MPD Protocol Compliance

Desired Outcome	Comply with Medical Priority Dispatch Protocol
Standard	≥ 90% compliance based on accreditation standards.
Acceptable Quality Level	Compliance may not fall below standard for more than two consecutive months or any three months in a year.
Monitoring Method	Run Chart updated by 10th business day each month.

Measure Description

Indicator Description	This indicator measures compliance to a national standard (Medical Priority Dispatch) for all 911 calls.
Question Indicator Answers	Does the EMS System use a standard repeatable process for medical triage of a 911 call to ensure quality?
Patient / Customer Need	Customers of EMS should be confident that each call received by EMS is treated the same and that a standard process is used to triage each call based upon a national standard.
Type of Measure	Intermediate Outcome
Objective	Comply with Medical Priority Dispatch Protocol.
Data Provided By	Communications personnel.
Reporting Values	Overall compliance with national accreditation criteria
Limitations	Includes only incidents processed through MPDS. Excludes requests for assistance from other agencies, emergency transfers, attended patients, and rescue problem types.
Notes	AQUA is the Advanced Quality Assurance software package provided by Medical Priority Dispatch. This system is used to review cases and assess the performance of individual dispatchers and the system as a whole. AQUA provides standardized performance reports, including the values used for reporting this measure.

Measure Calculation

Formula Description		Compliance is calculated by AQUA reporting system.
Indicator Formula		None
Data Filters		None
Interval Calculation		Not applicable
Numerator	*Population*	Incidents that comply with accreditation criteria
	Inclusion	See population
	Exclusion	None
	Data Source	AQUA
Denominator	*Population*	All incidents reviewed through AQUA processes
	Inclusion	See population
	Exclusion	None
	Data Source	AQUA
Aggregation		Aggregate incidents based on location, and by month based on date/time of phone pickup in Communications.
Stratification		None
Minimum Sample Size		None
Data Lineage		Communications performance management personnel conduct random audits of three percent of all incidents triaged using MPDS. Communications personnel review incidents using AQUA system; system calculates overall compliance with performance standards. Ninety percent compliance is required for maintenance of accreditation.

Reporting

Travis County ILA Reporting	**Medium**: Web site chart **Orientation:** External **Format**: Run chart containing monthly data values for most recent 13 month period. Data is not stratified. **Update Frequency**: Monthly **Data Source**: AQUA reporting system.

Metadata

Pillar / Strategic Objective Links	S2. To have a service delivery model that best serves the needs of our community. F2. To be an organization that provides value to the community. F3. To provide quality cost efficient service to the community.
Development Status	Actively reporting.
References	*Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)* Clawson A, et al, "Public Expectations of Receiving Telephone Pre-Arrival Instructions from Emergency Medical Dispatchers at 3 Decades Post Origination at First Scripted Site." *The Journal,* May/June 2011, p. 34-39. Available at *http://www.emergencydispatch.org/articles/JournalMayJuneResearch.pdf* Clawson JJ, et al, "Effect of a Comprehensive Quality Management Process on Compliance With Protocol in an Emergency Medical Dispatch Center.*" Annals of Emergency Medicine,* November 1998; vol. 32, pp. 578-584. Available at *http://www.emergencydispatch.org/articles/effects1.htm* Clawson JJ, "Quality Assurance: A Priority For Medical Dispatch." *Emergency Medical Services,* August 1989; vol. 18, no. 7, pp 53-61. Available at *http://www.emergencydispatch.org/articles/qualityassurance1.htm*
Best Practices	None referenced
Definition Version Info	Version C; 2014-03-03