The votes are in!

Academy Officers

- Robert L. Martin, Executive Director

It’s official! The Academy has new officers. Dr. Sandy Kuehl and his Vice Presidents, Steve Carlo and Don Sharpe are looking forward to further developing and expanding the Academy’s EMS-industry influence (see related articles this issue). While we were somewhat disappointed at the relatively low number of ballots received, we’re pleased with the final election results. A special thank you to those who took the time to vote (and who spent the requisite 19¢ postage to get your vote here before the deadline).

The new officers formally took office on August 1st. Press Releases were handed out and announcements widely distributed. With current membership of approximately 10,000 EMDs, the National Academy of Emergency Medical Dispatch is the largest independent EMS certification organization in the world. I’m sure our new officers will represent us appropriately.

Articles and insights from each officer will routinely appear in this newsletter and I’m sure we’ll soon have the opportunity to hear their ideas for the future direction of the Academy. Letters and other correspondence with the new officers can be sent in care of the Executive Director through our Salt Lake City office.

These three are all current members of the College of Fellows, which role they will continue to carry while serving their voluntary 5-year elected term as an officer through 1999.

Dr. Sandy Kuehl

From the New President’s Desk

I am deeply honored by my election as President of the Academy. Having worked in nearly every facet of emergency, disaster and prehospital medicine, I have learned that EMD is the “next frontier” of both public safety and public health.

In my experience, I’ve seen that Dispatch is often the introductory link of the medical patient with the entire health care system. I feel very strongly that its success is absolutely vital to the overall success of every prehospital system.

As President of the Academy, I pledge to emphasize the critical role of Emergency Medical Dispatch in the “Chain of Survival” and to underscore the fact that National Academy of EMD certification is indeed the “gold standard.”

In addition, I wish to explore the emergency interface between EMD and the delivery of more sophisticated prehospital care by the general EMS community.

With this new position, I look forward to becoming more involved in Emergency Medical Dispatch and especially with the Academy. I appreciate the trust you have all placed in me and hope to hear personally from EMDs who have good ideas for our future.

Dr. Jeff Clawson

From the Past President’s Desk

I am grateful to Dr. Kuehl for taking over the Academy’s Presidential responsibility. It is prime time for new, independent direction to take over and lead the Academy to the doorstep of the 21st century.

What began as little more than a dream many years ago has grown to encompass and define the professional certified EMD as an integral component of our public safety systems. Though I will no longer be acting in the role of your President, I hope to always be involved in the Academy’s continued growth and development. I will remain on the Academy’s Board of Directors and will be actively involved with our membership as the new Director of the Board of Certification.

My association with the EMD community, and with Academy-certified EMDs in particular, is one of the highlights of my life. We are indeed involved in important and potentially life-saving work. I commend all of you for your continued support and involvement.

Steve Carlo

First Vice President

I am grateful to all the members of the Academy who took the time to vote. I appreciate this opportunity and look forward to meeting with even more EMDs. As a practicing dispatcher, I understand and share many of your same concerns.

I am humbled to find myself in such grand company. It may be frequently said during award shows, but for me it truly was an honor to be nominated.

Steven M. Carlo

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Don Sharpe

Second Vice President

It is with great pleasure that I accept this position as your Vice President. Less than 5 years ago I was laboring in a dispatch center where pre-arrival instructions, or any form of telephone triage, were not used — a very different place from where I work now. I have to stop and wonder where the Vice President we will elect 5 years hence is working right now.

Thanks to the members of the Academy who voted.

Don Sharpe

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We're 10,000 Strong!

On June 29th, the Academy certified our 10,000th current member. This is not the 10,000th EMD we have ever processed, but actually our 10,000th currently certified member of the Academy. We recognize this as a great milestone achievement.

This distinction goes to Jeanette Kowalski of Lebanon, Illinois. She is employed as a dispatcher with the Lebanon Police Department in St. Clair County and attended the 10th EMD course in a series of recognized training that was arranged through Norm Forshee and Kathy Monken with St. Clair County Emergency Telephone Board, David Whipple with Madison County Emergency Telephone Board, and Skip Bennett with Southern Illinois Law Enforcement Commission (SILEC) in Belleville.

Jeanette will receive special recognition at this year's NENA Conference in Illinois. She’s an exemplary student of EMD, scoring a 96% on her final certification exam.

Our sincere congratulations go to Jeanette, for her accomplishment of becoming an Academy-certified EMD and for putting us “over the hump” in becoming our 10,000th current member!

While we try our best to stay in contact with our membership after the initial course is complete, we unfortunately recognize that some EMDs will not recertify. If a certification lapses for more than 6-months, that person is categorized as “not-current” and they are removed from our mailing list. After the addition of Jeanette Kowalski, we have over 10,000 currently certified members - AND WE'RE PROUD!

What about CDE?

EMD Recertification

- David T. Garcia, Membership Services

Recently, I’ve received several calls and letters from certified EMD’s asking how to obtain CDE or Continuing Dispatch Education hours. My response is usually in the form of a question, “Have you worked in either the Dispatch or EMS fields during the past two years?” If so, it’s actually more difficult to not acquire the necessary hours. The trick is simply in writing down what you do.

Here are a few suggestions to help you complete your recertification. The Academy’s focus is on Medical Dispatch education, but we allow any EMS-related continuing education to be applied towards CDE, up to the maximum hours allowed in each approved category. Let me say that again — any EMS-related CEUs can apply towards CDE.

This is especially useful for EMDs who are also trained as EMTs or Paramedics. You need only to think about which is the appropriate CDE category to list each EMS-related activity on your application.

PROTOCOL REVIEW

There are 7 Academy CDE-approved categories, including the Protocol Review category. If your agency or an agency close to you is using the MPDS protocols, formally reviewing the latest updates counts for up to four hours of CDE. Version 10.0 was released in the Fall of 1990, Version 10.1 in the Spring of 1993, and Version 10.2 will be released later this year.

WORKSHOPS & SEMINARS

Attendance at any EMS-related Workshops and/or Seminars, externally or internally, can count for up to 16 hours during your 2-year certification period (8 hours per year). Some examples might be: 3-day or 1-day attendance at an EMD certification course, attendance at an APCO function, at EMS Today, the EMS Expo or any other industry trade show. Suppose you had guest speakers come to your agency to discuss telephone etiquette, stress reduction management or maybe you attended training with your computer-aided dispatch vendor. All these events should be recorded.

PLANNING OR MANAGEMENT MEETINGS

If you attend staff or organizational meetings within your agency or committee, document this attendance in the Local Planning or Management Meetings category. Mass casualty, trauma, disaster management or haz-mat meetings are good examples. You can count up to 4 hours per year as CDE.

QUALITY ASSURANCE

If you assure the dispatch quality of yourself, another individual, or the center where you are employed, document this time in the Quality Assurance category. Think along the lines of improvement whether in theory or practice. You can count up to 4 hours per year as CDE. A good way to get QA hours is to have an organized review program so you can hear sample tapes and make suggestions or comments on the calls. Critique yourself or someone else to find where changes can be made or to get a different perspective.

AUDIO-VISUALS

Review of recorded calls can also be counted for up to 2 hours per year in the Audio-Visuals category. If your center stocks their own library of EMD and EMS videos or audio tapes, take advantage of this. Ask around and see if you can borrow video training tapes and view them as a group. Don’t forget the popcorn!

TEACHING

Teaching the general public or any individual about a topic within the scope of basic EMD/EMS relations can count for 2 hours per year. If your position allows you to give tours of the center, record your time. Maybe you are the training coordinator or are assigned to show newly hired employees around. If you are teaching about any EMS-related area, write it down.

MISC.

Finally, there’s the catch-all Miscellaneous category. A related activity that doesn’t quite fit in one of the other categories can be listed here. If you have additional hours in a category that is already at its maximum, you can also list those here — up to 2 hours per year. If you have been employed in any EMS field, you may even apply hours spent on the job as “miscellaneous” CDE.

Remember, it’s not necessary to send the Academy copies of all certificates of completion, logs of attendance or other support papers, as long as you have the instructor who either taught, discussed or led the CDE session confirm your attendance with a signature. Ideally, your employer will have a person assigned to provide opportunities and track continued on page 3.
EMD Recert., continued from page 2...

CDE hours for all dispatchers. However, not all agencies have this luxury and you may have to do tracking and recording of CDE on your own. It’s not difficult.

We at the Academy want to see you participate in ongoing training and education. For that reason, we’ve established a flexible CDE program and will help you as much as we can. At no extra cost, we can provide your agency with quarterly combined mailings, showing updated lists of currently employed EMDs at your center, along with their necessary recertification dates and all required forms. Please contact me if you would like further information about this exciting new program. We would also like to hear from you if you have any other questions or concerns.

Steve Carlo, continued from page 1...

I have personally met four of my six co-nominees and was thrilled to be on that list of notables.

I continue to read articles and other publications written or edited by Dr. Kuehl, Don Sharpe and I have met on a few occasions and have conversed apart from our face-to-face meetings. I look forward to working with both of them.

The short biography that appeared in the last issue of this newsletter omitted my current involvement on a volunteer ambulance. To the many local folks who contacted me — yes, I am still active with the Lancaster Volunteer Ambulance Corps outside of Buffalo. I work both sides of the microphone!

I extend an open invitation to any and all members of the Academy to contact me with your concerns. Thanks again for your trust!

Third Accredited Center of Excellence

Calgary EMS

The people who made it possible —
The Communication and Deployment Specialists for the City of Calgary.


The City of Calgary is now the third agency to complete all the requirements for Accreditation as a Center of Excellence. This honor is the highest award the Academy can bestow and was officially accepted for Calgary by Mayor Al Duerr, on behalf “of those who work in Calgary’s EMS Communications Centre” during a ceremony at the City Council Chambers, May 16th, 1994.

Recognition as an “ACE” (Accredited Center of Excellence) requires documented adherence to the Academy’s “20 Points of Accreditation.” These requirements include maintaining 100% CDE Certification with 90% protocol compliance, documentation of routine and correct QA case review, regular CDE performance evaluations, medical director involvement, CDE program, law enforcement orientation, with organized Medical Dispatch review and Steering Committee meetings.

The City of Calgary was working toward their Accreditation for several years. The Academy congratulates the entire Calgary EMS organization for this accomplishment and for their continued efforts to provide the best level of service possible for their citizens.

A new color brochure outlining the “20 Points of Accreditation” is available through the Academy. Interested agencies can contact David Garcia or Karen Argyle to request a free copy.

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Don Sharpe, continued from page 1...

The strength of our organization is people — EMDs who work the front line in EMS communications, on the streets, in the hospitals, and everywhere else. Those of us who work now in EMS communications as part of a patient care team, need to look beyond our own borders, to centers where we can help others. Those who work in EMS communications work as a team, and we need to do our job properly.

In the next few years we may well see more dramatic changes in the way we deliver prehospital care. Those of us who work now in EMS communications work as part of a patient care team, need to look beyond our own borders, to centers where proper PAIs are not given and where telephone triage is not employed. Estimates are still that 75% of all citizens in Canada and the U.S. are served by competent, trained dispatchers. Most rural services and even some large urban centers still employ staff who are untrained and poorly supervised. Each of us needs to stay informed about dispatch issues nationally and be active locally — ready to provide information and assist administrators in making informed decisions.

I will endeavor to do the job I have been elected to do honorably and to the best of my ability. I will need your help and together I believe we can make a difference.

Germany...

The initiatory meeting of the Academy’s new “German Working Group/Cultural Subcommittee” took place just a few months ago in Hannover, Germany. The Group is responsible for adopting the MPDS and associated EMD programs for German-speaking Europe. The Chairman is Dr. Clements Kill of Marburg, Germany.

Upcoming Events

The following approved EMD Certification Courses are scheduled to be instructed through Medical Priority.
Contact Mary Ann or Ann at (801) 363-9127:

Aug. 29-31 & Sept. 1-3 Training Center, HONOLULU, HI
Hosted by: City of Honolulu

Aug. 31- Sept. 2 Sunstar EMS, Largo, FL
Hosted by: Sunstar EMS

Sept. 7-9 Waldo County EMA Office, BELFAST, ME
Hosted by: Mid-Coast EMA Council/Belfast Police

Sept. 7-9 Public Safety Bldg., WEST DUNDEE, IL
Hosted by: Quad-Cities

Sept. 7-9 Medic One HQ, YAKIMA, WA
Hosted by: Yakima Medic One

Sept. 14-16, 21-23 & 28-30 Lake Township Hall, BRIDGMAN, MI
Hosted by: Berrien County 9-1-1 Committee

Sept. 15-17 AZ Western College Voc. Ctr., PARKER, AZ
Hosted by: La Paz Sheriff Dept.

Sept. 16-18 Forbes Regional Hospital, MONROEVILLE, PA
Hosted by: Forbes Health System

Sept. 19-21 Communications Center, CASPER, WY
Hosted by: Public Safety Comm. Center

Oct. 7-9 Court House, BROOKEVILLE, PA
Hosted by: Jefferson County

Oct. 24-26 Lake Forest Police Dept., LAKE FOREST, IL
Hosted by: Deerfield & Lake Forest Police

The following approved EMD Certification Courses are scheduled to be instructed through the EMS training organization shown (see below for contact information):

Aug. 29-31 Patrick Wellness Center, FAYETTEVILLE, TN
Hosted by: University of California

Oct. 17-19 U. of Alabama @ Huntsville, HUNTSVILLE, AL
Organization: University of Alabama
Contact: Sheila George (205) 551-4413

Sept. 6-8 Citizens State Bank, POSTVILLE, IA
Hosted by: Farmers & Merchants Bank, MANCHESTER, IA

Oct. 3-5 Indian Hills Community College, OTTUMWA, IA
Organization: University of Iowa
Contact: Mike Hartley (319) 535-8687

Oct. 13-15 Palm Beach C. College, LAKE WORTH, FL
Organization: Palm Beach Community College
Contact: Barry Duff (407) 439-8213

Due to popular interest, our 2-year certification "rocker" patch is now available with a 4-year insignia. From now on, all EMDs will receive a 2-year NAEMD rocker (instead of another 2-year) along with their updated pocket card. These new 4-year rockers can be purchased by sending payment of $2.50 each, plus 10% shipping and handling. We’re sorry but no purchase orders or credit cards can be accepted for insignia items.

Any currently certified EMD who has already recertified twice can receive a free 4-year rocker by notifying the Academy.

Columbus State Comm. College (Ohio and regional) regularly offers approved EMD Certification Courses and other continuing education classes. Call Art Gillioni (614) 227-2510.

The University of Delaware regularly offers approved dispatch, law enforcement and other continuing education classes through its Dept. of Professional & Noncredit Programs. Call Jacob Haber (302) 573-4440.

The Florida EMS Clearinghouse is an information service providing EMD-related journals and/or documents for a small or no fee. Call Sue McCaley or Tonya Klafter (904) 487-1911.

For techie-savvy EMDs, 9-1-1 NET is a free on-line service specifically for professional telecommunicators. Dial (618) 692-0913, 8-N-1, ANSI.

Contact the Academy to have your next educational or training event approved and listed in this newsletter.

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