

# Emergency Dispatch Quality Assurance (ED-Q/EFD-Q/EMD-Q)

## ED-Q Performance Standards 10

This course defines the principles, practices, and standards of care that the Academy has set for practitioners of Emergency Dispatch Quality Improvement (ED-Q) to perform case review for calltakers using the Academy's Priority Dispatch Systems™. Professional ED-Qs should understand and be able to effectively use the tools and information this book provides. The case review performance standards are used by the Academy's Board of Accreditation when measuring and monitoring compliance to the Priority Dispatch Systems by individual emergency dispatchers and by communication centers seeking qualification as an Accredited Center of Excellence.

### DAY 1: ED-Q Universal Day

The first day of Quality Assurance is devoted to learning the universal material that applies equally to Emergency Medical Dispatch Quality Assurance (EMD-Q) and Emergency Fire Dispatch Quality Assurance (EFD-Q). If a student only chooses to become an EMD-Q and not an EFD-Q, they must take Day 1 and Day 3 of the course (Day 2 is EFD-Q specific). ED-Q can be waived if the Quality Assurance Technician has taken a universal course within the last 6 months.

Topics include:

- Universal Standards
- Emotional Content and Cooperation Score Standards
- Customer Service Standards

### DAY 2: EFD-Q Specific

The second day of Quality Assurance covers topics that are specific to Emergency Fire Dispatch. Case reviews are Fire in nature.

### DAY 3: EMD-Q Specific

The third day of Quality Assurance covers topics that are specific to Emergency Medical Dispatch. Case reviews are Medical in nature.

If you have questions or comments, please contact the training department at the Emergency Services Communication Bureau by emailing [911Training.PUC@Maine.Gov](mailto:911Training.PUC@Maine.Gov)

\*This course is only open to personnel who have been hired by a PSAP or Dispatch Only Center (DOC)  
Not Open to the Public.

\*If you are interested in pursuing this career, please contact your nearest center.