



Weirton Area Ambulance and Rescue Squad, Inc

EMD Certification Course

The Emergency Medical Dispatcher (EMD) has been recognized as an essential component of effective EMS systems. Proper and timely training as well as a sound medical protocol are what help EMDs deliver quality care to the calling public with emergency medical needs.

Over the past decade, Medical Priority's EMD Certification Course has become the standard for EMD training. The course meets or exceeds all national criteria set by A.S.T.M., U.S Department of Transportation, National Association of EMS Physicians, and others.

The EMD Certification Course includes Medical Priority's EMD Course Manual.

Participants who complete the 3-day course will be eligible for certification through the National (or International) Academy of EMD.

When: July 30th, 31st and August 1st (Friday, Saturday, Sunday)

Where: Weirton Medical Center, Conference Room (Lower Level)

Time: 08:00 to 17:00 hours

EMD Instructor: Melvin Musulin, REMT-P

Cost: \$295.00

Contact: Eric Zaney, BS, NREMT-P – Weirton Area Ambulance & Rescue Squad
(304) 797-1233 or email ezaney.waars@gmail.com



EMD Certification Course Objectives

Introduction: (1 hour)

Overview:

The purpose of this chapter is to explain the contents and order of the course and how the course is conducted. The goal of the course, and the instructional materials used in the course are presented. The course textbook (*Principles of Emergency Medical Dispatch*), the EMD Course Manual, and the EMD Course Scenario Manual are discussed and examples of how they are used in the course are presented. Students are presented with the assignment that must be completed after the course that is required for the completion of the certification process.

Objectives:

1. Explain the goal of the EMD Certification Course
2. List the instructional materials used in the course and explain how the students will use them in the course.
3. Explain the contents and order of the course and how the course is conducted.
4. Explain the assignment that must be completed after the course that is required for the completion of the certification process.

Chapter 1: The First, First Responder (3 hours)

Overview:

The purpose of this chapter is to explain the philosophy of Emergency Medical Dispatch and orient you to the roles and responsibilities of the EMD. Your important role in the patient care chain of survival will be emphasized. You will also learn about the history and misconceptions of Emergency Medical Dispatch.

Objectives:

1. Describe the Emergency Medical Dispatcher's role in the patient chain of survival.
2. List one important milestone from each of the four major periods in the history of Emergency Medical Dispatch.
3. Describe the concept of Zero-Minute Response™.
4. List the four general functions of the Emergency Medical Dispatcher.
5. List four expanded roles of the Emergency Medical Dispatcher.
6. List four misconceptions of Emergency Medical Dispatch and describe the facts regarding those misconceptions.

Chapter 2: Telecommunication Essentials (2 hours)

Chapter Overview:

The process of Emergency Medical Dispatching is complex. Today's EMD plays the role of psychologist, clinician, resource manager, equipment specialist, and data manager, to name just a few. A common thread of all these responsibilities is communication—specifically, nonvisual communication via telephone, radio, or text. Your ability to communicate effectively and efficiently while accomplishing multiple tasks is essential. This chapter outlines basic telecommunication techniques for radio and telephone operations that will enhance your communication skills. This chapter also specifies equipment familiarization and outlines rules as required by the Federal Communications Commission (FCC).

Objectives:

1. List three FCC rules that apply to Emergency Medical Dispatch.
2. Describe two options for the EMD when a call is received from outside jurisdictional boundaries.
3. List three telecommunication techniques that will lessen the caller's anxiety and improve communication.
4. List four common hindrances to communication in the EMD environment.
5. Describe a common phenomenon that sometimes occurs when one party is having trouble understanding another.
6. List four communication strategies the EMD may employ when a caller is experiencing difficulty understanding or communicating.

Chapter 3: Caller Management (2 hours)

Chapter Overview

The primary EMD objective is to gather enough information from the caller to dispatch appropriately, inform responders, and provide necessary instructions. When a caller is extremely emotional, this task can be a rewarding challenge. This chapter will help you understand why and when the caller may lose control and will explain how dispatcher demeanor and technique can influence caller behavior.

Objectives

1. List five levels of emotion described by the Emotional Content and Cooperation Score.
2. Describe why a caller may act out in an emergency situation.
3. Describe two inappropriate behaviors a dispatcher may display when confronted with an emotional, uncooperative caller.
4. Describe why it's important for you to understand your own reactions to crisis.
5. Describe at least three reasons why the EMD may pause inappropriately during interrogation or instruction.
6. List at least two factors that help avoid unnecessary gaps during interrogation or instruction.
7. List at least two predictable caller behaviors.
8. List three basic components of repetitive persistence.
9. Write a hypothetical example of a repetitive persistence statement.
10. Describe why it's important to study and practice repetitive persistence.
11. List three re-freak events.
12. List at least two appropriate attitudes EMDs may convey to the caller through demeanor.
13. List at least three objectives you may fail to accomplish when you react personally to a caller's comments.

Chapter 4: Legal Aspects of EMD (2 hours)

Chapter Overview

This chapter summarizes EMD issues which, as shown by the contemporary U.S. courts system, may expose public safety agencies and dispatchers to legal liability. Basic legal concepts, including negligence, are reviewed and discussed as they relate to EMD. Actual cases are examined and specific dispatch danger zones are identified. The evolving medical dispatch standard of care is documented and related to EMD duty and risk management.

Objectives

1. State two potential contributing factors to the problem of Emergency Vehicle Collisions (EVCs).
2. List two common medical dispatch operational problems.
3. List and define four elements needed to prove negligence.
4. Describe how duty relates to an evolving standard of care in the EMD environment.
5. Explain how making a well-intentioned promise to a caller may expose a dispatcher to civil liability.
6. List five dispatch danger zones and describe a potential consequence of each.
7. List and describe the potential direct and indirect costs to the defendant accused of negligence.

Chapter 5: MPDS Structure and Function (3 hours)

Chapter Overview

This chapter outlines the structure of the MPDS and explains the function of each component. A thorough understanding of the anatomy and physiology of the protocol is key in learning how to use this important tool. After a brief overview of the protocol's design, each component will be detailed with regard to both structure and function. This chapter is intended to orient you to the protocol. Practical knowledge and application will be reinforced in subsequent chapters as the protocols are reviewed and practiced individually.

Objectives

1. List the four basic protocol components of the MPDS.
2. List four primary objectives of the MPDS.
3. List two reasons why Key Questions are listed in a specific order.
4. Describe two functions of a Shunt Protocol.
5. List two functions of Determinant Descriptors.
6. Describe how the protocol directs the EMD from Post-Dispatch Instructions to the Case Exit Protocol.
7. List the Four Commandments of EMD.
8. List two reasons why the 5th and 6th Case Entry Protocol questions are asked separately.
9. List the four Priority Symptoms.
10. List two functions of the ECHO Determinant Level.

Medical Condition Incident Protocols (2½ hours)

Chapter Overview

This section of the course introduces and provides scenario drill and practice for the 14 Chief Complaint Protocols that are specific to Medical Condition Incident emergencies. It covers in detail the determinant classifications, dispatch definitions, rules, axioms, laws and problem lists associated with each Medical Condition Incident Protocol. The correct selection and delivery of Key Questions, and the correct selection of dispatch codes based on the caller's answers to the Key Questions is discussed and practiced. The appropriate selection and delivery of Post-Dispatch Instructions is also discussed and practiced. In addition the purpose and use of the Critical EMD Information as it relates to medical condition incidents. The correct selection of Case Exit and/or Pre-Arrival Instructions as they relate to medical condition incidents is also discussed and practiced. Students break into small groups for scenario drill and practice. Students will provide quality improvement feedback to other students during scenario drill practice using the Medical Case Evaluation Record forms.

Objectives

1. Define the term medical incident as it relates to emergency medical interrogation and dispatch.
2. Identify the 14 Chief Complaint Protocols specific to medical condition incidents.
 - Protocol 1–Abdominal Pain / Problems
 - Protocol 2–Allergies (Reactions) / Envenomations (Stings, Bites)
 - Protocol 5–Back Pain (Non-Traumatic or Non-Recent Trauma)
 - Protocol 10–Chest Pain
 - Protocol 12–Convulsions / Seizures
 - Protocol 13–Diabetic Problems
 - Protocol 18–Headache
 - Protocol 19–Heart Problems / A.I.C.D.
 - Protocol 20–Heat / Cold Exposure
 - Protocol 23–Overdose / Poisoning (Ingestion)
 - Protocol 25–Psychiatric / Abnormal Behavior / Suicide Attempt
 - Protocol 26–Sick Person (Specific Diagnosis)
 - Protocol 28–Stroke (CVA)
 - Protocol 33–Transfer / Interfacility / Palliative Care
3. List the assessment focus for medical incidents.
4. Describe the determinant classifications, dispatch definitions, rules, axioms, laws and problem lists associated with each medical incident protocol.
5. Appropriately select and deliver the appropriate Key Questions for given medical incident emergency scenarios.
6. Choose the correct dispatch code (Protocol Number, Level, Determinant Descriptor Number, and Problem Suffix) for given medical incident emergency scenarios.
7. Correctly select and deliver the appropriate Case Exit or Pre-Arrival Instructions for given medical incident emergency scenarios.
8. Demonstrate proficiency in the use of Medical Incident Protocols through participation in interactive scenario drill and practice.
9. Provide feedback and demonstrate, through scenario participation, the ability to perform quality improvement EMD case review using the Medical Case Evaluation Record form.

Chapter 6: Dispatch Life Support (1 hour)

Chapter Overview

Central to Emergency Medical Dispatch is the question posed by the caller pictured above, “What should we do?” More and more callers are expecting, even asking for, specific instructions to help them through a crisis. It's all done through verbal communication. While field providers rely primarily on visual and tactile information to care for patients, the EMD functions in an auditory world. For this reason, the practice of Dispatch Life Support (DLS) is unique. This chapter will help you understand the functional differences between assessing and caring for patients over the phone vs. the visual environment of field medicine.

Objectives

1. Describe a fundamental difference between field and DLS assessment.
2. Describe two fundamental differences between classroom and DLS instruction.
3. List two advantages of providing instructions using a structured protocol in the DLS setting.
4. List the most correctable life-threatening condition the EMD can affect.
5. Describe how knowing the panel logic of the PAIs and the components of the PAI panels helps you navigate through the Pre-Arrival Instructions.
6. Describe the function of a Bridge Protocol.

Time-Life Priority Incident Protocols (3 hours)

Chapter Overview

This section of the course introduces and provides scenario drill and practice for the nine Chief Complaint Protocols that are specific to time-life priority incident emergencies. It covers in detail the determinant classifications, dispatch definitions, rules, axioms, laws and problem lists associated with each traumatic incident protocol. The correct selection and delivery of Key Questions, and the correct selection of dispatch codes based on the caller's answers to the Key Questions is discussed and practiced. The appropriate selection and delivery of Post-Dispatch Instructions is also discussed and practiced. In addition the purpose and use of the Critical EMD Information as they relate to traumatic incidents. The correct selection and delivery of Case Exit and/or Pre-Arrival Instructions as they relate to time-life priority incidents is reinforced and practiced. Students break into small groups for scenario drill and practice. Students demonstrate how to provide quality improvement feedback to other students during scenario drills practice using the Medical Case Evaluation Record forms.

Objectives

1. Define the term time-life priority incidents as it relates to emergency medical interrogation and dispatch.
2. Identify the nine Chief Complaint Protocols specific to time-life priority incidents.
 - Protocol 6–Breathing Problems
 - Protocol 8–Carbon Monoxide/Inhalation/HAZMAT
 - Protocol 9– Cardiac or Respiratory Arrest/Death
 - Protocol 11–Choking
 - Protocol 14–Drowning (Near)/Diving/SCUBA Accident
 - Protocol 15–Electrocution/Lightning
 - Protocol 24–Pregnancy/Childbirth/Miscarriage
 - Protocol 31–Unconscious/Fainting (Near)
 - Protocol 32–Unknown Problem (Man Down)
3. List the assessment focus for Time-Life Priority incidents.
4. Explain why Pre-Arrival Instructions must be delivered as written.
5. Describe the determinant classifications, dispatch definitions, rules, axioms, laws and problem lists associated with each Time-Life Priority Incident Protocol.
6. Appropriately select and deliver the appropriate Key Questions for given Time-Life Priority Incident emergency scenarios.
7. Choose the correct dispatch code (Protocol Number, Level, Determinant Descriptor Number, and Problem Suffix) for given Time-Life Priority Incident emergency scenarios.
8. Correctly select and deliver the appropriate Case Exit or Pre-Arrival Instructions for given Time-Life Priority Incident emergency scenarios.
9. Demonstrate proficiency in the use of Time-Life Priority Incident Protocols through participation in interactive scenario drill and practice.
10. Identify the nine Pre-Arrival Protocols
 - Protocol A– Airway/Arrest/Choking (Unconscious) – Infant < 8 Years
 - Protocol B– Airway/Arrest/Choking (Unconscious) – Child 1-7 Years
 - Protocol C– Airway/Arrest/Choking (Unconscious) – Adult ≥ 8 Years
 - Protocol D–Choking (Conscious) – Adult/Child/Infant
 - Protocol F–Childbirth–Delivery
 - Protocol YA–Tracheostomy (Stoma) Airway/Arrest/Choking (Unconscious) – Infant < 8 Years
 - Protocol YB–Tracheostomy (Stoma) Airway/Arrest/Choking (Unconscious) – Child 1-7 Years
 - Protocol YC–Tracheostomy (Stoma) Airway/Arrest/Choking (Unconscious) – Adult ≥ 8 Years
 - Protocol Z–AED (Automated External Defibrillators)
11. Demonstrate proficiency in the use of Pre-Arrival Instructions through participation in interactive scenario drill and practice.
12. Provide feedback and demonstrate, through scenario participation, the ability to perform quality improvement EMD case review using the Medical Case Evaluation Record form.

Chapter 7: Quality Improvement (1 hour)

Chapter Overview

The protocol exists in order to: ensure the safety of responders, patients, and bystanders; make responsible dispatch decisions; and provide quality patient care. However, the construction of a quality tool is only half of the equation. If the tool is not used properly and as designed, how do we know if it works? How can it evolve and improve? How can we know that patients are being cared for in a consistent manner?

Objectives

1. Define quality improvement (QI).
2. List two advantages of a sound quality improvement process in the EMD environment.
3. List three advantages of protocol compliance.
4. List two prospective QI activities and explain the rationale for each.
5. List two concurrent QI processes and explain the rationale for each.
6. List two objectives of a continuing dispatch education program.
7. List two retrospective QI evaluation activities and explain the rationale for each.
8. Explain the expectations for each of the seven primary components of EMD case review.
9. Demonstrate, through classroom participation, the ability to score an actual or hypothetical case using the Medical Case Evaluation Record form.

Traumatic Incident Protocols (2½ hours)

Chapter Overview

This section of the course introduces and provides scenario drill and practice for the 10 Chief Complaint Protocols that are specific to traumatic incident emergencies. It covers in detail the determinant classifications, dispatch definitions, rules, axioms, laws and problem lists associated with each traumatic incident protocol. The correct selection and delivery of Key Questions, and the correct selection of dispatch codes based on the caller's answers to the Key Questions is discussed and practiced. The appropriate selection and delivery of Post-Dispatch Instructions is also discussed and practiced. In addition the purpose and use of the Critical EMD Information as they relate to traumatic incidents. The correct selection and delivery of Case Exit and/or Pre-Arrival Instructions as they relate to traumatic incidents is also discussed and practiced. Students break into small groups for scenario drill and practice. Students also continue to provide quality improvement feedback to other students during scenario drills practice using the Medical Case Evaluation Record forms.

Objectives

1. Define the term traumatic incidents as it relates to emergency medical interrogation and dispatch.
2. Identify the 10 Chief Complaint Protocols specific to traumatic incident injuries.
 - Protocol 3–Animal Bites/Attacks
 - Protocol 4–Assault/Sexual Assault
 - Protocol 7–Burns (Scalds)/Explosion
 - Protocol 16–Eye Problems/Injuries
 - Protocol 17–Falls
 - Protocol 21–Hemorrhage/Lacerations
 - Protocol 22–Inaccessible Incident/Other Entrapments (Non-Vehicle)
 - Protocol 27–Stab/Gunshot/Penetrating Trauma
 - Protocol 29–Traffic/Transportation Accidents
 - Protocol 30–Traumatic Injuries (Specific)
3. List the assessment focus for traumatic incidents.
4. Describe the determinant classifications, dispatch definitions, rules, axioms, laws and problem lists associated with each traumatic incident protocol.
5. Appropriately select and deliver the appropriate Key Questions for given emergency scenarios.
6. Choose the correct dispatch code (Protocol Number, Level, Determinant Descriptor Number, and Problem Suffix) for given emergency scenarios.
7. Correctly select and deliver the appropriate Case Exit or Pre-Arrival Instructions for given emergency scenarios.
8. Explain the rationale for, and use of the S.E.N.D. Protocol.
9. Demonstrate proficiency in the use of Trauma Incident Protocols through participation in interactive scenario drill and practice.
10. Provide feedback and demonstrate, through scenario participation, the ability to perform quality improvement EMD case review using the Medical Case Evaluation Record form.

Course Wrap-Up: (1 hour)

Overview:

The purpose of this section of the course is to review the course contents and prepare the students to take the EMD Certification Exam. Instructions are given to the students relative to taking the exam, filling out the necessary information for the EMD Certification Application Form and the Course Evaluation Form. Test taking tips are given and a review of post-course assignment is presented.

Objectives:

1. Explain the EMD Certification Exam process.
2. Complete the information requested on the EMD Certification Application Form and the Course Evaluation Form.
3. Explain 11 tips for successfully completing the EMD Certification Exam.
4. Explain the process for completing the post-course assignment required for EMD certification.