



## EMS Stakeholder Engagement Process

### Establishing Standards for the Dispatch of Medical Resources in Response to Calls Requesting Assistance in Cases of Medical Emergency

As the local regulatory entities charged with emergency medical system planning, coordination and ongoing evaluation, Local EMS Agencies (LEMSAs) must develop and maintain a body of policy to ensure the dispatch of medical resources in response to calls requesting assistance in cases of medical emergency.

CVEMSA believes that such policy must set minimum standards necessary for an organization to be authorized to dispatch medical resources that would address minimum certification of personnel providing dispatch services as well as certification for the dispatch operation as a whole. In addition, such policy should specify minimum requirements for call taking and questioning of callers in order to ascertain the nature of the medical emergency and the minimum required response. Such policy should also specify the appropriate guidance for the provision of medically related instructions to individuals on the scene and arriving response personnel. Further, such policy should specify minimum requirements with respect to the collection and transmission of data needed to monitor and evaluate the efficacy of emergency medical dispatching performed by the organization and relevant activities of responders providing emergency medical response services once dispatched by the center. Finally, such policy must also provide for the methods of ensuring quality improvement in the practices and operations of the dispatch of medical resources in response to calls requesting assistance in cases of medical emergency.

CVEMSA believes that establishing such policies and ensuring compliance with such policies by any organization wishing to provide such services is critical to the successful management of an emergency medical system.

Further, CVEMSA believes that where all dispatching within the system is coordinated so that the nearest available and appropriate resources can be dispatched, communication about active incidents and responses can be disseminated efficiently to all responders, and dispatch organization awareness of location and capability of all available resources throughout the system at all times, all contribute to positive medical patient outcomes thus it is the goal of CVEMSA to reach such a state for the EMS system as a whole. Accordingly, CVEMSA will establish policies to achieve and retain that state for all areas within the local EMS system.

CVEMSA believes that the statement of the above in the EMS ordinance is appropriate and the detail should be spelled out in policies adopted in accordance with its proposals for policy development shared in the stakeholder engagement meetings. CVEMSA is interested in stakeholder input with respect to this position paper and looks forward to the discussion at a future stakeholder meeting.