

POLICY 2.3

TITLE: EMERGENCY MEDICAL DISPATCHER (EMD) RECERTIFICATION

DATE: January 2015

I. Introduction

- A. The New Jersey EMD program recertification requirements found in this policy are based upon the standards recommended in the EMD Program Implementation and Administration Managers Guide as developed by the National Highway Traffic Safety Administration and the standards set forth in ASTM F 1560 - 94, Standard Practice for Emergency Dispatch Management, and ASTM F 1258 - 95, Standard Practice for Emergency Medical Dispatcher.
- B. Recertification allows the appointing agency, supervisors, and EMDs to assure continued adherence to the state and national requirements and standards of the program. Without regular educational experiences specifically directed to their practice, the EMD may become less proficient in the understanding of and compliance to the Emergency Medical Protocol Reference System (EMDPRS).
- C. Agencies wishing to maintain a particular approved training vendor's EMD certification may follow that vendor's recertification requirements as long as they meet or exceed the standard established in this policy.
- D. Each EMD agency is responsible for ensuring that all EMDs at that facility complete the continuing telecommunications education (CTE) requirements and that a CTE tracking process is established and maintained at the facility.

II. Definitions:

- A. Recertification:
 - 1. A process to validate the individual EMD's continued knowledge and competency in the EMD program and use of the EMDPRS.
 - 2. After the initial certification in the program, the EMD must meet specified continuing telecommunications education (CTE) requirements to maintain the certification.
 - 3. The State of New Jersey EMD program requires a minimum of 24 hours of CTE every three years following initial certification.
 - 4. To become recertified, the EMD or the EMD's employing agency shall provide evidence of successful completion of the minimum number of

CTE hours.

5. Programs conducted by private training vendors may have different recertification requirements. EMDs wishing to maintain certification through a specific training vendor, approved to certify EMDs in New Jersey, may follow that vendor's recertification program as long as it meets or exceeds the standards set forth in this policy.

B. Continuing Telecommunications Education:

1. A program designed and developed to provide the EMD with applicable educational topic experiences, which will enhance their general knowledge and skill in the philosophy and application of the EMD program within the EMD agency.
2. Training and other educational activities designed to address issues based on quality assurance findings and to remediate weaknesses identified during call reviews.
3. Retraining to correct errors or deviations from the established EMDPRS or the agency's standard operating procedures.
4. Educational opportunities designed to enhance the EMDs performance and to broaden the EMDs scope of knowledge in the field of emergency medical dispatch or related fields.

III. Continuing Telecommunications Education (CTE) Objectives

A CTE program must be organized around the standards of care, practice, and responsibilities of the EMD and meet the following objectives:

- A. Maintain and develop the EMD's understanding of medical conditions, incident types, and the priorities necessary when performing caller assessment and prioritization of medical calls.
- B. Maintain and improve skills in providing telephone pre-arrival instructions offered in the scope of the EMD's certified training.
- C. Maintain and improve the EMD's ability to use the EMDPRS.
- D. Maintain knowledge of telecommunications systems as well as seldom used technical aspects of the system such as telephone patching, TTY operation, emergency alerting procedures, etc.
- E. Provide opportunities for discussions, skill practice and critique of skill

performance.

- F. Review and understand issues and findings identified by the dispatch quality assurance process.
- G. Maintain a current understanding of the evolving science of emergency medical dispatching methods, procedures, techniques, and standards.

IV. CTE Methods, Topics, and Hours Applicable Toward Recertification:

- A. Scenario Drills and Role Playing--maximum of eight (8) instructional hours per year or 24 hours per three year period
 - 1. Practical training and role playing using the EMDPRS and related to the skills of an EMD.
 - 2. Review of essential telecommunications skills such as telephone scenarios involving children, hysterical callers or other special situations.
- B. Planning and Emergency Management Activities--maximum of four (4) instructional hours per year or 12 hours per three year period
 - 1. Active participation in local planning or meetings including general organization for disaster mass casualty and HAZ-MAT related incidents.
 - 2. Active participation in mass casualty and HAZ-MAT drills.
- C. Case Review Activities--maximum of four (4) instructional hours per year or 12 hours per three year period
 - 1. Quality assurance/quality improvement case review.
 - 2. Planning and analysis of issues or findings identified by dispatch QA/QI, theoretically or in practice.
- D. Audio/Visual Programs--maximum of four (4) instructional hours per year or twelve (12) hours per three year period
 - 1. Films, audio or video recordings, or other media broadcasts which illustrate or review proper emergency medical care and EMD procedures.
 - 2. Titles should be restricted to those specific to EMS, preferably EMD related.
- E. Didactic Lectures--maximum of two (2) instructional hours per year or six (6)

hours per three year period

1. Teaching the general public (schools, scouts, clubs or other civic or religious groups) any topic within the scope of basic EMD or EMS programs.

F. Group Training--Maximum of eight (8) instructional hours per year or 24 hours per three year period

1. Participation in workshops, classes and seminars related to EMS, preferably related to the skills of an EMD.
2. Programs offered by educational institutions, the EMD agency, or training vendors covering topics related to emergency care procedures, EMD legal issues, or other topics which are directly related to the function of an Emergency Medical Dispatcher.
3. CPR recertification classes--maximum two (2) instructional hours credit per CPR recertification period.

G. Self-paced Study Programs--Maximum of eight (8) instructional hours per year or 24 hours per three year period:

1. Home study offered by training vendors and various professional journals.
 - a) One hour of CTE credit will be allowed for each component completed.
 - b) Titles must pertain to emergency medical service, emergency medical dispatch, or telecommunications operations or technology.
 - c) In order to receive CTE credit, proof of successful completion of the component may be required.

H. EMS Field Experience--Maximum of two (2) instructional hours per year or six (6) hours per three year period.

1. On duty experience as an EMT or paramedic.
2. Ride along program with paramedic or ambulance unit to gain insight into issues from the field responder's perspective.

I. State of New Jersey EMD Program Recertification Exam--Maximum of one instructional hour per recertification period.

1. Successful completion of the State of New Jersey EMD Recertification Program written and practical exams if required.

V. CTE Program Approval

- A. In order to receive CTE credit approval, the training agency must submit the following items to the Office of Emergency Telecommunications Services (OETS):
 1. A copy of the course outline indicating the topics to be presented.
 2. A listing of the objectives of the course.
 3. A course schedule indicating the number of hours for each component of the course.
 4. A copy of any written or practical exams to be administered.
 5. The instructor's title and certifications as they pertain to the presentation of the course material.
- B. OETS may request a copy of any texts, videos, or other training aids to be employed in the presentation of the program.
- C. OETS will determine the number of CTE hours to be credited and whether the course content meets core curriculum or elective credit criteria.
- D. Upon approval, a CTE program number will be assigned and used when documenting CTE's earned.
- E. The agency or institution requesting program approval will be notified of the approval, CTE program number, and CTE credit determination.
- F. A list of pre-approved class and topics will be maintained on the OETS website.

VI. CTE Tracking

- A. Each EMD or the EMD agency shall maintain a record of CTE hours completed during each recertification period.
- B. Tracking of CTE hours may be accomplished by utilizing the State of New Jersey PST and EMD Certification Record and In-service CTE tracking form

(Attachment 9) or by use of a form developed by the EMD agency which contains at a minimum all information on the State form.

VII. Recertification Process (NJEMD)

- A. Recertification is required every three years following the initial certification. Failure to complete the recertification process within one year of the required recertification period will result in revocation of the certification and the EMD will be required to repeat the 32 hour EMD course prior to reinstatement.
- B. The Recertification Application (Attachment 10) with all required attachments shall be submitted to OETS for review and processing at any time during the third year or within 90 days of the current certifications expiration. Successful completion of all CTE hours and any required written and practical exams must be completed during the three year recertification period.
- C. OETS will review each Recertification Application to ensure that all requirements are met. Any CTE deficiencies, missing documentation, or other omissions on the application will result in denial of recertification.
- D. A certificate will be issued to each EMD who has met the recertification requirements. The certificate will contain a new certification date reflecting the beginning of the new recertification cycle. The certificate will be mailed to the EMD or the EMD agency from which the application was received.

VIII. Recertification Process (vendor supplied)

- A. If the employing agency has chosen to use one of the approved EMD vendors.
- B. The EMD or agency will be responsible for compliance with the vendor's requirements for recertification.

IX. Recertification Process (combination vendor and NJEMD)

- A. If the agency or EMD has chosen a vendor that does not have a recertification process or they wish to use the NJEMD program for maintaining certification they may do so using the following process.

1. When the EMD has obtained certification from the vendor they or their agency will apply to NJOETS using the EMD Registration Form.
2. This registration should be sent to OETS BEFORE the date of the EMD's initial vendor supplied certification. Any registrations sent after the expiration date of the original vendor certification will not be excepted.

3. Copies of their Basic Telecommunicator, EMD and current CPR certifications will be included.
4. OETS staff will review submitted material to verify compliance.
5. A Certificate will be issued to the EMD by OETS.
6. Recertification will follow the process outlined in Section VII, Recertification Process (NJEMD).

B. If an EMD or Agency uses a vendor supplied EMD certification program and does not wish to use the vendor's recertification program the EMD or Agency may use the process outlined in Section IX. A.