ACCREDITATION
EPD CENTER OF EXCELLENCE

IAEPD
THE TWENTY POINTS OF ACCREDITATION EXCELLENCE

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

1. All Police dispatch calltaking, dispatching, and supervisory workstations.

2. Current Police Priority Dispatch System™ (PPDS®) licensing of each EPD position.

3. Current Academy certification of all EPD personnel.

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

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

6. EPD quality assurance and improvement methodology.

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

8. EPD quality assurance and improvement database.

9. Consistent, cumulative PPDS 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
   - 90% - 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 EPD program.

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

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

15. Properly established local configuration of all PPDS response assignments.

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

17. Incidence of all PPDS codes and levels.

18. Specific Police rescue Administrator oversight and involvement in EPD activities.

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

All Police dispatch calltaking, dispatching, and supervisory workstations.

Current Police Priority Dispatch System™ (PPDS®) licensing of each EPD position.

Current Academy certification of all EPD personnel.

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

Full activity of Quality Improvement (QI) committee processes.

EPD quality assurance and improvement methodology.

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

Properly established local configuration of all PPDS response assignments.

How PPDS response assignments will be regularly reviewed and recommended changes approved.

Incidence of all PPDS codes and levels.

Specific Police rescue Administrator oversight and involvement in EPD activities.

Sharing of non-confidential data with the Academy.

Support of the Academy’s Code of Ethics and practice standards.

For point-by-point application details, contact the Academy (see back) or visit our website at www.emergencydispatch.org