



ACCREDITATION PERIOD

2026-2029

CALVERT EMERGENCY COMMUNICATIONS

The International Academy of Emergency Medical Dispatch officially recognizes Calvert Emergency Communications as an **ACCREDITED CENTER OF EXCELLENCE IN EMERGENCY MEDICAL DISPATCH** for demonstrating compliance to the highest level of standards as set forth in the Academy's Twenty Points of Accreditation. This accreditation is granted as of January 9th, 2026 and is valid until January 9th, 2029.


Jeffrey J. Clawson, M.D.
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#364

ACCREDITED CENTER
OF EXCELLENCE

TWENTY POINTS OF ACCREDITATION

- All medical dispatch calltaking, dispatching, and supervisory workstations.
- Current Advanced Medical Priority Dispatch System® (MPDS) licensing of each EMD position.
- Current Academy certification of all EMD personnel.
- How Academy certification and case review will continue to be maintained.
- Activity of Quality Improvement (QI) committee processes.
- EMD quality assurance and improvement methodology.
- Case review at the Academy's recommended number and percentages of randomly reviewed cases.
- EMD quality assurance and improvement database.
- Consistent MPDS case review to determine if monthly average case evaluation compliance levels meet accreditation standards:
 - 10%-Partial Compliance
 - 10%-Low Compliance
 - 7%-Non-Compliant
 Percentage of deviation accepted:
 - 3%-Critical Deviation
 - 3%-Major Deviation
 - 3%-Moderate Deviation
 - 3%-Minor Deviation
- Correct case review and QI procedures validated through independent Academy review.
- How EMS field personnel were oriented to the proper use of the MPDS and feedback report.
- Local policies and procedures for implementation and maintenance of EMD.
- Current Continuing Dispatch Education (CDE) and EMD recertification program functions.
- How police and fire dispatchers were oriented to the proper use of the SEND Protocol.
- Properly established local configuration of all MPDS response assignments.
- How MPDS response assignments will be regularly reviewed and recommended changes approved.
- Incidence of all MPDS codes and levels.
- Specific Medical Director oversight and involvement in EMD activities.
- Sharing of nonconfidential data with the Academy.
- Support of the Academy's Code of Ethics, Code of Conduct, and practice standards.