

NATIONAL ACADEMY OF EMERGENCY FIRE DISPATCH

Accreditation / Re-Accreditation



APPLICATION & SELF-ASSESSMENT

The purpose of this document is to guide the completion of a self-assessment study for an agency desiring recognition by the Academy as an Accredited Center of Excellence (ACE).

A site evaluation may also be required at the option of the Board of Accreditation. Any extra expenses incurred for on-site reviews, award presentations, etc., will be charged separately.

Two printed summary copies of all material should be provided, with supporting files stored on a standard 3.5" computer disk or CD (PC or Mac).

Accreditation Application

Re-Accreditation Application

For application, processing, and review fee, see insert.

Enroll in Accreditation Maintenance Plan

Currently enrolled in Accreditation Maintenance Plan

For more information, please contact **Accreditation Planning & Assistance Division**, **Carlynn Page**, Associate Director, at the address and phone listed below, or see insert.

The National Academy of Emergency Fire Dispatch

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National Academy of Emergency Fire Dispatch

TWENTY POINTS OF ACCREDITATION

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

1. Communication center overview and description.

- a. Document the total number of stations that are active (calltaking and dispatching) versus supervisory or standby (enter on line 9 of the application).
- 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.
 2. 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™ version number
 - ii. ProQA® version number
 - iii. AQUA™ version number
 - iv. ED-Q™ Scoring Standards version
- b. Include documentation (or policy) stating that the most recent versions of the Protocols (ProQA and/or cardsets) the Scoring 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, indicating their name, hire date, last certification date, next recertification date, and Academy EFD certification number.

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 their name, next recertification date, and certification number.
- b. List all ED-Qs, indicating their name, next recertification date, and Academy ED-Q certification number.

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 (minimum of three required in the six months immediately preceding the application).
- b. List the names and titles of all committee members for:
 - i. Quality Improvement Unit
 - ii. Dispatch Review Committee
 - iii. Dispatch Steering Committee
- c. List the objectives and tasks of each committee.

6. NAED quality assurance and improvement methodology.

- a. Attach a complete description of the methods used to evaluate EFD performance in using all elements of the FPDS correctly 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 special case review practices employed. These can include cases identified by the agency that warrant additional reviews. Examples are 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.

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

- a. Based on agency size, one of the following will apply:
 - i. For agencies with less than 43,334 cases per year, the minimum is 25 cases per week.
 - ii. For agencies with greater than 43,333 cases per year but less than 500,000, the minimum is 3% of the volume.
 - iii. For agencies with greater than 500,000 cases per year, the minimum will vary from 1% to 3% based on the volume. (Use the Academy's calculator available on the ACE website. Provide a screen shot printout of the calculation and total).
- b. List the total number of emergency fire calls received by the center 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 (first QI summary report, if available).

- a. A Baseline QI Summary Report (or equivalent) that includes the following:
 - i. Case Entry compliance
 - ii. Key Question compliance
 - iii. DLS compliance
 1. PDI compliance
 2. PAI compliance
 - iv. Chief Complaint selection compliance
 - v. Final Coding compliance
 - vi. Total compliance score
- b. Determinant Drift Reports (or equivalent) for the center.
- c. If these are not available, please indicate on cover letter.

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 a QI Summary report showing that the agency has reached the following expected minimum performance levels for at least the three months preceding the application:
 - 95% Case Entry
 - 90% Key Questions
 - 90% PDIs
 - 95% PAIs
 - 95% Chief Complaint accuracy
 - 90% Final coding accuracy
 - 90% Total compliance scores
- b. Include a Center Drift Report showing that both risk and waste responses are 5% or less for the last three months prior to the application.

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

- a. Include copies of 25 example case review audio files and completed case evaluation records for Academy assessment.
 - i. 22 of these must be from the one-month period immediately preceding the application and must be selected purely at random, not cases specifically marked for feedback or other review.
 - ii. State the process for random selection of these calls.
 - iii. Include an additional 3 cases involving Pre-Arrival Instructions (the first Pre-Arrival case taken for each month in the three months immediately preceding this application).

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

- a. Describe your FPDS field 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 these were distributed to all field stations.

12. Verification of local policies and procedures for implementation and maintenance of EFD. 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 requiring local approval, to include:
 - i. High rise
 - ii. Other information sources
- 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
 - vi. Include 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 past six months' CDE schedules and topics.
- b. Submit EFD attendance records.
- c. Submit a CDE schedule draft for the next six months.

- 14. Describe 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 they are employed by.

- 15. Established local response assignments for each FPDS Determinant Code.**
- a. Include a description of the process for developing response configurations.
 - b. Include a list of all FPDS Determinant Codes and the response configuration locally assigned for each.
 - c. Include copies of the specific Dispatch Steering Committee (DSC) minutes with verification that all response configurations are approved.

- 16. Maintenance and modification processes for local response assignments to FPDS Determinant Codes.**
- a. Provide documentation about how FPDS local response assignments are regularly reviewed and how recommended changes are approved.

- 17. Documentation for the call center's incidence (numbers) of all FPDS codes and levels.**
- a. Each Chief Complaint (51–73).
 - b. Each individual Determinant Descriptor code (approximately 200).
 - c. Each Determinant Level (Ω , 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, 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 semiannual compliance summary reports to the Academy (submitted electronically through the Academy's website).

- 20. Agreement to abide by the Academy's Code of Ethics 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.

National Academy of Emergency Fire Dispatch

ACCREDITATION APPLICATION

FOR OFFICE USE ONLY:

Date Application Received: _____ Board-Assigned Reviewer: _____
Date Payment Received: _____ Date Review Paperwork Received: _____
Date Call Samples Received: _____ Date Accreditation Approved/Denied: _____



GENERAL CONTACT INFORMATION: *(Please type or print. Attach additional paper as necessary.)*

1) Name of Agency or Organization: _____

2) Primary Contact Person: _____ Title: _____

Daytime Phone Number: () _____ Fax: () _____

Mailing Address: _____ E-mail Address: _____

City: _____ ST/Prov: _____ Postal Code: _____ Country: _____

3) Chief Executive Officer *(or management equivalent)*: _____

Address *(if different from above)*: _____

City: _____ ST/Prov: _____ Postal Code: _____ Country: _____

4) Fire Director/Advisor *(or equivalent)*: _____

Address *(if different from above)*: _____

City: _____ ST/Prov: _____ Postal Code: _____ Country: _____

DISPATCH SERVICE INFORMATION:

5) Type of PSAP: Primary Secondary 6) Scope: Fire Only Consolid. Police &/or Fire &/EMS

7) Total Population Served *(approx.)*: _____ 8) Total Annual Fire Call Volume *(approx.)*: _____

9) Number of Licensed EFD Stations: _____ (of which _____ are Active & _____ are Supervisory/Standby)

10) FPDS License Number(s) for Cardsets: _____ and/or ProQA® software: _____

11) Please attach a brief statement describing the service and scope of your agency or organization. Be sure to mention any corporate mission statements, goals, objectives, and/or reasons for wanting to become an Academy-Accredited Center of Excellence.

12) Please attach a completed **Accreditation Self-Assessment Summary**, with all supporting documentation clearly referenced, to demonstrate compliance with each of the Academy's Twenty Points of Accreditation.

On behalf of the above-named agency or organization, I hereby affirm that all the above information is true and correct, and acknowledge that if it is not correct, this application may be rejected. Furthermore, we hereby agree to abide by the Academy's Code of Ethics and practice standards set forth for an Academy-Accredited Center of Excellence, and to respect all copyrights and patents regarding course materials and/or protocols.

Authorized Signature: _____ Date: _____

National Academy of Emergency Fire Dispatch

RE-ACCREDITATION APPLICATION



FOR OFFICE USE ONLY:

Date Application Received: _____ Board-Assigned Reviewer: _____
Date Payment Received: _____ Date Review Paperwork Received: _____
Date Call Samples Received: _____ Date Re-Accreditation Approved/Denied: _____

GENERAL CONTACT INFORMATION: *(Please type or print. Attach additional paper as necessary.)*

- 1) Name of Agency or Organization: _____
- 2) Primary Contact Person: _____ Title: _____
Daytime Phone Number: (____) _____ Fax: (____) _____
Mailing Address: _____ E-mail Address: _____
City: _____ ST/Prov: _____ Postal Code: _____ Country: _____
- 3) Chief Executive Officer *(or management equivalent)*: _____
Address *(if different from above)*: _____
City: _____ ST/Prov: _____ Postal Code: _____ Country: _____
- 4) Fire Director/Advisor *(or equivalent)*: _____
Address *(if different from above)*: _____
City: _____ ST/Prov: _____ Postal Code: _____ Country: _____

DISPATCH SERVICE INFORMATION:

- 5) Type of PSAP: Primary Secondary 6) Scope: Fire Only Consolid. Police &/or Fire &/EMS
- 7) Total Population Served *(approx.)*: _____ 8) Total Annual Fire Call Volume *(approx.)*: _____
- 9) Number of Licensed EFD Stations: _____ (of which _____ are Active & _____ are Supervisory/Standby)
- 10) FPDS License Number(s) for Cardsets: _____ and/or ProQA® software: _____
- 11) Please attach a brief statement describing the service and scope of your agency or organization. Be sure to mention any corporate mission statements, goals, objectives, and/or reasons for wanting to maintain the status of Academy-Accredited Center of Excellence.
- 12) Please attach a completed **Self-Assessment Summary**, with supporting documentation clearly referenced, to demonstrate any changes to compliance with each of the Academy's Twenty Points of Accreditation.

On behalf of the above-named agency or organization, I hereby affirm that all the above information is true and correct, and acknowledge that if it is not correct, this application may be rejected or Accreditation rescinded. Furthermore, we hereby agree to abide by the Academy's Code of Ethics and practice standards set forth for an Academy-Accredited Center of Excellence, and to respect all copyrights and patents regarding course materials and/or protocols.

Authorized Signature: _____ Date: _____

ACADEMY ETHICS POLICY

The Academy is dedicated to promoting **excellence** in EFD by setting professional industry standards and recognizing the agencies and individuals who meet those standards. This **recognition** includes both the public and the fire-rescue community and is communicated through public relations efforts, elegant Diplomas and Certificates, newspaper articles, and other professional publications and advertising.

The Academy encourages, advocates, and supports the proposition that “the community relies on the sound application of Priority Dispatch and imposes on the certified EMD 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:

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*.



**NATIONAL ACADEMY
OF EMERGENCY
FIRE DISPATCH**
a non-profit organization

North American Headquarters:

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