

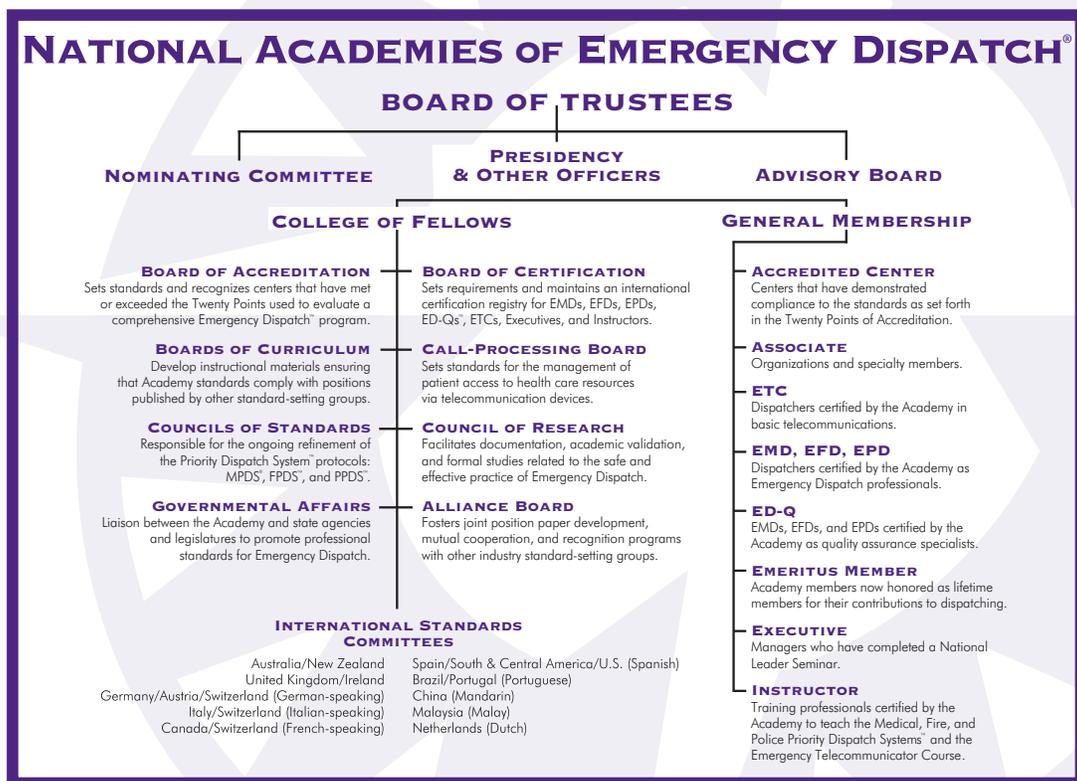


ANSWERS TO FREQUENTLY ASKED QUESTIONS

What is the **Academy**?

The Academy is the world's leading standard-setting and certification body for emergency dispatch. Established in 1988, today it has over 53,500 certified members in 40 countries.

Our mission is: "To advance and support the Emergency Dispatch™ professional, and to ensure citizens in need of emergency, health, and social services are matched safely, quickly, and effectively with the most appropriate resource."



How is the **Academy** organized?

The "brain trust" of the Academy are the dozens of volunteer experts who sit on fifteen boards, councils, and specialty committees that provide oversight to its certifying and standard-setting functions. The associated chart lists the main aspects of the formal structure.

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The Academy's **Goals** are:

To use and promote the fundamental principles of the **scientific method** in the pursuit of the Mission.

To advocate a set of **single, scientifically defensible protocols** that become the unifying standard under which all professional emergency dispatchers practice.

To provide **opportunities for members to improve themselves** and their organizations through the facilitation of communication, providing comprehensive information resources, and creating high-quality training and continuing dispatch education through seminars, publications, and other media designed to meet our members' needs.

To establish and **promote a collegial, research-based culture** that welcomes the expertise of many disciplines and specialties through the creation of standing committees, task forces, and subgroups that reach out to other organizations and advise the Academy.

To be recognized as the **authoritative, independent voice** that represents the Emergency Dispatcher™ (EDs) and enhances the profession.

What is the College of Fellows?

The College of Fellows is the standard-setting body of the Academy. Its mission statement is **"To conduct an on-going review of the current standards of care and practice in Emergency Dispatch and evaluate the tools and mechanisms used to meet or exceed those standards."**

The College is a scientific body of international experts that maintains the correctness of the advanced protocols. This is accomplished through a scientific method-based process of reviewing and approving proposed modifications and improvements to the protocols. Once approved, these improvements are provided to all licensed users. Through this process each protocol user can share his/her findings and recommendations with other MPDS®, FPDS™, and PPDS™ dispatch centers worldwide. The College of Fellows consists of approximately 82 experts in EMD, EMS, emergency and critical care medicine, telecommunications, adult learning and instruction, fire suppression, law enforcement, and telephone triage. In addition, 10 past presidents of NENA, NAEMD, NAEMSP, NASEMSD, NAEMT, AAA, and ACEP have been Fellows.

What other standards does the Academy maintain?

The Academy also sets and maintains professional standards for Curriculum, Certification, Recertification, Communication Center Management, Accreditation, and Quality Management of Centers of Excellence through separate expert Boards for each area.

In addition, the Council of Research exists to direct and design studies regarding the operational efficiency and effectiveness of the various Priority Dispatch System™ (PDS™) protocols and dispatch life support (DLS) in the management of mobile resources and the provision of patient care and citizen service.

What does membership in the Academy mean?

The Academy has a variety of membership types, depending on the member's professional involvement in emergency dispatching. Most common is **Certification** membership based on successful completion of an Academy-approved 3-day **EMD, EFD, EPD, or Mentor course**, additional 2-day **ED-Q™** course, or Emergency Dispatch Leader seminar. Managers, supervisors, and medical directors can become **Executive** members. Organizations may join the Academy as **Associate** members. Special memberships exist for EMD, EFD, EPD, EDQ or Mentor **Instructors** and lifetime **Emeritus** members. One of the most honored memberships is that of **Accreditation**. These dispatch centers have achieved special recognition by fulfilling all of the Academy's 20 Points of Accreditation, thereby obtaining the designation "Accredited Center of Excellence."

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What are the benefits of membership?

- Free subscription to the *National Journal of Emergency Dispatch*
- Discounts to the annual Navigator Educational Conferences and Expositions
- Official Certificate (ready for framing)
- Part of your fee goes toward the continuing development and improvement of the protocols, curricula, and QA programs

What is the relationship of the Academy with other vendors?

The Academy sets and maintains standards and works with Priority Dispatch Corp.[™], and other contract organizations, to create products, materials, and provide services that meet or exceed those standards. Priority Dispatch Corp. has a current contract for publishing, distributing, and training for the protocols maintained by the Academy. With the exception of uniform patches, lapel pins, and promotional items, the Academy does not sell products itself.

Does the Academy hold special conferences I can attend?

The Academy sponsors many international meetings, including the annual Navigator conferences attended by more than 1,400 Emergency Dispatchers, managers, industry experts, and medical oversight physicians worldwide. These conferences are open to all members and other interested parties. Continuing Dispatch Education (CDE) credit toward ED recertification is provided at these conferences. In addition, the Academy hosts biannual Instructor Recertification Workshops, a yearly Instructor Academy for new instructors, and many meetings of the various expert Boards and the Council of Standards throughout the year.

Is there a difference between MPDS, FPDS, and PPDS protocols and a guideline-based approach used by other entities?

Whether it is police, fire, or medical dispatch, the Academy protocols are always a standardized, structured, scripted universal interrogation process that identifies the Chief Complaint, recommends a response level, gathers crucial information for responders, and provides Pre-Arrival Instructions to callers prior to the arrival of emergency units.

In a “guideline” approach dispatchers listen rather than actively interrogate. There are no structured questions that EDs are required to ask, other than basic complaint and determinations of consciousness and breathing. Quality Improvement processes don’t truly exist in a guidelines-based dispatch system since there are no standards or structured protocols to provide objective, unbiased comparison of an individual’s performance.

Can anyone be certified by the Academy?

A goal of the Academy is **“To advance professionalism within the dispatch community by establishing and promoting minimum standards for certification and recertification.”**

The requirements for becoming an **Academy-certified** dispatcher are clearly outlined in the Certification/Recertification Brochure, which can be viewed online at www.emergencydispatch.org on the Resources tab/Downloads. **Anyone** who meets the requirements in the brochure can become a certified police, fire, medical, or tri-certified emergency dispatcher.

Can we use different response modes other than those in the MPDS, FPDS, and PPDS?

The Protocol does not determine the response, the agency determines the response. The Determinant Codes are maintained by the Academy according to current medical practices, user feedback, and ongoing evaluation. Defining response level and mode, local assignment is the responsibility of each agency’s own medical control, fire service, and police agency administration.

What does

State "recognition" *mean?*

The Academy has an important goal of achieving certification recognition with every state and province in North America. Since there has been growing interest and activity among states and provinces to governmentally codify and regulate EMD, the Academy, with a unified standard all around the world, has formally approached each state requesting official recognition of curriculum, certification (including initial testing), instructor status, and recertification designations granted by the Academy. This process was first accomplished with the States of Utah, Colorado, Delaware, North Carolina, Texas, Illinois, and Maine and the Provinces of Quebec and British Columbia and has continued with successful recognition by many other governmental groups. Progress has only been limited by the degree to which each state and province's EMD process has individually evolved. Status of state legislation as it pertains to emergency dispatching is tracked on the Academy's website at www.emergencydispatch.org/EMDLegislationMap.

What is the International Academy (IAED™)?

The International Academy name represents the expansion of NAED™ into a worldwide organization with more than 9,000 members living outside the U.S. The NAED and IAED names are interchangeable. IAED refers to its increasing global emergency dispatch scope and membership. While the emergency dispatch science and philosophy remain the same throughout the world, the International Academy has established language/cultural subcommittees in conjunction with the College of Fellows. Certified membership spans 40 countries and six continents.

What is Accreditation?

One of the most significant official recognitions of the Academy is communication center Accreditation. Based on a total quality management process, dispatch and communication centers can attain "Center of Excellence" designation by demonstrating superior performance in training, quality assurance and improvement processes and/or management, and very high compliance to protocol. Medical accreditation requires medical oversight. Compliance scores of over 90% to 95% are required in seven areas of interrogation, pre-arrival instructing, and response coding. The Board of Accreditation oversees the evaluation of applications from systems demonstrating accreditation eligibility. The Board also sets the case evaluation process and performance formula from which the core competency of all Emergency Dispatcher and caller management activities are determined.

The Journal of Emergency Dispatch

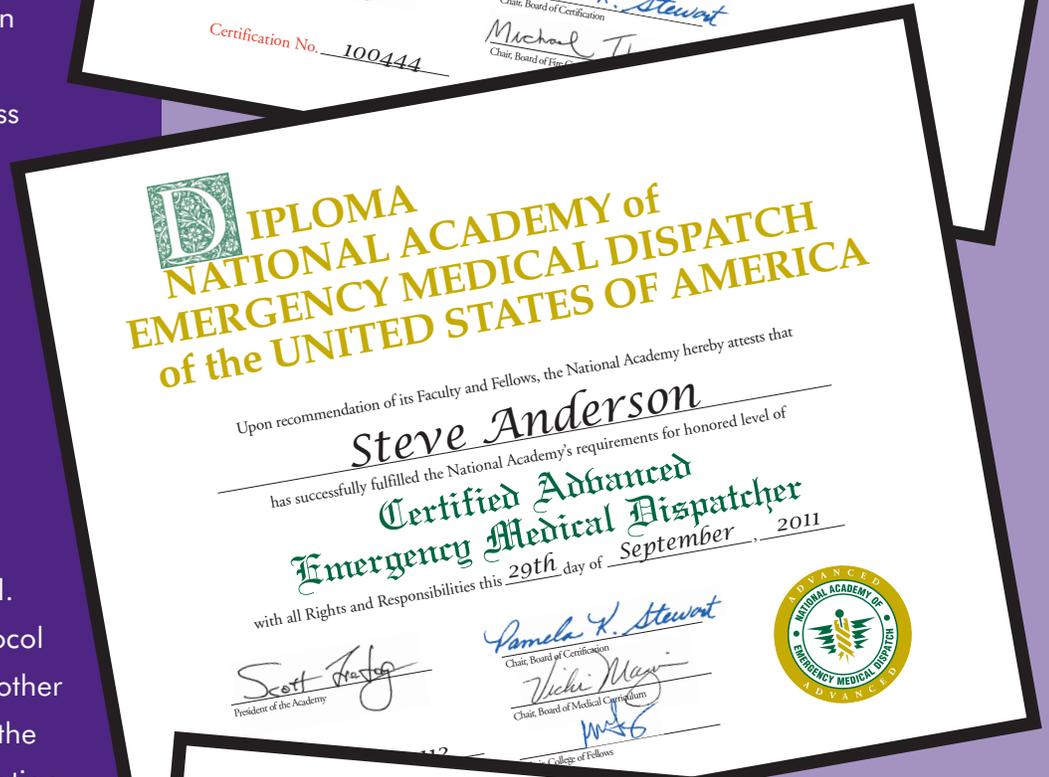
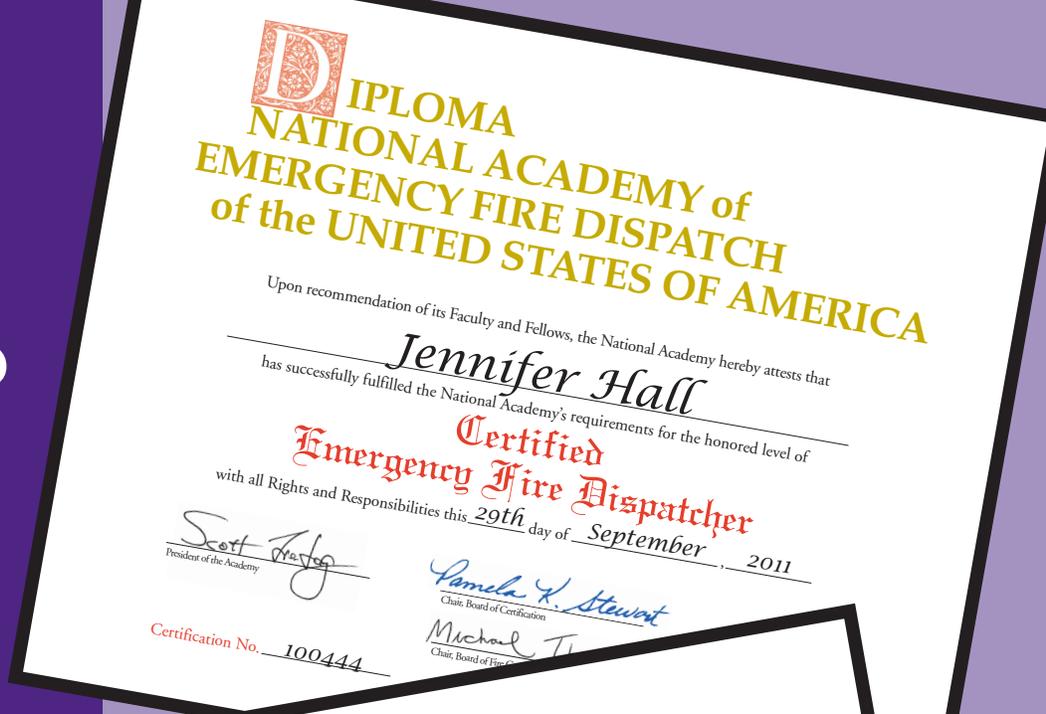
The Journal is the official publication of the Academy and is mailed bimonthly to our members at no additional cost. In each issue you'll find:



- **Continuing Dispatch Education** articles that provide an in-depth look at using protocol correctly given the medical, fire, or police emergency. Successful completion of a test included at the end of each article provides one hour of CDE.
- **Ask the Doc and FAQ:** These columns give readers the opportunity to hear from Academy experts and receive answers to their questions about protocol usage.
- **Industry Insider** provides readers with succinct news and features about current studies and trends in public safety.
- **ACE Achievers** spotlights communication centers achieving accreditation, describing how they overcame challenges along the way.
- **YourSpace** offers human-interest stories about members using protocol to provide the best outcome possible in crisis situations.
- **Plus**, the *Journal* also contains columns about quality assurance, customer service, and the art of dispatching, as well as a historical look at public safety.

What are the origins of the Academy?

The origins of EMD lead back to the first medical dispatch protocol and training course, which was developed by Dr. Jeff Clawson in Salt Lake City, Utah. Salt Lake City Fire Department, Gold Cross Ambulance, and the Davis County Sheriff's Office were the first agencies to implement this new and unique system. In addition, the Utah State Bureau of EMS established the first State EMD Rules and Standards in 1983 codifying the EMD as a governmentally-recognized medical professional. As acceptance of a unified protocol grew, Dr. Clawson and several other EMD pioneers began exploring the formation of a national organization specifically for EMD. In 1987, efforts to create a support and information-sharing group resulted in establishment of the North American EMD Network, the immediate precursor to the NAEMD™, founded the next year. In 2000, the multiple "Academies" were born to expand standard-setting and evolution to Fire and Police dispatching professionals.



Setting the Course for Emergency Dispatch Worldwide.



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