EMD services and  
provide the Quality  
Assurance Analyst with CAD printouts and cassette  
recordings of these calls  
for service. The random selection of calls to be reviewed  
will be based on  
National Academy of Emergency Medical Dispatch  
(NAEMD) guidelines and  
include as many employees as possible.

2 – The PSAP will provide, as required, suitable workspace for  
Quality  
Assurance Analyst within the Agency.

3 - The PSAP shall provide all policies within their Agency  
relating to EMD,  
subject to the approval of 9-1-1 and the System Manager.  
These policies  
must include any policies required by the NAEMD. A  
specific policy must  
be attached that describes the remediation and disciplinary  
process the PSAP  
will use if the Quality Assurance Analyst prepares a report  
that indicates  
non-compliance with protocols.

4 – The PSAP will insure the Quality Assurance Analyst is  
informed of the  
version of EMD protocols used by the PSAP and when  
cardsets or software  
was used during the processing of specific medical calls for  
service and  
provided all reports and documentation that are pertinent to  
the case review.

5 – PSAP shall be required under this policy to provide at least  
one person who

will be designated as the PSAP EMD-Q. This represents a reduction by one

(1) in the required number of EMD-Qs authorized for agencies not using this service. The PSAP can be authorized to have two EMD-Qs for a specified period of time under special circumstances.

6 – The PSAP EMD-Q shall be certified at the expense of 9-1-1 based on the current requirement of the NAEMD.

7 – The PSAP Manager shall assign a person to be the primary point of contact between the PSAP and 911. In that capacity he or she will coordinate with the Analyst the ongoing protocol compliance program, oversee CDE, and complete statistical reports towards continued Accreditation.

8 – The PSAP EMD-Q shall maintain his or her AQUA software proficiency and EMD-Q Certification in accordance with NAEMD requirements.

### **Miscellaneous**

1 – The sole responsibility of the EMD Quality Assurance Analyst is to provide an electronic or a written report as requested by the PSAP of call taker protocol compliance based on the current requirements of the NAEMD to the PSAP Manager or his designated representative.

2 – The Quality Assurance Analyst is responsible for providing the written report indicating the score towards the current requirements as

outlined by the  
NAEMD. Copies of non-compliant reports shall be  
forwarded to the 9-1-1  
Physician Advisor, after review and concurrence by the  
PSAP, who will then  
work with the Agency Physician Advisor in confirmed  
cases of non-  
compliance. If there is a dispute over non-compliance the  
case shall be  
reviewed by the 9-1-1 EMD-QA. It is the responsibility of  
the PSAP, through its policies,  
to assure the remedial training, retraining, or disciplinary  
action should be taken, assuring that the requirements of  
the EMD program,  
as established by NAEMD, are not in jeopardy.

3 – PSAP management and supervisors will not involve the  
Quality Assurance  
Analyst in any direct personnel performance issues.

4 – After having advised 9-1-1 of its intent, the PSAP may  
conduct its own  
background check of the Quality Assurance Analyst.

5 – In the event the PSAP exercises its right to prohibit the  
Quality Assurance  
Analyst from physical access to its center, and desires to  
continue use of this  
service, the PSAP shall contact 9-1-1 regarding the reasons  
for not allowing  
access to the center. The PSAP is only required to provide  
that information  
necessary to convey a basic understanding of its decision,  
and not any  
confidential or restricted information. It will be at the sole  
discretion of 9-1-1  
to decide to continue the service under the PSAP under  
these circumstances.

6 – Notwithstanding anything in this policy to the contrary, it is understood that

the services of the Quality Assurance Analyst being provided to the PSAP

may be terminated by written notice from either Party one (1) year in advance of termination.