

Section 2.3: QA/QI Process

A quality assurance/quality improvement (QA/QI) program will be used by the Communications Division to ensure the effective operations of Texas A&M EMS Communications. The requirements of the QA/QI program will be set forth by the Communications Coordinator. The EMS Manager may place more specific requirements on the QA/QI program as they see fit. The QA/QI program will include:

1. Dispatch call reviews.
2. SOP training and testing, as laid out in *Section 2.2: Continuing Education*.
3. Annual performance evaluation of Communications Division Personnel

Every call taken by Texas A&M EMS will be reviewed for QA/QI purposes, in accordance with the Texas A&M EMS Call Review Standards. Texas A&M EMS dispatchers should, at minimum, consistently meet the following requirements:

1. Dispatchers shall meet the 95% ProQA compliance requirement, as set forth by the International Academy of Emergency Dispatch.
2. Dispatchers shall dispatch all requests for service within 60 seconds or less.
3. Dispatchers shall process all request for service in accordance with Texas A&M EMS Communications Protocols