



## Board of Accreditation Review

**STATUS**

**Approved**

Agency Name:	Confire JPA
Call Volume:	120,170
Type:	Medical
MPDS	13.3
ProQA ©	5.1.1.41
AQUA ™	7.1.0.7
ED-Q ™	10.0.2
Date:	7/2/2021
Reviewer:	SHELLEY ROZEK
Agency Contact	Kristen Anderson/kanderson@confire.org/909-356-2326
<b>Agency History</b>	EMD RE-ACE also uses ECNS QPR client
<b>6 month window</b>	December - May

### Section 1. Communication Centre Overview and Description

1a. Document the total number of stations that are active (call taking and dispatching) and those that are supervisory or standby (enter on line 9 of the application form).

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

1b. Include a floor plan showing the placement of each workstation.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

1c. List any current accreditations and the accrediting body.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

### Section 2. Medical Priority Dispatch System Version and Licensing Confirmation

2a. Provide the following, as applicable

2ai. MPDS Version Number

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	version 13.3
Outstanding Requirement(s)	

2a.ii. ProQA® Version Number

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

2a.iii. AQUA™ version number

Assessment	Meets ACE Standard after clarification
AD Comments	7.1.0. current is 7.1.0.7 please upgrade
Reviewer Notes	Updated to 17.1.0.7 Aug 3/2021
Outstanding Requirement(s)	

2a.iv. ED-Q™ Version Number

Assessment	Meets ACE Standard after clarification
AD Comments	10.0 current is 10.0.2
Reviewer Notes	Updated to 10.0.2 Aug 3/2021
Outstanding Requirement(s)	

2b. Include documentation (policy, directive, etc.) stating that the most recent versions of the MPDS (ProQA and/or card sets) and Performance Standards will be implemented within one year of their release

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

### Section 3. Current Academy EMD Certification of All Personnel Authorized to Process Emergency Calls

3a. Provide a list of all EMDs, indicating their names, hire dates, last certification dates, next recertification dates, and Academy EMD certification numbers

Assessment	Meets ACE Standard after clarification
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

### Section 4. All EMD Certification Courses are Conducted by Academy-Certified Instructors, and All Case Review is Conducted by Academy-Certified ED-Qs

4a. If you have an in-house or contracted instructor, include her/his name, next recertification date, and certification number.

Assessment	Meets ACE Standard
AD Comments	

Reviewer Notes No In house instructor  
Outstanding Requirement(s)

4b. List all ED-Qs, indicating their names, next recertification dates, and Academy ED-Q certification numbers

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

## Section 5. Full Activity of Quality Improvement (QI) Committee Processes

5a. Include copies of agendas and minutes of all Dispatch Review Committee (DRC) and Dispatch Steering Committee (DSC) meetings (at least two DRC meetings and one DSC meeting in the six months immediately preceding the application).

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

5b. List the names and titles of all committee members for the following:

5bi. Quality Improvement Unit

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

5bii. Dispatch Review Committee

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

5biii. Dispatch Steering Committee

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

5c. List the objectives and tasks of each of these committees

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

## Section 6. IAED Quality Assurance and Improvement Methodology

6a. Attach a complete description of the methods used to evaluate EMD performance in using all elements of the MPDS correctly as outlined in the ED-Q Course Manual (consistent reviewing practices). The document should outline the following:

6ai. How cases are randomly selected.

Assessment	Meets ACE Standard after clarification
AD Comments	Are PAI calls pulled at the end of the month included in the random?
Reviewer Notes	These were originally included in the monthly random. Policy updated to state they are not adding these to the random but using them as focused reviews
Outstanding Requirement(s)	

6aii. The minimum number of cases reviewed monthly.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

6aiii. Any focused case review practices employed. This can include cases identified by the agency that warrant additional reviews. Examples are cardiac arrest, choking, and childbirth.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

6b. Attach a detailed description of how EMD performance is checked, tabulated, and tracked.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

6c. Include details and dates of when case review began and how scores were shared with each employee.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

6d. Include details and dates of when shift and center scores were posted.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

**Section 7. Consistent Case Evaluation That Meets or Exceeds the Academy's Minimum Expectation**

7a. The minimum case evaluation requirement is based on agency size (120170), as follows

between 1% -3% please consult calculator

Assessment **Meets ACE Standard**  
AD Comments 267 per month  
Reviewer Notes  
Outstanding Requirement(s)

7b. List the total number of emergency medical calls received by the center in the six months immediately prior to the accreditation application.

Assessment **Meets ACE Standard**  
AD Comments  
Reviewer Notes  
Outstanding Requirement(s)

7c. List the total number of cases reviewed in the same time period.

Assessment **Meets ACE Standard**  
AD Comments  
Reviewer Notes  
Outstanding Requirement(s)

**Section 8. Historical Baseline QA Data from Initial Implementation of Structured Academy QA Processes (First QI Summary Report, if available)**

8a. A baseline QI Summary Report (or equivalent) that includes the following:

Assessment **Meets ACE Standard**  
AD Comments  
Reviewer Notes  
Outstanding Requirement(s)

8b. Determinant Drift Reports (or equivalent) for the center. \*Indicate on cover letter if these items are not available.

Assessment **Meets ACE Standard**  
AD Comments  
Reviewer Notes  
Outstanding Requirement(s)

**Section 9. Monthly average case evaluation compliance levels for the communication center for the six months preceding the accreditation application, with compliance levels at or above accreditation levels for at least the three months immediately preceding application**

9a. Include Accreditation report showing compliance levels for the communication center for the six months preceding the accreditation application, with compliance levels at or above accreditation levels for at least three months immediately preceding application:

Assessment	Meets ACE Standard after clarification
AD Comments	There is a variation in the number of randoms completed each month Dec 247, Jan 288, Feb 300, March 211, April 272, May 229 This was due to emergency rule because they didn't get to SEND. Struggled to find enough calls to Q. Overdoing some months to make up for less in others to ensure annual random was met.
Reviewer Notes	
Outstanding Requirement(s)	

9b Include a Communications Center Determinant Drift Report for the three months preceding the application showing that under-response and over-response each occur in no more than 5% of cases.

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

## Section 10. Verification of correct case evaluation and QI techniques, validated through independent Academy review

10a. Provide copies of 25 case review audio files with merge file for Academy assessment.

10ai. Include 22 calls from the one-month period immediately preceding the application. These calls must be selected purely at random; they must not be cases specifically marked for feedback or other review. Include 22 calls from the one-month period immediately preceding the application. These calls must be selected purely at random; they must not be cases specifically marked for feedback or other review.

Assessment	Meets ACE Standard after clarification
AD Comments	MERGE FILE has 29 cases in it. Please resubmit with 25 cases
Reviewer Notes	Updated and submitted
Outstanding Requirement(s)	

10a.ii. State the process for random selection of these calls

Assessment	Suggestions for Improvement
AD Comments	
Reviewer Notes	For future packages please pull from the previous calendar month for example June instead of the previous 30 days
Outstanding Requirement(s)	

10a.iii. Include an additional 3 cases involving Pre-Arrival Instructions. These should be the first case with Pre-Arrival Instructions reviewed in each of the three months immediately preceding the application

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

**Section 11. Implementation and/or maintenance of MPDS orientation and Case feedback methodology for all field personnel**

11a. Describe your MPDS field personnel orientation process.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

11ai. Include copies of handouts, presentations, and any other materials used.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

11a.ii. List the number of Field Responder Guides distributed, along with the dates these were given out

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

11b. Describe your EMD case feedback methodology.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

11c. Include a blank copy of the field feedback form utilized by your agency.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

11ci. Include documentation of the dates field feedback forms were distributed to all field stations.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

**Section 12. Verification of local policies and procedures for implementation and maintenance of the MPDS. Include all policies relating to EMD practices, which must include the following:**

12a. Implementation and application of MPDS

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

12b. Medical Director approval of all MPDS protocols, including those requiring local approval, for example:

OMEGA referrals (OMG VERSION ONLY)

Assessment	Meets ACE Standard
------------	--------------------

OBVIOUS DEATH

Assessment	Meets ACE Standard
------------	--------------------

EXPECTED DEATH

Assessment	Meets ACE Standard
------------	--------------------

Protocol 14 Obvious Death (submersion ≥6 hours)

Assessment	Meets ACE Standard
------------	--------------------

Protocol 18 Headache treatment Time Window

Assessment	Meets ACE Standard
------------	--------------------

12b. Protocol 24 HIGH Risk

Assessment	Meets ACE Standard
------------	--------------------

Protocol 24 OMEGA Referral

Assessment	Meets ACE Standard
------------	--------------------

STROKE Treatment Time Window

Assessment	Meets ACE Standard
------------	--------------------

Protocol 33 ACUITY Levels (required if using P-33)

Assessment	N/A
------------	-----

Protocol 37 Medical Professional Authorization (required if using P-37)

Assessment	N/A
------------	-----

Protocol 37 Stroke Treatment Time Window

Assessment	Meets ACE Standard
------------	--------------------

Aspirin Diagnostic and Instruction Tool

Assessment	Meets ACE Standard
------------	--------------------

Cardiac Arrest Pathway

Assessment	Meets ACE Standard
------------	--------------------

AD Comments	
Reviewer Notes	Not initially added - Updated Sept 3rd
Outstanding Requirement(s)	

12c. Protocol compliance.

Assessment	Meets ACE Standard after clarification
------------	--



AD Comments incremental compliance policy is outdated. These metrics are no longer valid  
Individual dispatchers are not required to meet ACE performance.  
Performance Threshold Report is intended for individual PIP compliance

Reviewer Notes

Outstanding Requirement(s) Updated replaced the ACE metric with Performance threshold report

#### 12ci. Quality improvement

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

#### 12cii. CDE requirements

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

#### 12ciii. Performance management and remediation

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

#### 12civ. Customer service skills (how customer service scores are addressed by your agency)

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

#### 12cv. Language translation processes

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

12d. A policy stating that all emergency medical calls are only processed by EMD-certified personnel, and that employees are removed from their call taking duties if their certification is expired, suspended, or revoked.

Assessment Meets ACE Standard after clarification

AD Comments

Reviewer Notes Updated to include Suspended or revoked.

Outstanding Requirement(s)

13a. Submit the CDE schedules and topics for the past six months.

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

13b. Submit EMD attendance records

Assessment Meets ACE Standard after clarification

AD Comments

Reviewer Notes Originally attendance showed greater than 6 months update to 6 months of data

Outstanding Requirement(s)

13c. Submit a CDE schedule draft for the next six months

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

## Section 14. Secondary Emergency Notification of Dispatch (SEND) Orientation

14a. Include documentation of the distribution of SEND Protocol information to all police and fire dispatchers and to other agencies routinely forwarding emergency calls.

Assessment Meets ACE Standard

AD Comments Is P-36 and Advanced SEND as this is intended for use with things like ski patrol  
Have Police services been approached about use of SEND? There is mention of this in April 2020, but no training documentation provided  
Have SEND card been distributed to ski patrol?

Reviewer Notes SEND card or copies are distributed to ski patrol on a yearly basis.

Outstanding Requirement(s)

14ai. List the other agencies as applicable.

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

14b. Include documentation of agencies trained, copies of attendance records, and any training materials used for this process.

Assessment Meets ACE Standard

AD Comments

Reviewer Notes

Outstanding Requirement(s)

## Section 15. Establish Local Response Assignment For Each MPDS Determinant Code

15a. Include a description of the process for developing response assignments.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

15b. Include a list of all MPDS Determinant Codes and each locally determined response assignment.

Assessment **Meets ACE Standard after clarification**

AD Comments This point requires a list of all MDPS codes and their corresponding local response assignments. A response configuration report is customarily provided for this point. Link in email to instructions

Reviewer Notes Updated and submitted

Outstanding Requirement(s)

15c. Include copies of the specific Dispatch Steering Committee (DSC) minutes with verification that all response assignments are approved.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

## Section 16. Maintenance and Modification Processes for Local Response Assignments to MPDS Determinant Codes

16a. Provide documentation describing how local MPDS response assignments are regularly reviewed and how recommended changes are approved.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

## Section 17. The Communication Center's Incident (Number of Occurrences) of All MPDS Codes and Levels of the Six Months Immediately Preceding Applicants

17a. Each Chief Complaint (1-37).

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

17b. Each individual Determinant Code (approximately 393).

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

17c. Each Determinant Level (Ω, A, B, C, D, and E).

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

### Section 18. Appointments and Appropriate Involvement of the Medical Director to Provide Oversight of the Center's EMD Activities

18a. List the name, address, license number, and country/state/province (or equivalent) in which the Medical Director is licensed to practice.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

18b. Include a copy of the documentation appointing the Medical Director.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

18c. List the approved roles and responsibilities of the Medical Director within the dispatch system.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

### Section 19. Agreement to Share Non-Confidential EMD data With the Academy and Others for the Improvement of the MPDS and the Enhancement of EMD in General

19a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

19b. Include written verification, signed by the agency's senior executive, agreeing to submit the quarterly compliance summary reports to the Academy (submitted electronically through the Academy's website).

Assessment **Meets ACE Standard**

AD Comments

Reviewer Notes

Outstanding Requirement(s)

**Section 20. Agreement to Abide by the Academy's Code of Ethics, Code of Conduct, and the Standards Set Forth for an Accredited Center of Excellence**

20a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.

Assessment	Meets ACE Standard after clarification
AD Comments	
Reviewer Notes	Originally missing code of conduct - update to include all three
Outstanding Requirement(s)	

20b. Provide the date, location, and verification of the prominent posting of the Code of Ethics, Code of Conduct, and standards

Assessment	Meets ACE Standard
AD Comments	
Reviewer Notes	
Outstanding Requirement(s)	

**GENERAL REVIEW COMMENTS:**

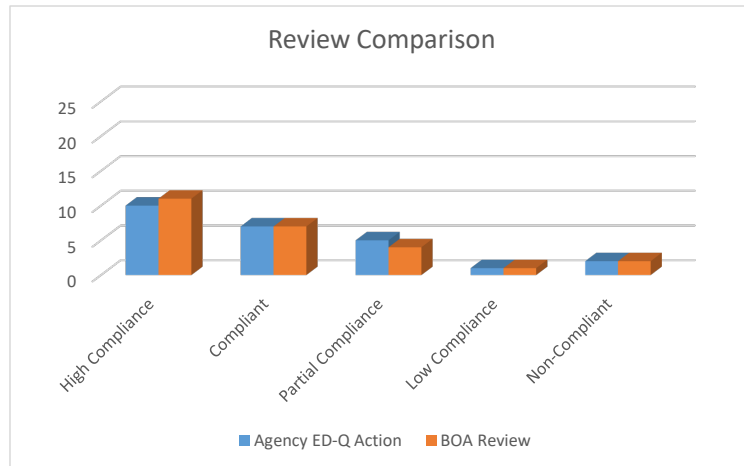
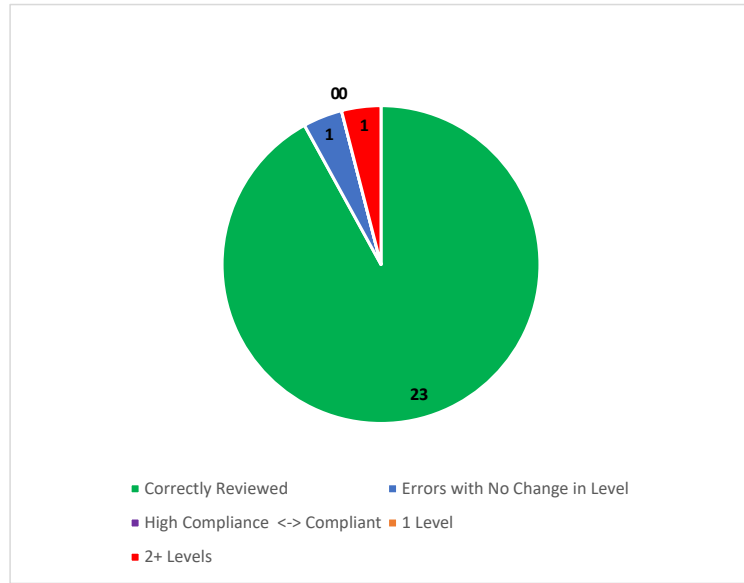
CONFIRE did a wonderful job on this package. It was well organized, and their policies are easy to read. Kristen was great to work with. If a clarification was required she quickly got to work updating the point. Their staff clearly take pride in their job, they follow the protocols well, and provide fantastic customer service. Great work.



PLEASE DO NOT try to manipualte this sheet. It is being filled automatically from data from Point 10 Notes.

COMPLIANCE VARIANCE	
Correctly Reviewed	23
Errors with No Change in Level	1
High Compliance <-> Compliant	0
1 Level	0
2+ Levels	1

REVIEWS	
AGENCY ED-Q	
High Compliance	10
Compliant	7
Partial Compliance	5
Low Compliance	1
Non-Compliant	2
BOA REVIEWER	
High Compliance	11
Compliant	7
Partial Compliance	4
Low Compliance	1
Non-Compliant	2



Case Type	AQUA #	Agency Compliance	BOA Compliance	Variance	Comments
PAI-1	PAI - 2791526	COMPLIANT	COMPLIANT	Correctly Reviewed	Call taker was very persistent with the caller who was extremely hard to get an answer from. Caller was very vague and provided conflicting information.
PAI-2	PAI - 2760990	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
PAI-3	PAI - 2733122	PARTIAL COMPLIANCE	PARTIAL COMPLIANCE	Correctly Reviewed	
Random-1	2805023	NON COMPLIANCE	NON COMPLIANCE	Correctly Reviewed	
Random-2	2803298	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-3	2801599	PARTIAL COMPLIANCE	PARTIAL COMPLIANCE	Correctly Reviewed	
Random-4	2799741	COMPLIANT	COMPLIANT	Correctly Reviewed	
Random-5	2799016	COMPLIANT	COMPLIANT	Correctly Reviewed	
Random-6	2797481	PARTIAL COMPLIANCE	PARTIAL COMPLIANCE	Correctly Reviewed	AQUA - subchief compliant marked as NA when it was used - no score change
Random-7	2797535	LOW COMPLIANCE	LOW COMPLIANCE	Correctly Reviewed	
Random-8	2796908	COMPLIANT	COMPLIANT	Correctly Reviewed	
Random-9	2794756	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-10	2794764	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-11	2794121	PARTIAL COMPLIANCE	HIGH COMPLIANCE	2+ Levels	There was a space before the letter in the final coding suffix, causing a partial compliance deduction when it should have been high compliant
Random-12	2790365	PARTIAL COMPLIANCE	PARTIAL COMPLIANCE	Correctly Reviewed	
Random-13	2788088	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-14	2788238	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-15	2786385	COMPLIANT	COMPLIANT	Correctly Reviewed	
Random-16	2785044	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-17	2784093	COMPLIANT	COMPLIANT	Correctly Reviewed	
Random-18	2783314	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-19	2783268	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	
Random-20	2782266	COMPLIANT	COMPLIANT	Correctly Reviewed	AQUA errors - PDIs were not marked as obvious or NA - No change in the AQUA score.
Random-21	2782351	NON COMPLIANCE	NON COMPLIANCE	Errors with No Change in Level	Inappropriate clarifier "You fell through the wood?" This call taker did a wonderful job reassuring this patient multiple times that help was on the way.
Random-22	2779650	HIGH COMPLIANCE	HIGH COMPLIANCE	Correctly Reviewed	

This area is for General Comments and Notes:

The scoring of the calls were extremely accurate. The reviewers obviously have a good understanding of the Performance Standards. They easily picked up on inappropriate clarifiers and where there were errors explained why it was considered an error. The call takers were very polite, professional and obviously adhere to policy extremely well. Great work.