Implementing The Priority Dispatch System
A GUIDE TO SUCCESSFUL TRANSITION

Implementation of the Priority Dispatch System™ (PDS™) in your center establishes:

- industry “best practice” standards for every call
- enhanced field officer and resident safety
- a measurable quality improvement (QI) program
- comprehensive management of resources and liability reduction
- improved delivery of public safety services through precise classification of calls
- a “zero-minute” response to callers in need

This comprehensive process, supported by the consulting experts at Priority Dispatch Corp.™ (PDC™), will help your center achieve performance excellence and accreditation through the International Academies of Emergency Dispatch® (IAED®).
“Information is the reduction of uncertainty”

ProQA® Dispatch Software—reducing uncertainty for over 35 years
The task of implementing change in the communication center can seem a bit daunting; however, with a PDC consultant’s assistance, managing this process is straightforward. We will guide you step-by-step through the process, providing the tools and information necessary to set you firmly on the road to success.

The PDC Consulting Department has more than 175 years of collective experience in the delivery of emergency services and knowledge gained through thousands of successful implementations around the world. A consultant will help you and your center expertly implement the Priority Dispatch System and integrate it into a comprehensive dispatch management process. The implementation process includes an initial consultation to develop a plan that optimizes your center’s performance and customer service through adherence to the IAED’s Twenty Points of Accreditation and by achieving Accredited Center of Excellence (ACE) recognition.

We begin on-site at your communication center where our consultants and specialists provide the information necessary for your medical directors, police chiefs, fire chiefs, sheriffs, and communication center directors to make the best decisions for your implementation. We then work directly with you and your management team to develop your personalized implementation plan. Not only do we make sure each piece falls into place technically, but we also work with your calltakers and dispatchers, teaching, certifying, and preparing them to meet agency-specific performance goals.

Throughout the entire process our experts will be available to answer questions, modify plans if necessary, and ensure that the transition and implementation is as seamless as possible. We conduct training and offer courses to teach you and your staff the optimal usage of protocols in cultivating quality interactions between dispatchers and 9-1-1 public services. Once past the basics, we continue to work with you, recommending solutions to any obstacles you may encounter and assuring your quality improvement (QI) process allows you to reach your goals now and in the future. QI is the hallmark of the Priority Dispatch System’s police, fire, and medical protocols; this continuous process is how we meet and exceed the highest standards of emergency communications around the world.

Designation as an ACE is one of the most prestigious designations in the emergency communications field and is achieved through fulfillment of the implementation process. Our commitment remains long after the implementation, providing ongoing support, recertification, and process improvement. We offer more than the installation of software on your computer-aided dispatch (CAD) workstations. We are your partners in achieving excellence and here to help you help your residents and responders.
Planning
PDC representatives will:
Assist in establishing a Dispatch Steering Committee, Dispatch Review Committee, Quality Improvement Unit (QIU), and define their roles and responsibilities within the organization.

We will help create a plan that meets your agency’s goals through an assessment of current practices, desired enhancements, national standards, and industry best practices. We will provide templates to augment existing policies and procedures and assist in integrating new processes that support protocol implementation and their administration.

Orientation and Training
PDC and IAED representatives will:
Introduce your communication center management team to structured calltaking in accordance with national standards of “best practices” of management oversight and QI management processes.

Train staff in areas, including use of the protocol, caller management, liability issues, stress management, QI, and correct call classification.

Train QI staff to provide measurable feedback on protocol compliance in a manner that educates and supports calltakers.

Train calltakers and QI staff on the use of software to process incoming calls and review compliance.

Train IT staff and system administrators in the use of administration utilities for developing in-depth protocol data reports.

Provide assistance with the evaluation of data and any subsequent re-engineering and refinement of processes.

Set up
PDC representatives will:
Work with your IT staff to install and configure protocol software to meet your agency requirements, including CAD compatibility.

Assist in matching dispatch codes with your existing Call Types/CAD event types.

Assist in developing responses based on priority levels that are consistent with available resources.

Quality Improvement and Ongoing Support
PDC representatives will:
Regularly evaluate QI staff to provide support that will create an environment of compliance to protocol and ensure that standards are being met or exceeded.

Work with QI and training staff to achieve the standards needed for ACE designation and assist in preparing and filing documentation for the Twenty Points of Accreditation.

Assist communication center leadership in recognizing and solving internal challenges to achieve excellence through effective protocol usage and review of current processes, procedures, operations, and organizational culture.

System Go-Live
PDC and IAED representatives will:
Provide on-site support for you and your staff by monitoring initial call processing, answering questions, providing protocol guidance, and giving instant feedback.
The IAED is the recognized authority in 9-1-1 dispatch standards worldwide. It develops, maintains, and evolves the PDS through its many boards and councils staffed by volunteer emergency public safety experts and professionals from around the world. One of the crucial steps in keeping PDS standards high is the training, certifying, and recertifying of dispatchers using the system. The IAED Curriculum Board creates and regularly updates the dispatch certification courses taught by Academy–certified instructors. Completion of the IAED dispatch courses puts your dispatch staff in an elite group of certified professionals leading the way to excellence in public safety.

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**ORIENTATION AND TRAINING**

**Leader Course**
Expanding your knowledge of the essential operating principles of emergency dispatch gives you a head start on the transition via an overview of the emergency dispatch curriculum through discussion of critical strategies necessary for designing and managing a professionally staffed communication center. This 8-hour course brings the classroom alive with practical examples in emergency dispatch implementation, the emergency dispatch environment and liability, operations, and system effectiveness. We can tailor the course to meet your needs. Contact your PDC representative for details.

**System Administration Training Course**
The System Administration Training Course provides your IT staff with the steps to manage the PDS and make routine changes. Installation is easy and seamless with our specialists and your IT staff working together to configure and install the software. PDC staff will assist with the integration of ProQA software with your existing CAD and correlating dispatch codes with CAD codes via a Response Configuration utility. Now your staff is ready to use the powerful PDS database management system at the heart of ProQA and AQUA® to link your workstations to a centralized data storage system.

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“**It’s time we start doing it right, not just fast!”**

– Former NENA President
Thera Bradshaw

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Basic Emergency Telecommunicator Course—ETC
The Emergency Telecommunicator Course (ETC) prepares recent hires for the hot seat and provides a valuable review of telecommunications for the more seasoned members among your team. The many subjects our instructors discuss include call management, dispatcher roles and responsibilities, and liability issues. Students will also learn tips for maximizing interpersonal communication skills and minimizing daily job stressors. Our curriculum is continually updated to represent industry standards and is recognized nationally and internationally as the standard for this type of fast-track learning. Students leave the course with the self-confidence it takes to help callers during those critical minutes before help arrives on the scene.

Prerequisites: 18 years or older and high school diploma or GED equivalent
Seat time: 40 hours, typically spread over five 8-hour days
Topics: ETC roles and responsibilities, technology, interpersonal communication, caller management, call classification, legal aspects of public safety communications, quality improvement, and stress management
Test: Course includes the certification test taken on the last day
Prerequisites: 18 years or older, high school diploma or GED equivalent, and CPR-certified through your Heart Association, Resuscitation Council, Red Cross, or DLS equivalent

Seat time: 24 hours, typically spread over three 8-hour days

Topics: Introduction to emergency dispatch and the Medical Priority Dispatch System Protocol, legal issues, telecommunication essentials, hands-on practice, stress management, and quality improvement

Test: Course includes the certification test taken on the last day

Emergency Medical Dispatch—EMD

Applying the Medical Priority Dispatch System™ Protocol correctly can have a profound “zero-minute” impact on patients by providing Pre-Arrival Instructions such as: cardiopulmonary resuscitation, delivering a baby, clearing the airway of a choking victim, and more. The EMD becomes the trusted authority over an emergency scene until the responding crews arrive and establish scene control. Dispatcher expertise results in a more efficient use of resources, better information for responders, and better incident outcome for residents.
**Emergency Police Dispatch—EPD**

EPD brings the science of structured calltaking to the world of law enforcement. A properly trained EPD becomes the lifeline for responding officers and residents, especially in dangerous situations. Through careful and precise questioning by EPDs, law enforcement responders will be aware of crucial information before arriving on the scene such as: if weapons are involved; what types of weapons; vehicle, suspect, and victim descriptions; where suspects are now; and much more. Responding officers will feel confident that they have all the necessary information and resources to provide the best and safest response possible.

**Prerequisites:** 18 years or older and high school diploma or GED equivalent  
**Seat time:** 24 hours, typically spread over three 8-hour days  
**Topics:** Introduction to Police Priority Dispatch System™ legal issues, telecommunication essentials, hands-on practice, stress management, and quality improvement  
**Test:** Course includes the certification test taken on the last day
Prerequisites: 18 years or older and high school diploma or GED equivalent

Seat time: 24 hours, typically spread over three 8-hour days

Topics: Introduction to emergency dispatch and the Fire Priority Dispatch System™, legal issues, telecommunication essentials, hands-on practice, stress management, and quality improvement

Test: Course includes the certification test taken on the last day

Emergency Fire Dispatch—EFD

EFD brings the science of structured calltaking to the world of firefighting. Through careful questioning of the caller, EFDs collect and pass all key information relating to scene conditions and safety to responders, including: if the fire is still burning, if a structure is partially or fully involved and/or occupied, if water is present in an electrical hazard situation, and much more. The EFD is able to stream and update “real-time” scene information to fire crews as they prepare for and travel to the incident. This means better protection for residents and firefighters and more efficient use of resources.

Prerequisites: Must be a licensed user of the current MPDS®, FPDS®, or PPDS® and have protocol training and certification in the specific protocol (fire, police, medical) that you wish to certify in

Seat time: 16 hours, typically spread over two 8-hour days

Topics: Evaluating and scoring the six elements of PDS, applying performance measuring techniques, designing a quality management records system, and addressing performance through Continuing Dispatch Education classes

Test: Course includes the certification test taken on the last day

Emergency Dispatch Quality Assurance—ED-Q

The ED-Q™ course provides just the right map to keep your center going in a positive direction. It is the cornerstone of quality assurance for centers using the Priority Dispatch Systems for medical, fire, and police protocols. Using state-of-the-art instructor-led multimedia learning technology, this intensive training program provides your staff with the tools and understanding to properly evaluate and score the six elements of the Priority Dispatch Systems and instructions for developing continuing dispatch education that address key elements to improve overall performance. PDC also offers course instruction on using AQUA, a software system that automates and simplifies the quality improvement review process.
On-Site Support
The PDC consultant assigned to your implementation will provide constant support while on-site. Your entire staff will be eager to “go-live” with his or her assistance as they work shoulder-to-shoulder, answering questions and providing instant feedback. But that’s not all. Once you’ve met your goals, our staff will evaluate your progress and offer advice and insight into bringing your dispatch program to the next level of excellence.

Accredited Centers of Excellence
Recognition as an ACE shows your commitment to providing the highest standard of care possible for your community. The PDC consultant assigned to your implementation will help your center prepare for a center accreditation review and will work closely with you and Academy representatives to ensure that each of the Twenty Points of Accreditation is fulfilled and exceeds the requirements necessary to receive this coveted designation. PDC staff is committed to making the purchase, installation, and implementation of the Priority Dispatch System a positive experience.