



OAKLAND POLICE ACADEMY DISPATCH TRAINING

Combined Regional Emergency Services Training
Oakland Community College



OAKLAND
DISPATCH
ACADEMY
SERVICE THROUGH EDUCATION

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

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 apply towards other EMS-CDE requirements)

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

DATES: June 6-7, 2019

TIME: 8:00 am - 5:00 pm

COST: \$595.00 (911 SNC Con Ed Approval #PDIS200602B)

LOCATION: Oakland Community College
Auburn Hills Campus - J-Building
2900 Featherstone Road
Auburn Hills, MI 48326-2845

REGISTRATION: Phone: 248.232.4220
Fax: 248.232.4225

QUESTIONS: 911training@oaklandcc.edu

- This Course is SNC Approved -

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. Students are responsible for amounts not covered by third party sponsors or departments unwilling to satisfy the invoice.



OAKLAND COMMUNITY COLLEGE™

TRAINING NOTICE