



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**  
**Office of Public Safety Communications**



DATE: July 27, 2011

**Information Only**

**TO:** Honorable Board of Supervisors

**FROM:** Jaime D. Young, Public Safety Communications Director  
*Jaime D. Young*

**SUBJECT:** Emergency Medical Dispatch (EMD) Re-Accreditation

In June 2005, Public Safety Communications (PSC) became the ninth Emergency Communications Center in the State, the 97<sup>th</sup> in the world, to become an Accredited Dispatch *Center of Excellence* (ACE) for providing medical priority dispatch services to those who call for emergency medical services. To be accredited, Public Safety Communications was required to accomplish 20 point of accreditation which required laborious self-study, program analysis and over 1500 hours of comprehensive auditing of the dispatcher's telephone calls.

PSC was awarded our first re-accreditation in 2008 and applied once again on July 5<sup>th</sup>. Today, the International Academy of Emergency Dispatch notified PSC that the IAED Board of Accreditation voted unanimously to approve our application for accreditation.

In addition to this honor, we are proud to report that consistent with our reaccreditation in 2008, PSC compliance scores continue to exceed national 'ACE' averages and academy standards. The table below compares PSC scores to the recommended IAED standards and the average scores of all Accredited Centers of Excellence:

	Case Entry	Key Questions	Pre-Arrival Instructions	Post Dispatch Instructions	Chief Complaint Selection	Code of Response Selection	Total
Academy Standard	95%	90%	95%	90%	95%	90%	90%
2007 PSC scores	98%	97%	98%	98%	98%	98%	98%
2009 PSC Scores	98.5%	99%	98%	98%	99%	99%	99%
<b>2011 PSC Score</b>	<b>98%</b>	<b>99%</b>	<b>98%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>
<i>PSC Exceeds Academy Standards by:</i>	<b>3%</b>	<b>9%</b>	<b>3%</b>	<b>9%</b>	<b>4%</b>	<b>9%</b>	<b>9%</b>
<i>National Accredited Centers (ACE) Averages</i>	97%	98%	96%	97%	98%	98%	98%
<b>PSC exceeds other ACE Centers by:</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>

PSC processed 47,113 requests for ambulances in 2010. Of those, 911 Dispatchers applied 1,486 pre-arrival instructions to callers reporting airway/cardiac arrest, choking, childbirth, airway maintenance and AED Support.

Emergency Medical calls are among the most stressful calls 911 Dispatchers can take. Keeping emotions in check while managing life threatening or fatal incidents requires skill, composure, commitment and dedication. We are proud of our Dispatchers who obviously see that quality customer care is not only important but that's its critical to the continuum of pre-hospital care.

cc: David Boesch, County Manager  
Peggy Jensen, Deputy County Manager



FOR IMMEDIATE RELEASE: July, 27, 2011

See [www.emergencydispatch.org](http://www.emergencydispatch.org) for information about the International Academies, or call us at: 800-960-6236 or 801-359-6916.

**CONTACT:** Carlynn Page, Associate Director

**LOCAL CONTACT:** Jaime Young, Communications Center Director  
(650) 363-4949

**San Mateo County Public Safety Communications - Awarded Re-Accreditation as an Emergency Medical Dispatch Center of Excellence**

SALT LAKE CITY, UT -- The International Academies of Emergency Dispatch (IAED) is pleased to formally award Re-Accreditation as an Emergency Medical Dispatch Center of Excellence to the **Office of Public Safety Communications of San Mateo County, CA** – San Mateo County Public Safety Communications was the 97<sup>th</sup> in the world to be awarded this highest distinction for their comprehensive implementation and compliance with the Medical Priority Dispatch System (MPDS) and associated “20 Points of Excellence.”

The MPDS is the world’s most widely-used 911-type pre-arrival instruction and dispatch-life-support protocol system. With scripted telephone instructions for CPR, airway obstruction relief, hemorrhage control, and childbirth assistance, the MPDS has been credited with helping save thousands of lives. In addition to requiring proper system oversight, medical control, and a quality improvement program, Accreditation demands careful MPDS compliance and certification for all emergency call-takers and medical dispatchers.

Earning this Re-Accreditation award is voluntary and involves completing a detailed self-study and analysis. This accomplishment demonstrates to not only each individual within the communications center, but also to the administration, community, and the world, that San Mateo County Public Safety Communications is compliant with all international practice standards for Emergency Medical Dispatch (EMD).

*Proudly Serving...*

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Broadmoor Police

South San Francisco Fire

San Bruno Fire

Millbrae Fire

Central County Fire

San Mateo Fire

Foster City Fire

Half Moon Bay Fire

Half Moon Bay Police

San Mateo County Fire

Belmont-San Carlos Fire

Redwood City Fire

Woodside Fire

Menlo Park Fire

East Palo Alto Police

San Mateo County Sheriff

San Mateo County Coroner

San Mateo County Probation

San Mateo County Public Works

San Mateo County EMS Agency

American Medical Response

Peninsula Humane Society



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Malaysia

July 21, 2011

Jaime Young  
San Mateo County Public Safety Communications  
400 County Center PSC 100  
Redwood City, CA 94063

Dear Ms. Young,

We have reviewed your agency's application for International Academy Re-Accreditation as a Center of Excellence. After significant discussion I'm pleased to inform you that the Board of Accreditation has voted unanimously to approve *San Mateo County Public Safety Communications* for this important recognition. Today will go on record as the official award date.

We currently plan to recognize your agency at next year's Navigator conference in Baltimore, MD. There will be no charge for this presentation, but please coordinate details with us if you would like to arrange any additional press conferences or presentations. We can potentially arrange Academy representatives to be available.

Congratulations on this accomplishment and keep up the good work! We commend your dedication to improving pre-hospital care.

Sincerely,

**For the International Academy of EMD Board of Accreditation**

Jeff J. Clawson, M.D.  
Board of Certification, Chair

Carlynn C. Page  
Associate Director

Brian A. Dale  
Board of Accreditation, Chair

cc: Academy Board of Accreditation  
Sue Anderson

July 14, 2011

RE: San Mateo County 911

Carlynn Page  
National Academy of Emergency Dispatch  
139 East South Temple, Suite 500  
Salt Lake City, UT 84111

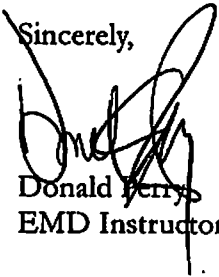
Dear Carlynn,

Thank you for the opportunity to perform the NAED Re-Accreditation review for the San Mateo County 911.

I have spent a great amount of time reviewing the binder's contents. Based on the content that has been provided in the binder and the follow-up for the June scoring I will recommend re-accreditation for San Mateo. I would like the QAU to see the notes on a few calls under point 10 in the enclosed report.

Overall this binder was very well presented.

Sincerely,



Donald Perry  
EMD Instructor/QA Coordinator

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### Accredited Center of Excellence Report - Medical

**ACE Name:** San Mateo County Public Safety Communications

**ACE Number:** 97

**Annual Call Volume:** 27

**Reviewing:** 3% of total call volume

Month	%/ # Cases Reviewed	CE %	KQ %	PAI %	PDI %	CC %	Code %	Total %	Reporting Person
July 2011									
June 2011	3.00	96.65	98.65	100.00	97.78	100.00	100.00	98.66	Natasha Claire- Espino
May 2011	3.00	96.93	99.32	98.00	97.18	98.67	99.60	98.36	Natasha Claire- Espino
April 2011	3.00	96.40	98.88	95.83	95.49	99.33	98.80	97.79	Natasha Claire- Espino
March 2011	3.00	96.93	98.61	93.75	98.96	99.90	98.61	98.42	Natasha Claire- Espino
February 2011	3.00	99.50	98.43	100.00	99.59	100.00	100.00	99.51	Natasha Claire- Espino
January 2011	3.00	99.31	99.52	100.00	100.00	99.14	100.00	99.59	Natasha Claire- Espino
December 2010	3.00	99.50	99.71	100.00	99.67	99.33	100.00	99.65	Natasha Claire- Espino
November 2010	3.00	99.50	99.90	100.00	100.00	100.00	100.00	99.88	Natasha Claire- Espino
October 2010	3.00	99.25	99.73	100.00	99.19	99.90	99.40	99.50	Natasha Claire- Espino
September 2010	3.00	96.47	99.41	100.00	99.22	100.00	99.29	98.91	Natasha Claire- Espino
August 2010	3.00	96.76	99.62	100.00	99.18	99.10	99.41	98.86	Natasha Claire- Espino
<b>Averages</b>		<b>97.93</b>	<b>99.25</b>	<b>98.87</b>	<b>98.75</b>	<b>99.58</b>	<b>99.56</b>	<b>99.01</b>	

All ACE Medical Averages	CE	KQ	PAI	PDI	CC	Coding	Total
	97.54 %	98.22 %	96.18 %	97.17 %	97.92 %	97.94 %	97.73 %

**Date:** 7/14/11  
**To:** Carlynn Page  
**From:** Donald Perry  
**RE:** San Mateo County 911

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Findings from the review of the San Mateo re-accreditation binder.

POINT 4: Acceptable: this agency reports having three ED-Q's. EMD instructors are contracted through the Academy.

POINT 5: Acceptable: well documented.

POINT 6: Acceptable: Well done.

POINT 7: Acceptable: Well done

- a) During the reviewed period San Mateo reports 15,783 calls processed and 607 calls reviewed. They did include a screen shot of the NAED ACE calculator.

POINT 8: Acceptable: well documented

POINT 9: Scores received 7/15/11.

POINT 10: Acceptable: There were a few calls that the QAU may want to look at the scoring of. Call #17140, "do you know the phone number?" during CE, scored as asked correctly. Call # 15931 used the CC of 31, when the caller had indicated the person had fallen, scored as correct. Call # 15942, 16007, 16365 asked verified CE 5 and 6 by the call taker asking if the person heard in the back ground, was the patient. CE standard 2 should be reviewed, or a departmental policy may be indicated. Call # 18688, CE question 3 asked as written in version 11.3.No deduction or comments made regarding this.

POINT 11: Acceptable: Good Work

POINT 12: Acceptable: Good work on these.

POINT 13: Acceptable: Good Work

POINT 14: Acceptable Good Work

POINT 15: Acceptable: Well Done

POINT 16: Acceptable: Well Done

POINT 17: Acceptable: Good Work