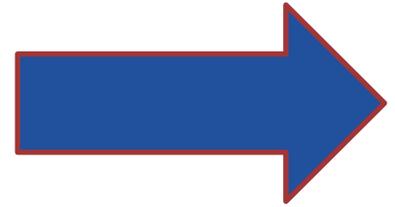
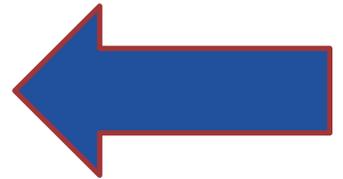
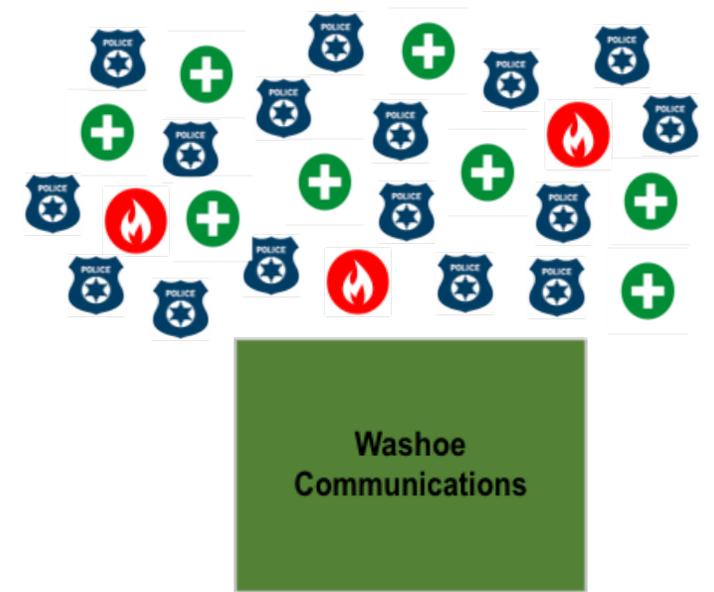
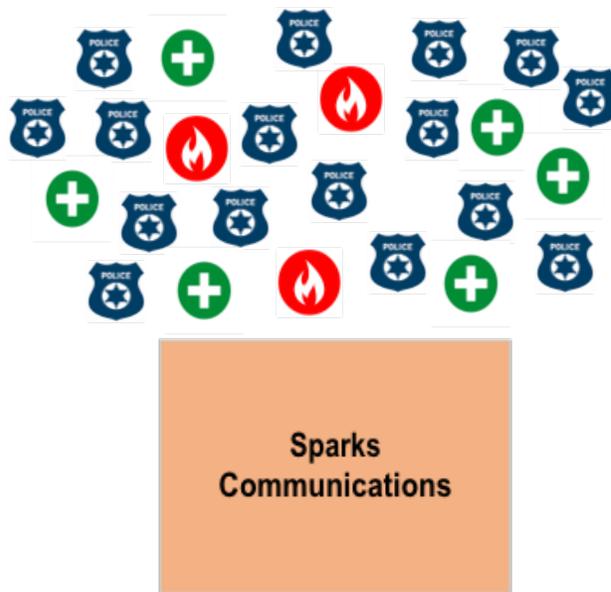
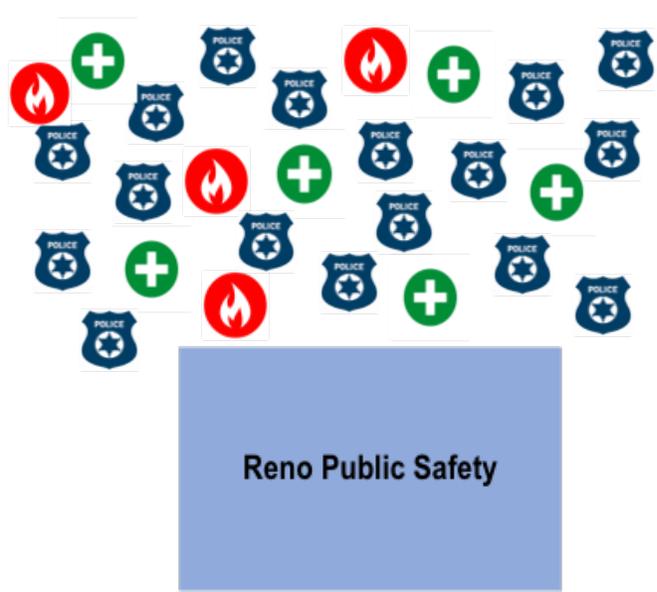
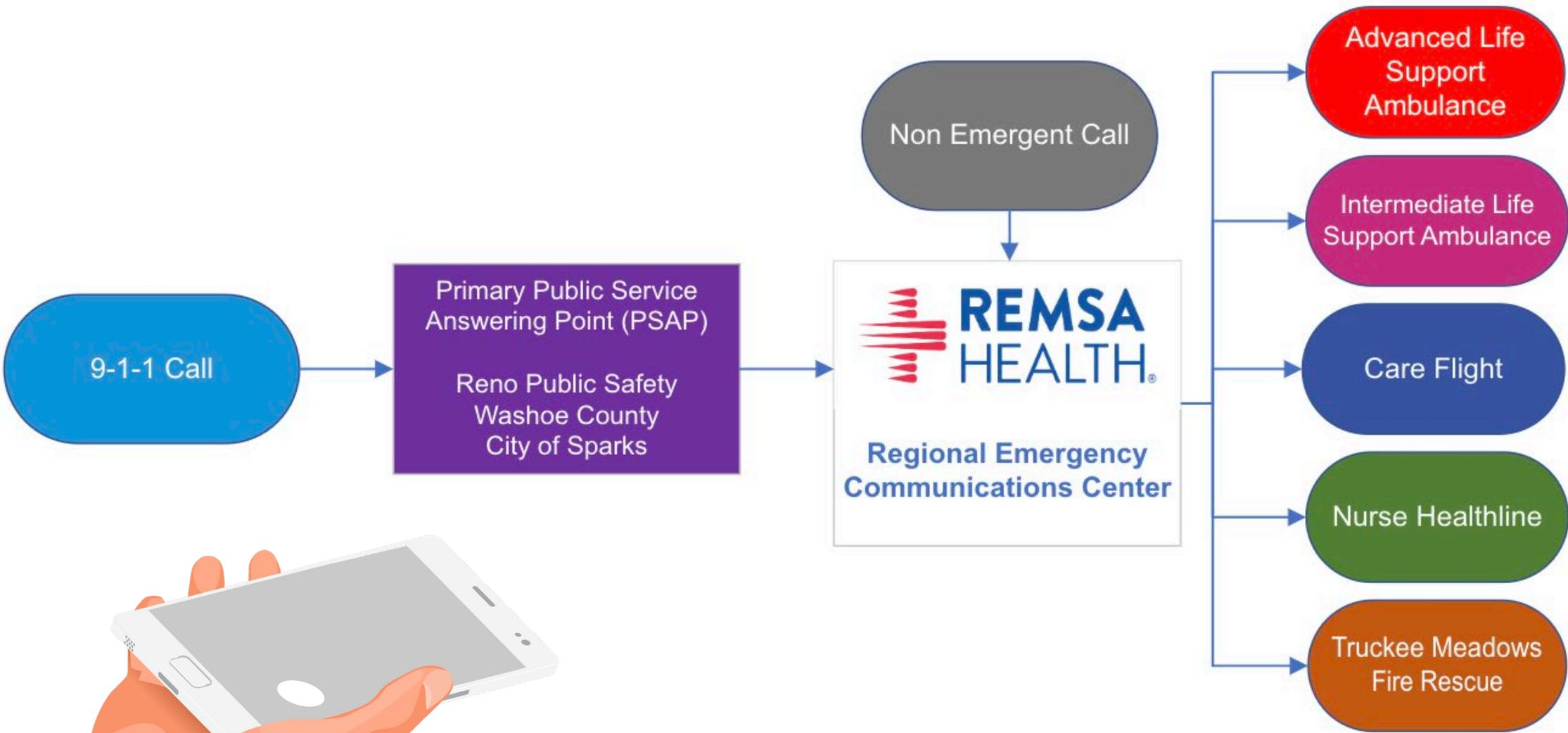


Regional Emergency Communications Center

An Accredited Center of Excellence

Always Ready





5.2. Dispatch: REMSA is the community emergency medical dispatch center for the Franchise Service Area. REMSA will be responsible for coordinating all EMS service radio traffic for patient reports to the area hospitals and will record these transactions.

9.1 Dispatch Personnel Training: All personnel within the REMSA dispatch facility shall be trained at the emergency medical technician or paramedic level. All medical dispatch personnel shall maintain certification as Emergency Medical Dispatchers (EMD) from the National Academy of Emergency Medical Dispatchers. New dispatch personnel shall receive training during their first six (6) month of employment. REMSA shall provide documentation of compliance to the DISTRICT annually.

9.2 Dispatch Accreditation: REMSA shall maintain the National Academy of Emergency Medical Dispatchers accreditation of the Accredited Center of Excellence.

Always Ready

Accredited Center of Excellence



- 2001 – Emergency Medical Dispatch (EMD)
- 2014 – Emergency Communications Nurse System (ECNS)
- 2023 – Emergency Fire Dispatch (EFD) *Pending



Why should an agency commit to Accreditation?

“Accreditation of an emergency dispatch center, or other public safety agency, is a proven way to maximize the accuracy, effectiveness, and efficiency of emergency call systems and improve the quality of public safety and patient care. Accreditation holds dispatch agencies to the highest standard of care and practice available.”

Official Policy of the International Academies of Emergency Dispatch

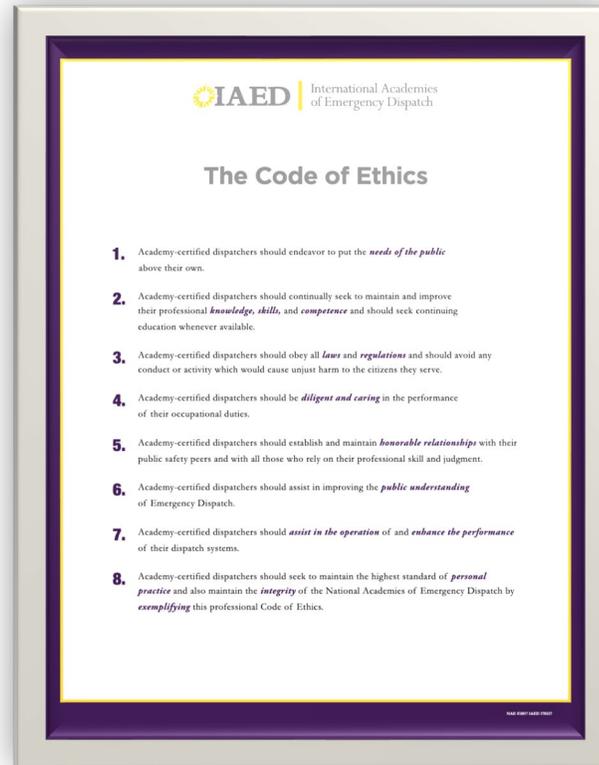
Policy: Accreditation & Re-Accreditation, #02-01

TWENTY POINTS OF ACCREDITATION

- All team members are properly credentialed
- Software & protocols are up-to-date
- Call reviews & Quality Assurance (QA) is being conducted by properly trained individuals.
- Quality Assurance (QA) & Quality Improvement (QI) systems are in place
- Independent review of calls for inter-rater reliability
- Minimum number of cases review & meet standards

TWENTY POINTS OF ACCREDITATION

- Responder education
- Co-response / Community Education
- Continuing Education
- Policies consistent to support proper use
- Formal process to review and assign emergency and non-emergency response



Medical Direction & Medical Oversight

- Administration
 - Aspirin
 - Naloxone
 - Epi-Pen
 - Oxygen
 - Tourniquet
- Protocols
 - Obvious / Expected Death
 - Cardiac Arrest Pathways
 - Stroke Diagnostic Tool
 - High Risk Obstetric
 - Omega Referral
- Education / QA & QI



USING RED LIGHTS AND SIRENS FOR EMERGENCY AMBULANCE RESPONSE: HOW OFTEN ARE POTENTIALLY LIFE-SAVING INTERVENTIONS PERFORMED?

Jeffrey L. Jarvis, MD , Vaughn Hamilton, MA, EMT-P, Mike Taigman, MA, Lawrence H. Brown, PhD 

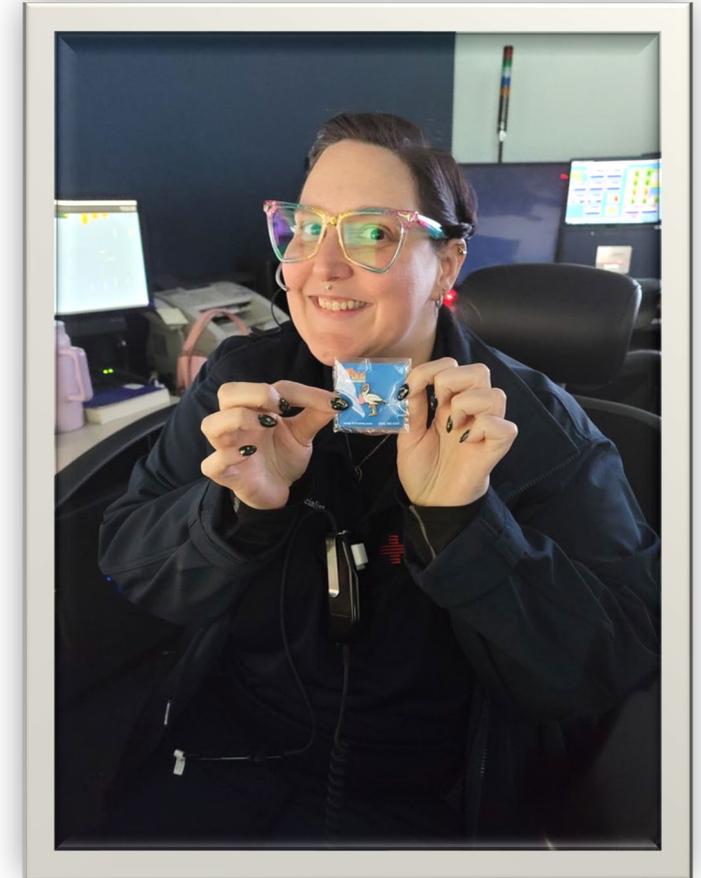
TABLE 3. 10 most frequent potentially life saving interventions

Treatment	Number of Patients Receiving at least One Administration	Total Number of Administrations*
Glucose	69,036	79,676
BLS Airway	62,898	87,118
Naloxone	56,351	74,757
Epinephrine	47,128	157,282
Midazolam	39,480	52,547
Intubation	35,616	45,250
CPR	33,659	49,039
NIPPV	32,740	33,595
Suction	29,256	36,017
Trauma Alert	20,365	20,494

*Includes multiple treatment administrations per patient.

Comments from our Independent Re-Accreditation Reviews

- *“Superb use of protocols by EMDs”*
- *“Fabulous customer service”*
- *“Very accurate scoring by the EDQ and excellent educational comments”*
- *“This is the quickest review of point 10 I have ever done – because the calls were so well done and so well scored. Thank you.”*



**Appropriate Use of Emergency
Response**

Emergency Response



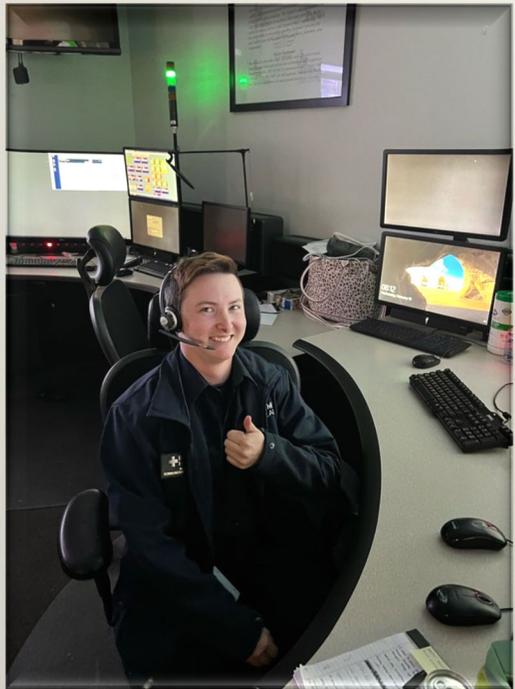
Patient Navigation

Dispatch Life Support



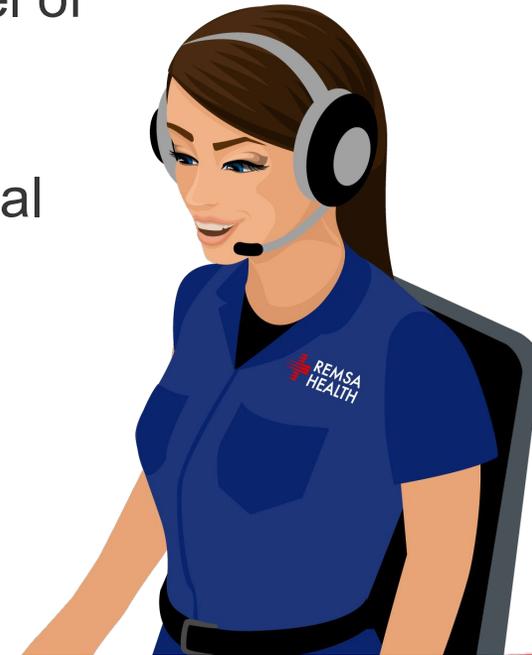
**REMSA
HEALTH.**

Regional Emergency
Communications Center



What REMSA Health's ACE Accreditation Means to our Community.....

- External validation of performance
- Promise to our community that REMSA Health will provide the highest level of care & professionalism
- Evidence based, standardized way to safely provide over the phone medical care
- Ensure that industry best practice is our standard practice
- Provides an International established benchmark for performance
- Access to OMEGA protocols & Emergency Care Nurse System





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