

Subject:	EMD Call Review	
Effective:	6/1/2015	Procedure
Update:	1/11/2017	
Reference:		

PURPOSE

The purpose of this procedure is to standardize how an EMD dispatcher will complete a self-evaluation for all EMD calls reviewed by the EMD-QI coordinator. It further provides standardization for Supervisor review and explains where the information will be maintained.

PROCEDURE

When EMD call review is completed by the EMD-QI Coordinator, s/he will forward the Aqua report and voice recording of each call, via email, to the EMD dispatcher for review.

1. The EMD dispatcher shall complete the EMD Call Review Checklist within two weeks from receipt of the email unless their call is compliant in all categories listed in the critical, major, and moderate areas.
 - a. The EMD dispatcher will listen to the recording, following along with the EMD card set or using ProQA in test mode.
 - b. The EMD dispatcher will record their findings on an EMD Call Checklist.
 - c. The EMD dispatcher will compare their findings with the Aqua report. Any discrepancies should be discussed with a dispatch supervisor or the Training Supervisor who will then contact the EMD-QI Coordinator if needed.
 - i. Any discussion about a call should be documented in the comments section.
 - ii. Any requests to re-evaluate the call should be sent to the Training Supervisor. If s/he agrees that the call was scored incorrectly, s/he will forward the call to the EMD-QI Coordinator for review.
 - d. If the EMD dispatcher is compliant in all categories listed in the critical, major and moderate areas, they are not required to review the call.
 - i. The EMD dispatcher will forward the original email from the EMD-QI Coordinator to their assigned supervisor so the record of the compliant call can be recorded in their training file.
 - ii. The EMD dispatcher has the option to review a compliant call for credit following the normal call review process.

- e. The EMD dispatcher will forward the original email from the EMD-QI Coordinator to their assigned supervisor and attach the completed EMD Call Review Checklist.
 - i. Once the email has been forwarded, the EMD dispatcher shall permanently delete the email (received and sent) as recordings take up a lot of space.
2. The dispatch supervisor will have two weeks from the date of the EMD dispatcher's email to complete the dispatch supervisor's section of the EMD Call Review Checklist.
- a. The dispatch supervisor will read the Aqua report completed by the EMD-QI coordinator.
 - b. The dispatch supervisor will listen to the recording, following along with the EMD card set, or using ProQA in the test mode.
 - c. The dispatch supervisor will record their findings in the dispatch supervisor's section of the EMD Call Review Checklist.
 - d. The dispatch supervisor should discuss any discrepancies in the reviews with the EMD dispatcher and offer methods, when appropriate, to improve performance.
 - i. All discussion between the EMD dispatcher and dispatch supervisor about a call should be documented in the dispatch supervisor comments section. Include date reviewed with the EMD dispatcher.
 - ii. Generally speaking, Aqua scores will not be changed. Requests for score changes by the dispatch supervisor reviewing the call should be forwarded to the Training Supervisor
 - e. For calls that are compliant in the critical, major, or moderate areas:
 - i. The dispatch supervisor will save the Aqua report and the EMD Call Review Checklist in the appropriate "EMD Scores" training file located in the file room.
 - ii. The original email shall be permanently deleted from email (received and sent) as recordings take up a lot of space.
 - f. For calls scored as non-compliant in any category listed up critical, major, and moderate areas:
 - i. The dispatch supervisor will forward the original email from the EMD-QI Coordinator and the completed EMD Call Review Checklist to the Training Supervisor for review.
 - ii. The dispatch supervisor will review the call with the EMD dispatcher, making sure the EMD dispatcher is counseled on the mistakes made and understands the proper way to handle the call in the future.
 - 1. If the dispatch supervisor feels the EMD dispatcher needs additional training, the Training Supervisor should be informed of the specific need.
 - iii. Once the email has been forwarded, the dispatch supervisor shall permanently delete the file from email

(received and sent) as recordings take up a lot of space.

3. The Training Supervisor will have two weeks from the date the dispatch supervisor's email is received to listen to the call.
 - a. The Training Supervisor will complete a Coaching and Training form as needed.
 - b. All Coaching and Training forms need to be reviewed with the EMD dispatcher and signed by both parties.
 - i. The Training Supervisor may save a copy of the recording in an EMD dispatcher's EMD score file if deemed necessary for follow up at a later time.
 - ii. If the Training Supervisor finds the dispatch supervisor has sufficiently covered the topic with the employee, no further action will be taken.
4. The Training Supervisor will save the Aqua report, EMD Call Review Checklist, and the Coaching and Training Report (when applicable) in the appropriate "EMD Scores" training file located in the file room.
 - a. The email with the recordings shall be permanently deleted from email (received and sent) as recordings take up a lot of space.
5. When the EMD dispatcher is also the dispatch supervisor, the dispatch supervisor will follow the "EMD dispatcher" steps then forward to the Training Supervisor who will handle the "Supervisor" steps.
6. Calls that are non-compliant due to behavior rather than performance should be forwarded to the Communications Manager instead of the Training Supervisor for review (Example: Problem with Customer Service).
7. When the EMD dispatcher is the Training Supervisor, the Training Supervisor will follow the "call taker" steps, and then forward the review to a shift supervisor who will handle the "Supervisor" steps.
8. Calls marked down for behavior rather than performance should be forwarded to the Communications Manager instead of the Training Supervisor for review (Example: Problem with Customer Service).
9. CDE
 - a. The EMD dispatcher will receive 1 CDE hour for every 10 calls self-reviewed.
 - b. CDE hours earned this way will be categorized as "QA Case Review."
 - c. A maximum of 8 hours can be earned per CDE cycle.
 - d. Dispatch supervisors will receive an additional 1 CDE hour for every 10 calls reviewed for staff.
 - e. CDE hours earned this way will be categorized as "Teaching"
 - f. A maximum of 4 hours can be earned for "Teaching" per CDE cycle

10. In case an EMD dispatcher is on vacation during the entire two-week period after the email is sent from the EMD QI-Coordinator, the EMD dispatcher will be granted an additional week to review their call(s). A dispatch supervisor will be granted two additional weeks to review the EMD dispatcher's calls.
11. The Training Supervisor will maintain a monthly average score based on the percentage score the EMD would have received in order to provide objective feedback in the Employee's Performance Review (EPR).