

## Health Academy Program

### Emergency Medical Dispatch Blueprint

#### Blueprint Outline

| Evaluation Item        | Sections   | Percentage  |
|------------------------|--|-------------|
| (100 MCQs,<br>2 hours) | 1. Introduction to emergency medical dispatch  | 10%         |
|                        | 2. Basic emergency medical dispatch concepts   | 30%         |
|                        | 3. EMD response & management   | 40%         |
|                        | 4. EMD aspects in crisis management & quality assurance & legal issues & coaching in EMD | 20%         |
| <b>Total</b>           |  | <b>100%</b> |

#### Note:

- Pass criteria: must obtain a score equal to or higher than the 65% to pass the test.
- Blueprint distributions of the examination may differ up to +/-5% in each category.

#### References:

1. Clawson, J.J., Dernocoeur, K.B., & Murray, C. (2015). Principles of Emergency Medical Dispatch Textbook 6<sup>th</sup> Edition.
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3. Cone, D., Brice, J.H., Delbridge, T.R., Myers, B. (2015). Emergency Medical Services: Clinical Practice and System Oversight.
4. National Highway Traffic Safety Administration Office of Emergency Medical Services (EMS). (2016). Emergency Communications Centers and the Role of Communications Technologies in Reducing Mortality Rates in the Rural U.S.
5. Belmont Police Dept. (2019). Training Manual.
6. Alameda Police Dept. (2020). Public safety dispatcher training manual.
7. Chambers, H.E. Effective Communication Skills for Technical and Scientific Professionals 1<sup>st</sup> Edition. (2000). Perseus Publishing.
8. Fry, S.T., Johnstone, M.J. (2008). Ethics in Nursing Practice: A Guide to Ethical Decision Making, 3<sup>rd</sup> Edition. Blackwell Publishing.
9. Fales, W. (undated). Fundamentals of EMS dispatch. National Association of EMS Physicians.  
<https://naemsp.org/NAEMSP/media/NAEMSPDocuments/Annual%20Meeting/MDC%20References-multi-year/MDC-REF-EMS-Radios-forEMS-and-Disaster-Communications.pdf>.





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11. Jacobson, C.L., Basnet, S., Bhatt, A., Parajuli, S., & Shrestha, S.K.(2021). Emergency medical dispatcher training as a strategy to improve pre-hospital care in low- and middle-income countries: The case study of Nepal. *Int J Emerg Med*,14, 28. <https://doi.org/10.1186/s12245-021- 00355-8>.
12. Ismail, A.K., Yun, Y.Y., Mahardhika, G., Ghani, A.A., Ahmad, N.S., Mustafa, A.K., Jamal, S.M., Nordin, R., & Zainal, N. (2018). The effectiveness of a navigation system for ambulance service in Kuala Lumpur, Malaysia. *Malaysian J.Public Health Med*, (1) 166-173.
13. Golding, S.E., Horsfield, C., Davies, A., Egan, B., Jones, M., Raleigh, M., Schofield, P., Squires, A., Start, K., Quinn, T., & Corpley, M. (2017). Exploring the psychological health of emergency dispatch centre operatives: a systematic review and narrative synthesis. *PeerJ*. <https://doi.org/10.7717/peerj.3735>.
14. Everitt, B., Raczek, K.K. (2020, August 17). Emergency Medical Dispatch: The True First Responder. *EM Resident*. <https://www.emra.org/emresident/article/em-dispatch/>.
15. Communication & Ethics. (undated). Health Academy SCFHS.
16. Coaching and Leadership. (undated). Health Academy SCFHS.

**Note:**

- This list is intended for use as a study aid only. SCFHS does not intend the list to imply endorsement of these specific references, nor are the exam questions necessarily taken solely from these sources.

