THE TWENTY POINTS OF ACCREDITATION EXCELLENCE

The Accreditation Self-Assessment Study must formally document and describe:

1. **All fire dispatch calltaking, dispatching, and supervisory workstations.**

2. **Current Fire Priority Dispatch System™ (FPDS®) licensing of each EFD position.**

3. **Current Academy certification of all EFD personnel.**

4. **How Academy certification and case review will continue to be maintained.**

5. **Full activity of Quality Improvement (QI) committee processes.**

6. **EFD quality assurance and improvement methodology.**

7. **Case review at the Academy’s recommended number and percentage of randomly reviewed cases.**

8. **EFD quality assurance and improvement database.**

9. **Consistent, cumulative FPDS case review at or above the following percentages:**
   - 95% - Case Entry protocol compliance
   - 95% - Chief Complaint selection accuracy
   - 90% - Key Question protocol compliance
   - 90% - Post-Dispatch Instruction protocol compliance
   - 95% - Pre-Arrival Instruction protocol compliance
   - 90% - Final code selection accuracy
   - 90% - Cumulative overall score

10. **Correct case review and QI procedures validated through independent Academy review.**

11. **How fire field personnel were oriented to the proper use of the FPDS and feedback methodology.**

12. **Local policies and procedures for implementation and maintenance of the EFD program.**

13. **Current Continuing Dispatch Education (CDE) and EFD recertification program functions.**

14. **Process that will occur when fire response is requested by another agency.**

15. **Properly established local configuration of all FPDS response assignments.**

16. **How FPDS response assignments will be regularly reviewed and recommended changes approved.**

17. **Incidence of all FPDS codes and levels.**

18. **Specific fire rescue Administrator oversight and involvement in EFD activities.**

19. **Sharing of non-confidential data with the Academy.**

20. **Support of the Academy’s Code of Ethics and practice standards.**
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For point-by-point application details, contact the Academy (see back) or visit our website at www.emergencydispatch.org