



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training

Oakland Community College

2900 Featherstone Road • Auburn Hills, MI 48326-2845 • www.oaklandcc.edu/police



OAKLAND
POLICE
ACADEMY
JUSTICE THROUGH KNOWLEDGE

EMERGENCY MEDICAL DISPATCH – Q (QUALITY ASSURANCE)

INSTRUCTOR: PRIORITY DISPATCH CORPORATION

COURSE DESCRIPTION: Courses taught by Priority Dispatch are approved by the National Academy of Emergency Dispatch. Certification as an EMD-Q™ is the first step toward establishing a quality management process that will significantly reduce communication center liability, improve operational performance, and increase professionalism and performance of EMD staff. Using state-of-the-art multimedia learning technology, this intensive training program provides your staff with the tools and understanding to:

- Properly evaluate and score the six elements of MPDS
- Provide effective performance feedback to EMD staff
- Design and implement a quality management records system
- Develop curriculum to address identified performance problems

PREREQUISITES:

- Current NAEMD EMD certification
- On-line dispatch experience as an Academy-certified EMD
- Current MPDS license (card sets and/or ProQA software)

REGISTRATION INCLUDES:

- ED-Q™ Course – Q Scoring Standards Workbook
- EMD Quality Manual
- EMD Assurance (QA) Guide
- Case Evaluation Record Forms
- Certification fee and testing with the NAEMD
- 16 hours of continuing education (can applying towards other EMS-CDE requirements)

COURSE NAME: Emergency Medical Dispatch – Q (Quality Assurance)

COURSE CODE: PBSV-5496

DATE: September 9-10, 2009

TIME: 8:00 am - 5:00 pm

COST: \$595.00

LOCATION: Oakland Police Academy
Oakland Community College
2900 Featherstone Road
Auburn Hills, MI 48326-2845
Phone: 248.232.4220
Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

911 Fund #PDIS200601

CANCELLATION POLICY: Class reservations may be cancelled up to 7 calendar days prior to the first day of class with a 100% refund, less than 7 days, but prior to the first day of class with a 50% refund, on the first day of class with a 0% refund. All “no shows” will be charged full price. Please include the registered person’s name, course name and date, your signature and date.



OAKLAND COMMUNITY COLLEGE®

TRAINING NOTICE