



Santa Cruz Consolidated Emergency Communications Center

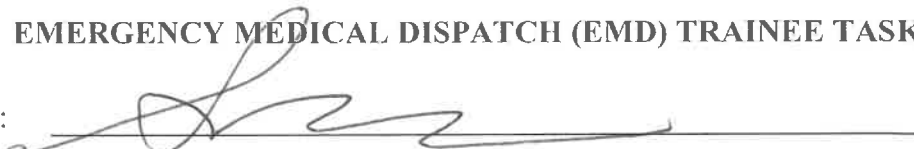
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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS TRAINING POLICY/PROCEDURE

Policy No. 8501	Date Issued:	January 7, 2009
Section: 8500 – EMD Certification	Date Revised:	
Accreditation Standards:		
SUBJECT: EMERGENCY MEDICAL DISPATCH (EMD) TRAINEE TASK LIST		
APPROVED: 		
Scotty A. Douglass, Interim General Manager		

The EMD Trainee Task List will be completed in accordance with Policy No. 8270 (Trainee Task List)

Trainee: Task/Competency	Trainee Start Date:		
	Date	Trainee	CTO
1. Open a new case			
1.1. Ctrl 1			
2. Screen orientation	Date	Trainee	CTO
2.1. Case timer			
2.2. Commands			
2.3. 5 tabs at top of work area			
2.4. Determinant fan			
3. Navigation	Date	Trainee	CTO
3.1. Tool bars			
3.1.1. Chief complaint Button			
3.2. Quick buttons			
3.2.1. Close case			
3.2.2. Go to PDI			
3.2.3. % burn tool			
3.2.4. Reconfigure response			
3.2.5. Sudden arrest			
3.3. Info/assist tools			
3.3.1. HAZMAT			

3.3.2.CBRN			
3.4. Timers			
3.4.1. Agonal Breathing			
3.4.2. Pulse Check			
3.4.3. Compressions			
3.4.4. Contractions			
4. Entering case information	Date	Trainee	CTO
4.1. Case Entry			
4.2. Key Questions			
4.3. Additional info tabs			
4.3.1. Question answers			
4.3.2. Determinations/Suffixes			
4.3.3. Determinant codes			
4.3.4. Additional info			
4.4. Dispatch Screen			
4.4.1. Dispatching the call			
4.4.1.1. Import to CAD/ Ctrl 3			
4.4.2. Override of default determinant			
4.5. PDI/CEI			
4.5.1. Selection of PDI pathway			
4.6. DLS			
4.6.1. Selection of DLS pathway			
4.7. Ending the case			
5. Opening/Reviewing existing Cases	Date	Trainee	CTO
5.1. Opening by case #			
5.2. Finding a case by info			
5.3. Reading case printout			
6. Quality Assurance Program	Date	Trainee	CTO
6.1. Call review forms			
6.2. Quality Standards			
6.2.1. Universal Standards			
6.2.2. Customer Service			
6.2.3. Case Entry			
6.2.4. Key Questions			
6.2.5. DLS			
6.2.6. Final Coding			
6.3. Scoring Process			
6.4. Continued Education			