



Medical Dispatch Case Evaluation Record

Case #: _____ Date: _____ Time: _____ How obtained: **999 / 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 asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Address verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Callback number asked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callback number verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. "What's the problem..." 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. "Are you with the patient now?" 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. "How many people are hurt?" 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. "Is s/he still choking now?" 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. "How old is s/he?" 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. "Tell me approximately..." stated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
5. "Is s/he conscious?" 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. "Is s/he breathing?" 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. "Go and check..." stated?	<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: _____				
<input type="checkbox"/> Check if any questions asked were asked out of order				** ECC Score: 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"/>	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"/>
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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"/>
							Number of freelance questions asked: _____						
<input type="checkbox"/> Check if any questions asked were asked out of order							** ECC Score: 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				** ECC Score: 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 behaviour	-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 was not asked (Case Entry Question 1)
 25 points off if the address was not verified (Case Entry Question 1)
 25 points off if the callback number was not asked (Case Entry Question 2)
 25 points off if the callback number was not verified (Case Entry Question 2)
 33 points off if age was not asked (Case Entry Question 4)
 33 points off if conscious was not asked (Case Entry Question 5)
 33 points off if breathing was not asked (Case Entry Question 6)
 20 points off if Case Entry Statement 4a or Case Entry Statement 6a was not stated when appropriate
 20 points off if a question was asked incorrectly
 20 points off for each freelance question asked
 10 points off if any question asked was asked out of order
 10 points off if gender was not asked (if not obvious)

CHIEF COMPLAINT

100 points possible

33 points off if Case Entry Question 3 was not asked
 20 points off if Case Entry Question 3 was asked incorrectly
 10 points off for each appropriate conditional question that was not asked (Case Entry Questions 3a, 3b, and 3c)
 5 points off for each appropriate conditional question that was asked incorrectly (3a, 3b, and 3c)
 67 points off if the calltaker chose an incorrect Chief Complaint Protocol

KEY QUESTIONS

100 points possible

Note: The weight of each Key Question is based on 100 points divided by the total number of applicable (appropriate) questions.

Full value of the Key Question off when the question was not asked (not attempted)
 1/2 value of the question off when the question was asked incorrectly
 10 points off if the Key Questions were not asked in order (of questions that were asked)
 20 points off for each freelance question asked

DLS INSTRUCTIONS

100 points possible

Note: If PAIs are possible and appropriate, score PAIs and PDIs as a single DLS 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 IAEMD EMD-Q Scoring Standards for a complete description of DLS scoring calculations.)

FINAL CODING

100 points possible

100 points off if the calltaker did not shunt to the correct Chief Complaint Protocol (when a shunt was required)
 60 points off if the Level was incorrect (the Determinant Descriptor is always incorrect if the Level is incorrect)
 20 points off if the Determinant Descriptor was incorrect (the Level is correct)
 20 points off if the calltaker assigned an incorrect suffix or failed to assign a suffix when appropriate

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

Add the scores of each of the five scoring categories. Divide the sum by 5 to determine the final compliance percentage score.

CUSTOMER SERVICE

100 points possible

For Customer Service Standards 1-7

10 points off if not provided correctly
For Customer Service Standards 1-6
 3 points off if provided with minor discrepancy

For Customer Service Standard 8

100 points off for use of any prohibited behaviour

For Customer Service Standard 9 (Calming Techniques)

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