PROPOSAL FOR CHANGE – ED-Q/ECN-Q PERFORMANCE STANDARDS

☐ EMD ☐ EFD ☐ EPD ☐ ECNS

☐ UNIVERSAL PROTOCOL
☐ UNIVERSAL CALLER’S EMOTIONAL CONTENT/COOPERATION
☐ UNIVERSAL CUSTOMER SERVICE

☐ UNIFIED

☐ EMD
☐ Case Entry
☐ Key Questions
☐ DLS Instructions
☐ Final Coding
☐ Deviation From

☐ EPD
☐ Case Entry
☐ Key Questions
☐ DLS Instructions
☐ Final Coding
☐ Deviation From

☐ EFD
☐ Case Entry
☐ Key Questions
☐ DLS Instructions
☐ Final Coding
☐ Deviation From

☐ ECNS
☐ Case Evaluation Basics
☐ Call Intake
☐ Protocol Assessment
☐ Recommended Care
☐ Customer Service
☐ Exemplary Case
☐ Comments
☐ Review Feedback
☐ Total Compliance

DESCRIPTION OF PROPOSED CHANGE

To the Academy: Please accept for your review the attached Proposal for Change to the Performance Standards noted above. SUMMARISED as follows:

EXPECTED RESULT OF PROPOSED CHANGE

I have included the following supportive material:

☐ Graphic or written description of proposed change
☐ Explanation of problem with current standards
☐ Power Point Slide Presentation
☐ Wav File or Audio Tape with transcription and outcome
☐ References or copies of cited studies or articles

The number of attached pages is:

RECOMMENDING CONTACT PERSON

Signature
Full Name (please print)
Primary Phone Number
E-mail Address
FAX and/or Alternate Phone Number

Address for Correspondence
City
State/Prov./Shire
Zip/Postal Code
Country

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