QA
QUALITY ASSURANCE
EVALUATIONS

SEECOM - Southeast Emergency Communications

DISPATCHING FOR EMS INCIDENTS: Ben Laird

EVALUATION INFORMATION:

QA Evaluation Date: 5/29/2019
QA Evaluation Time: 12:50 PM
Employee: Ben Laird
Evaluator: Mike Celano

CALL INFORMATION:

Nature of call: Car Accident
Date: 9/3/2018
Time:11:15 AM
Address: 576 Diane Dr
CAD / EVENT #: 6588

Assignment of Incident

QUESTION	POINTS	YES	NO	N/A
Processes incident promptly (under 1 minute)	25	✔		
Nature given with initial dispatch?	15	✔		
Followed Agency's dispatch protocol?	40	✔		
Immediately notify out of quarter apparatus?	40		✔	
Dispatched info accurately?	40	✔		
Dispatched info concisely?	20		✔	
Notified EMS personnel of prior incidents?	15		✔	
SCORE	**195**	**120**		

Summarization

QUESTION	POINTS	YES	NO	N/A
Disseminated info about description of offender(s)/subject(s) involved?	30	✔		
Notified responders of scene safety issues?	30	✔		
All pertinent info from CAD disseminated?	30	✔		
SCORE	**90**	**90**		

Information Flow

QUESTION	POINTS	YES	NO	N/A
Answered radio traffic in a timely fashion?	20	✔		

Question	Points	Yes	No
Correctly identified apparatus requesting info?	20	✔	
Correctly identified info requested?	20		✔
Correctly identified info given?	20	✔	
Complete info added to CAD?	25		✔
Accurate info added to CAD?	25	✔	
Dissemination of critical/confidential information appropriately?	25	✔	
SCORE	**135**	**110**	

Radio Protocol / Skill

QUESTION	POINTS	YES	NO
Listens and comprehends?	60	✔	
Articulates?	10	✔	
Remained calm?	25	✔	
Professional language used?	20	✔	
Professional demeanor?	20	✔	
SCORE	**135**	**135**	

Supervisor's Overview

QUESTION	POINTS	YES	NO
Overall call handled properly?	100	✔	
See Supervisor	0		✔
Exceeds Standards	0		✔
SCORE	**100**	**100**	

Evaluator Comments:

Needs work

TOTAL SCORE

Categories	Possible	Actual	Percentage %
Assignment of Incident	195	120	61.54%

Summarization	90	90	100.00%
Information Flow	135	110	81.48%
Radio Protocol / Skill	135	135	100.00%
Supervisor's Overview	100	100	100.00%
Overall Score	**655**	**555**	**84.73%**

Signatures:

Mike Celano   5/29/2019

Evaluator Signature

Ben Laird   5/29/2019

Employee signature