



Ohio Administrative Code

Rule 5507-1-20 Quality Assurance (QA)/Quality Improvement (QI).

Effective: [May 25, 2026](#)

- (A) PSAPs shall establish, implement, and maintain a QA/QI program involving the ongoing evaluation and improvement of emergency medical dispatch (EMD) procedures consistent with local medical direction, including a review of a minimum of two per cent of calls where EMD pre-arrival instructions were or should have been provided, and including calls selected from all operational shifts.
- (B) Annually, each PSAP shall report:
- (1) Total number of EMS Incidents;
 - (2) Total number of calls reviewed; and
 - (3) Total number of calls where EMD pre-arrival instructions were provided.