



Medical Dispatch Case Evaluation Record

Case #: _____ Date: _____ Time: _____ How obtained: **911 / E911 / Other**

Dispatcher(s): _____ Dispatcher ID: _____

Complaint description: _____ Shift: _____

Caller is: The patient (1st party) With patient (2nd party) Remote from patient (3rd party) Referring agency (4th party)

CASE ENTRY (Primary Survey)

	Yes	Obvious	No		Yes	Obvious	No	Insig
1. Address question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Address verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Callback number question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callback number verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Complaint description question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3a. Caller party question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3b. Patient count question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3c. Choking question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Age question asked? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4a. Age subquestion asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
5. Consciousness question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Breathing question asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Asked correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6a. Breathing subquestion asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Gender of patient asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Number of freelance questions asked: _____				

Check if any questions were asked **out of order** (of questions that were asked) ** ECCS: Beginning _____ End _____

CHIEF COMPLAINT SELECTION

Chief Complaint Protocol selected: _____ Correct Incorrect Should have selected: _____

KEY QUESTIONS (Secondary Survey)

KQ asked?	Yes	Obvious	No	N/A	Insig	Asked incorrectly?	KQ asked?	Yes	Obvious	No	N/A	Insig	Asked incorrectly?
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Category						
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Essential Info asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Essential Info asked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KQ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Number of freelance questions asked: _____						

Check if any questions were asked **out of order** (of questions that were asked) ** ECCS: Beginning _____ End _____

DISPATCH LIFE SUPPORT INSTRUCTIONS (Pre-Arrival & Post-Dispatch Instructions)

	Yes	No	N/A		Yes	No	N/A
Appropriate to give Pre-Arrival Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Appropriate to give Post-Dispatch Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Possible to give Pre-Arrival Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Possible to give Post-Dispatch Instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(If yes) Were PAIs/PDIs given?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(If yes) Were PDIs given?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(If yes) Were they given correctly? (C, M, D, J, A) _____				(If yes) Were they given correctly? (C, M, D, J, A) _____			
[C]orrect [M]inor Mo[D]erate Ma[J]or [A]bsolute				** ECCS: Beginning _____ End _____			

FINAL CODING

Determinant Code selected: _____ - _____ - _____ - _____ Determinant Code as reviewed: _____ - _____ - _____ - _____

TOTAL COMPLIANCE SCORE

Case Entry	_____
Chief Complaint Selection	_____
Key Questions	_____
Dispatch Life Support Instructions	_____
Final Coding	_____
Subtotal	_____

÷ 5 = TOTAL COMPLIANCE SCORE =

****CUSTOMER SERVICE SCORE****COMMENTS**

	<u>N/A</u>	<u>Minor</u>	<u>Incorrect</u>	<u>Score</u>
1. Displayed service attitude	-0	-3	-10	_____
2. Used correct volume/tone	-0	-3	-10	_____
3. Displayed compassion	-0	-3	-10	_____
4. Avoided gaps	-0	-3	-10	_____
5. Explained actions	-0	-3	-10	_____
6. Provided reassurance	-0	-3	-10	_____
7. Created expectations	-0		-10	_____
8. Used prohibited behavior	-0		-100	_____
9. Used calming techniques	<u>N/A</u>	<u>No</u>		
Case Entry		-0	-20	_____
Key Questions		-0	-20	_____
DLS Instructions		-0	-20	_____

If additional space is needed, attach a second sheet of paper.

TOTAL CUSTOMER SERVICE SCORE =

Review date: _____ Reviewer: _____

Manager/supervisor: _____

Calltaker: _____

SCORING CALCULATIONS**CASE ENTRY**

100 points possible

25 points off if the address question was not asked
 25 points off if the address was not verified
 25 points off if the callback number question was not asked
 25 points off if the callback number was not verified
 33 points off if the age question was not asked
 33 points off if the consciousness question was not asked
 33 points off if the breathing question was not asked
 20 points off if the age subquestion was not asked when appropriate
 20 points off if the breathing subquestion was not asked when appropriate
 20 points off for each question asked incorrectly
 20 points off for each freelance question asked
 10 points off if the questions were asked out of order (of questions that were asked)
 10 points off if gender was not asked (if not obvious)

CHIEF COMPLAINT

100 points possible

33 points off if the complaint description question was not asked
 20 points off if the complaint description question was asked incorrectly
 10 points off for each appropriate subquestion (caller party, patient count, and choking) that was not asked
 5 points off for each appropriate subquestion (caller party, patient count, and choking) that was asked incorrectly
 67 points off if the calltaker chose an incorrect Chief Complaint Protocol

KEY QUESTIONS

100 points possible

Note: The value of each question is 100 points divided by the number of applicable questions.

Full value of the question off if the question was not asked at all
 Half value of the question off if the question was asked incorrectly
 10 points off if the questions were not asked in order (of questions that were asked)
 20 points off for each freelance question asked
 10 points off if some, but not all, required Essential Information was asked
 20 points off if no required Essential Information was asked

DLS INSTRUCTIONS

100 points possible

Note: If PAIs are possible and appropriate, score PAIs and PDIs as a single DLS Instructions score and use the PAI section to score compliance. If PAIs are not possible, score only PDIs in the PDI section.

100 points off for **ABSOLUTE** deviation
 50 points off for **MAJOR** deviation
 25 points off for **MODERATE** deviation
 10 points off for **MINOR** deviation
 (See EMD-Q Scoring Standards for a complete description of DLS scoring calculations.)

FINAL CODING

100 points possible

100 points off if the calltaker should have shunted to another Chief Complaint Protocol, but did not
 60 points off if the Determinant Level was incorrect
 20 points off if the Determinant Descriptor was incorrect (the Chief Complaint and Determinant Level were both correct)
 20 points off if a suffix was incorrect or was absent when appropriate

TOTAL COMPLIANCE SCORE**Total possible compliance score is 100%.**

Add the points of all five scoring categories. Divide the sum by 5 to determine the total compliance score.

CUSTOMER SERVICE

100 points possible

For Customer Service Standards 1-7

10 points off if not applied
For Customer Service Standards 1-6
 3 points off if applied with minor discrepancy
For Customer Service Standard 8
 100 points off for use of any prohibited behavior

For Customer Service Standard 9 (Calming Techniques)

Case Entry 20 points off if not used and ECCS > 1
 Key Questions 20 points off if not used and ECCS > 1
 DLS Instructions 20 points off if not used and ECCS > 1