



Lake Emergency Medical Services Emergency Dispatching Accreditation



December 11, 2012



Purpose

- **Provide an overview of the Communications Center accreditation by the National Academies of Emergency Dispatch.**
- **Explain the benefit to Lake County.**



Outline

- **Accreditation**
- **Requirements**
- **Benefit to Lake County**



Communications Center

- **October 12, 2012**
- **Accredited Center of Excellence
Fire Dispatching**
- **23rd - Fire Accreditation**
- **15th - Dual Accreditation**



Requirements

- **Requires a total agency commitment from all facets of the organization.**
- **Comprehensive analysis – 20 key points**
- **Submit 6 months of data – 3 consecutive months at or above 90% - 95% accuracy**
- **Quality Assurance Compliance**



Benefit to Lake County

- **Validated processes from a standard setting organization**
- **Promotes high quality customer service**
- **Ensures consistency and decreases liability**
- **Community benefits from our commitment to excellence**
- **Quality Assurance validates commitment**



Center of Excellence





Questions?