


<p>Billerica Police Department</p> 	<p>POLICY NUMBER PDS-12</p>	<p>PAGES 4</p>	<p>EFFECTIVE 11/6/23</p>
	<p>Accreditation Standards: 81.2.8</p> <p>General Orders:</p>		
<p>Quality Improvement Process, Roles and Responsibilities</p>			

Policy

The quality improvement process shall follow a standardized procedure as detailed below and as required by the International Academies of Emergency Dispatch® (IAED™) to meet accreditation standards related to the use of the Priority Dispatch System™ (PDS™) protocols.

Purpose

To provide dispatch personnel with the necessary understanding and skills as they relate to the efficient and effective provision of quality assurance (QA) within the communication center. QA processes shall be sufficient to meet the standard of the IAED for recognition as an Accredited Center of Excellence (ACE).

Procedure

I. Quality Improvement Case Review

- a. The Billerica Police Department is committed to provide quality interactions with all emergency callers.
- b. In an effort to ensure all PSTs are providing high-quality interactions, the Quality Assurance Unit (QAU) will review cases by listening to the recorded audio and viewing written documentation (logs, CAD, ProQA®).
- c. Case review will be checked, tabulated, and tracked using AQUA® case review software.
- d. Case performance will be measured by comparing the PST's performance to the most current IAED ED-Q™ Performance Standards.
- e. Cases will be selected based on the following factors:
 - i. Random selection of cases
 1. The sample size will ensure adequate review of dates, times, and PSTs to provide for a clear picture of performance during the review time frame.
 2. The random sample will include at a minimum the IAED recommended number of cases per week for all PDS disciplines.

- a. The IAED recommended number of cases will be determined by the QAU annually by using the Case Review Calculator that is found on the IAED website or in AQUA.
3. Randomization will be accomplished by the QAU when importing cases from ProQA using the randomization feature of AQUA.
- ii. Focused review of cases will be conducted based on the needs of the agency and requests from responders, PST requests, and as listed below:
 1. Requests for specific call type review made by the Dispatch Review Committee (DRC)
 2. Request for specific call type review for research purposes as requested by response agency administration
 3. Any case where inquiries (commendation, complaint, field feedback) have been received by the communication center
- f. Cases not randomly selected will be placed in a separate case list in AQUA.

II. Case Review Feedback Process

- a. Completed Incident Performance Reports generated through AQUA will be forwarded by the QAU to the PST's supervisor on a regular basis.
- b. Supervisors will distribute each Incident Performance Report to the PST and discuss with him/her in a timely manner.
- c. When circumstances dictate, the supervisor will develop an action plan.
 - i. Action plans may be necessary if remedial training is required.
 - ii. A deadline for completion of the action plan will be given.
 - iii. The QAU must be informed of the completion of any action plan.
- d. Supervisors may request further QAU follow-up or action if required.
 - i. QAU follow-up or actions may include:
 1. Requests for continuing dispatch education
 2. Letters of commendation
 3. Challenges to a review
- e. Copies of QA documentation will be kept by the QAU.

III. Individual Performance Reports

- a. Compliance data for individual PSTs shall be generated from AQUA and forwarded to supervisors on a monthly basis.
 - i. Data on PST performance will be treated as confidential and viewed only by the PST's supervisor and required administrative staff.

- b. Action plans will be developed, when necessary, based on average and/or cumulative compliance.
 - i. A deadline for completion of the action plan will be given.
 - ii. The QAU shall be informed of the completion of any action plan.
- c. Supervisors may request further QAU follow-up or action if required.

IV. Shift Performance Reports

- a. Compliance data for each shift will be generated from AQUA and will be posted to the agency intranet at monthly intervals by the QAU.
- b. Shift compliance scores may be reviewed by the DRC and recommendations for additional training will be made to assist in improving performance.

V. Agency Performance Reports

- a. An Agency Performance Report will be generated from AQUA and will be posted the agency intranet at monthly intervals by the QAU.
- b. The DRC will review all monthly Agency Performance Reports.

VI. Field Feedback Reports

- a. Field feedback forms will be made available to all field response personnel.
- b. Forms will be utilized to provide feedback from the field to dispatch in the event of exemplary PST performance or if a case proves problematic.
- c. Completed forms will be forwarded directly to the Communications Supervisor.
- d. Upon receipt of a form, the Communications Supervisor will review the recording of the relevant call and evaluate the case for compliance to protocol and engage with the QAU if needed.
- e. A reply to the initiator of the query or feedback will be provided within 14 days of receipt of the form by the Communications Supervisor.
- f. Copies of completed field feedback reports will be kept by the Communications Supervisor in the PST's file and in a file dedicated to storing completed field feedback reports.
- g. Copies of reviewed field feedback reports will be distributed to the PST, the PST's supervisor, and the communication center manager.
- h. Field feedback reports will be brought to the next scheduled DRC meeting for review.

VII. Committee Responsibilities

- a. The Dispatch Review Committee (DRC) will:
 - i. Review the Agency Performance Reports at quarterly intervals
 - ii. Identify performance issues and recommend actions for performance improvement
 - iii. Evaluate and approve any policy changes and response assignment

plans requested by PST's, responders, management or other stakeholders

- iv. Review field feedback requests and assess the need for training or process improvements