

Press Release
Pennington County 9-1-1 Named an
"Accredited Center of Excellence"

On August 24th, 2001, the International Academy of Emergency Medical Dispatch awarded Pennington County 911 with the "International Academy Accreditation as a [Center of Excellence](#)" at the 2001 International Navigator conference in New Orleans, LA.

The Board of Accreditation that presents this honor is comprised of 85 medical and emergency care professionals from around the world including Dr. Jeff Clawson, the founder of the Medical Priority Dispatch System.

Pennington County 9-1-1 is the 63rd dispatch center in the world to receive this accreditation.

The accreditation process took over a year to complete and required the 9-1-1 Dispatchers who answer and dispatch emergency medical calls, to follow a strict set of protocol cards (known as Medical Priority Dispatch System) when questioning callers. The medical protocol cards contain life saving medical instructions that the dispatchers use to deliver medical care to patients before ambulance crews arrive. For the past year, the Pennington County 9-1-1 medical dispatchers have had a percentage of the calls they answered randomly pulled and reviewed for protocol compliance by instructors of the National Academy of Emergency Dispatch. The dispatchers also receive monthly training on handling emergency medical calls and they must be re-certified to take those calls every two years.

Director of Communications, Don Phillips, will be presenting the Accreditation documents to the Pennington County Board of Commissioners on September 11th and to the Rapid City Common Council on September 17th.

On September 11th, Pennington County 9-1-1 will host an open house from 9:00 a.m. to 3:00 p.m. to pay tribute to the dispatchers whose hard work and dedication made the International Accreditation possible and to thank the many people involved in this achievement.

The open house will also be held that day to recognize National 9-1-1 Day, which was declared by President Ronald Reagan in 1987 as the day each year we should honor the men and women who answer our 9-1-1 calls.

For more information, please call 394-2662.