Call Assessment

Effective call assessment is essential to consistent, accurate, and legally defensible emergency call handling. This course equips learners with the skills to evaluate the quality of emergency calls, identify key performance strengths, and recognize gaps that affect responder safety and caller outcomes.

Learners explore the principles of structured assessment, practice applying them through scenario-based exercises, and learn how to provide constructive, outcome-focused feedback. The course concludes with strategies for identifying performance trends, supporting professional growth, and guiding operational improvements within the communications center.

Learning Objectives

Upon completion of this course, learners will be able to:

1. Explain the purpose and value of structured call assessment in supporting consistency, quality, and liability reduction within the emergency communications environment.
2. Implement the assessment form and related evaluation tools to review emergency calls and determine whether essential standards were met.
3. Analyze caller information, telecommunicator actions, and outcome indicators to identify strengths, gaps, and opportunities for improved call handling.
4. Provide clear, actionable, and objective feedback that reinforces learning, supports performance growth, and aligns with agency expectations.
5. Evaluate patterns and trends that emerge through call assessment to identify when issues reflect individual performance or broader operational challenges.
6. **Recommend** appropriate next steps, including refresher training, procedural adjustments, or supervisory follow-up based on assessment findings and agency standards.

Modules

Module 1: Introduction to Call Assessment

This module introduces the concept and purpose of call assessment as part of an Emergency Communications Center's (ECC) quality assurance process. It explains how assessment ensures the standard of care is being met while promoting continuous performance improvement for both telecommunicators and supervisors. Learners examine the importance of regular review and the documentation required to evaluate performance fairly and consistently. The module concludes by emphasizing how structured assessments build accountability, professional growth, and a stronger team culture.

Module Objectives

Upon completion of this module, learners will be able to:

1. Explain the purpose of call assessment and how it supports accuracy, consistency, and service quality.
2. Describe the relationship between protocol-based questioning and objective assessment standards.
3. Identify key benefits of call assessment, including performance improvement, training support, and risk reduction.
4. Differentiate between performance elements that can be objectively scored and those that fall outside assessment criteria.

Content/Activities

- Activity: Assessment Benefits Drag and Drop.Learners match key benefits (e.g., improved consistency, quality assurance, responder safety) to their definitions.
- Activity: Protocol Purpose Drag and Drop. Learners sort statements into the categories "Protocol Function" and "Not Part of Protocol Function."
- Activity: Why Assessment Matters. Learners review brief call excerpts and determine where assessment scoring applies.

- Brainteasers (4): Multiple-choice questions reinforcing the purpose of assessment, the importance of protocol-driven evaluation, and key benefits that support consistent call-handling performance.

Module 2: Performing a Call Assessment

This module provides a detailed walkthrough of the call assessment tools used to review performance across an ECC. Learners explore the Run Reports functions, such as QA Summary, Operator Assessment, Assessed Calls by Hour, and Chief Complaint Usage to understand how each report supports quality assurance, accuracy, and consistency. The module also introduces the Assessor Module, which allows supervisors to review individual calls, verify protocol usage, and score performance.

Module Objectives

Upon completion of this module, learners will be able to:

1. Navigate the Run Reports and Assessor module interfaces to locate and access assessment tools.
2. Generate quality assurance reports to evaluate telecommunicator performance and call accuracy.
3. Interpret QA Summary, Operator Assessment, and Chief Complaint Usage Summary reports to identify patterns and improvement areas.
4. Apply report findings within the Assessor Module to evaluate protocol adherence, documentation completeness, and telecommunicator decision-making.

Content/Activities

- Activity: Report Identification Drag and Drop. Learners match report names to their correct function and data output.
- Activity: Filter Application Drag and Drop**.** Learners practice selecting the correct filters to generate each type of report.
- Activity: Using the Assessor Module. Learners review a sample call, verify protocol questions, and score performance step-by-step.

- Brainteaser (5): Multiple-choice questions reinforcing the importance of report identification, QA Summary interpretation, proper use of performance indicators and assessment tools, and analysis of Chief Complaint usage patterns.

Module 3: Call Assessment Activities

This module provides learners with structured practice applying call assessment skills to a series of simulated emergency calls. Through scenario-based interactions, learners identify the Chief Complaint, gather essential information, and determine next steps using guided flexibility. These activities reinforce how careful listening, critical thinking, and protocol-aligned questioning support accurate call assessment across a range of medical and law enforcement events.

Module Objectives

Upon completion of this module, learners will be able to:

1. Identify the Chief Complaint and essential scene details presented in simulated emergency scenarios.
2. Analyze caller statements and cues to determine whether information is complete or requires follow-up questions.
3. Apply structured call assessment techniques such as the Initial Survey and targeted follow-up questions to varied emergency scenarios.
4. Evaluate the appropriateness of dispatch priorities and next-step decisions based on scenario information.

Content/Activities

- Activity: Breathing Problems Scenario Drag and Drop. Learners review a simulated CAD-style call involving a breathing emergency and identify key details such as symptoms, caller observations, and environmental cues.
- Activity: Convulsions/Seizures Scenario Drag and Drop. Learners analyze a seizure-related call, identify indicators of an active or recent seizure, and determine what additional information is needed to complete the assessment.

- Activity: Burglary in Progress Scenario Drag and Drop. Learners evaluate a potential property crime by sorting caller statements, identifying threat indicators, and assessing scene safety.
- Brainteasers (3): Multiple-choice questions reinforcing correct identification of the Chief Complaint, prioritization of missing or incomplete information, and recognition of safety concerns across the three call scenarios.

Module 4: Next Steps

This module prepares learners to evaluate completed calls, provide constructive feedback, and determine appropriate follow-up actions within the call assessment process. It emphasizes clear, actionable feedback, recognition of performance patterns, and identification of broader operational challenges that may require supervisor or organizational attention. Learners also explore how call review findings translate into practical improvements for training, staffing, and procedural development.

Module Objectives

Upon completion of this module, learners will be able to:

1. Evaluate completed emergency calls using established call-review criteria to identify strengths, gaps, and opportunities for improvement.
2. Apply structured feedback techniques to deliver clear, specific, and outcome-focused coaching to telecommunicators.
3. Distinguish between individual performance issues and larger organizational trends that require escalation or systemic solutions.
4. Determine appropriate next steps based on call-assessment findings, including re-training, procedural updates, or operational adjustments.

Content/Activities

- Activity: Reviewing the Call Drag and Drop.Learners practice identifying the correct section of the TRQA Assessment Form for providing feedback about the overall call.

- Activity: Providing Effective Feedback Drag and Drop. Learners place the five steps of effective feedback in the correct order to reinforce clarity, specificity, and outcomes-based coaching.
- Activity: Examples of Feedback Knowledge Check. Learners evaluate examples of strong and weak feedback to recognize effective coaching approaches.
- Activity: Identifying Trends Drag and Drop. Learners categorize operational issues such as morale problems, procedural gaps, staffing shortages, or software shortcomings.
- Brainteaser (1). Multiple-choice question reinforcing how to compare assessment results with operational context and avoid assuming trends without analysis.

Course Completion Criteria

To successfully complete this course and earn continuing education hours, learners must achieve a minimum score of 75%. The quiz must be completed within one hour.

- CE Hours awarded: 2
- Certificate duration: 12 Months

Technical Requirements

- Desktop, laptop, or mobile device
- Speakers or headphones
- High-speed Internet access
- A current web browser