

**FIRE-BASED  
EMERGENCY MEDICAL SERVICES  
INTEGRATION PROPOSAL**



**TRAVERSE CITY FIRE  
DEPARTMENT**

Traverse City, Michigan

September 2019

*Dedication*

*This Report is Dedicated to the Citizens of Traverse City, Michigan, who  
Deserve the Most Efficient and Effective Fire, Rescue, and Emergency  
Medical Services Available.*

*<This Page Left Intentionally Blank>*

# Table of Contents

---

- Executive Summary..... 1**
  - First Response and EMS Operations ..... 1
    - Emergency Response Dispatch Operations ..... 1
    - Fire Department Operations ..... 1
    - EMS Operations ..... 2
    - Key Findings..... 2
    - Recommendations*..... 3
  - Executive Summary Conclusion ..... 4
- Background ..... 5**
  - City Profile ..... 5
  - Dispatch ..... 6
  - Current Fire Department Operations ..... 6
  - EMS Operations ..... 7
- EMS Integration ..... 9**
- Fire Department EMS Operations..... 11**
- Just Culture..... 15**
  - Table 1: Just Culture Accountability of Behaviors ..... 16
- Integration..... 17**
  - Administrative Leadership..... 18
    - EMS Captain..... 18
    - Medical Control Authority and Sponsoring Hospital..... 19
  - Personnel Development ..... 21
    - Training Lieutenant*..... 21
    - Continuous Quality Improvement*..... 22
    - Patient Care Report Review*..... 22
    - Field Training Officer (FTO)* ..... 23
  - Compliance ..... 26
    - Health Insurance Portability Accountability Act (HIPAA) Compliance ..... 27
    - EMS Billing Compliance..... 28

Safety Compliance.....	28
Patient Care Reporting Compliance .....	29
<b>Personnel and Ambulances.....</b>	<b>31</b>
<i>Unit Hour Utilization</i> .....	31
Table 3: Unit Hour Utilization Formula .....	31
Hiring.....	32
Table 4: Staffing Factor Calculation for ALS Transport Personnel.....	33
<b>EMS Response Capabilities of the Traverse City Fire Department.....</b>	<b>35</b>
Table 5: Total Responses per Year 2015-2018. ....	35
<b>EMS Emergency Response Capabilities .....</b>	<b>35</b>
Table 6: Proposed ALS Ambulance Stations .....	36
Map 1: Fire Stations and Hospital Locations. ....	38
Map 2: Fire Stations & 2018 Population Density.....	39
Map 3: The 2017 EMS Incident Density.....	40
Map 4: Four-Minute Response Capability. ....	41
Map 5: Eight-Minute Response Capability from Stations 1 & 2.....	42
<b>Operations .....</b>	<b>43</b>
<i>Operational Licensure and Fees</i> .....	43
Licensed Medicare Provider.....	43
EMS Billing.....	44
Table 7: Medicare Rates for 2019. ....	46
Finding a Billing Agency .....	47
Enterprise Fund.....	48
Integration of ALS Transport.....	49
<b>Ambulances .....</b>	<b>51</b>
Figure 1: Type I Ambulance.....	51
Figure 2: Type III Ambulance .....	52
Figure 3: Type III-AD ambulance .....	52
Purchasing Ambulances .....	54
Ambulance Cost.....	55
Table 8: Estimated Startup Cost for Two New ALS Ambulances .....	56
Table 9: Estimated Startup Cost with Lease for Two New ALS Ambulances.....	57

Table 10: Estimated Additional Fuel Cost.....	59
<b>Cost for Transport Personnel.....</b>	<b>61</b>
Table 11: Estimated Cost to Hire.....	61
Table 12: Marginal Wage and Benefits Costs of Additional Personnel to Provide ALS Patient Transportation. ....	62
Evaluation of ALS Transport.....	63
<b>Funding and Revenue.....</b>	<b>65</b>
Funding.....	65
Revenue .....	66
Table 13: Estimated Five-Year Cost and Recovery Projection. ....	67
<b>Future of the Traverse City Fire Department.....</b>	<b>69</b>
Mobile Integrated Health-Community Health Provider.....	69
<b>Conclusion.....</b>	<b>71</b>
<b>Appendices .....</b>	<b>73</b>
<b>Appendix A: Cost for Advanced Life Support Equipment and Supplies.....</b>	<b>75</b>
<b>Appendix B: Michigan Ambulance Equipment List .....</b>	<b>91</b>
<b>Appendix C: The AccuMed Group Forecasting Tool .....</b>	<b>99</b>
<b>Appendix D: Handbook for EMS Medical Control Authority .....</b>	<b>101</b>

*<This Page Left Intentionally Blank>*

# Executive Summary

---

The Traverse City Firefighters Local 646 sought independent council to help develop an Emergency Medical Services (EMS) integration proposal for the implementation of EMS transport services for Traverse City. The association reviewed the organization of the Traverse City Fire Department, the current response capabilities, performed an assessment of all requests for EMS service, and examined the geography and demographics of the city. This proposal will provide the local, the fire department, and Traverse City several recommendations to be considered, so an informed decision can be made regarding the implementation of a fire-based advanced life support (ALS) transport service for the citizens of, and visitors to, the city.

## First Response and EMS Operations

### *Emergency Response Dispatch Operations*

Currently, Grand Traverse County Dispatch (GTCD) is the Primary Public Safety Answering Point (PSAP) for 9-1-1 call taking and dispatching for Traverse City. GTCD is responsible for providing emergency medical dispatching (EMD) and pre-arrival instructions to callers to initiate rudimentary patient care until EMS arrives on the scene. GTCD simultaneously dispatches the fire apparatus and ALS ambulances to emergency medical incidents throughout the city.

### *Fire Department Operations*

The department is an all-hazards emergency response fire department providing fire suppression, technical rescue, hazardous materials response, and EMS first response at the ALS level to all emergency medical requests. The department maintains two fire stations for the city and one station dedicated to the airport. The department deploys one engine from Station 1, one engine from Station 2, and one aircraft rescue and firefighting (ARFF) unit from Station 3. The city is covered with a daily staffing minimum of five firefighters and the airport is covered with a daily staffing minimum of one firefighter. Also, Station 1 houses an ALS transport ambulance (rescue) that is cross-staffed with engine personnel when needed to transport a patient, effectively placing the engine out of service for the duration of the EMS incident. In 2018, Traverse City Fire Department responded to 3,300 emergency calls for service, 2,640 (nearly 80%) were EMS incidents.

## ***EMS Operations***

EMS transport is provided by North Flight EMS, which is a private non-profit corporation operating in Traverse City. North Flight EMS provides both emergency 9-1-1 and non-emergency interfacility transports within the community. Because the service deploys a minimum number of ambulances to perform both emergency and non-emergency work, North Flight struggles to meet emergency demand and has increased response times, which result in the fire department having long on scene times while waiting for an ambulance. The prolonged scene times can have a negative effect on patient outcomes and is concern of the firefighters. In 2018, North Flight EMS responded to 2,640 total requests for 9-1-1 emergency service in the city limits.

## ***Key Findings***

- The Grand Traverse County Dispatch is the Public Safety Answering Point (PSAP), which dispatches the department and performs Emergency Medical Dispatch. Dispatch is both efficient and adequate to support the dispatch needs of the fire department should it take control of EMS patient transport.
- The Traverse City Fire Department first responds on all emergency medical calls in the city which totaled 2,460 incidents in 2018.
- Currently, the department only accepts applicants that are Michigan - licensed paramedics and Michigan certified in Firefighter I & II.
- The department does not have a dedicated EMS officer.
- The department has an administrative lieutenant as the training officer for firefighting and all levels of EMS training.
- The department uses Dr. Smith, of Munson Medical Center, as their medical control authority to oversee the ALS first response program at no cost. The department will be able to add ALS transport under Dr. Smith and Munson Medical Center at no additional cost.
- The department has an ALS transport ambulance (rescue) that is cross-staffed and used to backup North Flight EMS when they have no ambulances available to respond. The department used this ambulance to transport approximately 50 patients in 2018. Per Local 646, the ambulance was delivered in 2016 and is maintained in a turnkey ready state.<sup>1</sup>
- The department has enough ALS equipment, including cardiac monitors, and EMS disposable supplies to stock two new ambulances.
- The department does not have the personnel or ambulances to fully integrate ALS transport under the fire department.

---

<sup>1</sup> Turnkey Ready refers to a reserve apparatus, ambulance, or vehicle is stocked and equipped for immediate response without transitioning anything other than personnel.

## *Recommendations*

- The department should promote or hire a 40-hour EMS Captain to oversee all EMS operations.
- The department should purchase two frontline ambulances, one for each of the two city stations, with the necessary equipment to support operations. Capital expenses for the EMS expansion of two frontline ambulances will cost approximately \$437,000.00.<sup>2</sup>
- The department should maintain the current ALS transport ambulance as a mechanical reserve.
- The department should hire 15 firefighter/paramedics to effectively place two ambulances in service. This will allow each shift the reserve capacity of one firefighter/paramedic to fill vacancies created by daily leave before resulting in overtime.
- The department should hire one firefighter/paramedic to fill the vacancy created by the promotion of the EMS Captain, if this promotion is internal.<sup>3</sup>
- The approximate operational cost to hire 15 firefighter/paramedics will be \$1,235,542 for year one of operations.<sup>4</sup>
- The department should hire an outside EMS billing agency, which could potentially generate an estimated \$927,482.00 in revenue collections to offset the costs for EMS operations.<sup>5</sup>
- The city should establish an enterprise fund so the department can maintain EMS revenue to offset costs of operations.
- The department and the city should seek grant assistance, both public and private, to help offset costs for both the initial capital and operational expenses.

---

<sup>2</sup> The calculations on purchasing ambulances and equipment can be found in Table 8 on page 52.

<sup>3</sup> For the sake of this report, it was assumed this position would be internal.

<sup>4</sup> The calculations on cost can be found in Table 14 on page 58.

<sup>5</sup> Local 646 obtained a revenue projection from an EMS billing company called The AccuMed Group. A copy of the

forecasting tool can be found in Appendix C.

### Executive Summary Conclusion

The city and fire department administrators should implement an EMS transport service because it elevates and enhances the level of protection for the residents and visitors of Traverse City. The integration of EMS transport will provide a revenue stream for the department, as well as increase on-duty staffing to support day-to-day emergency response operations and increase safety, efficiency, and effectiveness. Furthermore, these additional resources will enhance disaster response and mitigation capabilities.

*<This Page Left Intentionally Blank>*

# Background

---

EMS patient transport is currently provided by North Flight EMS and ALS first response is provided by the Traverse City Fire Department. When the North Flight EMS ambulances are not available to respond because there are not enough ambulances to meet the demand of both interfacility and emergency calls, the fire department encounters situations where patients and firefighters must wait on scene until an ambulance becomes available or a mutual aid ambulance arrives. If the wait time is going to be prolonged, the department will cross-staff an ALS transport ambulance (rescue) so the patient can be transported to the hospital. This has become more frequent over the last several years, prompting the IAFF local to want to integrate ALS transport into its service. The Traverse City Firefighters realize the importance of the expedient treatment and transport of emergency medical patients as it increases the likelihood of positive outcomes.

## *City Profile*

Traverse City covers 8.4 square miles of land, and as of the 2017 United States Census estimate, had a population of 15,515 people<sup>6</sup> with an estimated daytime population of 33,050. During the summer months that figure can more than triple, with visitors enjoying the area attractions.<sup>7</sup>

Through an examination of Census data, vulnerable populations within the city were identified. A vulnerable population is defined as a group of people who are unable to anticipate, cope with, resist and recover from the impacts of disaster.<sup>8</sup> The vulnerable populations of the city include 5.5% of the population consisting of children under 5 years of age, 19.0% of the population aged 65 years and older, 8.8% of the population under age 65 living with a disability,<sup>9</sup> and 10.2% of the population living at or below the poverty level.<sup>10</sup> Typically, people in these populations are more susceptible to acute and or chronic injury and illness and place a higher demand on emergency medical services. Also, these groups are at a higher risk of hazard-related injury and death because of their inability, or reduced ability, to evacuate in an emergency.

In addition to the vulnerable groups identified in the census data, Traverse City is at risk for natural disasters. The Grand Traverse County Hazard Mitigation Plan, which encompasses Traverse City, has identified nine high- and medium- frequency manmade or natural disasters for which citizens need to be prepared: severe storms, flooding, drought, wildland fires, infrastructure failure, hazardous materials, terrorism, and public health hazards.<sup>11</sup> These risks

---

<sup>6</sup> <https://www.census.gov/quickfacts/fact/table/traversecitycitymichigan,US/PST045218>

<sup>7</sup> Local 646

<sup>8</sup> [http://www.who.int/environmental\\_health\\_emergencies/vulnerable\\_groups/en/](http://www.who.int/environmental_health_emergencies/vulnerable_groups/en/)

<sup>9</sup> This number represents all people under the age of 65 with disabilities.

<sup>10</sup> <https://www.census.gov/quickfacts/fact/table/traversecitycitymichigan,US/PST045218>

<sup>11</sup> <https://www.grandtraverse.org/DocumentCenter/View/4687/2015-Grand-Traverse-County-Hazard-Mitigation-Plan>- pgs. 28 & 29.

further support the need for the fire department to become more involved in all aspects of technical rescue, including EMS, due to the treacherous and threatening conditions to which these disasters expose the public, while increasing the demand on fire and EMS resources.

### ***Dispatch***

Currently, Grand Traverse Central Dispatch (GTCD) is the Primary Public Safety Answering Point (PSAP) for 9-1-1 call taking and dispatching for Traverse City. GTCD is responsible for providing emergency medical dispatching (EMD) and pre-arrival instructions to callers to initiate rudimentary patient care until EMS arrives on the scene. GTCD simultaneously dispatches the fire apparatus and ALS ambulances to emergency medical incidents throughout the city. The current system is very efficient for the department because calls are processed, and units dispatched, in a timely manner. A central point of dispatch offers a higher level of responder safety because it can coordinate and communicate with police, fire, and EMS resources. The department is satisfied with the dispatch operations of GTCD.

### ***Current Fire Department Operations***

The department provides fire protection, ALS first response, technical rescue, and hazardous materials response for Traverse City, as well as fire prevention and fire safety programs.

In 2018, the department had a total of 22 personnel, with 19 firefighters, all of which are paramedics, assigned to fire suppression, a fire chief, a fire marshal, a fire inspector, and training officer.<sup>1213</sup>

The operations staff works 24-hour shifts across three platoons, which equates to a 56-hour work week for each firefighter. The department operates two stations, staffing one engine with three firefighters and one engine with two firefighters for a minimum of five firefighters on duty per shift. Station 1 has an ALS transport ambulance (rescue) that is cross-staffed and used to transport patients when North Flight EMS is unavailable, which has occurred approximately 50 times in 2018. The department is insufficiently staffed and does not meet the staffing objectives of the National Fire Protection Association (NFPA) 1710: *Standard for the Organization and Deployment of Fire Suppression, Emergency Medical Services, and Special Operations to the Public by Career Fire Departments*.

The department also maintains a third station at the Cherry Capital Airport located within city limits. This station deploys a dedicated aircraft rescue and firefighting (ARFF) unit to the airport and does not respond to other areas of the city. The ARFF unit is insufficiently staffed with one firefighter and does not meet the staffing objective of the NFPA 403: *Standard for Aircraft Rescue and Fire-Fighting Services at Airports*.

---

<sup>12</sup> <http://www.traversecitymi.gov/fire.asp>

<sup>13</sup> Source: Local 646.

In 2018, the department responded to 3,300 requests for emergency service, which included 2,640 EMS calls, nearly 80% of the call volume.

### ***EMS Operations***

Patient transport is provided by a hospital-based ambulance service known as North Flight EMS which operates out of Munson Medical Center. North Flight EMS is responsible for all 9-1-1 responses in the city and contractually provided non-emergency inter-facility transports. To meet their obligation to the city and business interests, the ambulance company places a high demand on a few ambulances to maximize profits. Using insufficient resources to meet the collective demand reduces ambulance availability for emergencies, thereby creating response delays. Per Local 646, North Flight EMS experiences a high turnover rate of employees, this lack of consistency can have a significant impact on the quality of patient care.

In 2018, North Flight EMS responded to 2,640 total requests for 9-1-1 service within the city; of which, 2,244 (85%) resulted in transport to the hospital. The increase of scene wait times for an ambulance and the increase use of the fire department ALS transport ambulance over the past several years, has prompted the need for the fire department to consider providing ALS transport to enhance patient care for the residents of and visitors to the city.

*<This Page Left Intentionally Blank>*

# EMS Integration

---



*<This Page Left Intentionally Blank>*

# Fire Department EMS Operations

---

In recent years, the provision of emergency medical services has progressed from an amenity to a citizen-required service. More than 90% of career and combination fire departments provide some form of emergency medical care, making fire departments the largest group of prehospital EMS providers in North America. In many fire departments that deliver prehospital care, EMS calls can equate to over 75% of total call volume.

There are six main components of an EMS incident from start to finish.<sup>14</sup> These are (1) detection of the incident, (2) reporting of the incident to a 9-1-1 center, (3) response to the incident by the appropriate emergency resources, (4) on scene care by emergency response personnel, (5) care by emergency personnel while in transit to a medical care facility, and (6) transfer of the patient from emergency response personnel to the medical care facility. Not all EMS events will necessitate all six components, as when a patient refuses treatment, or is treated at the scene and not transported.

In an analysis of data from over 300 fire departments in the United States, first responder units, which are typically fire engines, arrived prior to ambulances approximately 80% of the time.<sup>15</sup> This is likely due to the fact that fire stations housing first responder units, which are equipped and staffed with multi-role firefighter/emergency medical service technicians and supplies, are more centrally located and are able to effect a quicker response and provide life-saving procedures in advance of an ambulance. This reinforces why it is in the best interest of the public good for the fire department to provide EMS transport as well as first response.

The benefit of supporting EMS transport within fire department operations is that fire departments are already geared towards rapid response and rapid intervention. Strategically located stations and personnel are positioned to deliver time critical response and effective fire suppression and are therefore equally situated to provide effective response to time critical requests for EMS service. Both fire suppression and EMS response are required by industry standards to have adequate personnel and resources operating on scene within 4 minutes. In both fire suppression and EMS incidents, time is directly related to the amount of damage, either to the structure or the patient.

When ambulance response is prolonged, a patient will be further delayed in reaching a medical facility to receive definitive care. This is especially dangerous for incidents of chest pain, stroke,

---

<sup>14</sup> The Star of Life, designated by Leo R. Schwartz, Chief of EMS Branch, National Highway Traffic Safety Administration (NHTSA) in 1997.

<sup>15</sup> Moore-Merrell, L. et al. (2010) Report on Residential EMS Field Experiments, Fire Fighter Safety and Deployment Study; Washington, DC, September 2010.

and survivable cardiac arrest. Many times, patients experiencing symptoms associated with these events may not recognize the onset indicators and immediately call for assistance.<sup>16 17 18 19</sup> Acute Coronary Syndrome (ACS), or heart attack, is the number one leading cause of death in the United States. Experts agree that an ACS event should receive definitive care from a hospital within one hour of onset of symptoms. One study found that definitive care for ACS within one hour of onset improves survivability by 50% and 23% if definitive care was given within 3 hours.<sup>20</sup>

Strokes, which are the number three causes of death in the U.S., as well as a leading cause of disability, also benefit from expedient treatment in definitive care. Ischemic stroke, which is a stroke caused from a blood clot, can be effectively treated if definitive care is received within 3 to 4.5 hours<sup>21</sup> of onset of symptoms. The sooner a patient receives definitive treatment from onset of symptoms, the less likely a patient is to suffer disability from this type of stroke. However, it is important to emphasize that before the time critical treatment can be administered to the patient in the hospital, there is a time intensive assessment that must be performed to ensure the patient is qualified to receive the treatment. The current benchmark for an ischemic stroke patient “door to needle”<sup>22</sup> is less than or equal to 60 minutes. However, Steps Against Recurrent Stroke (STARS) registry shows that the median door to needle time is 96 minutes or 1 hour and 36 minutes.<sup>23</sup>

In two-tiered EMS systems that deploy with sufficient resources, there is an increased likelihood that a patient will receive an ambulance and a first responding fire apparatus in not only a timely manner, but also frequently at the same, or close to the same time. This is extremely beneficial to the patient as most EMS responses, particularly the previously mentioned conditions, are labor intensive. Patients suffering from ACS should not perform any form of exertion as to minimize any damage that is occurring. Patients suffering from strokes are frequently unable to exert due to physical disabilities caused by the incident. An adequately sized crew can provide simultaneous interventions while assessment is being performed, thereby reducing the on scene

---

<sup>16</sup>American Heart Association, *Heart Disease and Stroke Statistics-2005 update*, Dallas, TX: AHA 2005

<sup>17</sup>Time from Symptom Onset to treatment and outcomes after thrombolytic therapy. Newby LK, et al. *J Am Coll Cardiol.* 1996;27:1646-1655

<sup>18</sup>An International Perspective on the Time to Treatment of Acute Myocardial Infarction. Dracup, K. et al. *J Nurs Scholarsh* 2003;35:317-323

<sup>19</sup>Prehospital and In-hospital Delays in Acute Stroke Care. Evanson, KR, et al. *Neuroepidemiology* 2001;20:65-76

<sup>20</sup>Association of patient delays with symptoms, cardiac enzymes, and outcomes in acute myocardial infarction. Rawles, JM. Et al. *Eur Heart J.* 1990; 11:643-648.

<sup>21</sup>Thrombolysis with Alteplase 3 to 4.5 Hours after Acute Ischemic Stroke. Hacke, W. et al. *N Engl J Med.* 2008;359:1317-1329

<sup>22</sup>“Door to Needle” is an industry specific term that refers to the time the patient entered the emergency department to the time the received the treatment. A drug named recombinant tissue plasminogen activator (rt-PA) is utilized to dissolve the thrombosis causing the stroke. Current FDA approvals limit this drug’s use to 3-4.5 hours from initial symptoms and require a CT scan and labs before administration.

<sup>23</sup>Improving Door-to-Needle Times in Acute Ischemic Stroke: The Design and Rational for the American Heart Association/American Stroke Association’s Target: Stroke Initiative. Fonarow, Gregg, et al. *Stroke* 2011;42:00-00

time. Following completion of critical tasks, the crew can then facilitate a safe removal of the patient to the ambulance and minimize the risk of injury to patient and provider.<sup>24</sup>

One of the most labor intensive and time critical requests for EMS response is cardiac arrest, which globally affects 20-140 out of every 100,000 people. Traditionally, the American Heart Association (AHA) taught a method of cardiac resuscitation that involved single rescuer performance of prioritized action.<sup>25</sup> However, there was a gap between instruction and practice which led to confusion and may have potentially reduced survival. In reality, providers respond and function in teams larger than two.

The AHA's guidelines for cardiac resuscitation focus on a team-centric approach. Evidence-backed research suggested that the way CPR was being performed was inherently inefficient and only provided 10-30% of the normal blood flow to the heart and 30-40% to the brain.<sup>26 27</sup> This was linked to provider fatigue from administering chest compressions, and as such, these studies indicate that providers should be rotated to ensure effective depth and rhythm of chest compressions. Consensus documents from the AHA recommend that providers should rotate with every two-minute cycle of CPR. It was also recommended that requests for EMS service for cardiac arrest also have a team leader to organize priorities and direct resources as they arrive or are needed. The team leader would also be responsible for identifying symptoms of fatigue and making appropriate assignment adjustments to ensure maximally efficient CPR.

Although the AHA and other researchers have not identified what an optimally sized crew for effective team-centric CPR should be, some consensus literature from AHA has mentioned that five providers were best suited to perform resuscitation. However, providers may be required to perform multiple tasks. Industry best practices, through the guidance of Medical Control Authorities, have suggested six providers would be most successful in minimizing confusion and redundancy.

An EMS crew consisting of six personnel would require four personnel arriving with the first responding fire apparatus and two with the ambulance.<sup>28</sup> For an all-ALS system, two of the six should be paramedics, with a minimum of one assigned to each of the responding units. Some ALS systems require two paramedics on the ambulance and a minimum of one on the first

---

<sup>24</sup> Moore-Merrell, L. et al. (2010) Report on Residential EMS Field Experiments, Fire Fighter Safety and Deployment Study; Washington, DC, September 2010.

<sup>25</sup> Highlights of the 2010 American Heart Association Guidelines for CPR and ECC

<sup>26</sup> Determinants of Blood Flow during Cardiac Resuscitation in Dogs. Halperin, HR et al. *Circulation* 1986;73:539-550

<sup>27</sup> Increased Cortical Cerebral Blood Flow with LUCAS, a New Device for Mechanical Chest Compressions Compared to Standard External Compressions during Experimental Cardiopulmonary Resuscitation. Rubertson S, et al. *Resuscitation*. 2005;65:357-363

<sup>28</sup> NFPA 1917: Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments

responding fire apparatus. However, these deployment options are determined by state directive or medical control authority's discretion. Regardless of the make-up of the EMS certification level of the providers on scene, an ALS integrated cardiac arrest response should provide for the following: a lead provider, an airway manager, two providers to interchangeably deliver chest compressions, a provider to establish an intravenous medication line and administer medications, and a provider to operate the monitor.

# Just Culture

---

Before discussing integration, it is important to note that the department must take the steps necessary to engage the workforce in the process as early as possible. Doing so is a necessary step to successful program implementation and will allow employees to have a voice for supporting safe change.

Adding a new service to any legacy system is not an easy task. Some members will see the advantage of embracing change to enhance emergency response and service to the community, while others will insist on maintaining the status quo. Because of this, it may be helpful for the department's administration to engage the workforce to assist with program development and implementation. Engaging the workforce will help to ensure buy-in and may help in assessing the needs of the system, as firefighters have firsthand experience with current service demands. Developing an EMS response system can be extremely time consuming and involves attention to detail. As such, it may be in the best interest of the city and the department to create committees to share the work.

Although forming committees to develop the new EMS system is one way to engage employees, another way is to adopt a "Just Culture" within the department. A "Just Culture" will empower any member, no matter what rank or grade, to stop unsafe practices and participate in creating solutions. By coming together to enhance safety and voice concerns, the department is likely to see an enhanced level of engagement and a ready acceptance of ownership.

In this instance "Just" refers to Justice, but the philosophy itself is part of the larger idea of a "Culture of Safety." A "Just Culture" recognizes that in many instances where a patient or provider was harmed, it was not done so in a malicious manner but rather because of simple human error or lack of detailed training. A "Just Culture" is an atmosphere of trust in which people are encouraged to provide essential safety-related information, but in which they are also clear about where the line must be drawn between acceptable and unacceptable behavior.<sup>29</sup> In this culture, practitioners are empowered to be accountable for their actions by realizing that even a well-trained provider will make mistakes and/or develop short cuts. These actions are not performed with malicious intent, and through administration and employee engagement, Continuous Quality Improvement (CQI), and self-reporting they can be identified and rectified without retribution, all while retaining a zero tolerance for reckless behavior.

---

<sup>29</sup> "Just Culture" Presentation, The New Mexico Hospital Association.

In the real world, there are three behaviors that can be expected; human error (mistakes), at-risk behavior (short cuts), and the intentional and repetitive reckless behavior. Although many believe that a “Just Culture” is an entirely non-punitive philosophy, it does not allow for reckless behavior. Reckless behavior is described as a behavioral choice that consciously disregards a substantial and unjustifiable risk. In these instances, existing models of “Just Culture” dictate inclusion of the disciplinary process. In other instances, human error and at-risk behavior should be counseled and coached respectively. Although this is just an outline of the “Just Culture” and its inclusion into the larger “Culture of Safety,” it is important to note that at the root of this is identifying the problem, identifying the issues that caused the action, creating manageable ways to correct and prevent the action, and implementing a corrective action.<sup>30</sup>

A “Just Culture” and “Culture of Safety” would help to allow employees to identify unsafe acts and conditions and provide a forum for improvement without fear of retribution to address these issues, identify solutions and implement corrective actions. If applied correctly, this type of culture could potentially reduce sick and injury leave by creating a safe and content work force that knows it has been empowered to improve health and safety.

### “Just Culture” Accountability of Behaviors<sup>31</sup>

<b>Human Error</b>	<b>At-Risk Behavior</b>	<b>Reckless Behavior</b>
<b>Inadvertent Action</b>	<b>Unintentional Risk Taking</b>	<b>Intentional Risk Taking</b>
<i>Manage Through Changes In:</i>	<i>Manage Through:</i>	<i>Manage Through:</i>
<b>Processes</b>	Removing Incentives for At-Risk Behavior	Remedial Actions
<b>Procedures</b>	Create Incentives for Healthy Behaviors	Punitive Actions
<b>Training</b>	Increasing Situational Awareness	
<b>Design</b>		
<b>Counsel</b>	<b>Coach</b>	<b>Punish</b>

**Table 1: Just Culture Accountability of Behaviors.** This table displays how aspects of human behavior should ideally be handled in a “Just Culture.” The basic idea behind a “Just Culture” is to create an open and fair culture that is based on identifying issues and behaviors that negatively impact the health and safety of patients and providers. A combination of the CQI process and self-reporting can create strategies to correct and improve these issues and behaviors for the benefit of the Department.

<sup>30</sup> Patient Safety and the “Just Culture” presentation, David Marx, JD

<sup>31</sup> Patient Safety and the “Just Culture” presentation, David Marx, JD

# Integration

---

To provide ALS transport, the city and department will need to make an investment in personnel and equipment. This investment is not only isolated to spending, it also requires time dedicated to planning. As such, a well thought out timeline and plan should be established so all components can be effectively put in place. A one- or two-year timeline may be necessary to secure funding, hire and train personnel, and order and receive the ambulances and equipment. It is worth mentioning that many of these components can be developed simultaneously.

The department should start the integration process by performing a needs assessment to identify the strengths, weaknesses, opportunities, and threats to the proposed fire-based EMS service. Areas for assessment should include, but not be limited to, identifying the vulnerable population, general community needs, historical and anticipated call volume, resource needs, response times, cost, and staffing.

Once the needs of the community and the department have been identified, decision makers should work together to determine how service will be integrated and make sure the proper funding is secured to support the new service. Additionally, the department should show due diligence in collecting information and understanding the requirements for the initiation and maintenance of a public EMS transport service. During the preparation of this report, the association has made every effort to collect and disseminate information regarding the laws surrounding a publicly managed EMS transport service for the department. Ultimately, it will be the responsibility of the department to ensure all applicable laws and rules are followed throughout this integration and into the future of EMS transport for the Traverse City.

Furthermore, the department will need to establish EMS policies and procedures, identify risks and determine ways to address those risks, develop contingency plans, budget, institute educational planning for personnel and the community, make human resource decisions aimed at attracting experienced providers to the department who can fill the experience gap, and finally, implement stand-alone integration. Currently, there is no scheduled integration date. However, the department will now have a plan, so the EMS Integration can be implemented when the city and department are ready.

## Administrative Leadership

*To successfully integrate EMS there will need to be some changes to the chain of command. As such, the department should consider creating a position to oversee EMS. Once administrative leadership has been established it will be important to assess the needs of the community, what the department has and what it needs, and most important, understand the intricacies of operating an EMS transport service. This section will discuss the necessary leadership that will need to be established to implement and maintain a successful ALS transport service.*

### **EMS Captain**

*Currently, the department does not have a designated 40 hour/week EMS Officer. Currently, the department has a duty captain that is tasked with all EMS operations. The department should appoint or promote an EMS Captain to be appropriately aligned within the current command structure. This section will discuss many of the necessary tasks and functions the EMS Captain should perform. The salary for this administrative position will be approximately \$64,612.00 a year.<sup>32</sup>*

The EMS Captain is intended to perform the administrative tasks necessary for a successful prehospital program. This position is an integral component of the operation and will need to work in conjunction with the medical control authority. The EMS Captain will be responsible for several additional tasks that must be carefully monitored and managed. The list includes, but is not limited to, managing a dynamic medical supply chain, tracking patient care records, working with a billing agency, and maintaining a larger supply of technical equipment and meeting the required service intervals to maintain them. The EMS Captain will be responsible for collecting and analyzing data that is pertinent to the function and operation of the EMS transport service, and acting as the liaison between the department, medical control authority, and the local hospital regarding infectious exposure notifications and patient care misadventures. According to NFPA 1021, “*Standard for Fire Officer Professional Qualifications*”, the EMS Captain should have the ability to research, to use evaluative methods, to analyze data, develop policy, encourage membership to pursue professional development, develop a budget, and perform community risk assessments to ensure EMS operates efficiently and effectively.<sup>33</sup>

The EMS Captain should also be responsible for handling and investigating patient and citizen complaints. They should have a strong understanding of all areas of EMS transport services, as well as having field provider and supervisory experience. They should also be familiar with all licensing requirements involved in providing an EMS transport service.

The EMS Captain should have experience with the grant writing process, even if the department currently has an employee assigned for this responsibility. Grants will be necessary to offset

---

<sup>32</sup> Source: Collective Bargaining Agreement, July 1, 2016 – July 1, 2021.

<sup>33</sup> NFPA 1021 – Standard for Fire Officer Professional Qualifications, § 6.1.2, 6.2.3, 6.2.7, 6.3, 6.4.

costs associated with purchasing ambulances and equipment. Grant monies will help ease the department's burden of the initial start-up costs associated with the EMS integration.

The EMS Captain should have a strong understanding of EMS operations and will be instrumental in establishing criteria to provide service, purchase equipment, and hire, as well as retain, EMS providers. This position should be held by a forward thinker who stays up to date with current best practices and can adapt these practices into the EMS protocols.

The EMS Captain should also be certified to provide EMS instruction for the department, as instruction is a key piece of leadership. Additionally, the introduction of new policies, procedures, and equipment will be delivered through a coordinated effort with the training officer(s) in the department. As such, the department should require the EMS Captain to have completed, or to complete within one year of appointment, "Developing Course Content" offered by the National Fire Academy or a comparable entity. This may also be a cost-saving measure as it will allow the department to conduct in-house training.

The EMS Captain will need to develop a plan and timeline for hiring, training, purchasing ambulances and equipment, contracting with a billing company, obtaining the various EMS licenses, organizing inspections of vehicles and equipment, and implementing an electronic patient care report (ePCR) system.

The plan should include detailed step-by-step instructions on how the integration will be implemented while providing a realistic timeline allowing for each objective to be accomplished. The EMS Captain should keep the Chief of the Department informed of any changes or delays with the plan.

Other topics that should be addressed include the costs associated with personnel, training, and purchasing ambulances and equipment, as well as identifying potential funding sources external to the city. These items will be discussed in detail later in the report.

### ***Medical Control Authority and Sponsoring Hospital***

*The department's medical direction is currently provided through Munson Medical Center by Dr. Smith, who is designated as the department's medical control authority. The department currently has a written agreement with the supervising hospital which should be amended to include ALS transport. The department should evaluate the current services provided by Munson Medical Center and ensure that the medical control authority is meeting all the current and future expectations of the EMS mission to include ALS first response and transport. This section will discuss many of the necessary tasks and functions the medical control authority should perform for the department to allow for the expansion in services to include ALS patient transport. Medical control authority will continue to be provided at no cost to the department.*

The State of Michigan requires a licensed life support agency provider to be aligned with a medical control authority.<sup>34</sup> The State Department of Health designates a medical control authority to provide medical control for emergency medical services for a geographic area. The medical control authority provides oversight for the level of basic life support, limited advanced life support, and advanced life support.

The medical control authority should be an involved and integral member of the chain of command that will maintain a high-level of authority over all clinical and patient care aspects of EMS resources. The medical control authority should work closely with the EMS Captain to establish standard operating guidelines, participate in Continuous Quality Improvement, and be a key asset in the development of training regimens, especially with the addition of new skills. Additionally, the medical control authority should have a standard in place that allows for justifiable variance in the performance of protocols. This allows for flexibility in the provision of care and allows for practitioners to defend actions that may have deviated from protocol. This does not excuse or defend reckless behavior but identifies the fact that all patient situations and encounters are different and that patient needs are not always consistent within protocols.

The medical control authority should be board certified in emergency medicine and be clinically active in its performance. Additionally, the medical control authority should understand the designs and operations of EMS, be familiar with local and regional EMS activities, be familiar with the administrative and legislative processes that impact EMS, be familiar with the different scopes of practice, and be knowledgeable of local, regional, and State mass casualty and disaster plans.<sup>35</sup> More information can be found in the Handbook for EMS Medical Directors, which was created by FEMA in March 2012 and is included in the Appendices as a supplement for decision makers.

Since the department already provides ALS first response, the medical control authority should already be familiar with DEA Form-222. This form is required for ordering schedule 1 and 2 controlled substances. The form can be ordered from the DEA Headquarters Registration Unit at 1-800-882-9539 or through the nearest DEA registration field office. The department, medical control authority, and pharmacist should also familiarize themselves with the forms and procedures required to destroy/remove expired controlled substances and other medicines, as well as the state and federal requirements for tracking controlled substance inventory and usage.

The department and the medical control authority will also need a Clinical Laboratory Improvement Amendments (CLIA) Certificate of Waiver. CLIA was passed by Congress in 1988 and established quality standards for all laboratory testing to ensure the accuracy, reliability, and timeliness of patient test results regardless of where the test was performed. Requirements are based on the complexity of the test and not the laboratory where the testing is

---

<sup>34</sup> Department of Community Health, EMS Life Support Agencies and Medical Control, pg. 32.

<sup>35</sup> Handbook for EMS Medical Directors. March 2012 FEMA page 21

performed. The CLIA waiver will give the department the ability to perform in-field tests with human biological samples, such as blood glucose monitoring. Waived tests are categorized as “simple laboratory examinations and procedures that have an insignificant risk of an erroneous result.”<sup>36</sup> The CLIA waiver costs \$150.00 and needs to be renewed every two years; however, Michigan may have additional fees or alternate expiration dates that could exceed the federal regulations.

### **Contact Information**

Department of Licensing and Regulatory Affairs  
Bureau of Health Care Services  
Laboratory Improvement Section  
PO Box 30664  
Lansing, MI 48909  
Phone: 517-241-2648  
Fax: 517-241-3354  
E-Mail: [BCHS-CLIA@michigan.gov](mailto:BCHS-CLIA@michigan.gov)

### **Personnel Development**

*By establishing an effective EMS training, continuous quality improvement, and field training officer programs, the department can better assist the employee to maximize their growth and development as firefighter/paramedics.*

#### ***Training Lieutenant***

Currently, the department designates an administrative lieutenant (40-hour workweek) to be the training officer for the department. The Training Lieutenant is responsible for continuing education programs for all levels of EMS certification, as well as fire training. The Training Lieutenant should ensure providers maintain proficiency and compliance with EMS policies, procedures, patient care, and reporting based on an evaluation of care through a continuous quality improvement program. Additionally, the Training Lieutenant should implement an Emergency Vehicle Operations Course for ambulances and train all employees on the EMS equipment.

As a significant cost savings to recertify all the firefighter/paramedics, the department can provide in-house training for all the required continuing education.

---

<sup>36</sup> Clinical Laboratory Improvement Amendments, How to Obtain a CLIA Certificate of Waiver. DHS/CMS 2016

### ***Continuous Quality Improvement***

*The department should institute a Continuous Quality Improvement (CQI) program involves more than simple patient care record review and skill assessment. Such a program should take steps to ensure that personnel support a safe work environment, are compliant with laws regarding EMS billing, patient privacy, and feel as if they have a voice to identify areas for improvement for both fire and EMS response. A CQI program also enables department decision makers to identify treatment and training deficiencies and allows the Training Lieutenant and EMS Captain to develop focused training programs.*

Continuous Quality Improvement is a process used to observe patient treatment trends, look for operational inefficiencies and deficiencies for fire and EMS response, create strategies and educational opportunities, and adjust performance benchmarks. Ideally, the findings of the CQI process should be protected from Freedom of Information Act (FOIA) requests, except for those dealing with reckless behavior. However, many states have a peer review law that protects findings in a CQI forum from FOIA only regarding hospital care givers and not prehospital care practitioners. This may limit any immunity in the event of human error or unintentional at-risk behavior. The department should request an opinion from the Michigan Attorney General's Office on this matter. Although this does not negate the need for a "Just Culture" and "Culture of Safety," it is certainly in the department's best interest to be familiar with the state and federal laws regarding immunity and peer review.

### ***Patient Care Report Review***

As personnel advance through their careers, it is important to continuously evaluate performance to identify mechanisms to invest in their continued success. In terms of EMS response, this can be performed through patient care report review. This process should be developed by the medical control authority in conjunction with the EMS Captain and Training Lieutenant. Whether this is solely placed on the Medical Control Authority or performed through a review committee, the data from a Patient Care Report (PCR) needs to be reviewed to ensure protocol compliance as well as identify areas of improvement and or training. The EMS captain, medical control authority, and Training Lieutenant must be part of this process in the event any adjustments need to be made to the department SOGs or special training sessions need to be coordinated.

The CQI process should evaluate numerous issues regarding patient care. Criteria will vary depending on the level of care provided by the department as well as the conditions, both physical and environmental, that were present at the incident. Furthermore, the CQI process could be flexible in its assessment from the extreme of evaluating every incident or just a sampling of incidents by type, percentage, or date. It is essential the medical control authority decides how to direct inclusion criteria for incidents. Table 2, on the following page, has a minimal list of incident types that should be included in any CQI review process.

The results of the CQI process should be shared with the individual who provided the patient care, or was the lead provider, and with the provider’s immediate supervisor, so it can be used in the annual review process. This knowledge will be a helpful tool for supervisors, so they can be aware of an employee’s needs and use this to enhance their ability to act as a mentor. However, one thing CQI should never be used for is punitive action, unless actions and care standards are reckless, purposeful, and habitual. As the name indicates, the true purpose of a CQI process is constant improvement of service and patient care. Using the CQI process for punitive action will be detrimental to the EMS transport program by creating a gap between administration and providers. Providers should embrace the EMS mission without reservation and trust that the CQI process is specifically a tool for improving the overall level of care. The provider should be comfortable enough to be able to approach the CQI committee with inquiries about their own specific cases.

### Continuous Quality Improvement Assessment Criteria

High Risk Patient	High Risk Events
<b>BLS</b>	Physician on Scene
<b>Deaths</b>	Multi-Patient Incident
<b>Restraints Used</b>	Mass Gatherings
<b>Refusals</b>	Patient in Police Custody
<b>Instances where the ambulance was Disregarded by First Responders</b>	Tactical EMS Deployments
<b>Births</b>	Wilderness EMS Rescue
<b>Airway Improvement</b>	Technical EMS Rescue
<b>ALS</b>	
<b>Rapid Sequence Intubation</b>	
<b>Chest Decompression</b>	
<b>Cardioversion</b>	
<b>Cardiac Arrest</b>	
<b>ST segment Elevation Myocardial Infarction (STEMI)</b>	

**Table 2: Continuous Quality Improvement Assessment Criteria.** The above table shows the minimal criteria for a Continuous Quality Improvement process. Incidents that meet these criteria should be reviewed by the medical control authority and adjustments to protocols and department operations made as necessary. It is important to note that the criteria mentioned above is a minimal list and can be expanded based on the medical needs and demands of the patients.

#### ***Field Training Officer (FTO)***

*The department should support a field training liaison program. To accomplish this task, department administrators should identify and develop senior firefighter paramedics to act as mentors to new personnel.*

For any department to be successful today, it must provide continual on the job training and oversight, along with purposeful feedback to any new firefighter, EMT, and/or paramedic, beyond basic training. One of the principle ways to ensure ongoing high-quality performance is to make it part of the fire station culture using a mentorship program. The department has a proven mentorship/probationary system that meets the needs of today service requirements.

Fire and EMS academies prepare recruits with a sound basic skill set, but there are still countless hours' new recruits will need to develop that skill set into a permanent knowledge base. To assist new personnel with improving skills and building confidence, the department should continue to institute performance evaluations for new hires and add them for employees who have transitioned to a higher EMS certification level. These can be conducted on a monthly, quarterly, semi-annual, or annual basis to provide staff with feedback and direction for improvement. Performance evaluations are the most common method fire departments use for employee development. Performance evaluations provide employers with an opportunity to assess their employees' contributions to their organization and are essential to developing a powerful work team.<sup>37</sup>

It is important to remember that an employee evaluation is as important to the employee as it is to the supervisor because the performance evaluation is a legal document that is an official record of the employee's job performance. As such, it sets the standard for how the employee will be evaluated and held accountable.<sup>38</sup> Performance evaluation is an important process which should be completed throughout an employee's entire career. New employees should receive frequent evaluations to document steady progression or digression and build action plans to set a course for correcting deficiencies. The evaluation should be reviewed with the firefighter by the FTO and the company officer. Detailed action plans should be created and explained thoroughly and include 30-day progress meetings to ensure the action plan is working. Modifications to these plans should be made as necessary to support the needs of the employee and the organization.

Once the new firefighter has successfully completed the probationary period, future evaluations are completed annually. Once the firefighter is no longer considered to be a trainee and becomes more experienced, an annual evaluation will usually suffice unless a serious digression or behavioral issue is identified requiring swift and immediate action. Similar evaluations and trainings should be conducted whenever a firefighter reaches a new certification level.

An FTO or mentoring program is the most effective way to ensure a new firefighter is comfortable with performing their newly acquired skill set for firefighting and EMS. An FTO is defined as an experienced or senior member of an organization who is responsible for the training and evaluation of a junior or probationary level member. This role is used extensively in

---

<sup>37</sup> Family Practice Management, Five Steps to a Performance Evaluation System, March 10, 2003, pg. 43. <http://www.aafp.org/fpm/2003/0300/p43.html>

<sup>38</sup> Firefighter Rescue, Employee Performance Evaluations, by R. Gayk, June 1, 2011.

law enforcement, fire departments, and emergency medical services and has been used by the department for over 20 years.<sup>39</sup> The probationary firefighter is assigned to an FTO for a brief time, usually not longer than the duration of the probationary period of six months. However, a firefighter can be assigned to an FTO at any point, if applicable, when a new skillset is acquired. FTOs should not be used as a means of remediating senior members.

The FTO must be personable, capable of training, evaluating, and have the desire to help others succeed at their jobs for the greater good of the department. The FTO needs to be an experienced individual who can mentor and share knowledge by translating experience and understanding of the job into training objectives to be shared with the new employee. An FTO needs to gain the trust and respect of the new employee and develop the trainee's decision-making skills, awareness, and confidence.<sup>40</sup> The FTO must have strong interpersonal and communication skills, patience, and thoroughness to be successful. The FTO must also be well versed in department policy and standard operating procedures. If the FTO has a poor attitude or little interest, the program will fail.

The establishment of an FTO program falls under the supervision of the Training Lieutenant. When selecting candidates to be FTOs, the department should seek out the right individuals to work directly with new employees. It is advised that the department try to avoid selecting ranking officers, as probationary employees may feel intimidated by them and a new firefighter may respond better to peers. However, if the pool of candidates is limited, the use of officers should be permitted. Additionally, if the department is large enough, exposing the new firefighter to different FTOs is beneficial in many ways. For example, not all the FTOs will have the same teaching methodology, approach, delivery, or finesse. The exposure to different FTOs will provide the new firefighter with different viewpoints and levels of experience without deviating from the overall mission. The program will need to have support from all levels within the department, anything less will result in failure.

While fire academies can closely simulate real fire conditions, they cannot provide real life experience. A new firefighter often must rely on basic skills and the department's SOGs while on routine calls and company inspections. The FTO can use this time to have the new firefighter perform a basic skill, explain a specific SOG, or begin to develop and refine scene size-up skills and safety considerations. A more formal way of testing and reinforcing basic skills is to schedule company drills that utilize a formal lesson plan and a set list of tasks to be completed. The FTO can perform an accurate assessment by evaluating the firefighter's ability to successfully accomplish all the objectives. Immediately following the drill, a critique between the FTO and the firefighter should ensue. The firefighter should be asked to self-assess their performance followed by the FTO highlighting strengths and weaknesses. The FTO should offer

---

<sup>39</sup> [https://en.wikipedia.org/wiki/Field\\_Training\\_Officer](https://en.wikipedia.org/wiki/Field_Training_Officer)

<sup>40</sup> <http://post.outpostnetworks.com/postcatalog/catalogue/c34/p33>

advice and guidance for improvement, and if needed, schedule additional training which would reinforce the same lessons and tasks.

The FTO should properly document everything, noting skills that were performed both satisfactorily and unsatisfactorily, any plan of action needed for improvement, and a date for further training, if needed. This form should be signed and dated by both the FTO and the firefighter. This will become part of the firefighter's permanent training file. All completed forms should be kept neatly organized in a student binder until the firefighter successfully completes the on-the-job training period. Company officers will need access to these files, so they can accurately complete performance evaluations, citing specific examples from the FTO's paperwork.

Due to the large number of employees that will be required to provide transport, the department would benefit from an FTO program. The EMTs transitioning to paramedics can be mentored by FF/paramedic field training officers. This should allow for a seamless transition from one level to the next, while reducing anxiety and building experience over a short period of time.

### Compliance

*The department should implement a compliance program to reduce the risk of violating state and federal laws regarding patient billing and improve the health and safety of its employees. A compliance program also gives employees a process to voice concerns about operational efficiency, safety, and other work-related concerns with full confidence that these concerns will be investigated and addressed without fear of retribution. It also provides a platform that will improve morale and could minimize or eliminate issues that will increase the cost of operations.*

Committees that oversee Health Insurance Portability and Accountability Act (HIPAA) compliance, EMS billing compliance, and safety compliance should be established with the EMS Captain acting as the chair of each of the committees. As the chair, the captain will report findings, recommendations, and outcomes directly to the chief of the department.

Although ambulance suppliers<sup>41</sup> are required to support a HIPAA compliance program, they are not required to maintain a billing compliance program. However, the voluntary design of the program for ambulance suppliers does not mean that ambulance suppliers are immune to penalties for lack of compliance with the law. Furthermore, due to changes in healthcare law and pending legislation on how ambulance suppliers will be reimbursed for services, there is a high likelihood that these voluntary programs will eventually become mandatory.

---

<sup>41</sup> Agencies that provide prehospital care and patient transport are considered ambulance suppliers by Medicare.

Compliance programs are not isolated to HIPAA and Medicare billing; they should also focus on safety. Currently, the department has a safety auditing process in place to assess safety concerns and ensure that employees and operations are compliant with applicable state and federal laws.

The department should make every effort to be compliant with the voluntary and mandatory programs as outlined by the Office of the Inspector General (OIG), Medicare/ Medicaid, and applicable State of Michigan rules and regulations. It is recommended that the department create a compliance committee that is chaired by the EMS Captain and supported by other employees who have been assigned to focus on specific areas requiring or benefiting from compliance to laws and guidelines.

### ***Health Insurance Portability Accountability Act (HIPAA) Compliance***

The Health Insurance Portability and Accountability Act was signed into law in 1996 and is applicable to EMS agencies regarding its establishment of national standards for electronic health care transactions and national identifiers for providers, health insurance plans, and employers. Under these rules, the department is considered a covered health care provider or a “covered entity.” As such, compliance with HIPAA is mandatory. Furthermore, many states have their own HIPAA regulations that must be followed as well. The department should investigate and enforce applicable state laws.

To be HIPAA-compliant and bill Medicare/Medicaid, an initial training for employees and an agency-wide annual update is required. Covered entities must also provide patients with a notice of how their health information will be used and how they can exercise their health privacy rights. Additionally, providers are required to ask a patient to state in writing that they have received the notice, but refusal to sign the form does not mean that a covered entity cannot use the information. This permission can be accomplished by having the patient sign an acknowledgment form. It should also be noted that there is an exception for emergencies and in these cases the covered entity must supply the patient with the notice as soon as possible after the emergency.

The person responsible for maintaining HIPAA compliance will also be responsible for conducting or directing periodic training for employees, assessing compliance and developing standards. Additionally, this person will be responsible for ensuring any agency with access to medical records, such as billing companies, are using the information appropriately in accordance with the HIPAA rules. The person responsible for HIPAA compliance will also be responsible for the development and implementation of contingency plans if information is transmitted inappropriately or if the information’s security has been compromised. More information on HIPAA compliance can be found by searching with the phrase: CMS the HIPAA Law and Related Information.

### ***EMS Billing Compliance***

Due to changes in healthcare law some agencies that submit invoices to Medicare/Medicaid, either directly or with an independent billing agency, are required to maintain a compliance program to prevent the submission of erroneous claims and to combat fraudulent and abusive conduct. Currently, ambulance suppliers are not mandated to have a compliance program; however, experts and legal analysts in the EMS field anticipate that it will not be long before these programs are mandatory. Additionally, creating and operating a compliance program reduces the likelihood of violating the law by submitting erroneous or fraudulent claims which will result in return of revenue, additional fines, and other penalties.

It is important for the person assigned to EMS billing compliance to be familiar with and understand the intricacies of EMS billing. The person responsible for EMS billing compliance will need to ensure that billing processes and claims are being performed fairly, equitably and lawfully by the billing company and that the billing company can operate with Medicare. Current Medicare billing rules indicate that providers that have contracted with a billing agency to manage their revenue collection are just as culpable for ensuring the law is followed as the billing agency itself.

More information can be found on billing compliance by searching using the phrase: OIG Compliance Program Guidance for Ambulance Suppliers. How and why the department should contract a billing agency rather than hiring a civilian for EMS billing will be discussed later in this report.

### ***Safety Compliance***

Firefighting, technical rescue, and the provision of EMS are all labor-intensive activities with several inherent risks to the providers. As such, there is a high possibility that providers could become injured while serving the citizens of the jurisdiction. To help reduce the risk of injury, the department should create a safety compliance committee that is responsible for addressing employee concerns, investigating, training, and creating policy and guidelines to address operational changes that improve safety.

It should be noted that safety is the responsibility of every employee in an organization. An organization that embraces the idea of a culture of safety should support it with the position that any employee, regardless of rank, should be able to stop unsafe actions and report it through established channels so that concerns can be addressed. In addition to this, the department should adopt a “Just Culture” regarding not only provider safety, but the safety of patients as well.

## *Patient Care Reporting Compliance*

Currently, the department complies with patient care reporting as specified in the Michigan EMS Information Systems (MI-EMSIS) which complies with the collection of information for the latest version of the National EMS Information System (NEMSIS).<sup>42</sup>

The department can also survey billing agencies to see if they provide software, as some agencies may offer a menu of programs from which to choose. Typically, agencies that offer a menu of software options and provide the software and mobile reporting devices have higher collection rates.

Currently, the department uses ESO as their patient care reporting software that securely stores the data, allowing the department to retrieve data and generate operational and demographic reports, that can be used by the medical control authority to perform CQI, as well as generate data reports. Using an ePCR system will eliminate the need for local paper and data storage as well as eliminate the need for the department or the city to make significant changes to their own computer operating systems, especially if the software allows wireless submission of reports. A key aspect of the data collected and stored by ePCR companies is that the companies do not assume ownership of the data. Data generated by an individual department is specifically the property of each department and should be surrendered in its entirety upon severance from the contract with the company. The department should confirm this in writing. All manufacturers of ePCR software that store data should have secure data transmission and storage capabilities that meet or exceed HIPAA requirements for electronic transmission of records. The department should also confirm that the ePCR manufacturer has offsite single or multiple backup locations to ensure that there is no data lost in the event of a system failure.

Using ePCR has been shown to improve collection rates due to the ease of data entry by field providers. It also contains defined data points that must be satisfied for the report to be closed successfully. This is essential because Medicare and insurance companies rely on certain benchmarks, as well as certain procedures performed, to be documented in reports to justify payment. Handwritten reports that must be “re-entered” into a computer data base can be entered faster into a computer by omitting certain benchmarks to hasten data entry. These omissions can cause billing claims to be denied due to lack of a justifiable medical need. Electronic reporting relies on real time, point of contact data entry, which eliminates the need to enter reports twice. It additionally facilitates error free data transfer to hospitals for the patient care record, which is frequently a problem with handwritten reports. It alleviates frustration of field providers, especially if the software can auto-generate information such as patient data for frequent callers, patient address information based on social security numbers, certain medicine doses, or record narratives.

---

<sup>42</sup>[http://www.michigan.gov/mdhhs/0,5885,7-339-73970\\_5093\\_28508\\_76839-211272--,00.html#Statute](http://www.michigan.gov/mdhhs/0,5885,7-339-73970_5093_28508_76839-211272--,00.html#Statute)

Frequently, fire departments will seek to use an ePCR system that may be manufactured by the same company that is currently used to generate fire suppression reports and track day-to-day operations data such as inspections or public education events. Although the simplicity of using only one data collection system is attractive, the department should do its best to avoid this line of reasoning and find a system that best suits the needs of EMS field providers. The ePCR program selected should be easy to use and flow in a logical manner, while allowing for the user to move back and forth through the user fields without confusion or difficulty. The software should also be fully customizable except for mandatory blocks that have been put in place due to state and national data collection requirements. It should also allow for any additional documents the department will need for operations such as EMS treatment variance reports, controlled substance proof of use forms, refusals, and any other forms pertinent to patient care. Additionally, the software and selected mobile devices should be able to communicate with heart monitors wirelessly so that data from heart monitors can be captured and added to the patient care report.

Although it may seem like a daunting task to use two separate reporting systems, one for fire and another for EMS, it is possible with a brief adjustment period. A significant benefit is after the customization period is over, the software will predominantly operate independently. Most ePCR software available on the market now comes equipped with many prepared data report templates and is customizable so that administrators can pull any needed data from the data bank. Furthermore, there are a few ePCR systems that are now also capable of generating National Fire Incident Reporting Systems (NFIRS) reports. This is advantageous for field supervisors as they can generate reports immediately on the scene of an incident if necessary.

The department should seek software that can submit data wirelessly in an encrypted format and can also print directly to the emergency room printer or fax. This will eliminate the department's need to purchase a hospital-based printer or place mobile printers on the ambulances. Selecting software that submits wirelessly also ensures that the report is submitted to the billing agency more quickly and with fewer errors, allowing for payments to be processed more quickly. Using a wire as a backup connection in the event no wireless signal is available is appropriate but should not be a primary means of data transmission.

# Personnel and Ambulances

*This section will discuss the number of ambulances and staff required to adequately provide ALS transport for the Traverse City.*

## **Unit Hour Utilization**

Before discussing purchasing ambulances, it is important to discuss Unit Hour Utilization, which was used to estimate the number of front-line ambulances needed to provide patient transportation. Unit hour utilization (UHU) was designed to measure productivity but is also a useful tool to estimate the number of ambulances needed to manage demand. A unit hour is equal to one hour of service by a fully equipped and staffed ambulance available for dispatch. Utilization is a measure of productivity, which compares the available resources (unit hours) with the actual amount of time on task including treatment and transport. An efficient UHU for fire-based EMS is 0.35 – 0.45 which allows for a good balance between system use and system readiness. A higher UHU will increase the likelihood the fire department ambulance will be unavailable or delayed for response to an emergency. Based on 2,640 EMS calls for service, the department will have a UHU of 0.15 with two front-line ambulances.

The calculations in the table below were based on the need of providing EMS transport 24 hours per day, 7 days per week.

### **Unit Hour Utilization**

<b>EMS Call Volume</b>	<b>2,640</b>
<b>Total Unit Hours per Week for One Ambulance</b>	$24 \text{ h} \times 7 \text{ d} \times 2 = 336$
<b>Average Call Volume per Week</b>	$\frac{2640}{52.14} = 51$
<b>Unit Hour Utilization</b>	$\frac{51}{336} = .15 \text{ UHU}$
<b>Average Calls per 24-hour Shift per Unit</b>	$0.15 \times 24 = 3.6$

**Table 3: Unit Hour Utilization Formula.** The above table shows the estimated productivity for two ALS ambulances based on the 2018 total 9-1-1 call volume reported by North Flight EMS.

Given the information in Table 3, two frontline ALS ambulances staffed around the clock will be enough to protect the citizens and visitors of the Traverse City.

The department should purchase two ambulances to serve as the frontline units and use their current transport ambulance as the mechanical reserve. The two frontline ambulances should be statically deployed, which means it will be assigned to a station unless dispatched to a location for service. The existing fire department ALS transport ambulance at Station 1 will become the mechanical reserve ambulance and should be maintained in a turnkey ready state, which means the unit is fully stocked, ready to deploy, and able to be placed into immediate service should it be warranted. It is also recommended the use of these vehicles be rotated in order to extend life expectancy equally.

### ***Hiring***

The department only accepts applicants that are Michigan-licensed paramedics and Michigan certified in Firefighter I & II. This practice produces a significant savings in cost and time for training. This will allow the department to integrate ALS patient transport sooner.

As a means of determining the number of EMS providers required to support the new ambulance transport service a staffing factor was calculated. A staffing factor is derived from the amount of leave an average firefighter uses throughout the year and provides the number of firefighters that are required to staff one position for an entire year. Using a staffing factor provides departments with additional daily capacity as a means of controlling overtime costs.

The hiring process for firefighter/paramedics should begin in this phase as early as possible to ensure all the necessary training has been completed before implementing ALS first response and transport. The cost of personnel will be discussed later in the report.

Table 4, following page, reflects the department's staffing factor which was used to determine the amount of new hires required to staff one ambulance, 24 hours a day, 7 days a week.

Although the staffing factor supports the hiring of 14 firefighter/paramedics to staff two ALS transport ambulances, Local 646 would like to hire one additional firefighter/paramedic (14 firefighter/paramedics for ALS transport), so each shift will have a firefighter/paramedic to fill vacancies created by scheduled or unscheduled leave. Also, one additional firefighter/paramedic should be hired to replace the operational staff vacancy created by the promotion of the EMS Captain. This brings the total of new hires to 15 firefighter/paramedics.

The staffing factor allows the department to hire the necessary firefighters to cover planned or unplanned shift vacancies reducing the overtime burden on the city. Also, the additional firefighters can help alleviate burnout and fatigue experienced by firefighters having to work extra shifts to fill vacancies, thus creating a safer work environment for both the firefighters and public.

### Staffing Factor for ALS Transport Personnel

<b>Days of Work</b>	<b>365</b>
<b>Hours of Work</b>	x24
<b>Total Annual Hours of Work</b>	8760
<b>Annual Hours of Work</b>	8760
<b>Number of shifts</b>	/3
<b>Hours worked per shift</b>	2920
<b>Average Workweek</b>	56 hours
<b>Average Leave Used per Person per Year</b>	300 hours
<b>Hours Scheduled to Work per Year</b>	2920
<b>Hour of Leave Taken per Year</b>	-300
<b>Hours Actually Worked by Avg. Employee</b>	2620
<b>Staffing Factor Calculation</b>	
<b>Total Annual Hours of Work</b>	8760
<b>Hours Actually Worked</b>	/2620
<b>Staffing Factor</b>	3.4
<b>Number of Front-Line Ambulances</b>	2
<b>Required Positions for ALS Transport</b>	2 X 2= 4
<b>Additional Hiring for ALS Transport</b>	4 X 3.4 = 13.6 = 14 Firefighters

**Table 4: Staffing Factor Calculation for ALS Transport Personnel.** The above table reflects the staffing factor and the number of personnel the department must hire to staff two frontline ambulance. The staffing factor is calculated from the amount of leave an average employee uses throughout the year in relation to the scheduled hours of work in a year and is used to determine how many firefighters would need to be hired to fill one position year-round. Using a staffing factor to determine the number of firefighters required can assist with management of the overtime budget. The department's staffing factor is 3.4 and based on the need to fill four positions, the department will need to hire 14 firefighter/paramedics.

*<This Page Left Intentionally Blank>*

# EMS Response Capabilities of the Traverse City Fire Department

---

In creating this document, it was important to ascertain where stations were located and if they were located to provide fair and equitable coverage to the citizens. To make this assessment, the association created maps of the department’s response area and plotted the fire stations. Computer modeling was then used to determine the distance apparatus could travel in four and eight minutes.

In 2018, the Traverse City Fire Department responded to 3,300 emergency calls for service of which 2,640 were EMS calls (80% of total call volume). Table 5, below, shows an increase in demand of 7.8% from 2016 to 2018.

**Total Reponses per Year 2016-2018** <sup>43</sup>

Year	2016	2017	2018
Total Incidents	3,061	3,118	3,300

**Table 5: Total Responses per Year 2015-2018.** The above table displays the number of incidents each year for the years 2016, 2017, 2018. Increasing incident response totals show the need for corresponding increases in emergency response resources.

## EMS Emergency Response Capabilities

Currently, the department deploys five firefighters from two stations with one engine from each station. Also, the department staffs a dedicated ARFF unit at the local airport with one firefighter. The airport station was not considered in any of the mapping analysis. Based on the mapping analysis on the following pages, it is recommending that the department maintain two frontline ALS transport ambulances, one in each station.

---

<sup>43</sup> CAD Data provided by Local 646.

### Proposed ALS Ambulance Stations<sup>44</sup>

Station	Address	Apparatus	Min. Staffing
Station 1	500 West Front Street	Engine 1	3 FF
		ALS 1	2 FF
Station 2	1313 8 <sup>th</sup> Street	Engine 2	3 FF
		ALS 2	2 FF
Station 3	3425 Wright Drive	ARFF 4	1 FF

**Table 6: Proposed ALS Ambulance Stations.** The above table displays where the proposed ambulances should be housed and where current apparatus and personnel. The current daily minimum staff is 6 firefighters (FF). The mechanical reserve ambulance is located at Station 1 and is kept in a turnkey ready state.<sup>45</sup>

Travel times were modeled using ESRI ArcGIS version 10.6. Fire stations were identified on Geographic Information System (GIS) maps as starting points with vehicles traveling at posted road speeds.

Prior to drawing conclusions from the mapping analysis, the following issues should be taken into consideration:

- Modeled travel speeds are based on reasonable and prudent road speeds using historical traffic patterns occurring in Traverse City on Wednesdays at 5 PM.<sup>46</sup> Actual response speeds may be slower, and the associated travel times greater, with any unpredictable impedances including, but not limited to:
  - Traffic Incidents: Collisions and vehicle breakdowns causing lane blockages and driver distractions.
  - Work Zones: Construction and maintenance activity that can cause added travel time in locations and times where congestion is not normally present.
  - Weather: Reduced visibility--road surface problems and uncertain waiting conditions result in extra travel time and altered trip patterns.

<sup>44</sup> The department should increase the minimum staffing level to place four firefighters on each fire apparatus to meet the NFPA 1710 standard.

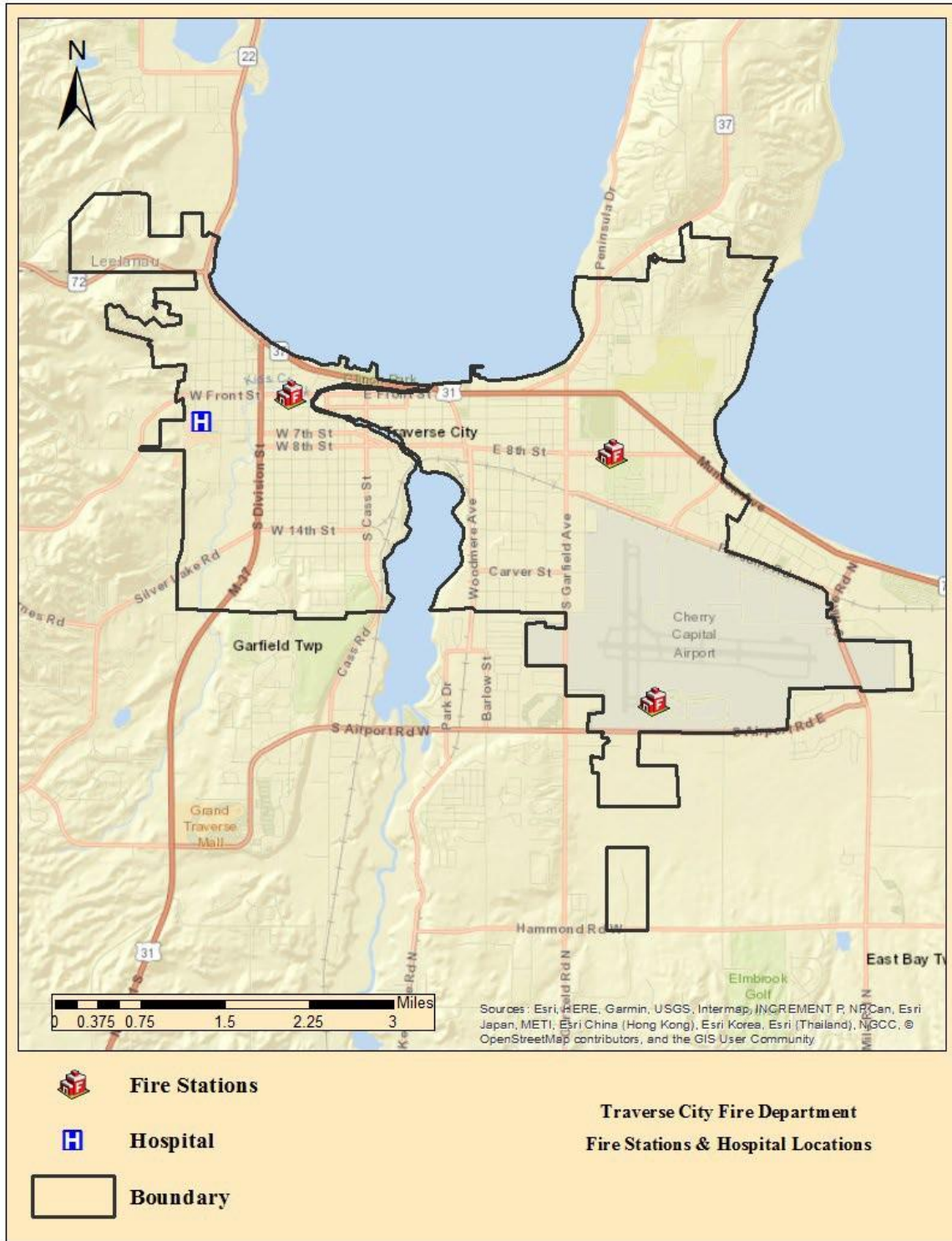
<sup>45</sup> Turnkey Ready refers to a reserve apparatus, ambulance, or vehicle is stocked and equipped for immediate response without transitioning anything other than personnel.

<sup>46</sup> Historical traffic data as contained in ESRI's StreetMap Premium, Version 18.1.

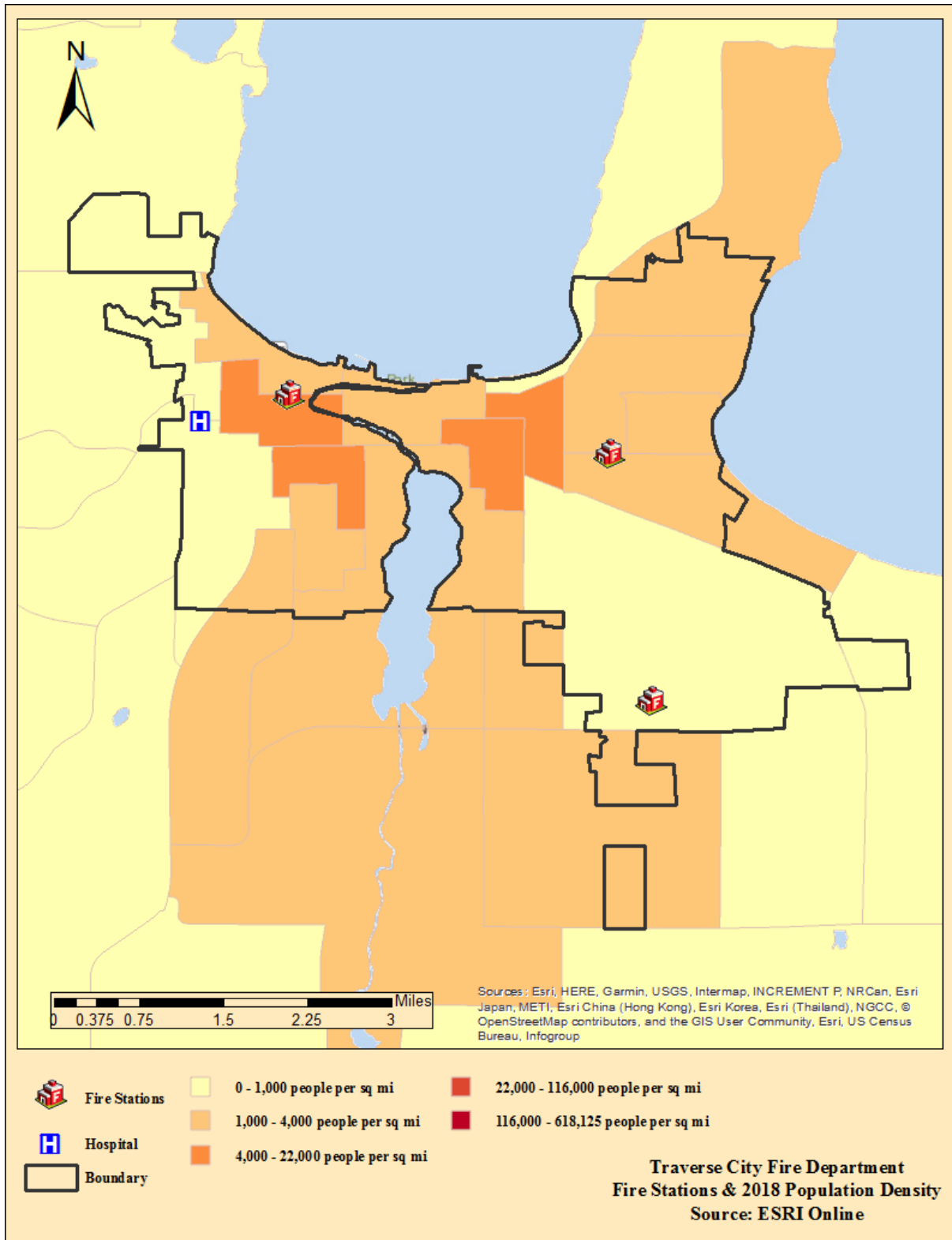
- Special Events: Demand may change due to identifiable and predictable causes.
- Traffic Control Devices: Poorly timed or inoperable traffic signals, railroad grade crossings, speed control systems, and traveler information signs contribute to irregularities in travel time.
- Inadequate Road or Transit Capacity: The interaction of capacity problems with the aforementioned sources causes travel time to expand much faster than demand.<sup>47</sup>
- Computer modeling only considers travel time of apparatus. Decision makers should understand that once apparatus and personnel arrive on the incident scene there are other essential tasks that must be completed which require additional time before patient care can be initiated. For instance, forcible entry and time it takes between leaving the vehicle and gaining access to the patient are not considered in the computer modeling.
- Weather conditions

---

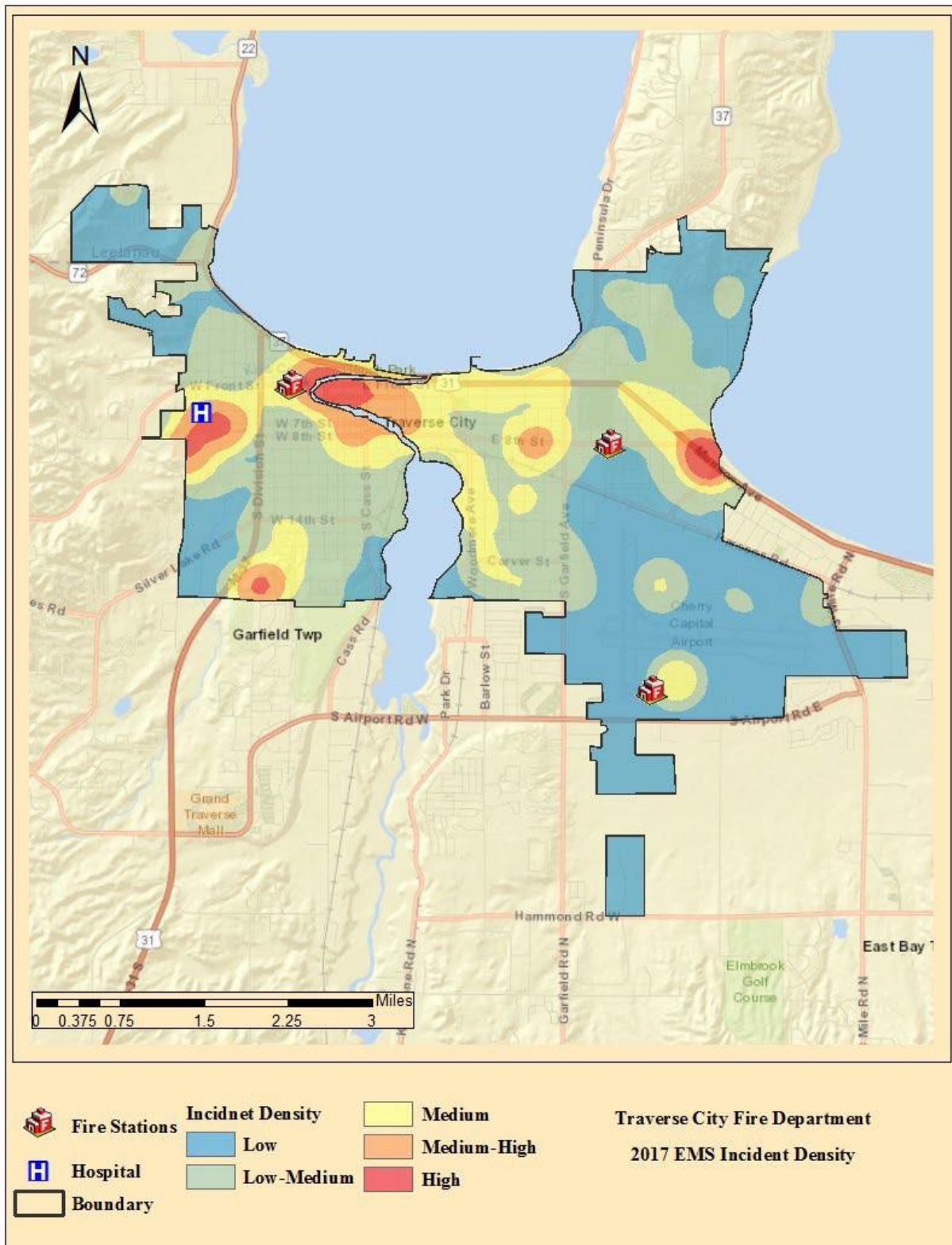
<sup>47</sup> David Shrank and Tim Lomax, The 2003 Urban Mobility Report, (Illinois Transportation Institute, Illinois A&M University: September 2003).



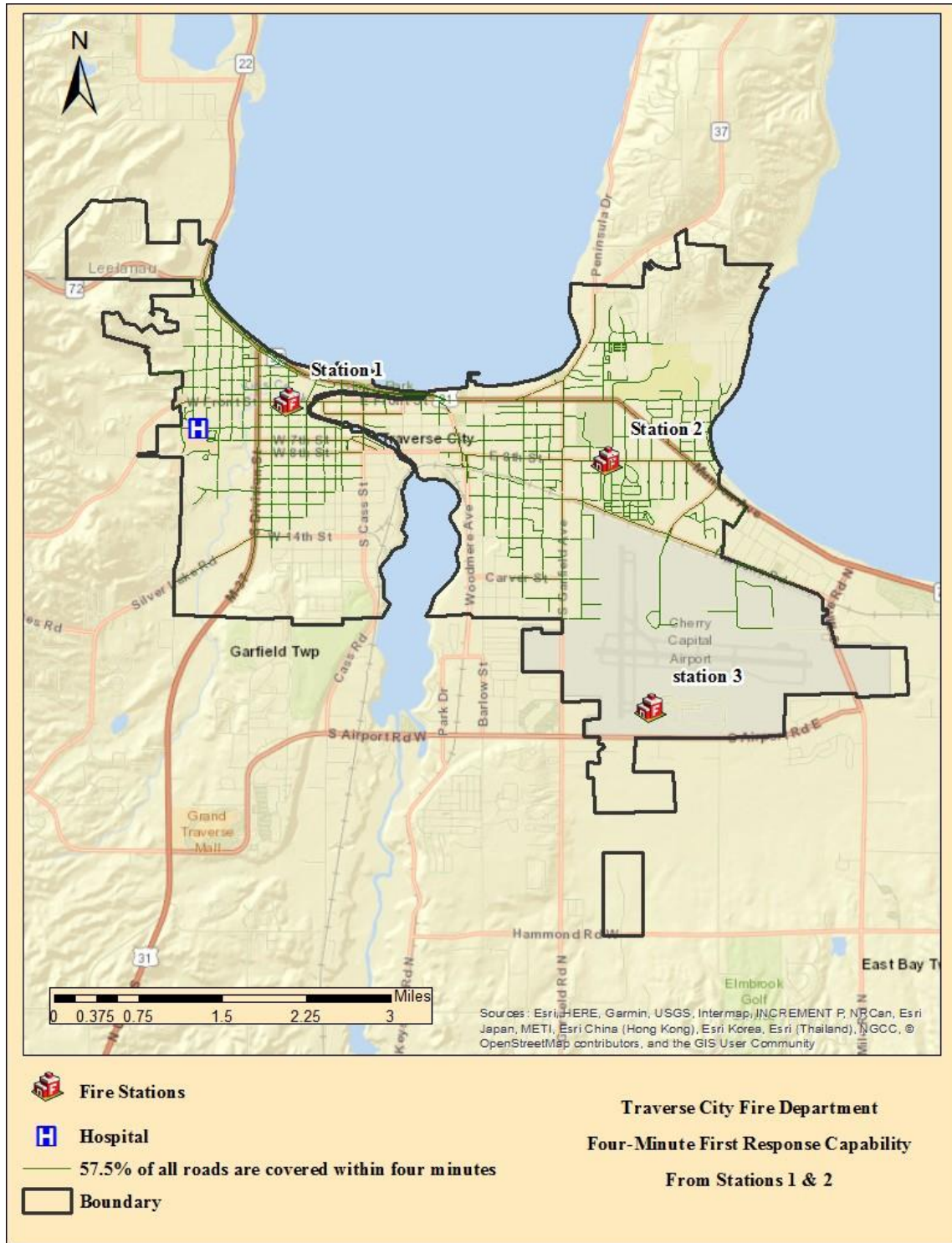
**Map 1: Fire Stations and Hospital Locations.** Map 1 depicts station locations, the hospital location, and the boundary for the Traverse City. No analysis was performed on Station 3, as it is dedicated to the airport.



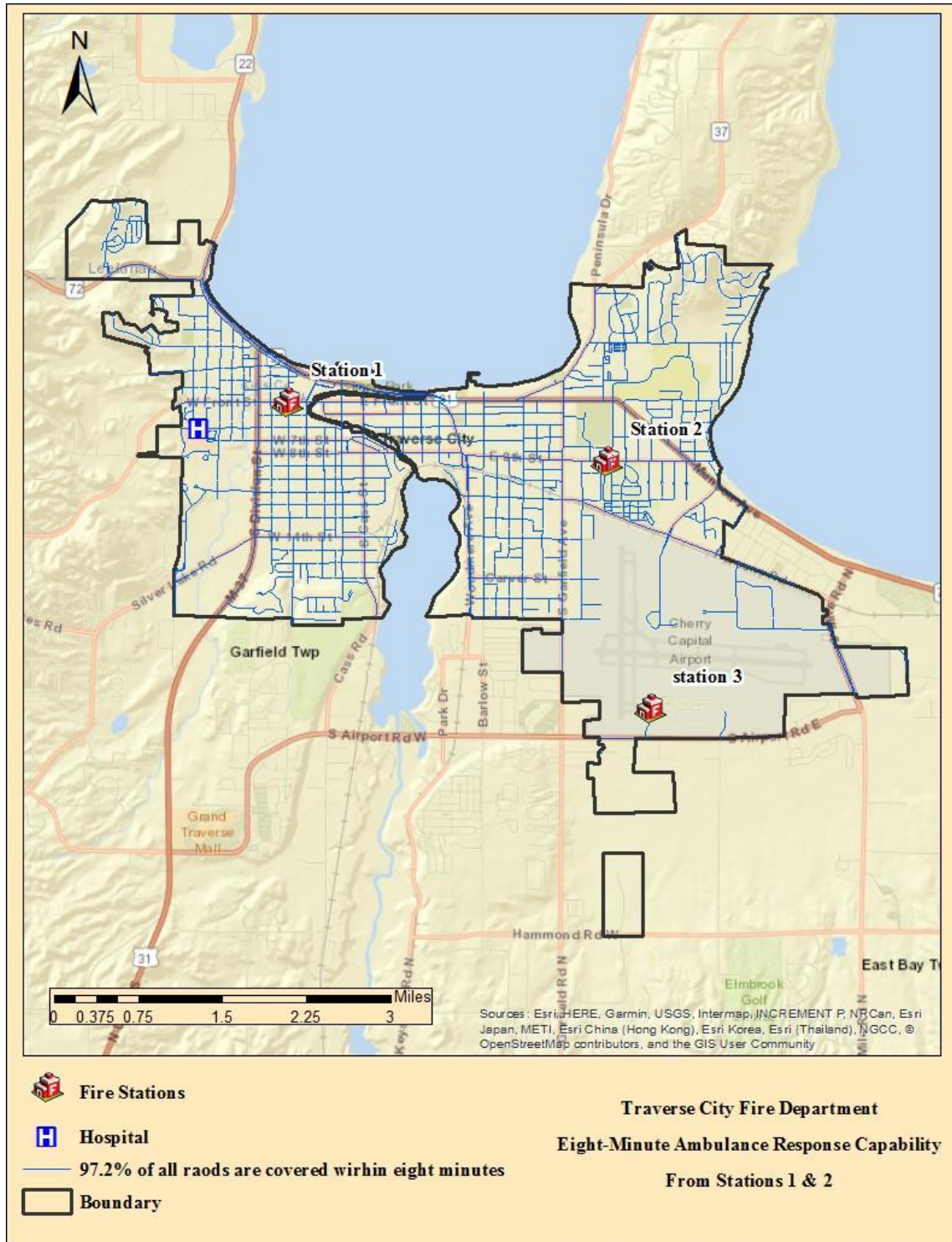
**Map 2: Fire Stations & 2018 Population Density.** This map depicts the 2018 population density in relation to fire station locations. Areas of the city with higher population density tend to account for more fire and EMS incidents.



**Map 3: The 2017 EMS Incident Density.** Map 3 depicts the EMS incidents throughout the city in 2017 in relation to the fire station locations.



**Map 4: Four-Minute Response Capability.** Map 4 depicts those roads where companies can reach within 4 minutes of travel from all stations. Currently, the department can reach 44.2% of roads within 4 minutes. NFPA 1710 requires that a first responder with a minimum of an automatic external defibrillator (AED) or BLS ambulance arrive on scene within a 4-minute travel time to initiate care.



**Map 5: Eight-Minute Response Capability from Stations 1 & 2.** Map 5 depicts those roads where the fire department would likely be able to respond with an ALS ambulance within 8 minutes when deploying from Station 1 and Station 2. An estimated 76.6% of roads would likely be covered, assuming the ambulance is available and in station. NFPA 1710 requires ALS units arrive on scene within an 8-minute travel time, as long as a first responder is on scene within four minutes.

# Operations

---

## *Operational Licensure and Fees<sup>48</sup>*

The department must apply to the Michigan Department of Health and Human Services (MDHHS), Bureau of EMS, for a license to operate the ALS transport service. The application shall be made on forms provided by the Bureau of EMS and shall contain enough information to establish that the proposed service complies with all limitations, conditions and procedures required by the MDHHS. There is a \$100.00 agency licensing fee and \$25.00 per vehicle licensing fee.

### *Licensed Medicare Provider*

In addition to licensing the service and the ambulances, the department will also need to apply to become a Medicare provider if it intends to bill Medicare for patient transports. Although a billing agency will be able to help with meeting necessary requirements, it is important that decision makers understand a few details about the application process. Without enrollment and approval as a Medicare supplier, the department cannot be issued payment. To become an ambulance service supplier, the department will need to apply for its National Provider Identifier (NPI).

The NPI paper application can be found at the web address <http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS10114.pdf> or electronically at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>. The NPI number will be required to complete the Medicare billing application, CMS-855B. CMS-855B can be found on the CMS website at <http://www.cms.gov/Medicare/CMS-Forms/CMS Forms/downloads/CMS855B.pdf> or electronically using the Provider Enrollment, Chain and Ownership System (PECOS) <https://pecos.cms.hhs.gov/pecos/login.do>. This form may take upwards of 180 days to process depending on the method of transmission.

It will be essential that the department have its own, or use the city's, tax-ID number for this process. The department will also need to have a billing company, state licenses, vehicle information such as type and Vehicle Identification Number (VIN), CLIA certification, and other information to complete the applications. As was mentioned earlier, a billing agency will be helpful in completing this process.

---

<sup>48</sup> [https://www.michigan.gov/documents/mdhhs/BHS-EMS-352\\_App\\_to\\_Operate\\_541930\\_7.pdf](https://www.michigan.gov/documents/mdhhs/BHS-EMS-352_App_to_Operate_541930_7.pdf)

## ***EMS Billing***

When the department begins transport service it will be necessary to bill patients for the EMS services that have been furnished to offset the cost of service provision. Although some may speculate that they are paying taxes for the service, it should be made clear that tax revenues support the preparedness and availability of the service, rapid response, and early intervention, but not for the use of transport service. Like tax revenue supporting the infrastructure for electricity, taxes do not pay for usage. Patient transportation is typically a user fee-supported service. This tax revenue versus user fee difference can be explained by looking at how fire suppression or preventative services benefit a “community” and an EMS response with transport benefits an individual. If a fire is not extinguished, it can spread to adjacent occupancies and potentially threaten a large area and multiple taxpayers. However, most medical emergencies remain unique to the individual and do not “spread” to the other taxpayers. As such, it is appropriate for the department to charge a user fee for the specific, and typically individual, response to a request for EMS transport service.

Because the department will be providing a municipally-based service there are a variety of options that can be used for billing patients. The most common billing method is that of “insurance only billing.” In this option, unless the patient has no insurance, or the insurance company elects to send the bill to the patient, the patient receives no bill for service. For most bills sent to an insurance company, the patient will not be aware they have been billed for service, as typically there is no co-pay required for non-Medicare emergency transport services. The department should also be aware that private insurance companies do not typically pay the bill in its entirety and frequently pay a negotiated or “assigned” amount just above the approved Medicare rate for the State and Region or may deny payment altogether.

For Medicare patients, the Center for Medicare and Medicaid Services (CMS) uses a legislated fee schedule based on the type of transport service provided, plus mileage. The way CMS pays is different from a typical private insurance payment. Regardless of the amount billed for the service, Medicare is only required to pay 80% of the amount determined by the fee schedule for the level of service provided. The other 20% is to be paid by the patient as part of their cost-sharing plan. However, in the case of a municipal service, the co-payment is typically assumed to be covered by the amount a user has already paid in municipal taxes. The fee schedule itself is a set reimbursement list that is broken down by State, Region, and whether the service was provided in an urban, rural, or super rural community. Traverse City is listed as a rural zone according to the Centers for Medicare and Medicaid Services which establishes set rates for reimbursement for ambulance transport.<sup>49</sup> The department can establish its own rates and fees and is not limited to charging only at Medicare rates. Charging higher than the Medicare rates

---

<sup>49</sup> <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/AmbulanceFeeSchedule/afspuf.html>

would be advantageous, since 19% of the Traverse City's population is 65 years of age and older and qualifies for Medicare.<sup>50</sup>

It should be noted that the Medicare rate typically covers fuel and equipment usage but does not cover the actual cost of providing personnel and time. Therefore, the department should set rates and fees at levels designed to generate revenues enough to offset marginal costs of providing added services. To match rates to cost, the department should examine a few sample EMS responses and identify the types of procedures and medications that would be used in the response, assessment, transport, and transfer of one patient. This would include the full cost of a minimum of two providers, medications, supplies, non-invasive and invasive procedures, medication delivery routes, and cost of fuel per mile. This calculation will provide the base cost of a patient encounter and transport. Once the true cost of a patient encounter and transport has been determined, decision makers should consider adding a "value" amount to the service provided as a means of increasing revenue. Many business models generally add a minimum of 20% of the base cost of service as a value addition.

Generally, billing is reserved solely for transported patients. One exception is in-field pronouncement of death which Medicare will pay at the BLS rate for service. Some agencies have started direct billing patients who were not transported, as these payments are typically denied by CMS and private insurance. In these instances, agencies have achieved a higher collection rate by charging minimal fees such as \$50-\$100. Residents and visitors typically feel it is easier to pay these nominal fees out of pocket rather than encounter collection issues with unpaid larger sums. This way, the city may recover some of the cost, at a minimum, versus none of the cost.

The table on the following page shows the CMS rates that the department can bill for Medicare patients.

---

<sup>50</sup> <https://www.census.gov/quickfacts/fact/table/traversecitycitymichigan.US/PST045218>

## Medicare Billing Rates for Traverse City, Michigan<sup>51</sup>

Code	Service	Adjusted Rate
A0425	Mileage	\$7.62
A0429	BLS	\$357.41
A0427	ALS1	\$424.42
A0433	ALS2	\$614.30

**Table 7: Medicare Rates for 2019.** The above table shows the amount approved for payment in the 2019 CMS Ambulance Fee Schedule for the city. The mileage rate is paid at the posted rate and is accrued to the nearest 10<sup>th</sup> of a mile. The total charge for the BLS, ALS1, or ALS2 rate, plus mileage, will receive an 80% payment from Medicare leaving the other 20% to be paid by the patient. Typically, this 20% is assumed to be equal to the municipal taxes paid by the patient. It is important to note that the department may set its rates higher than the Medicare rates. However, if the patient is a Medicare patient, the department can only collect at the Medicare rate. Furthermore, mileage is charged per the “load mile,” which is from the point where the patient is placed in the ambulance until arrival at the final destination.

The department needs to determine if it will “hard bill” or “soft bill” for service. Hard billing is a billing system where after several attempts are made to collect, the bill is submitted to a collection agency. In soft billing, after several attempts are made to collect a billed amount, the cost of services is written off by the agency. Typically, municipal departments engage in soft billing, which allows for more political support from residents; however, there is a growing trend in municipally-provided EMS where jurisdictions are soft billing residents but hard billing non-residents. If the department opts to send unpaid bills to collection it should do so by contracting with a collection agency, as billing agencies do not typically do this type of work. In lieu of using a collection agency, some departments and municipalities have their legal department perform this duty. If the department uses a collection agency, there will be additional costs paid out to contractors for service. Even if both billing and collecting agencies are used it may be potentially more cost effective than the department needing to hire for and maintain its own separate billing department.

It is strongly recommended that the department contract with a billing agency. The process of billing is complicated and requires agencies to stay up to date on billing laws and practices. This may not be feasible for the department to attempt in-house. EMS billing agencies will provide the department with the assistance necessary to apply for a Medicare provider number, establish billing rates, develop the (HIPAA compliance program, and many other items necessary for implementing an EMS transport service.

Billing agencies are typically paid by a department based on a percentage of actual collections, so it will be important for the department to select an agency that has a high collection rate and a low percentage charge.

<sup>51</sup> <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/AmbulanceFeeSchedule/index.html> 2019

### ***Finding a Billing Agency***

When considering a billing agency, it is important to determine how successful the agency is in collecting revenue for other departments. The department should require that potential candidates show their raw and true collections rates using comparable departments, as well as the Revenue per Transport (RPT). Raw collection rate is simply the total revenue divided by the total charges and expressed as a percentage.

$$\text{Total Revenue/Total Charges X 100\%}=\text{Raw Collection Data}$$

Depending on rates charged, billing policies and patient demographics, this percentage should range from 50%-70%.

The true collection rate, which is slightly more complex, more accurately reflects the billing agency's effectiveness in collecting the revenue that is actually "available".

$$\frac{\text{Revenue} + \text{Contractual Adjustments} + \text{Residents Write Offs}}{\text{Total Charges}} \times 100\% = \text{True Collection Rate}$$

The true collection rate neutralizes the effects of higher rates, contractual adjustments, and resident write-offs and should range from 85%-98% if Office of the Inspector General (OIG) approved billing practices are used. OIG billing refers to the Federal OIG office that issues decisions regarding Medicare Billing. OIG billing decisions include the waivers of co-payments by patients transported by municipal EMS providers based on the assumption that their taxes are equal to the co-payment amount for services rendered.

A third method to assess a billing agency's effectiveness is to assess its RPT. This value reflects the average revenue that is collected per patient transport across the entire client base. The RPT can also be assessed on an individual department basis as well. It would be in the best interest of the city and department to see the total RPT as well as that of individual RPT for comparable cities. It may be difficult to find identically comparable jurisdictions simply due to differing service demands and demographics. The department and city should develop an acceptable range of comparisons by taking call volume and age demographics into consideration for potential comparable departments, as there may be a substantial range of RPTs dependent upon these factors.

Once the department has selected a billing agency, leadership should hold regular meetings with the billing agency to constantly monitor billing rates and consider adjustments. Rates will fluctuate as cost of service and the economy changes. It is important to remember that low rates will yield low collections results, but potentially higher net revenue. The department should consider finding a balance in their rates and bill aggressively to ensure an acceptable billing to revenue collection ratio. A further consideration when selecting a billing agency is that some of the billing agencies may offer software and hardware for patient care reporting free of charge.

## ***Enterprise Fund***

The revenue generated through EMS billing and other revenue generators discussed in this proposal should ideally be used to fund the department and offset costs. If the department operates out of the general fund, the Traverse City Fire Department should consider creating an enterprise fund for the revenue from EMS and make it exclusively for the department's operations. This may potentially lead to a decrease in the department's demand on the city for operational expenses.

An enterprise fund establishes a separate accounting and financial reporting mechanism for municipal services for which a fee is charged in exchange for services. In this case, EMS care and transport. In this type of accounting system, the revenues and expenditures for services are separated into different funds with their own financial statements, rather than being placed into the general fund for other agencies to have access to.

Specifically, an enterprise fund is established for utilities, health care, and recreational or transportation facilities. In the department's situation, this would fall under the health care option- specifically an ambulance service. Enterprise funds may not be established for normal government operations or services. They also do not create a separate or autonomous entity from the municipality, meaning the department will still be required to fulfill financial and managerial reporting requirements like any other division or department in the city. Additionally, financial transactions are reported using standards similar to private sector accounting. Revenues are recognized when earned and expenses are recognized when incurred. This provides management and taxpayers with information to measure performance, analyze the impact of financial decisions, determine the cost of providing a service, and identify any potential subsidies that can be garnered from the general fund for the provision of service.

Forming an enterprise fund will also allow the department to demonstrate to the public the portions of total costs of the service that are recovered through user charges and the portions that are subsidized by tax levy or other available funds. This could be an ideal accounting system for the department with a new service provision since enterprise funds are frequently used to account for services that are partially funded by fees and charges, as will be the department's case.

At the end of the year, operating surplus translates into retained earnings that are maintained in the fund rather than returning to the general fund. However, with an enterprise fund, if an operating loss is incurred, the loss must be raised in the following year's budget.

Generally, an enterprise fund may be adopted with the approval of a council vote. It is recommended that the municipality accept the enterprise statute in advance of the budget process and clearly state what services will be provided and when the fund will commence.

Typically, unless otherwise designated, the enterprise fund will commence as of the next fiscal year once it has received municipal approval. Once adopted, the municipality may begin the process of transferring the revenues and operating budget of the service to the fund and identifying the capital items, other assets, and liabilities to be transferred from the general fund to the enterprise fund. Once enacted, the department's budget will be subject to the appropriation process. Requests are prepared like any other department: any transfers among enterprise line items require action by municipal meetings and the budget will include both revenue and expenditures.

### Integration of ALS Transport

Once the department receives the ambulances, the EMS Captain will need to assure the vehicles will pass inspection. However, and as stated previously, before ambulances go in service, the Training Lieutenant should take the appropriate steps and ensure all new firefighters successfully complete the department's driving program to ensure all operational employees can safely operate and drive the ambulances. The department will need to complete the purchasing of the perishable supplies, medications, and narcotics for the ambulances.

Once ALS transport begins, the department can begin billing for the EMS transports, initiating a new revenue stream which can be used to assist with offsetting program costs.

*<This Page Left Intentionally Blank>*

# Ambulances

---

*Purchasing ambulances and other essential equipment is a major component associated with the implementation of ALS transport services. The department should establish a vehicle committee to research and select the vehicles that will best serve the department. NFPA 1917, Standard for Automotive Ambulances should be used to provide the required specifications for an ambulance, so the department should familiarize themselves with this document prior to making a purchase. This section will discuss the differences in ambulance type as a means of assisting the department in determining what would best meet the city's and department's needs.*

A Type I chassis ambulance has a square modular ambulance body that is mounted onto a cab chassis with a 10,001 lb. to 14,000 lb. Gross Vehicle Weight Rating (GVWR). Although it can be a van or pick-up truck chassis, it is typically the latter of the two. A Type I-AD is an ambulance with a 14,001 lb. or more GVWR constructed on a cab chassis with a modular ambulance body. Department decision makers should keep in mind that the vehicle's GVWR limits how much weight can be safely carried by the chassis. Adding the weight of the patient compartment box, cabinets and equipment impacts this weight, meaning the amount of additional weight placed on the chassis reduces the ability to safely operate the ambulance.

A Type III ambulance is one with a 10,001 lb. to 14,000 lb. GVWR constructed on a cutaway van chassis with integrated modular ambulance body, while an III-AD is an ambulance with a 14,001 lb. or more GVWR on a cutaway van chassis with integrated modular body.<sup>52</sup>



**Figure 1: Type I Ambulance**

---

<sup>52</sup> NFPA 1917 Standard for Automotive Ambulances 2016 Edition.



**Figure 2: Type III Ambulance**



**Figure 3: Type III-AD ambulance**

A major difference between the Type I and Type III is that of the integrated versus non-integrated modular body. An integrated body is one that has an area that passes through into the cab from the patient compartment. A non-integrated body is one that either has a small window between the cab and the modular body or no access point at all. Both have a set of pros and cons that can be discussed with the manufacturer.

One of the benefits of using a Type I or III chassis is that they get better fuel mileage than the Additional Duty and are suited for stations with low call volumes. Although starting and shutting off the ignition after short periods of times wears on any engine, with appropriate and timely maintenance, these units handle this practice well. Additional Duty trucks, on the other hand, do not handle frequent starting and shutting off the ignition well. These vehicles are best suited to prolonged periods of engine activity, either idling or driving, and without long operation times some engine components may malfunction, leading to costly repairs.

However, the Type III has a major disadvantage for EMS services that can anticipate high-demand and that is the maintenance time for van chassis Type III ambulances, as depicted in

Figure 3, is substantially longer than required for a Type I or a Type III-AD. This is due to the way the engine of the vehicle is mounted. Van chassis engines are rotated and lay on their side under the hood which is why vans have a low-profile hood and engine compartment. Service and repair of engines in Type III ambulances frequently require dismantling portions of the hood assembly and sometimes portions of the dash.

Another consideration is how the unit handles the disposal of diesel particulate. Depending on the type of engine selected for the Additional Duty there may be a periodic requirement to allow the engine to “Re-Gen.” In these instances, the engine either needs to be driven at a recommended speed until a set engine temperature is reached to eliminate particulate or allowed to idle until Re-Gen is complete by setting the engine in a Re-Gen mode. The engine will notify operators when this is needed, and if ignored for too long, the engine will automatically shut down as a protective measure. Typically, a driving Re-Gen takes less time than an idling Re-Gen.

Another advantage of the Additional Duty is its high GVWR. This type of vehicle can adequately handle morbidly obese patients and can be enhanced to do so by adding a patient lifting device. The department should consider utilizing a standard automatic cot and/or lift arm that has the capability of supporting at least 600 lbs. This type of lifting system will also reduce the potential for back and knee injuries associated with repetitive motion and heavy loads. The major manufacturers of cots all offer an extension platform that can accommodate larger patients. The automatic cot and lift arm will perform the loading and protect the modesty of the patient.

Regarding the chassis of all the possible ambulance configurations, decision makers should pay special attention to the speed at which an ambulance sent to service for engine issues can be returned. An ambulance with a van chassis may require two to three times a greater amount of time to service than an ambulance on a pick-up truck chassis or a chassis with a “tilt-hood” (such as the International DuraStar seen in Figure 4. This is due to the way the engine and its working parts can be accessed. For example, making repairs to the engine of a van chassis may require a mechanic to remove the radiator and disassemble other parts of the chassis. A pick-up truck chassis or chassis with a tilt-hood provides more advantageous access to the engine. As such, the latter of the two options have a faster turn-around time regarding engine repairs. The vehicles that would best suit the needs of the department would be Type I chassis ambulances.

## Purchasing Ambulances

Although it is a common practice for departments to directly purchase ambulances and capital investment equipment, it does pose a significant monetary hardship when multiple units and equipment are purchased at once. This large investment can be a significant deterrent for smaller agencies looking to expand service, but there are more plausible options than direct purchasing. Additionally, purchasing may be an option that is better suited for replacement of ambulances on an as-needed basis or for adding ambulances a few at a time.

Another consideration for expanding service is through fleet leasing. Leasing ambulances is a suitable option especially if the service is new and will require assembling a fleet of ambulances all at once. The lease option for transport units is different from the traditional lease option for personal vehicles. In an ambulance lease, the lease is a municipal loan from a broker with a \$1.00 ownership buyout option at the end of the lease. This way the department can design and equip an ambulance with monitors, cots, stair chairs and other patient care devices that are considered capital expenditures and built into the design and price. The total cost of this will then be spread out over the length of the lease, which minimizes startup costs and allows for better budget planning of resources.

Lease options are available in three-, five-, and seven-year plans and depending on the city's bond rating, interest rates are typically around 2-3%. With the three- and five-year options, the first payment is typically waived, but the seven-year option normally requires a 10% down payment, which is then considered to be the first payment.

The purchasing of ambulances and equipment should be completed at the same time due to the lead time needed for the delivery of ambulances. Although the delivery of ambulances may take longer than a year, the specifications and purchasing should be completed as early as possible. A description of ambulance types, cost of ambulances, and the process of purchasing ambulances will be discussed in detail further on in this report.

Once the ambulances and equipment arrive, in-service training should be conducted with the paramedics, so a satisfactory level of proficiency can be achieved before placing the ambulances in service. Once this is accomplished, and as soon as there are enough paramedics, the department should implement ALS transport.

## Ambulance Cost

Ambulance costs will be affected by the number of ambulances purchased, the type of chassis selected, and the number of customizable items added. Typically, ambulance manufacturers will install all patient transport related items, but it may be the responsibility of the purchaser to order and have the equipment delivered to the manufacturer for installation. Similarly, the manufacturer may install the radio antennas and electrical wiring to support a communications system but will not actually install the radio or a Mobile Digital Communicator (MDC). These items must be arranged during the meetings with the ambulance manufacturers. The department should plan on spending approximately \$180,000 per Type I or III chassis, and Additional Duty ambulances will cost approximately \$250,000. This pricing would include the chassis, mounting and manufacturing of the modular ambulance patient treatment compartment, and vehicle striping. Purchase costs for vehicles could potentially be offset using the cooperative fleet bidding process and grants.

The estimated cost of supplies to stock one ambulance at the ALS level is \$65,172.58. These estimates include costs of items that may not be needed or required per the protocols or state directive and removing these items will reduce the proposed cost. The details for the items in this proposal are included in Appendix A. Items on the list were compiled based on the Equipment for Ambulances list produced by the joint efforts of the American College of Surgeons, American College of Emergency Physicians, National Association of EMS Physicians, Pediatric Equipment Guidelines Committee, and the American Academy of Pediatrics. The prices also only reflect the minimum compliment of equipment that must be purchased to stock one ambulance and equip it with patient monitoring devices such as cardiac monitors, pulse oximeters, etc. Some item prices represent the cost of “per item” and “per box.” This is due to the packaging and distribution of specific items and not the quantity that an ambulance is required to have, although the cost charts in Appendices A include some recommendations for quantities required. Additionally, these price lists do not include the cost of supplies that must be purchased to maintain reserve supplies to restock ambulances after patient encounters. It is also important to note that although supplies may not qualify for grants, a few patient monitoring devices typically do. This can further offset costs. Savings may also be realized by contacting and negotiating with the supply distributors who may be willing to adjust prices.

Per Michigan Department of Health and Human Services, Bureau of EMS, there is a required minimum list of both BLS and ALS equipment to be stocked on each ambulance.<sup>53</sup> Although the department will be operating with ALS ambulances, the ambulance must be equipped with all the required BLS equipment as well. The department does have some of the required equipment to stock an additional ambulance. An assessment at the time of implementation would be needed. A copy of the Michigan equipment list is also included in the appendices.

---

<sup>53</sup> [http://www.michigan.gov/documents/mdhhs/Vehicle\\_Inspection\\_Form\\_-\\_ALS\\_598593\\_7.pdf](http://www.michigan.gov/documents/mdhhs/Vehicle_Inspection_Form_-_ALS_598593_7.pdf)

The department should evaluate how quickly they want to implement an all-inclusive ALS transport and first response service. This can have a significant impact on cost if not properly planned and spread out over a specific time period.

The following tables illustrate the estimated startup cost for ALS ambulances. The department can choose which option would best fit the strategic plan. The tables will show costs to reflect both new purchasing and leasing options. Since the department has a 2016 ALS transport ambulance that is in good condition with low mileage, the department will only need to purchase or lease two ambulances to provide two frontline and one mechanical reserve for the ALS transport integration.

**Estimated Startup Cost for Two New ALS Ambulances**

Item	Cost
<b>Type I Ambulance (New)</b>	\$180,000.00
<b>Stryker 6500 Power Pro Stretcher</b>	\$8,500.00
<b>Stryker Power Load Fastening System</b>	\$26,500.00
<b>Stryker Stair Chair Pro Model 6252</b>	\$3,500.00
<b>One New ALS Ambulance Total</b>	\$218,500.00
<b>2 New ALS Ambulances Total</b>	<b>\$437,000.00</b>

**Table 8: Estimated Startup Cost for Two New ALS Ambulances.** The above table details the estimated total cost per ALS ambulance based on the type and capabilities. These price estimates have some flexibility depending on the vendor, manufacturer, size of bulk purchase, and available grant monies. Furthermore, these prices include items that the department should not include as build-ins on the true purchase price; rather it reflects the total cost to stock and purchase a fleet. The line titled, “ALS Equipment and Supplies,” is the estimated cost of perishable and re-usable supplies as well as some capital purchases such as heart monitors.

The department also has the option to lease the ambulances, thereby spreading the cost of the ambulances out over a period of time. When ambulances are acquired in this manner, the equipment that is, or would be considered, a capital purchase can be rolled into the cost of the ambulance. Perishable supplies are generally not purchased in this manner, as the department would then be paying interest on disposable goods. Table 9 show the estimated cost of starting service with one frontline ambulance on a lease program.

**Estimated Startup Cost with Lease Agreement for Two New ALS Ambulances**

Quantity	Item	Base Cost	Total Cost
2	New Type I or III Ambulance	\$180,000.00	\$360,000.00
2	Stryker 6500 Power Pro Stretcher	\$8,500.00	\$17,000.00
2	Stryker Power Load Fastening System	\$26,500.00	\$53,000.00
2	Stryker Stair Chair Pro Model 6252	\$3,500.00	\$7,000.00
<b>New ALS Ambulance Fleet</b>			<b>\$437,000.00</b>
Lease Option	Interest	Amount per Year	Total Repayment
3 years	3%	\$158,776.67	\$476,330.00
5 years	3%	\$111,872.00	\$559,360.00
7 years	3%	\$100,510.00	\$703,570.00

**Table 9: Estimated Startup Cost with Lease for Two New ALS Ambulances.** The above table details the estimated annual cost to lease a new ambulance fleet. The department would require a capital lease which ends with a nominal fee of \$1.00 to complete the purchase. Purchasing ambulances in this manner allows for the total operational cost to be spread out over several years eliminating the need to have a large sum of money available in the first year of service. These estimated startup costs only account for the ambulances and other non-disposable items, most of which would be considered capital purchases

Lease option costs in Table 9 were calculated using an equation for determining the amount of money owed after a determined amount of time at a fixed rate.

$$A(t) = A_0 \left( 1 + \frac{R}{n} \right)^{nt}$$

Using the principal amount borrowed ( $A_0$ ), which is the cost of the ambulance fleet from Table 9, the annual percentage rate ( $R$ ), or 3% expressed as a decimal, the number of compounding periods ( $n$ ) which is 1 (as the payment is annual), the number of years ( $t$ ) which is 3, 5, or 7, it is then possible to calculate  $A(t)$  which is the total amount owed after ( $t$ ) years. It should be noted that these values are estimates and are subject to change based on the city’s bond ratings and the application of a down payment towards the loan. All estimates were calculated assuming the department did not make a down payment. True cost may depend on several factors that the leasing agency and department will discuss at the time of lease.

The department should be aware that there will be additional costs associated with operations beyond initial purchasing of supplies and equipment. These additional costs will come by way of fees charged to provide service and maintenance on equipment. A service contract that is valid and renewable can be purchased with patient monitoring devices, but in the case of grant monies, must be purchased separately as grants do not frequently provide for additional warranties and service contracts. The service contract covers service to meet manufacturer's recommendations and repairs, with no unexpected costs. Patient handling devices such as stair chairs and anchoring/ bracket devices should be serviced annually and patient cots bi-annually. This is a service that is provided exclusively by a company named EMSAR. Prices for service vary depending on the type of equipment receiving service and fees for labor and parts when warranted. It is essential that the department invest in these service agreements to reduce liability when handling patients.

The department will need to create a plan for replacing ambulances. The average life span for an ambulance is five years, so instead of purchasing two ambulances every five years, a plan to purchase one ambulance annually should be placed into the budget. A systematic rotation of frontline and reserve ambulances could help extend the life span of the ambulances, but a replacement should begin shortly after EMS transport begins.

The department will also be required to increase its fuel budget with the addition of transport units. Since it is difficult to project the total number of miles traveled and fuel consumed per trip, an equation was created to estimate the amount of distance traveled and associated fuel costs necessary to support operations. Local 646 stated that all transports by the department will be limited to one local hospital: Munson Medical Center (located within the city limits). Munson Medical Center is a Level II Trauma Center, a stroke center and pediatric facility.

The department reported that North Flight EMS responded to 2,640 emergency calls for service in 2018.<sup>54</sup> It is important to note that to avoid an under-estimate in fuel cost projection, it was assumed that all requests for service would result in a transport. As such there will be some savings in actual fuel costs.

The 2,640 calls for service was then multiplied by the estimated travel distance per call, which was assumed to be the average distance traveled from a fire station to the hospital. The average distance with the fastest and most direct travel route was used, four miles. This value was then multiplied by 2, to represent the roundtrip distance from the station and back. The product was then divided by 8, which is the average miles to the gallon rate for an ambulance. The quotient was then multiplied by the current cost of a gallon of retail diesel fuel per the U.S. Energy Information Administration (EIA). This was in turn multiplied by a factor of 1.30 to represent a 30% increase for additional travel unrelated to emergency response and idling time. This provides the following equation:

---

<sup>54</sup> Source: Local 646.

$$CCooooUU oooo FFooFFFF = RRRFFooRRooUUooFFoo \times \frac{AAAAA MMUUFFFFoo UUoo HHooooRRUUUdFFF XX 2}{8 mmUUFFFFoo RRRFFoo AAddFFFFooUU} \times CCooooUU ooooddUUUFFooFFFF RRRFFoo AAddFFFFooUU \times 1.3$$

It should be noted that if the department decides to purchase a gasoline engine chassis, fuel costs may decrease since diesel is a more expensive fuel choice at current market value. However, gasoline chassis tend to use more fuel when idling. Table 12 shows the projected cost of fuel.

Costs were projected using the anecdotal evidence to show the potential costs of fuel used in service provision. Using historical data from the EIA<sup>55</sup> it was observed that the cost of diesel fuel has had little fluctuation in the last few years. It should be noted that the cost of diesel per gallon is the retail price for fuel. If the department or city purchases their own fuel, there may be additional savings in the cost for a government rate. Other issues that may impact the cost of diesel are unpredictable surges and declines in the fuel market from issues involving a wide spectrum of cultural, natural and/or economic events. These impacts may have positive or negative effects on the cost of fuel and cannot be adequately addressed or predicted in this report.

### Estimated Additional Fuel Costs

EMS Call Volume	Average Distance to Hospital	Trips	Diesel/Gallon	Additional Travel Factor	Cost per Year
2,640	5	2	\$2.75	30%	\$11,798

**Table 10: Estimated Additional Fuel Cost.** The above table details the estimated annual cost of diesel fuel that will be required to maintain the ambulance service. The additional travel factor represents a minimal increase of ambulance operational time that corresponds to additional operational use such as travel to maintenance, training, inspections, idling, or any other necessary departmental use. It is also assumed that ambulance is statically deployed and is not idling in posted locations waiting for dispatch, as would be the case with a dynamic deployment model. Additionally, if the department purchases ambulances with gasoline engines, there may be a reduction in fuel costs.

<sup>55</sup> <http://www.eia.gov/petroleum/gasdiesel/>

*<This Page Left Intentionally Blank>*

# Cost for Transport Personnel

---

Currently, the department hires applicants who are Michigan Firefighter II certified and Michigan licensed paramedics. The following table reflects the costs associated with hiring, purchasing personal protective equipment, medical exam, agility test, and uniforms for new hires.

**Estimated Cost to Hire Firefighter/Paramedics for Transport<sup>56</sup>**

Description	Cost to Hire Firefighter/Paramedics
<b>Personal Protective Equipment &amp; Uniforms</b>	\$3,000.00
<b>Pre-employment Screening</b>	\$2,100.00
<b>One FF/Paramedic</b>	\$5,100.00
<b>Total for 15 Firefighter/Paramedics</b>	\$76,500.00

**Table 11: Estimated Cost to Hire.** The above table reflects the cost of hiring 15 firefighter/paramedics, 14 firefighter/paramedics to support ALS transport and 1 firefighter/paramedic to replace the vacancy created by the promotion of the EMS Captain.

If the department decides to hire firefighter/EMTs and train them to be paramedics, the Munson Medical Center has an accredited paramedic program offering both degree and certificate programs.<sup>57</sup> The tuition cost for paramedic certification is approximately \$10,000.00 and takes up to two years to complete.<sup>58</sup>

---

<sup>56</sup> Provided by Local 646.

<sup>57</sup> Currently, only paramedic programs are required to be accredited.

<sup>58</sup> <https://www.munsonhealthcare.org/clinical-education/ems-education/paramedic-training>

The table below includes the salaries for the first five years of employment for 15 firefighter/paramedics, nine to support EMS transport and one to fill the vacancy created by the promotion of the EMS Captain, which were based on the firefighter salary per the current contract, the city’s contributions toward health insurance and pension, and year one hiring costs. Also, hiring costs do not reflect costs that would be incurred if the new firefighters need to be trained as paramedics.

**Marginal Wage and Benefits Costs of Additional Personnel to Provide ALS Patient Transportation**

	Year 1	Year 2	Year 3	Year 4	Year 5
<b>FF/Paramedic Salary</b>	\$49,755	\$52,499	\$53,842	\$55,244	\$56,908
<b>Annual Uniform Stipend<sup>59</sup></b>	\$550.00	\$550.00	\$550.00	\$550.00	\$550.00
<b>Meal Allowance<sup>60</sup></b>	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00	\$1,200.00
<b>Wages<sup>61</sup> (15)</b>	\$772,575	\$813,735	\$833,880	\$854,910	\$879,870
<b>EMS Captain Salary<sup>62</sup></b>	\$64,612	\$65,905	\$67,223	\$68,568	\$69,940
<b>Hiring Costs<sup>63</sup></b>	\$76,500	--	--	--	--
<b>Benefit Package<sup>64</sup></b>	\$321,855	\$321,855	\$321,855	\$321,855	\$321,855
<b>Total Estimated Wage/Benefit</b>	\$1,235,542	\$1,201,495	\$1,222,958	\$1,245,333	\$1,271,665

**Table 12: Marginal Wage and Benefits Costs of Additional Personnel to Provide ALS Patient Transportation.** Hiring costs do not reflect costs that would be incurred if new hires need to be trained as paramedics. The total estimated wage and benefit costs reflect the amount that must be added to the department’s annual budget, not including training costs. The medical insurance cost was estimated based on the family plan. The insurance cost was slightly overestimated but assumed to remain a constant for the five-year projection.

<sup>59</sup> Source Local 646: Annual Uniform Allowance \$550.00 per firefighter.

<sup>60</sup> Source Local 646: Annual Meal Allowance is \$1200.00 per firefighter.

<sup>61</sup> Source: Wages were taken from the 2016-2021 Collective Bargaining Agreement and includes paramedic pay and physical fitness pay.

<sup>62</sup> EMS Captain salary was provided by Local 646 and 2% annual increases were applied for the five years.

<sup>63</sup> Source: Local 646. \$5,100.00 per individual.

<sup>64</sup> Source: Local 646. Benefit package equals \$21,457 per individual and for the purpose of this analysis was kept the same for five years.

## Evaluation of ALS Transport

Once the department is fully operational as an ALS transport provider, a complete evaluation of services should be completed. The department should evaluate each component of the system, making necessary adjustments where needed. The EMS Captain needs to ensure that the system design is meeting the NFPA 1710 Standard,<sup>65</sup> the units are not over- or under-utilized, all performance measures are being met, and the billing and collection companies are performing to specifications. The department should conduct annual system performance evaluations to ensure all performance objectives are met and adjustments made as necessary.

The department should be diligent with collecting and analyzing all available data regarding response, patient care, reporting, and cost of operations. This data will enable the department to perform workload analysis, allowing for necessary adjustments in an ever-changing environment while ensuring the department is meeting all the system demands.

Over time, the department may see a significant increase in call volume which may require the addition of more ambulances. As such, it will be important for the department to use ongoing and focused annual assessments to drive decisions to add additional apparatus and personnel to support the changing needs of the city.

---

<sup>65</sup> NFPA 1710, § 4.1.2.1 (7) 480 seconds or less travel time for the arrival of an ALS unit at an emergency medical incident, where this service is provided by the fire department provided a first responder with an AED or BLS unit arrived in 240 seconds or less travel time.

*<This Page Left Intentionally Blank>*

# Funding and Revenue

---

It is important for the department and Local 646 to realize that the department will increase its spending with the addition of the EMS transport service. However, there are several areas where the department could reduce costs by securing revenue from other sources.

## *Funding*

During integration planning and preparation, it will be essential to gather funding from a variety of sources such as grants to reduce the financial impact on the department. The department should search for grants through private as well as public sources to offset these costs. The department can plan to apply during the planning and development phases of integration. Additionally, manufacturers of some of the medical and patient transport devices have grant specialists that can assist the department in finding and applying for grants.

The federal government has three specific grants that may provide additional resources- the Assistance to Firefighters Grant (AFG) through the Department of Homeland Security, the Community Development Block Grant (CDBG) through the US Department of Housing and Urban Development, and the SAFER Grant. The CDBG grant has an open filing period, while the AFG has a set deadline every year. Departments filing for an AFG have had more success with purchasing equipment such as cots and monitors than with ambulances due to annually changing criteria within the grant process. However, there have been successful ambulance purchases through this grant. More information can be found by visiting the following websites for specific grant details.

- AFG: <http://fema.gov/firegrants/>
- CDBG: <http://www.hud.gov/offices/cpd/communitydevelopment/programs/>
- SAFER: <http://fema.gov/firegrants/>
- FEMA Prevention and Safety Grants: <http://www.fema.gov/fire-prevention-safety-grants>

Another source of funding is through private and corporate philanthropy grants. These grant sources, like government grants, focus on a target industry that they are interested in financially assisting, although there are several philanthropic grants that may have monies available to assist any non-profit organization. Many large corporations are interested in assisting governments and non-profits to better serve the community, which in turn provides free advertising for them as well as customer devotion to their company. The department should conduct additional research to try to ascertain which corporate entities will provide grant monies for purchasing new equipment, and potentially, ambulances.

In addition to these measures to assist in offsetting costs, the department should also consider billing for Motor Vehicle Accidents (MVAs), extrications, and establishing air-medical evacuation landing zones, if not already doing so. Some billing companies have been successfully billing auto insurance companies for these types of responses for some time and most auto insurance providers have monies earmarked in policy payments for emergency response mitigation. Like EMS billing, the person being billed for the MVA may never know that they have been charged.

Unlike EMS billing, billing for MVAs allows the department to generate revenue for all the resources on the scene including apparatus, personnel, supplies, and certain skill sets such as extrication or scene clean-up. An exception to this is that of personnel and apparatus that are specifically assigned to patient care. Billing for medical personnel and apparatus would be done by billing Medicare or private medical insurance, even though some auto insurance policies do have a provision for emergency medical care. This prevents double billing.

Furthermore, if an auto insurance payment does include payment for the transport, the department must return that portion of payment regarding emergency medical care to the auto insurance company. In MVA billing, the individual assigned as the payer of the bill is typically the person who has been identified as the person at fault for the incident, which is similar to how billing is determined for hazardous materials spills. As such, when performing MVA billing, the department will require a crash report from the police in addition to any other reports required. This will take some coordination between municipal departments for information exchange but involves minimal additional effort for the increased revenue.

### ***Revenue***

Local 646 had the AccuMed Group, a Michigan based EMS and ambulance billing and claims solutions company, perform an EMS revenue forecast based on a comparison to similar cities. The following payor mix was used for the forecast modeling; 62% Medicare, 8% Medicaid, 22%

Commercial Insurance, and 8% Self-pay. The projected revenue was based on at total of 2,464 transports and estimated that \$927,481.10 in revenue could be recovered.<sup>66</sup>

The money collected from emergency transports can be used to offset operational costs. The table on the next page reflects the net gain/loss by subtracting estimated costs from estimated revenues, projected for the next five years. Wage and benefit costs for the first year of operation include hiring and training costs plus annual salary and benefit package. The miscellaneous fee includes all the ambulance perishable items that will need to be replaced due to use or expiration such as bandages, medications, IV supplies, fluids, etc. It should be noted that all costs reflected in this table, except for wages and benefits, were held at a constant and are subject to variation based on call volume, economy, regulations, and other occurrences. Also, the costs do not reflect the purchase of capital budget items needed for startup in year one, such as the ambulances, equipment, and cardiac monitors.

### Estimated Five Year Cost and Recovery Projection<sup>67</sup>

	YR 1	YR 2	YR 3	YR 4	YR 5
<b>Total Estimated Wage/Benefit</b>	\$1,235,542	\$1,201,495	\$1,222,958	\$1,245,333	\$1,271,665
<b>Fuel Cost on average</b>	\$11,798	\$11,798	\$11,798	\$11,798	\$11,798
<b>Miscellaneous</b>	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000
<b>Total Cost</b>	\$1,277,440	\$1,238,293	\$1,259,756	\$1,282,131	\$1,308,463
<b>Recovery</b>	\$927,482	\$927,482	\$927,482	\$927,482	\$927,482
<b>Net Gain/Loss</b>	<b>-\$344,858</b>	<b>-\$310,811</b>	<b>-\$332,274</b>	<b>-\$354,649</b>	<b>-\$380,981</b>

**Table 13: Estimated Five-Year Cost and Recovery Projection.** This table provides a five-year projection based on 2019 contract wages and an estimated projection for Medicare collection. “Miscellaneous” signifies an estimate for the annual cost of perishable items which can vary. For the purpose of this table, “Recovery” is based on the first complete year after the ALS transport program has been established. Year 1 also includes hiring costs. Recovery, fuel, and miscellaneous amounts will remain constant for the purpose of this table, but they will more than likely vary based on call volume change. Recovery could begin as soon as ALS transport starts.

<sup>66</sup> The AccuMed Group Forecasting Tool is included in the appendices.

<sup>67</sup> Although there will be variations in the cost of some items, these were held constant for the purpose of this analysis.

*<This Page Left Intentionally Blank>*

# Future of the Traverse City Fire Department

---

The department should consider expanding their capabilities and service delivery mode as it will be important for the administration to find ways to maintain its value. In recent years, changes to healthcare laws and delivery have created many unique opportunities never thought of, especially regarding EMS.

Nationally, fire-based EMS departments have branched out into many other types of care outside of the traditional 9-1-1 response and transport models. Some of these types of care come with additional sources of revenue and some are simply a means to improve service to the community. This section of the proposal will briefly discuss an additional value-added service as well as specific revenue-added services. It is important to note that the discussed future services are a sampling of the possible future provisions the department could offer. Additionally, any value-added service, regardless of revenue-generating capabilities, should only be integrated after identification of need and careful planning.

## ***Mobile Integrated Health-Community Health Provider***

Recent changes in healthcare law have created several opportunities for prehospital care providers. Hospitals are currently being incentivized to stop readmissions within 30 days of patient discharge from in-patient care, such as the intensive care unit. Home healthcare, Skilled Nursing Facilities (SNFs), physician groups and other healthcare organizations are similarly incentivized to keep patients out of the hospital. These incentives were designed to reduce healthcare costs in the United States by focusing primarily on the top patient conditions that result in readmissions and increased costs. These conditions are patients who have had an acute myocardial infarction (AMI, also known as a heart attack), heart failure, and pneumonia. In addition to these conditions, insurance companies have recently been contacting benefit recipients who are diabetic to make sure that they are picking up and appropriately using their diabetic medications and supplies. Insurance providers are also following up with patients with other conditions as a matter of decreasing costs and improving patients' quality of life.

The care of the four conditions mentioned above, and others, are conditions that are within the purview of an EMS provider's provision of care, but in many states, not within their Scope of Practice. A recent concept developing in the EMS profession is that of Mobile Integrated Health-Community Health Provider (MIH-CHP), also known as Community Paramedicine. This level of care uses experienced prehospital care providers with advanced training to meet the non-emergent medical needs of citizens, especially underserved populations, to prevent the 30-day readmission and hospitalization, particularly for patients with chronic health conditions. In this

type of practice, mobile EMS providers respond in the community to meet non-emergency medical needs. They are integrated with other healthcare providers as part of a patient's care team and can provide assessments, point of contact blood lab tests, and on scene medical interventions if necessary. This practice is provided through partnerships or contracted service with hospitals, SNFs, physicians' offices, and other similarly situated businesses to improve service or prevent penalties from Medicare. Revenue for this practice could then be collected as a percentage of savings realized by the partner, contracted provider, or by a direct fee for service. This concept is currently operating in several states using fire-based EMS resources as the mobile provider.

The Traverse City Fire Department should assess the city's need for a MIH-CHP program that will best address healthcare in the community. If the department identifies an area in which a MIH-CHP program would benefit the community, the department must file a pilot program application for approval with Michigan Department of Health and Human Services. MDHHS will review the application for the following areas: Letter of Intent, Scope of Project, Project Description, Patient Interaction Plan, Staffing Plan, Training Plan, medical control authority/Quality Management Plan, and Data Collection Plan. If approved, the program may be implemented as a pilot and MDHHS will review the program annually for a period of three years.

# Conclusion

---

In conclusion, the addition of an all-inclusive ALS transport is of value to a growing population, as well as to a significant group of vulnerable citizens. The implementation of ALS transport by the department will allow it to offer the highest level of all-hazards protection available in the area, as well as improve its existing disaster capabilities. Certainly, the enhancement of services under one centralized chain of command and through a unified dispatch center can only improve the abilities of the city to efficiently and effectively manage any emergency, no matter how large or small.

Although such an implementation presents a large up-front cost, it does reasonably allow the department to continue to be the premier provider of prehospital care in the city. However, the city will need to take time to hire, purchase and plan for the expansion and set a firm date and time for the department to make the recommended additions. Furthermore, some of the up-front expenses can be further reduced through alternative funding such as grants or private donations. The department should use an enterprise fund to ensure the money generated from EMS remains in the fire department budget to offset operational expenses.

While it is impossible to predict where most of a jurisdiction's fire and medical emergencies will occur, the Traverse City Fire Department should examine where emergencies have typically occurred in the past and make efforts to ensure these areas continue to enjoy the same level of coverage, while adjusting resources and deployment as needed to achieve complete compliance with industry standards. Areas with accelerated development and population growth will require additional coverage in the future. Any projected increase in emergency response demands should also be considered before changes are implemented, focusing on associated hazard types and planned response assignments.

*<This Page Left Intentionally Blank>*

# Appendices

---

*<This Page Left Intentionally Blank>*

# Appendix A: Cost for Advanced Life Support Equipment and Supplies

---

*<This Page Left Intentionally Blank>*

Equipment	Size or Type	Unit Price	Count	Subtotal
<b>Suction</b>				
<b>Portable Automatic Suction unit</b>		\$1,154.00	1	\$1,154.00
<b>1200 cc Suction Canister with Lid</b>		\$5.79	2	\$11.58
<b>Yankauer Suction Tip and Tubing No vent, Bulb Tip</b>		\$3.57	2	\$7.14
<b>Suction Catheters</b>	6 FR	\$0.69	1	\$0.69
<b>Suction Catheters</b>	8 Fr	\$0.69	1	\$0.69
<b>Suction Catheters</b>	10 FR	\$0.69	1	\$0.69
<b>Suction Catheters</b>	12 FR	\$0.69	1	\$0.69
<b>Suction Catheters</b>	14 FR	\$0.69	1	\$0.69
<b>Suction Catheters</b>	16 FR	\$0.69	1	\$0.69
<b>Bulb Suction</b>	2 oz.	\$1.43	1	\$1.43
<b>Saline drops</b>	30 mL, 40/box	\$43.59	2	\$87.18
<b>Oxygen and Delivery</b>				
<b>"D" Aluminum with Toggle Valve</b>		\$80.99	2	\$161.98
<b>Variable Flow Regulator 1 DISS Outlet and 1 Barb</b>		\$142.10	2	\$284.20
<b>Non-Rebreather 7' tubing</b>	Adult	\$1.86	3	\$5.58
<b>Non-Rebreather 7' tubing</b>	Pediatric	\$2.29	3	\$6.87
<b>Rebreather 7' tubing</b> ♦	Adult	\$1.86	0	\$0.00
<b>Rebreather 7' tubing</b> ♦	Pediatric	\$2.39	0	\$0.00
<b>Nasal Cannula with Flared Tip 7' tubing</b>	Adult	\$0.59	3	\$1.77
<b>Nasal cannula 7' tubing</b> ♦	Pediatric	\$0.89	0	\$0.00
<b>Bag Valve Mask</b>	Infant	\$19.55	2	\$39.10
<b>Bag Valve Mask</b>	Pediatric	\$19.55	2	\$39.10
<b>Bag Valve Mask</b>	Adult	\$14.76	2	\$29.52
<b>Nasopharyngeal Airways</b>	20 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	22 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	24 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	26 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	28 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	30 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	32 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	34 FR	\$4.48	1	\$4.48
<b>Nasopharyngeal Airways</b>	36 FR	\$4.48	1	\$4.48
<b>♦ Indicates an optional piece or equipment</b>				

Equipment	Size or Type	Unit Price	Count	Subtotal
Oropharyngeal Airways	#5.5, 55 mm Infant	\$1.69	1	\$1.69
Oropharyngeal Airways	#6, 60 mm Child	\$1.69	1	\$1.69
Oropharyngeal Airways	#7, 70 mm, Child	\$1.69	1	\$1.69
Oropharyngeal Airways	#8, 80 mm, Small Adult	\$1.69	1	\$1.69
Oropharyngeal Airways	#9, 90 mm Small/Medium Adult	\$1.69	1	\$1.69
Oropharyngeal Airways	#10, 100 mm, Medium Adult	\$1.69	1	\$1.69
Oropharyngeal Airways	#11, 110mm, Adult	\$1.69	1	\$1.69
Oropharyngeal Airways	#12, 120 mm Large Adult	\$1.69	1	\$1.69
<b>Pulse Oximeter</b>		\$598.00	1	\$598.00
<b>Sensor</b>	Adult	\$193.45	1	\$193.45
<b>Sensor</b>	Pediatric	\$193.45	1	\$193.45
<b>Sensor</b> ♦	ear Clip	\$205.64	0	\$0.00
<b>Sensor</b>	Disposable pediatric and neonate	\$22.25	1	\$22.25
<b>Carrying Case</b>		\$70.00	1	\$70.00

<b>Monitoring and Defibrillation</b>				
<b>Monitor with Masimo SpO2, SpCO, SpMET, NIBP, 12-Lead ECG, EtCO2, Bluetooth, Trending</b>		\$36,595.00	1	\$36,595.00
<b>Battery Charger</b>		\$1,725.00	1	\$1,725.00
<b>Carrying Case</b>		\$268.00	1	\$268.00
<b>Li-ion battery</b>		\$400.00	3	\$1,200.00
<b>Defib/Pacing/ECG Pads w/quick connector 2 ft.</b>	Adult	\$56.91	2	\$113.82
<b>Defib/Pacing/ECG Pads w/quick connector 2 ft.</b>	Pediatric	\$64.27	1	\$64.27
<b>Ambu Blue Sensor electrodes 25/pack</b>	Adult	\$11.59	2	\$23.18
<b>Pediatric Electrodes 3/strip 10 strips/box</b>	Pediatric	\$11.99	1	\$11.99
<b>♦ Indicates an optional piece of equipment</b>				
Equipment	Size or Type	Unit Price	Count	Subtotal
<b>Monitor paper 3/pack</b>		\$15.49	1	\$15.49
<b>Prep Razor individual</b>		\$0.79	4	\$3.16
<b>AED ♦ if ALS unit</b>		\$2,595.00	0	\$0.00
<b>AED pediatric step down Defib pads ♦ if ALS unit</b>	Pediatric	\$127.20	0	\$0.00

<b>Immobilization Devices</b>				
<b>C-Collar</b>	Infant	\$7.25	1	\$7.25
<b>C-Collar</b>	Pediatric	\$7.25	1	\$7.25
<b>C-Collar</b>	Neckless	\$7.25	2	\$14.50
<b>C-Collar</b>	Short	\$7.25	2	\$14.50
<b>C-Collar</b>	Regular	\$7.25	2	\$14.50
<b>C-Collar</b>	Tall	\$7.25	2	\$14.50
<b>Head Immobilizer: 2 Support Pads, Head, Chin Strap, and Base</b>		\$99.95	2	\$199.90
<b>Hare Traction splint</b>	Adult	\$344.00	1	\$344.00
<b>Hare Traction splint</b>	Pediatric	\$344.00	1	\$344.00
<b>Vacuum splints kit</b>		\$515.95	1	\$515.95
<b>Backboard with Pins</b>		\$252.88	2	\$505.76
<b>Backboard Straps</b>	5', 2 piece with swivel quick clips, Nylon	\$17.75	6	\$106.50
<b>Infant/Pediatric Immobilization Board with case</b>		\$446.69	1	\$446.69
<b>D-ring Disposable Limb Restraints</b>	2 per package	\$6.03	2	\$12.06
<b>Scoop Stretcher</b>		\$828.50	1	\$828.50
<b>KED</b>		\$217.90	1	\$217.90
<b>Reeves Stretcher</b>		\$304.95	1	\$304.95
<b>Bandages</b>				
<b>Burn Towels</b>	12"X12"	\$6.63	1	\$6.63
<b>Burn Towels</b>	15"X20"	\$9.11	1	\$9.11
<b>Burn Towels</b>	20"X30"	\$12.19	1	\$12.19
<b>Burn Towels</b>	Face Mask	\$9.53	1	\$9.53
<b>Burn Towels</b>	58"X84"	\$47.69	1	\$47.69
<b>Triangular Bandages</b>	36"X36"x51"	\$1.00	2	\$2.00
<b>Multi-Trauma Dressing</b>		\$4.99	4	\$19.96
<b>ABD pads 20/box</b>	8"X10"	\$6.00	8	\$48.00
<b>4X4 12 ply</b>	100/ box	\$9.11	1	\$9.11
<b>Gauze Rolls</b>	4"x4 yards 12/box	\$13.89	1	\$13.89
<b>♦ Indicates an optional piece of equipment</b>				

Equipment	Size or Type	Unit Price	Count	Subtotal
Gauze Rolls	2"X 4 yards 12/box	\$9.60	1	\$9.60
Band-Aids	1"X3" 100/box	\$7.10	1	\$7.10
Occlusive Dressing	With Valve	\$22.50	2	\$45.00
Occlusive Dressing	Without Valve	\$27.95	2	\$55.90
Transpore Surgical Tape	1" X 10 yards 12 rolls/box	\$21.62	1	\$21.62
Transpore Surgical Tape ◇	2" X 10 yards 6 rolls/box	\$21.62	0	\$0.00
Arterial Tourniquet		\$38.00	2	\$76.00
<b>Communication</b>				
<b>Will require the use of cellular devices and radios.</b>				
<b>Obstetrical Kit</b>				
OB Kit		\$13.65	2	\$27.30
Foil Baby Bunting optional included in kit		\$5.95	0	\$0.00
<b>Miscellaneous</b>				
Sphygmomanometer	Infant	\$34.75	1	\$34.75
Sphygmomanometer	Child	\$34.75	1	\$34.75
Sphygmomanometer	Adult	\$34.75	1	\$34.75
Sphygmomanometer	Large Adult	\$42.59	1	\$42.59
Sphygmomanometer	Thigh	\$46.95	1	\$46.95
Stethoscope	Adult	\$97.10	1	\$97.10
Stethoscope ◇	Pediatric	\$117.59	1	\$117.59
Pediatric Drug Chart		\$14.69	1	\$14.69
Digital Hypothermia Thermometer	78° F- 111.9° F	\$11.50	1	\$11.50
Thermometer Sheaths	100/ box	\$4.59	1	\$4.59
Trauma Shears		\$6.49	2	\$12.98
Instant Cold Compress	24/Case	\$22.99	4	\$91.96
Irrigation Solution	Sterile water 1000 mL	\$3.87	4	\$15.48
Irrigation Solution	NaCl 0.9% 1000 mL	\$4.23	4	\$16.92
Pen Light (Disposable)	6/pack	\$8.12	1	\$8.12
Blanket ◇: Normally provided by Hospital		\$14.09	0	\$0.00
<b>◇ Indicates an optional piece of equipment</b>				

Equipment	Size or Type	Unit Price	Count	Subtotal
<b>Linen Pack ◊ : Normally provided by the hospital</b>	Disposable with pillow case, flat sheet and heavy duty fitted sheet 25/case	\$85.86	0	\$0.00
<b>Towels ◊ : Normally provided by the hospital</b>	16"X27"	\$64.99	0	\$0.00
<b>Triage Tags</b>	50/bag	\$64.13	1	\$64.13
<b>Emesis Bags</b>		\$2.07	4	\$8.28
<b>Disposable Bed Pan ◊</b>		\$2.63	0	\$0.00
<b>Disposable Urinal ◊</b>		\$0.97	0	\$0.00
<b>Water Based Sterile Lubricant</b>	144/case	\$13.67	1	\$13.67
<b>Infection Control</b>				
<b>Safety glasses</b>		\$13.44	2	\$26.88
<b>Face Protection</b>	with fluid shield 25/box	\$41.03	4	\$164.12
<b>Face Protection</b>	surgical mask without fluid shield, with ear loops 50/box	\$15.95	4	\$63.80
<b>Nitrile Gloves</b>	Small 100/box	\$15.06	2	\$30.12
<b>Nitrile Gloves</b>	Medium 100/box	\$15.06	2	\$30.12
<b>Nitrile Gloves</b>	Large 100/box	\$15.06	2	\$30.12
<b>Nitrile Gloves</b>	X-Large 100/box	\$15.06	2	\$30.12
<b>Nitrile Gloves</b>	XX-Large 90/box	\$15.06	2	\$30.12
<b>Coveralls</b>	Medium	\$7.70	2	\$15.40
<b>Coveralls</b>	Large	\$7.70	2	\$15.40
<b>Coveralls</b>	X-Large	\$7.70	2	\$15.40
<b>Coveralls</b>	XX-Large	\$7.70	2	\$15.40
<b>Boot Covers</b>	Universal Size	\$2.96	2	\$5.92
<b>Personal Protection Kit</b>		\$8.40	2	\$16.80
<b>Waterless Hand Sanitizer</b>		\$2.32	2	\$4.64
<b>Cavicide</b>	24 OZ Spray bottle	\$13.38	1	\$13.38
<b>Sharps Container</b>	1 Quart	\$4.25	1	\$4.25
<b>Sharps Container</b>	5 quart	\$5.18	2	\$10.36
<b>Bio-Hazard Bags</b>	5 gal 12"X15"	\$0.47	4	\$1.88

Equipment	Size or Type	Unit Price	Count	Subtotal
Standard Trash Bags	wastebasket 500/box	\$17.05	1	\$17.05
<b>N95 respirators <u>MUST</u> be fit tested and are not necessarily required</b>				
N95 respirator with nose flange	X-Small, 20/box	\$27.70	1	\$27.70
N95 respirator with nose flange	Small, 20/box	\$27.70	1	\$27.70
N95 respirator with nose flange	Medium, 20/box	\$27.70	1	\$27.70
N95 respirator with nose flange	Large, 20/box	\$27.70	1	\$27.70
N95 Fit Test Kit		\$276.65	1	\$276.65
N95 Fit Test Hood		\$59.70	1	\$59.70
N95 Fit Test Nebulizer #1		\$99.52	1	\$99.52
N95 Fit Test Nebulizer #2		\$99.52	1	\$99.52
Bitrex Test Solution	6 vials/box	\$14.28	1	\$14.28
Bitrex Threshold Screening Solution	6 vials/box	\$14.28	1	\$14.28
<b>Injury Prevention Equipment</b>				
<b>Car Seat-Refer to NHTSA.gov for a list of EMS Approved Child Occupant protection devices</b>				
Emergency Response Guide		\$3.69	1	\$3.69
Highway safety warning triangles	3/box	\$34.78	1	\$34.78
International Safety Vest	Universal Size	\$19.87	2	\$39.74
Laryngoscope Handle	Small or Medium	\$59.94	2	\$119.88
"C" batteries for Adult Handle	each	\$1.45	2	\$2.90
"AA" batteries for Pediatric Handle	each	\$0.79	2	\$1.58
Laryngoscope Blade Disposable Metal	0 Miller	\$7.41	1	\$7.41
Laryngoscope Blade Disposable Metal	1 Miller	\$7.41	1	\$7.41
Laryngoscope Blade Disposable Metal	2 Miller	\$7.41	1	\$7.41
Laryngoscope Blade Disposable Metal	3 Miller	\$7.41	1	\$7.41
Laryngoscope Blade Disposable Metal	4 Miller	\$7.41	1	\$7.41

<b>Equipment</b>	<b>Size or Type</b>	<b>Unit Price</b>	<b>Count</b>	<b>Subtotal</b>
<b>Laryngoscope Blade Disposable Metal</b>	2 MacIntosh	\$7.41	1	\$7.41
<b>Laryngoscope Blade Disposable Metal</b>	3 MacIntosh	\$7.41	1	\$7.41
<b>Laryngoscope Blade Disposable Metal</b>	4 MacIntosh	\$7.41	1	\$7.41
<b>Uncuffed Endotracheal Tubes</b>	2.5 mm	\$1.95	2	\$3.90
<b>Uncuffed Endotracheal Tubes</b>	3.0 mm	\$1.95	2	\$3.90
<b>Uncuffed Endotracheal Tubes</b>	3.5 mm	\$1.95	2	\$3.90
<b>Uncuffed Endotracheal Tubes</b>	4.0 mm	\$1.95	2	\$3.90
<b>Uncuffed Endotracheal Tubes</b>	4.5 mm	\$1.95	2	\$3.90
<b>Uncuffed Endotracheal Tubes</b>	5.0 mm	\$1.95	2	\$3.90
<b>Uncuffed Endotracheal Tubes</b>	5.5 mm	\$1.95	2	\$3.90
<b>Cuffed Endotracheal Tubes</b>	6.0 mm	\$1.95	2	\$3.90
<b>Cuffed Endotracheal Tubes</b>	7.0 mm	\$1.95	2	\$3.90
<b>Cuffed Endotracheal Tubes</b>	8.0 mm	\$1.95	2	\$3.90
<b>Meconium Aspirator</b>		\$6.81	1	\$6.81
<b>10 cc syringe</b>		\$0.20	2	\$0.40
<b>stylette</b>	6 FR (2.0-3.5 mm) 30 cm long	\$3.04	1	\$3.04
<b>stylette</b>	10 FR (4.0-6.5mm) 44 cm Long	\$3.04	1	\$3.04
<b>stylette</b>	14 FR (7.0-10mm) 45 cm long	\$3.04	1	\$3.04
<b>Endotracheal Tube Holder</b>	Adult and Pediatic sizes	\$4.00	2	\$8.00
<b>Magill Forceps</b>	Adult	\$6.43	1	\$6.43
<b>Magill Forceps</b>	Pediatic	\$6.43	1	\$6.43
<b>Intubation Detection Device</b>	Syringe or Bulb	\$9.12	1	\$9.12
<b>End tidal CO2 Detection</b>	Colorimetric Adult	\$12.89	2	\$25.78
<b>End tidal CO2 Detection</b>	Colorimetric Pediatic	\$12.89	1	\$12.89

<b>Equipment</b>	<b>Size or Type</b>	<b>Unit Price</b>	<b>Count</b>	<b>Subtotal</b>
<b>End tidal CO2 Detection</b>	Capnoline Pediatric non-intubated	\$13.94	1	\$13.94
<b>End tidal CO2 Detection</b>	Capnoline Adult non- intubated with Oxygen tubing	\$13.38	1	\$13.38
<b>End tidal CO2 Detection</b>	Capnoline Intubated Pediatric/Adult	\$10.29	1	\$10.29
<b>Secondary, Blind Insertion device</b>	Assorted Sizes	\$41.85	1	\$41.85
<b>Needle Cricothyrotomy</b>	Adult and Child sizes	\$186.63	1	\$186.63

<b>Vascular Access</b>				
<b>0.9% NaCl USP IV Fluid</b> <b>Note: It is cheaper to buy the 1000 cc bags over the 500 cc</b>	14/case price for individual units =	\$3.15	4	\$12.60
<b>Alcohol Preps</b>	Large 100/box	\$4.93	1	\$4.93
<b>Povidone Iodine optional</b>	Prep Pads 100/box	\$5.43	0	\$0.00
<b>Intravenous Safety Catheter</b>	14 ga X 1.25"	\$3.19	4	\$12.76
<b>Intravenous Safety Catheter</b>	16 ga X 1.25"	\$3.19	4	\$12.76
<b>Intravenous Safety Catheter</b>	18 ga X 1.25"	\$3.19	4	\$12.76
<b>Intravenous Safety Catheter</b>	20 ga X 1.25"	\$3.19	4	\$12.76
<b>Intravenous Safety Catheter</b>	22 ga X 1"	\$3.19	4	\$12.76
<b>Intravenous Safety Catheter</b>	24 ga X .75"	\$3.19	4	\$12.76
<b>Carpject</b> <b>Note: Distributor may give carpjects for free with purchase of medications, ask distributor</b>		\$1.09	2	\$2.18
<b>Syringe safety</b>	1 cc TB, 25 ga X .625" 100/ box	\$72.80	1	\$72.80
<b>Syringe safety</b>	3 cc 23 ga X 1" 100/ box	\$42.74	1	\$42.74
<b>Syringe safety</b>	5 cc 21 ga X 1 " 50/box	\$49.42	1	\$49.42
<b>Latex free tourniquet</b>	1 X 19", 50/box	\$18.65	1	\$18.65
<b>Tagaderm</b>	100/ box	\$48.41	1	\$48.41

Equipment	Size or Type	Unit Price	Count	Subtotal
Transfer Needles (Hypodermic)	21 gaX 1.5" 100/ box	\$8.29	1	\$8.29
Transfer Needles (Hypodermic)	18 ga X 1.5" 100/ box	\$8.29	1	\$8.29
Disposable Arm Board	Adult 3"x18"	\$1.31	2	\$2.62
Disposable Arm Board	Pediatric 3"X9"	\$1.15	2	\$2.30
Macro Drip	10 gtts	\$4.75	4	\$19.00
Micro drip	60 gtts	\$4.99	2	\$9.98
<b>NOTE: IO's are not optional themselves, instead these are options for an IO device</b>				
EZ IO ◇	Driver	\$295.00	1	\$295.00
EZ IO ◇	15 mm Needle 5/box Pediatric	\$520.00	1	\$520.00
EZ IO ◇	25 mm Needles 5/box Adult	\$520.00	1	\$520.00
EZ IO ◇	45 mm Needles 5/box Large Adult	\$575.00	1	\$575.00
BIG IO ◇	Adult	\$88.46	0	\$0.00
BIG IO ◇	Pediatric	\$88.46	0	\$0.00
Disposable Infuser		\$23.78	2	\$47.56
<b>Other Advanced Equipment</b>				
Nebulizer		\$1.27	2	\$2.54
Glucometer	<b>Note: Most distributors will give glucometers away for free on request if purchasing test strips, ask distributor for details</b>	\$47.49	1	\$47.49
Glucometer test strips	capillary blood 50/box	\$50.95	1	\$50.95
Lancets	100/box	\$17.68	1	\$17.68
Needle for Decompression	14 ga X 3.25	\$20.97	2	\$41.94
<b>Equipment</b>	<b>Size or Type</b>	<b>Unit Price</b>	<b>Count</b>	<b>Subtotal</b>
<b>Medications</b>				
<b>Oxygen Price will vary depending on amount and method of purchase</b>				
<b>Cardiovascular</b>				

<b>1:10,000 epinephrine</b>	1 mg/ 10 mL pre-filled	\$5.98	6	\$35.88
<b>Adenosine</b>	6 mg/ 2 mL pre-filled	\$42.75	1	\$42.75
<b>Adenosine</b>	12 mg/ 4 mL pre-filled	\$78.74	2	\$157.48
<b>Atropine</b>	1 mg/ 10 mL pre-filled	\$8.07	3	\$24.21
<b>Amiodarone</b>	150 mg/ 3 mL Vial	\$11.69	4	\$46.76
<b>Nitroglycerin</b>	Sublingual Spray 0.4 mg/ 4.9 gm 60 metered doses	\$299.00	1	\$299.00
<b>ASA</b>	81 mg, 36 tabs/ bottle Children's chewable	\$1.84	1	\$1.84
<b>Vasopressin</b>	20 units/ mL, Vial	\$8.04	2	\$16.08
<b>Cardiopulmonary</b>				
<b>Albuterol</b>	.083% 2.5 mg/ 3 mL 25/box	\$15.93	2	\$31.86
<b>Ipratropium Bromide</b>	.02% 2.5 mL vial, 25/box	\$22.00	2	\$44.00
<b>1:1,000 epinephrine</b>	ampule 1 mg/mL	\$2.58	2	\$5.16
<b>Furosemide</b>	prefilled 40 mg/4 mL	\$5.37	2	\$10.74
<b>Diabetic</b>				
<b>Dextrose</b>	Adult, pre-filled 50% 25 gm 50 mL	\$6.59	1	\$6.59

Equipment	Size or Type	Unit Price	Count	Subtotal
<b>Dextrose</b>	Pediatric pre-filled 25%, 10 mL	\$7.49	1	\$7.49
<b>Oral Glucose</b>	3 tubes/ pack 15 gm	\$14.72	1	\$14.72
<b>Glucagon</b>	Emergency Kit 1 mg/mL	\$227.00	1	\$227.00
<b>Analgesics</b>				
<b>Morphine</b>	<b>Class II Controlled</b> Luer Locking Carpject 10 mg/ mL 10/box	\$27.53	2	\$55.06
<b>Anti-Seizure</b>				
<b>Midazolam (versed)</b>	<b>Class IV Controlled</b> Vial 5 mg/mL 10/box	\$51.39	2	\$102.78
<b>Miscellaneous</b>				
<b>Sodium Bicarbonate</b>	pre-filled 8.4% 50 mEq 1mEq/mL	\$7.26	2	\$14.52
<b>Magnesium Sulfate</b>	pre-filled 50% 5 gm/10 mL	\$8.51	0	\$0.00
<b>Naloxone hydrochloride (Narcan)</b>	pre-filled 2 mg/ 2 mL	\$25.84	2	\$51.68
<b>NaCl 0.9% flushes</b>	10 mL	\$1.05	4	\$4.20
<b>Lidocaine</b>	pre-filled 100 mg/5 mL	\$6.46	1	\$6.46
<b>Epi-Pen Auto-Injector</b> ◊		\$295.55	0	\$0.00
<b>Diphenhydramine Luer lock carpuject</b>	50 mg	\$4.22	1	\$4.22
<b>DuoDote Auto-Injector</b>		\$62.52	2	\$125.04
<b>Dopamine</b>	pre-mixed 400 mg/250 mL	\$33.68	1	\$33.68

Equipment	Size or Type	Unit Price	Count	Subtotal
<b>Other Necessary Equipment</b>				
<b>First In Bag</b>		\$418.97	1	\$418.97
<b>Trauma Bag</b> ◇		\$187.00	1	\$187.00
<b>Drug Box</b>		\$180.65	1	\$180.65
<b>Intubation Pack</b>		\$84.89	1	\$84.89
<b>C-collar Bag</b>		\$69.55	1	\$69.55
<b>clip board</b>		\$42.84	0	\$0.00
<b>Needed if doing paper reporting</b>				
Paper reports prices will vary depending on a number of factors, contact a printer				
<b>Panasonic Tough Book</b>		\$4,500.00	1	\$4,500.00
<b>Needed for electronic reporting</b>				
<b>Seals</b>	100/pack	\$29.39	1	\$29.39
<b>Optional</b>				
<b>Mucosal Atomization Device (MAD)</b> ◇	with 3 mL syringe	\$4.95	2	\$9.90
<b>IV warmer</b> ◇		\$434.60	1	\$434.60
<b>Portable Fridge-Freezer</b> ◇		\$1,090.82	1	\$1,090.82
<b>Morgan Therapeutic Lens</b> ◇		\$29.83	2	\$59.66
<b>CPAP</b> ◇	Generator, fixed flow	\$525.00	1	\$525.00
<b>CPAP Mask Kit</b> ◇	procedure Kit 10 cm H2O 10/case	\$624.72	2	\$1,249.44
<b>Ventilator</b> ◇		\$2,624.00	1	\$2,624.00
◇ <b>Indicates an optional piece of equipment</b>				

# Appendix B: Michigan Ambulance Equipment List

---



Michigan Department of Health and Human Services  
 Bureau of EMS, Trauma and Preparedness  
 Division of EMS and Trauma  
 P.O. Box 30207  
 Lansing, MI 48909-0207  
 517-335-8150 (Phone)  
[www.michigan.gov/ems](http://www.michigan.gov/ems)

**CLEAR ALL FIELDS**

Advanced Life Support Vehicle Inspection Report (Authority: P.A. 368 of 1978, as amended)

Type of Inspection:	New/Added Vehicle	Replacement Vehicle	Upgrade Vehicle	Renewal Vehicle	Re-inspection/Allegation
Agency License Number:	Agency Name:	Address:	City:	State:	
Vehicle License Number:	Transport Vehicle: <input type="checkbox"/> Yes <input type="checkbox"/> No	VIN Number:	Year:	Make:	
<b>VEHICLE REQUIREMENTS</b>	Yes	No	<b>MISCELLANEOUS</b>	Yes	No
CRITICAL – Vehicle Starts/Runs/Observed to be safe	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – N-95 Masks (2)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – External Warning System (visual & audio – must be operational)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – B.P. Cuff – infant, child, adult, and large adult (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Access for loading and unloading patient in supine position**	<input type="checkbox"/>	<input type="checkbox"/>	Blankets (2) with 1 being a thermal absorbent blanket, aluminum foil roll, or appropriate heat-reflective-material (adult size)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Ambulance cot with straps and means of securing cot**	<input type="checkbox"/>	<input type="checkbox"/>	Cold Packs (2)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Patient Compartment – climate controlled & adequate	<input type="checkbox"/>	<input type="checkbox"/>	Emesis Container (1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Communications – State MEDCOM compliant	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Gloves (2 pair)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Patient Side Communication – State MEDCOM compliant (unless waived)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Personal Protection Equipment – garment, eye protection, and mask (2 ea.)	<input type="checkbox"/>	<input type="checkbox"/>
Fire Extinguisher (UL listed) w/ current tag, 2-A-20 BC (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – OB Kit – sterile contents (1)	<input type="checkbox"/>	<input type="checkbox"/>
Flares or equivalent device (3)	<input type="checkbox"/>	<input type="checkbox"/>	Pillow (1)**	<input type="checkbox"/>	<input type="checkbox"/>
<b>AIRWAY</b>	Yes	No	Sterile water or Normal Saline 0.9% for Irrigation	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Supraglottic (combitube, king, PTL, etc.) (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – EPA-Registered Disinfectant Cleaner for blood borne pathogens (for vehicle cleaning)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Bag Valve Mask – hand-operated self-expanding bag with oxygen reservoir/accumulator; valve (clear & operable in cold weather); and mask (adult, child, infant, and neonate sizes) Child (450-750ml) (1 ea.) and Adult (>1000 ml) (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Non-Rebreather Masks (adult, child, infant) (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Glucometer or Blood Glucose Measuring Device w/ reagent strips	<input type="checkbox"/>	<input type="checkbox"/>
Nasal Cannulas – adult and pediatric (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Oral Glucose Solution	<input type="checkbox"/>	<input type="checkbox"/>
Nasal Airways – 1 size between 16-24 fr and 1 size between 26-34 fr	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Stethoscope (1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Oropharyngeal Airway – 0-1, 2-3, 4-5 (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Alcohol-Based Hand Cleanser (towelette, spray, or liquid)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – On-Board O2 w/ regulator capable of 15 lpm**	<input type="checkbox"/>	<input type="checkbox"/>	Thermometer with low temperature capability (i.e. hypothermia)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Portable O2 w/ regulator capable of 15 lpm	<input type="checkbox"/>	<input type="checkbox"/>	Flashlight	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – On-Board Suction w/ flexible & rigid tubing/tip**	<input type="checkbox"/>	<input type="checkbox"/>			
CRITICAL - Portable Suction w/flexible & rigid tubing/tip	<input type="checkbox"/>	<input type="checkbox"/>	<b>IV REQUIREMENTS</b>	Yes	No
CRITICAL – Endotracheal Tubes – cuffed or uncuffed; size 2.5, 3.0, 3.5, 4.0, 4.5, 5.0, 5.5; Cuffed: 6.0, 7.0, 8.0 (2 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – IV Package Secured	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Laryngoscope Blades – Curved: sizes 2, 3, or 4 (2); Straight: sizes 0, 1, 2, 3, or 4 (4) (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – IV Fluids (3 liters, any type) (1 liter critical)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Stylettes for Endotracheal Tubes – adult & pediatric (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Hospital Filled or Wholesale Filled Hospital/Wholesale Name:	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Laryngoscope Handle (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Expiration Date of 1 <sup>st</sup> Fluid (that is not expired):	<input type="checkbox"/>	<input type="checkbox"/>
Magill Forceps – adult & pediatric (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Administration Set – Macro Drip (4)	<input type="checkbox"/>	<input type="checkbox"/>
Spare Laryngoscope Bulb, Batteries, and Handle (1 set)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Administration Set – Micro Drip (2) (1 critical)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Syringes – various sizes (2)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Alcohol Wipes (12) (1 critical)	<input type="checkbox"/>	<input type="checkbox"/>
Pulse Oximeter with pediatric & adult capability	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – IV Catheters – Size 24-14 ga. (range of 4 sizes with at least 1 smaller than 20 ga.) (4 ea.) (1 ea. critical)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – End Tidal CO2 Detection Capability; either quantitative capnography or colorimetric – adult & pediatric (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – IO Needles or other devices – adult & pediatric (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>
<b>TRAUMA - BANDAGING</b>	Yes	No	Extension Set (2)	<input type="checkbox"/>	<input type="checkbox"/>
Bandages – Triangular (2)	<input type="checkbox"/>	<input type="checkbox"/>	Tourniquets (2)	<input type="checkbox"/>	<input type="checkbox"/>
Band-Aids	<input type="checkbox"/>	<input type="checkbox"/>	Needles, Various Sizes	<input type="checkbox"/>	<input type="checkbox"/>
Burn Sheets – Sterile (2)	<input type="checkbox"/>	<input type="checkbox"/>	<b>DRUG PACKAGE</b>	Yes	No
CRITICAL – Dressing – Large Sterile Trauma (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Drug Package that is not expired	<input type="checkbox"/>	<input type="checkbox"/>
Dressing – Occlusive, Sterile (aluminum foil, saturated gauze, etc.) (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Hospital Filled by:	<input type="checkbox"/>	<input type="checkbox"/>
Gauze Bandages – Rolled (6)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Date Filled:	<input type="checkbox"/>	<input type="checkbox"/>
Gauze Pads – 4" x 4" sterile (12)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Pharmacist:	<input type="checkbox"/>	<input type="checkbox"/>
Scissors – Bandage/Trauma (1 pair)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Expiration Date 1 <sup>st</sup> Drug:	<input type="checkbox"/>	<input type="checkbox"/>
Arterial Tourniquet (commercial) (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Package Sealed	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Tape – Hypoallergenic (1 roll)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Locked and Secured	<input type="checkbox"/>	<input type="checkbox"/>
<b>TRAUMA - SPLINTING</b>	Yes	No	CRITICAL – In climate-controlled area	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Cervical Immobilizers – infant, child, adult (2 ea.) (1 critical)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Proof of Acquisition for additional non-sealed medication through hospital pharmacy	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Short Spine Immobilization Device (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Length-Based Pediatric Dosing Tape (or appropriate reference material that converts length to estimated ideal body weight in kilograms for pediatric drug dosing and equipment sizing)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Long Spine Immobilization Device (2) (1 critical) (Non-Transport 1)	<input type="checkbox"/>	<input type="checkbox"/>	<b>CARDIAC MONITOR/DEFIBRILLATOR</b>	YES	NO
CRITICAL – Head Immobilization Device (2) (1 critical) (Non-Transport 1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Means to defibrillate pediatric/adult patients	<input type="checkbox"/>	<input type="checkbox"/>
Splints – short, medium, long (2 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Type:	<input type="checkbox"/>	<input type="checkbox"/>
Traction Splinting Device (1)	<input type="checkbox"/>	<input type="checkbox"/>	Serial Number:	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Monitor is operational	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Electrodes (2 sets) 1 critical	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Patient Cable (1)	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Defibrillation pads/gel (2 sets/tube)	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	ECG Paper	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	Transcutaneous Cardiac Pacemaker that includes pediatric capability (may integrate with monitor/defibrillator) (2)	<input type="checkbox"/>	<input type="checkbox"/>

\*\*Not Required on Non-Transporting Vehicles



Michigan Department of Health and Human Services  
 Bureau of EMS, Trauma and Preparedness  
 Division of EMS and Trauma  
 P.O. Box 30207  
 Lansing, MI 48909-0207  
 517-335-8150 (Phone)  
[www.michigan.gov/ems](http://www.michigan.gov/ems)

Deficiencies Noted During Inspection	Date Corrected
Other Health and Safety Concerns	

Results of the Inspection
<input type="checkbox"/> Critical Non-Compliant: VEHICLE MUST BE REMOVED FROM SERVICE IF CORRECTIONS ARE NOT MADE WITHIN 24 HOURS. (See next page for instructions on correcting deficiencies)
<input type="checkbox"/> Non-Compliant: Agency has 15 calendar days to make corrections. (See next page for instructions on correcting deficiencies)
<input type="checkbox"/> Compliant

**I, the undersigned representative of the above service, acknowledge receipt of a copy of this inspection report, supplemental notes and corrective action statement (if applicable). I am aware of the deficiencies listed (if any) and understand that failure to correct the deficiencies within the established time frames will subject the service to administrative action and penalties as outlined in Sections 201 and 209 of the Michigan Public Health Code and the Administrative Rules thereunder.**

Printed Name of Agency Representative:	Signature:	Date:
--	------------	-------

**I, the undersigned MDHHS Representative, acknowledge that I have conducted a full inspection of this vehicle in accordance with the equipment requirements set forth above and that all statements I have made on this inspection report are true and accurate to the best of my knowledge.**

Printed Name of MDHHS Representative:	Signature:	Date:
---------------------------------------	------------	-------

FOR OFFICE USE ONLY
---------------------

<b>Inspection report received and reviewed by:</b>		
Printed Name of MDHHS Representative:	Signature:	Date:

MDHHS-EMS-197 (05/17)



Michigan Department of Health and Human Services  
Bureau of EMS, Trauma and Preparedness  
Division of EMS and Trauma  
P.O. Box 30207  
Lansing, MI 48909-0207  
517-335-8150 (Phone)  
[www.michigan.gov/ems](http://www.michigan.gov/ems)

The findings from this inspection will be submitted to the Michigan Department of Health and Human Services (MDHHS)-Division of EMS and Trauma to determine compliance with requirements for licensure. This inspection form does not indicate licensure status. The MDHHS upon determination of compliance with applicable statutory and regulatory requirements and standards, will issue the license in accordance with Part 209 of the Public Health Code (PA 368 of 1978), as amended.

Items on this inspection form checked "No" indicate that the item was either missing or non-functional at the time of this inspection, causing MDHHS to consider each applicable vehicle to be in violation of Part 209 of the Public Health Code (PA 368 of 1978), as amended.

#### Instructions for Required Corrections:

##### *Critical Non-Compliant*

1. If MDHHS makes the determination that a vehicle is non-compliant with required CRITICAL equipment items, the agency has 24 hours to bring the vehicle into compliance and notify MDHHS in writing, that the corrections were made. The vehicle may be returned to service prior to a re-inspection, with approval of MDHHS, provided MDHHS is notified in writing within 24 hours that corrections have been made. A re-inspection may occur within 15 calendar days of MDHHS receiving such notification.
2. A vehicle that is not brought into compliance within 24 hours from the time it is determined to be out of compliance due to missing critical equipment items, shall be removed from service until the life support agency submits a written explanation of corrective action to MDHHS and a re-inspection is conducted that will enable MDHHS to determine compliance status. A vehicle taken out of service due to non-compliance shall not respond or provide emergency assistance, or conduct inter-facility transfers until the vehicle passes the MDHHS re-inspection.

##### Non-Compliant (NOT Critical)

1. If an agency vehicle is determined to be non-compliant, but not missing critical equipment items, the agency shall be given 15 calendar days from the date of inspection to provide MDHHS with a written explanation of corrective action. The vehicle may remain in service during the 15 day period unless MDHHS has ordered the vehicle to be taken out of service.

##### Other Licensure Issues

1. Formal compliance action will be initiated by MDHHS if a life support vehicle remains out of compliance for more than 15 calendar days from date of inspection.
2. MDHHS may order a life support vehicle out of immediate service if it determines that the health, safety, and welfare of a patient may be in jeopardy due to non-compliance with minimum equipment standards, defective and non-functional equipment, or other applicable reasons. A notice of such action shall be issued to the life support agency by MDHHS based upon the deficiencies identified in the inspection report.
3. A life support agency may immediately address potential violations during the inspection. The inspection report will reflect the action taken and MDHHS will consider that the indicator was met.

Documentation of completed corrections may be faxed or emailed to MDHHS

Email: [LynnL@michigan.gov](mailto:LynnL@michigan.gov)  
FAX 517-335-9434



Michigan Department of Health and Human Services  
 Bureau of EMS, Trauma and Preparedness  
 Division of EMS and Trauma  
 P.O. Box 30207  
 Lansing, MI 48909-0207  
 517-335-8150 (Phone)  
[www.michigan.gov/ems](http://www.michigan.gov/ems)

**CLEAR ALL FIELDS**

Basic Life Support Vehicle Inspection Report (Authority: P.A. 368 of 1978, as amended)

Type of Inspection:	<input type="checkbox"/> New/Added Vehicle	<input type="checkbox"/> Replacement Vehicle	<input type="checkbox"/> Upgrade Vehicle	<input type="checkbox"/> Renewal Vehicle	<input type="checkbox"/> Re-inspection/Allegation
Agency License Number:	Agency Name:	Address:	City:	State:	
Vehicle License Number:	Transport Vehicle: <input type="checkbox"/> Yes <input type="checkbox"/> No	VIN Number:	Year:	Make:	

VEHICLE REQUIREMENTS	Yes	No	TRAUMA - SPLINTING	Yes	No
CRITICAL – Vehicle Starts/Runs/Observed to be safe	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Cervical Immobilizers – infant, child, adult (2 ea.) (1 critical)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – External Warning System (visual & audio – must be operational)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Head Immobilization Device (2) (1 critical) (Non-Transport 1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Access for loading and unloading patient in supine position**	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Long Spine Immobilization Device (2) (1 critical) (Non-Transport 1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Ambulance cot with straps and means of securing cot**	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Short Spine Immobilization Device (1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Patient Compartment – climate controlled & adequate	<input type="checkbox"/>	<input type="checkbox"/>	Splints – short, medium, long (2 ea.)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Communications – State MEDCOM compliant	<input type="checkbox"/>	<input type="checkbox"/>	Traction Splinting Device (1)	<input type="checkbox"/>	<input type="checkbox"/>
Fire Extinguisher (UL listed) w/ current tag, 2-A-20 BC (1)	<input type="checkbox"/>	<input type="checkbox"/>	<b>MISCELLANEOUS</b>	<b>Yes</b>	<b>No</b>
Flares or equivalent device (3)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – AED that includes pediatric capability	<input type="checkbox"/>	<input type="checkbox"/>
<b>AIRWAY</b>	<b>Yes</b>	<b>No</b>	CRITICAL – N-95 Masks (2)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Supraglottic (combitube, king, PTL, etc.) (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – B.P. Cuff – infant, child, adult, and large adult (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Bag Valve Mask – hand-operated self-expanding bag with oxygen reservoir/accumulator; valve (clear & operable in cold weather); and mask (adult, child, infant, and neonate sizes) Child (450-750ml) (1 ea.) and Adult (>1000 ml) (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Blankets (2) with 1 being a thermal absorbent blanket, aluminum foil roll, or appropriate heat-reflective-material (adult size)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Non-Rebreather Masks (adult, child, infant) (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Cold Packs (2)	<input type="checkbox"/>	<input type="checkbox"/>
Nasal Cannulas – adult and pediatric (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	Emesis Container (1)	<input type="checkbox"/>	<input type="checkbox"/>
Nasal Airways – 1 size between 16-24 fr and 1 size between 26-34 fr	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Gloves (2 pair)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Oropharyngeal Airway – 0-1, 2-3, 4-5 (1 ea.)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Personal Protection Equipment – garment, eye protection, and mask (2 ea.)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – On-Board O2 w/ regulator capable of 15 lpm**	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – OB Kit – sterile contents (1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Portable O2 w/ regulator capable of 15 lpm	<input type="checkbox"/>	<input type="checkbox"/>	Pillow (1)**	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – On-Board Suction w/ flexible & rigid tubing/tip**	<input type="checkbox"/>	<input type="checkbox"/>	Sterile water or Normal Saline 0.9% for Irrigation	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Portable Suction w/ flexible & rigid tubing/tip	<input type="checkbox"/>	<input type="checkbox"/>	Thermometer with low temperature capability (i.e. hypothermia)	<input type="checkbox"/>	<input type="checkbox"/>
<b>TRAUMA - BANDAGING</b>	<b>Yes</b>	<b>No</b>	Flashlight	<input type="checkbox"/>	<input type="checkbox"/>
Bandages – Triangular (2)	<input type="checkbox"/>	<input type="checkbox"/>	Glucometer or Blood Glucose Measuring Device w/ reagent strips	<input type="checkbox"/>	<input type="checkbox"/>
Band-Aids	<input type="checkbox"/>	<input type="checkbox"/>	Oral Glucose Solution	<input type="checkbox"/>	<input type="checkbox"/>
Burn Sheets – Sterile (2)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Stethoscope (1)	<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Dressing – Large Sterile Trauma (1)	<input type="checkbox"/>	<input type="checkbox"/>	Alcohol-Based Hand Cleanser (towlette, spray, or liquid)	<input type="checkbox"/>	<input type="checkbox"/>
Dressing – Occlusive, Sterile (aluminum foil, saturated gauze, etc.) (1)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – EPA-Registered Disinfectant Cleaner for blood borne pathogens (for vehicle cleaning)	<input type="checkbox"/>	<input type="checkbox"/>
Gauze Bandages – Rolled (6)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Epinephrine Auto-Injector – adult & child (1 ea.) Expiration Date:	<input type="checkbox"/>	<input type="checkbox"/>
Gauze Pads – 4" x 4" sterile (12)	<input type="checkbox"/>	<input type="checkbox"/>	CRITICAL – Naloxone (1) Expiration Date:	<input type="checkbox"/>	<input type="checkbox"/>
Scissors – Bandage/Trauma (1 pair)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
Arterial Tourniquet (commercial) (1)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
CRITICAL – Tape – Hypoallergenic (1 roll)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

\*\*Not Required on Non-Transporting Vehicles

**Results of the inspection contained on the following page...**



Michigan Department of Health and Human Services  
 Bureau of EMS, Trauma and Preparedness  
 Division of EMS and Trauma  
 P.O. Box 30207  
 Lansing, MI 48909-0207  
 517-335-8150 (Phone)  
[www.michigan.gov/ems](http://www.michigan.gov/ems)

Deficiencies Noted During Inspection	Date Corrected
Other Health and Safety Concerns	

Results of the Inspection		
<input type="checkbox"/> Critical Non-Compliant: VEHICLE MUST BE REMOVED FROM SERVICE IF CORRECTIONS ARE NOT MADE WITHIN 24 HOURS. (See page 2 for instructions on correcting deficiencies)		
<input type="checkbox"/> Non-Compliant: Agency has 15 calendar days to make corrections.(See page 2 for instructions on correcting deficiencies)		
<input type="checkbox"/> Compliant		
<p>I, the undersigned representative of the above service, acknowledge receipt of a copy of this inspection report, supplemental notes and corrective action statement (if applicable). I am aware of the deficiencies listed (if any) and understand that failure to correct the deficiencies within the established time frames will subject the service to administrative action and penalties as outlined in Sections 201 and 209 of the Michigan Public Health Code and the Administrative Rules thereunder.</p>		
Printed Name of Agency Representative:	Signature:	Date:
<p>I, the undersigned MDHHS Representative, acknowledge that I have conducted a full inspection of this vehicle in accordance with the equipment requirements set forth above and that all statements I have made on this inspection report are true and accurate to the best of my knowledge.</p>		
Printed Name of MDHHS Representative:	Signature:	Date:
FOR OFFICE USE ONLY		
Inspection report received and reviewed by:		
Printed Name of MDHHS Representative:	Signature:	Date:

MDHHS-EMS-197 (05/17)



Michigan Department of Health and Human Services  
Bureau of EMS, Trauma and Preparedness  
Division of EMS and Trauma  
P.O. Box 30207  
Lansing, MI 48909-0207  
517-335-8150 (Phone)  
[www.michigan.gov/ems](http://www.michigan.gov/ems)

The findings from this inspection will be submitted to the Michigan Department of Health and Human Services (MDHHS)-Division of EMS and Trauma to determine compliance with requirements for licensure. This inspection form does not indicate licensure status. The MDHHS upon determination of compliance with applicable statutory and regulatory requirements and standards, will issue the license in accordance with Part 209 of the Public Health Code (PA 368 of 1978), as amended.

Items on this inspection form checked "No" indicate that the item was either missing or non-functional at the time of this inspection, causing MDHHS to consider each applicable vehicle to be in violation of Part 209 of the Public Health Code (PA 368 of 1978), as amended.

#### Instructions for Required Corrections:

##### *Critical Non-Compliant*

1. If MDHHS makes the determination that a vehicle is non-compliant with required CRITICAL equipment items, the agency has 24 hours to bring the vehicle into compliance and notify MDHHS in writing, that the corrections were made. The vehicle may be returned to service prior to a re-inspection, with approval of MDHHS, provided MDHHS is notified in writing within 24 hours that corrections have been made. A re-inspection may occur within 15 calendar days of MDHHS receiving such notification.
2. A vehicle that is not brought into compliance within 24 hours from the time it is determined to be out of compliance due to missing critical equipment items, shall be removed from service until the life support agency submits a written explanation of corrective action to MDHHS and a re-inspection is conducted that will enable MDHHS to determine compliance status. A vehicle taken out of service due to non-compliance shall not respond or provide emergency assistance, or conduct inter-facility transfers until the vehicle passes the MDHHS re-inspection.

##### Non-Compliant (NOT Critical)

1. If an agency vehicle is determined to be non-compliant, but not missing critical equipment items, the agency shall be given 15 calendar days from the date of inspection to provide MDHHS with a written explanation of corrective action. The vehicle may remain in service during the 15 day period unless MDHHS has ordered the vehicle to be taken out of service.

##### Other Licensure Issues

1. Formal compliance action will be initiated by MDHHS if a life support vehicle remains out of compliance for more than 15 calendar days from date of inspection.
2. MDHHS may order a life support vehicle out of immediate service if it determines that the health, safety, and welfare of a patient may be in jeopardy due to non-compliance with minimum equipment standards, defective and non-functional equipment, or other applicable reasons. A notice of such action shall be issued to the life support agency by MDHHS based upon the deficiencies identified in the inspection report.
3. A life support agency may immediately address potential violations during the inspection. The inspection report will reflect the action taken and MDHHS will consider that the indicator was met.

Documentation of completed corrections may be faxed or emailed to MDHHS

Email: [LynnL@michigan.gov](mailto:LynnL@michigan.gov)  
FAX 517-335-9434

*<This Page Left Intentionally Blank>*

# Appendix C: The AccuMed Group Forecasting Tool

---

Run Type		ALS Emerg						Prepared for Traverse City	
Payor	Payor Mix	# of Runs by Payor	Charge Amounts	Approved Amount	Gross Allowable	Projected Net Recovery by Payor			
Medicare	62.0%	973	\$700.00	\$405.47	\$315,747.60	\$306,275.17			
BC/BS	0.0%	0	\$700.00	\$0.00	\$0.00	\$0.00			
Medicaid	8.0%	126	\$700.00	\$191.88	\$24,100.13	\$20,485.11			
Commercial	22.0%	345	\$700.00	\$700.00	\$241,780.00	\$240,537.67			
Self Pay	8.0%	126	\$700.00	\$700.00	\$87,920.00	\$26,376.00			
<b>Total:</b>	<b>100.0%</b>	<b>1,570</b>	<b>\$700.00</b>			<b>TOTAL PROJECTED REVENUE FOR RUN TYPE</b>			
		<b>2,464</b>				<b>\$593,673.95</b>			
						<b>TOTAL CHARGES FOR RUN TYPE</b>			
						<b>\$1,099,000.00</b>			
		20% Billed to Commercial	\$81.09	\$78,936.90					

	Charge Amounts	Procedures/Miles	Total Charges	Total Revenue	Grand Total Charges
Mileage	\$13.50	4,928	\$66,528.00	\$35,925.12	\$1,791,928.00
Oxygen	\$50.00	986	\$49,300.00	\$12,818.00	Average Recovery Per Run
Treat/No-Transport	\$150.00	250	\$37,500.00	\$9,375.00	\$376.41
					Grand Total Projected Revenue
					\$927,481.10

Grand Totals					Benchmarked against Leelanau TWP EMS, Suttons-Bay, and Torch Lake TWP EMS
ALS Emergency	BLS Emergency	BLS- Non Emergency	ALS II	N/A	
\$593,673.95	\$218,446.61	\$41,809.58	\$15,432.83		
N/A	N/A	N/A	N/A	N/A	

Run Type		BLS Emergency						Prepared for Traverse City	
Payor	Payor Mix	# of Runs by Payor	Charge Amounts	Approved Amount	Gross Allowable	Projected Net Recovery by Payor			
Medicare	62.0%	428	\$600.00	\$341.44	\$116,854.43	\$113,348.79			
BC/BS	0.0%	0	\$600.00	\$0.00	\$0.00	\$0.00			
Medicaid	8.0%	55	\$600.00	\$105.32	\$5,813.66	\$4,941.61			
Commercial	22.0%	152	\$600.00	\$600.00	\$91,080.00	\$90,220.20			
Self Pay	8.0%	55	\$600.00	\$600.00	\$33,120.00	\$9,936.00			
<b>Total:</b>	<b>100.0%</b>	<b>690</b>	<b>\$600.00</b>			<b>TOTAL PROJECTED REVENUE FOR RUN TYPE</b>			
		<b>2,464</b>				<b>\$218,446.61</b>			
						<b>TOTAL CHARGES FOR RUN TYPE</b>			
						<b>\$414,000.00</b>			
		20% Billed to Commercial	\$68.29	\$29,213.61					

Run Type		BLS Non-Emerg						Prepared for Traverse City	
Payor	Payor Mix	# of Runs by Payor	Charge Amounts	Approved Amount	Gross Allowable	Projected Net Recovery by Payor			
Medicare	62.0%	107	\$600.00	\$213.40	\$18,205.58	\$17,659.41			
BC/BS	0.0%	0	\$600.00	\$0.00	\$0.00	\$0.00			
Medicaid	8.0%	14	\$600.00	\$105.32	\$1,449.20	\$1,231.82			
Commercial	22.0%	38	\$600.00	\$600.00	\$22,704.00	\$20,441.55			
Self Pay	8.0%	14	\$600.00	\$600.00	\$8,256.00	\$2,476.80			
<b>Total:</b>	<b>100.0%</b>	<b>172</b>	<b>\$600.00</b>			<b>TOTAL PROJECTED REVENUE FOR RUN TYPE</b>			
		<b>2,464</b>				<b>\$41,809.58</b>			
						<b>TOTAL CHARGES FOR RUN TYPE</b>			
						<b>\$103,200.00</b>			
		20% Billed to Commercial	\$42.68	\$4,551.40					

Run Type		ALS II						Prepared for Traverse City	
Payor	Payor Mix	# of Runs by Payor	Charge Amounts	Approved Amount	Gross Allowable	Projected Net Recovery by Payor			
Medicare	62.0%	20	\$700.00	\$586.86	\$9,314.64	\$9,035.20			
BC/BS	0.0%	0	\$700.00	\$0.00	\$0.00	\$0.00			
Medicaid	8.0%	3	\$700.00	\$191.88	\$491.21	\$417.53			
Commercial	22.0%	7	\$700.00	\$700.00	\$4,928.00	\$5,442.50			
Self Pay	8.0%	3	\$700.00	\$700.00	\$1,792.00	\$537.60			
<b>Total:</b>	<b>100.0%</b>	<b>32</b>	<b>\$700.00</b>			<b>TOTAL PROJECTED REVENUE FOR RUN TYPE</b>			
		<b>2,464</b>				<b>\$15,432.83</b>			
						<b>TOTAL CHARGES FOR RUN TYPE</b>			
						<b>\$22,400.00</b>			
		20% Billed to Commercial	\$117.37	\$2,328.66					

# Appendix D: Handbook for EMS Medical Control Authority

---

*<This Page Left Intentionally Blank>*

# Handbook for EMS Medical Directors

*March 2012*



**FEMA**



*This page was intentionally left blank.*

## **U.S. Fire Administration**

---

### **Mission Statement**

*We provide National leadership to foster a solid foundation for our fire and emergency services stakeholders in prevention, preparedness, and response.*

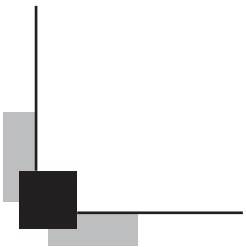


**FEMA**



---

*This page was intentionally left blank.*



# Preface

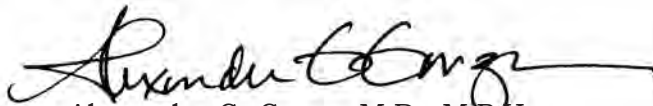
Colleagues:

The Department of Homeland Security (DHS) Office of Health Affairs (OHA) and the U.S. Fire Administration (USFA) are pleased to deliver this *Handbook for EMS Medical Directors* of local departments and agencies involved in emergency medical services (EMS) response.

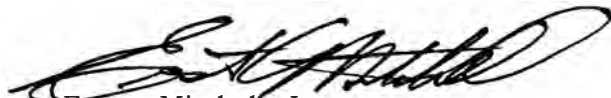
Medical directors provide critical oversight and medical direction to ensure that effective emergency medical care is provided to millions of patients throughout the United States. In addition to providing medical oversight and direction, EMS medical directors support EMS personnel and first responders through training, protocol development, and resource deployment advice. This handbook provides a baseline overview of key roles and responsibilities to assist current and prospective medical directors in performing their important missions.

On behalf of the U.S. DHS, we thank you for your service to the Nation's EMS.

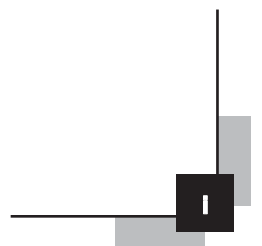
Sincerely yours,



Alexander G. Garza, M.D., M.P.H.  
Assistant Secretary for Health Affairs and  
Chief Medical Officer

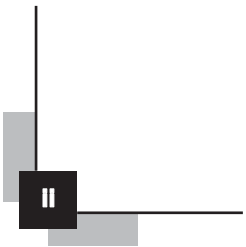


Ernest Mitchell, Jr.  
U.S. Fire Administrator



---

*This page was intentionally left blank.*



# Table of Contents

<b>Preface</b> .....	<b>i</b>
<b>Acknowledgements</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>3</b>
<b>The EMS Agency and Its Stakeholders</b> .....	<b>5</b>
Overview.....	5
EMS History .....	5
The Modern EMS System .....	9
EMS Agency Design Types.....	10
<i>Multiple-Role EMS Agency</i> .....	10
<i>Single-Role EMS Agency</i> .....	11
<i>Hospital-Based EMS Transport Agency</i> .....	11
<i>Private EMS Agency</i> .....	11
<i>Third-Service EMS Agency</i> .....	11
<i>Public Utility EMS Agency</i> .....	11
EMS Agency Staffing Types .....	11
<i>Career</i> .....	12
<i>Volunteer</i> .....	12
<i>Combination</i> .....	12
Types of Response Service .....	12
<i>Single-Tier Response Service</i> .....	12
<i>Tiered Response Service</i> .....	13
Resource Deployment .....	13
<i>Fixed Deployment</i> .....	13
<i>Dynamic Deployment</i> .....	13
Emergency Medical Dispatch .....	13
Emergency Response Components .....	14
<i>Disasters or Multiple and Mass Casualty Incidents</i> .....	15
<i>Technical Rescue or Medical Search and Rescue</i> .....	15
<i>Special or Mass Gatherings Events</i> .....	16
<i>Hazardous Materials</i> .....	16
<i>Wildland</i> .....	16
<i>Tactical EMS</i> .....	17
<b>Becoming a Medical Director</b> .....	<b>19</b>
Role and Purpose of the Medical Director .....	19
Scope of Responsibility .....	19
<i>Agency Oversight</i> .....	19
Education and Training of the Medical Director .....	20
<i>Postgraduate Education</i> .....	20
<i>State Requirements</i> .....	20
<i>Consensus Standards and Professional Associations</i> .....	21
<i>Agency Training</i> .....	22
<i>Continuing Education for the Medical Director</i> .....	22
Affiliation Agreements .....	22

Hire/ Employee.....	23
Independent Contractor.....	23
Memorandum of Understanding and Memorandum of Agreements .....	23
Performance Expectations .....	24
Compensation and Benefits.....	25
Workers' Compensation .....	25
Continuing Education .....	25
IRS Requirements .....	25
Dissolution .....	26
Liability Coverage.....	26
Medical Malpractice Coverage .....	26
Errors and Omission Coverage .....	27
General Liability Coverage .....	27
Directors' and Officers' Coverage.....	27
Indemnification .....	27
Areas of Caution for Medical Directors .....	27
Hiring and Promotional Decisions .....	28
Provider Disciplinary Actions .....	28
Budget and Procurement Regulations.....	28
Conflict of Interest Considerations .....	28
<b>Agency Oversight .....</b>	<b>31</b>
Workforce Oversight and Supervision.....	31
Provisions of Patient Care .....	32
Protocols.....	32
Standing Orders .....	32
Online Medical Direction.....	33
Offline Medical Direction.....	33
Medical Director in the Field.....	33
Incident Command System.....	34
EMS Scope of Practice .....	35
Education Standards .....	36
National EMS Educational Standards .....	36
EMS Provider Continuing Education Program Development .....	37
Provider Competency Verification .....	38
Performance-Based Organizations.....	38
Quality Improvement .....	38
Types of Quality Improvement .....	40
Six Sigma in EMS .....	41
HIPAA and Quality Improvement .....	42
Performance Measures .....	42
Benchmarking .....	43
Best Practices .....	44
Ambulance Service Accreditation.....	44
EMS Research.....	44
Health and Safety of Medical Directors and Providers.....	45
Patient Safety.....	46
<b>Agency Dynamics .....</b>	<b>47</b>

Ambulance Service Certificate of Need .....	47
Public Relations .....	47
<i>Media Inquiries</i> .....	47
<i>EMS Advocacy</i> .....	47
Credentialing in EMS .....	48
EMS Education Program Dynamics .....	48
<i>Accreditation of Education Programs</i> .....	48
<i>Certification of Providers</i> .....	49
<i>Recertification of EMS Providers</i> .....	50
Agency Compliance Considerations .....	51
<i>Collective Bargaining Agreements</i> .....	51
<i>Right to Work States</i> .....	52
<i>Industry Regulations and Standards</i> .....	52
Fiscal Management Issues .....	52
<i>Budgeting</i> .....	52
<i>Federal and State Funding Sources</i> .....	52
<i>Local Funding Sources</i> .....	53
<i>Agency-Level Funding Sources</i> .....	53
<i>Revenue Recovery Sources</i> .....	54
<i>Funding for Medical Directors</i> .....	54
Apparatus and Equipment .....	54
<i>Ambulance Design</i> .....	54
<i>EMS Equipment and Technology</i> .....	54
<i>Medication Supply and Storage Practices</i> .....	55
<b>Moving Forward as a Medical Director .....</b>	<b>57</b>
<b>Appendix A: Checklist for the New Medical Director .....</b>	<b>59</b>
<b>Appendix B: Glossary .....</b>	<b>61</b>
<b>Appendix C: EMS Acronyms .....</b>	<b>65</b>
<b>Appendix D: Sample Organization Charts .....</b>	<b>67</b>
<b>Appendix E: Sample Affiliation Agreement .....</b>	<b>71</b>
<b>Appendix F: Sample Liability Insurance Form .....</b>	<b>75</b>
<b>Appendix G: Industry Regulations and Standards .....</b>	<b>77</b>
<i>Occupational Safety and Health Administration</i> .....	77
<i>National Fire Protection Association</i> .....	77
<i>American Society for Testing and Materials</i> .....	78
<b>Appendix H: Performance Measures .....</b>	<b>79</b>
<b>Appendix I: Endnotes .....</b>	<b>81</b>

---

*This page was intentionally left blank.*

# Acknowledgements

*The Handbook for EMS Medical Directors* was developed by the International Association of Fire Chiefs (IAFC) as part of a Cooperative Agreement with the Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), U.S. Fire Administration (USFA), and was supported by DHS, Office of Health Affairs (OHA). The IAFC Emergency Medical Services (EMS) Section provided oversight in the development of the handbook.

A project team representing EMS stakeholder groups worked together to develop, contribute, and author the handbook. The following individuals are extended the greatest amount of appreciation for their expertise, effort, and dedication throughout the handbook development process:

Edward Dickinson, MD, NREMT-P, FACEP  
National Association of EMS Physicians (NAEMSP)

George Lindbeck, MD  
National Association of State EMS Officials  
(NASEMSO)

Chief Gary Ludwig, MS, EMT-P  
International Association of Fire Chiefs (IAFC)

Lori Moore-Merrell, DrPH  
International Association of Fire Fighters (IAFF)

Chief Mary Beth Michos (ret.), MS  
Chief Administrative and Operations Officer  
International Association of Fire Chiefs (IAFC)

Victoria Lee, MPA  
Program Manager  
International Association of Fire Chiefs (IAFC)

Battalion Chief Jennie L. Collins, NREMT-P  
Lead Technical Writer

Lieutenant James H. Logan, BS, EMT-P  
Technical Writer

Richard W. Patrick, MS, CFO, EMT-P  
U.S. Department of Homeland Security (DHS),  
Office of Health Affairs (OHA)

Bill Troup, MBA  
Fire Program Specialist  
U.S. Fire Administration (USFA)  
National Fire Data Center (NFDC)

Chief Ed Plaughter (ret.), BS, EFO  
Assistant Executive Director  
International Association of Fire Chiefs (IAFC)

Melissa Milan, MD  
Technical Writer

In addition to the project team, many industry professionals contributed time, information, and efforts to aid in the production of this handbook. Industry stakeholder groups reviewed and provided feedback during the handbook's production and their efforts are greatly appreciated. Listed below are the stakeholder groups and their representatives who reviewed the handbook.

American Ambulance Association (AAA)  
Jeffrey M. Goodloe, MD, NREMT-P, FACEP

American College of Emergency Physicians (ACEP)  
David J. Schoenwetter, DO, FACEP

International Association of EMS Chiefs (IAEMSC)  
John Peruggia, BSHS, EFO, EMT-P

International Association of Fire Chiefs (IAFC)  
Gary Ludwig, MS, EMT-P

IAFC's Safety, Health and Survival Section  
Ed Nied, MST, NREMT-P

International Association of Fire Fighters (IAFF)  
Lori Moore-Merrell, DrPH

National Association of Emergency  
Medical Technicians (NAEMT)  
Jason Kodat, MD, EMT-P

National Association of EMS Educators (NAEMSE)  
Angel Clark Burba, MS, NREMT-P, NCEE

National Association of EMS Physicians (NAEMSP)  
Edward Dickinson, MD, NREMT-P, FACEP

## Acknowledgement

National Association of State EMS Officials  
(NASEMSO)  
George Lindbeck, MD

National EMS Management Association (NEMSMA)  
Jerry Allison, MD, MS

National Fire Protection Association (NFPA)  
Ken Holland, FF/EMT-P, BA, MBA/PA

National Volunteer Fire Council (NVFC)  
Ken Knipper

U.S. Department of Homeland Security (DHS),  
Office of Health Affairs (OHA)  
Sandy Bogucki, MD, Ph.D., FACEP

U.S. Department of Homeland Security (DHS),  
Office of Health Affairs (OHA)  
Michael Zanker, MD  
Senior Medical Associate

U.S. Department of Homeland Security (DHS),  
Office of Health Affairs (OHA)  
Michael Zanker, MD, FACEP,  
Senior Medical Officer

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
(NHTSA) Office of EMS  
Drew Dawson

Other technical input was received from:

Franklin D. Pratt, M.D., MPHTM, FACEP  
Medical Director, Los Angeles County (CA)  
Fire Department

Doug Wolfberg of Page, Wolfberg, and Wirth, LLC

The project team and sponsoring agencies extend their appreciation for the professional support and cooperation provided during the review process. The efforts of the project team, contributors, and authors will aid in the education of those who read the handbook and will result in improved understanding of the multifaceted role of an EMS agency medical director.

# Introduction

The position of an emergency medical services (EMS) agency medical director allows the opportunity for a physician to become engaged in the unique and ever-evolving realm of out-of-hospital care, a clinical practice offering a distinct set of challenges, and rewarding impacts in improving a community's emergency medical care abilities. For most, the driving force behind the desire to become an EMS agency medical director stems from a deep passion for helping patients in times of marked acute medical need whenever and wherever the need appears. Yet, understanding the nuances involved in the oversight and direction of an EMS agency requires specialized knowledge, skills, and abilities beyond the typical curriculum of emergency medicine or alternative acute care medical practices. It is for this precise reason that EMS has been recently recognized by the American Board of Medical Specialties as a formal physician subspecialty.

The purpose of this handbook is to provide assistance to both new and experienced medical directors as they strive to provide the highest quality of out-of-hospital emergency medical care to their communities and foster excellence within their agencies. The handbook will provide the new medical director with a fundamental orientation to the roles that define the position of the medical director while providing the experienced medical director with a useful reference tool. The handbook will explore the nuances found in the EMS industry—a challenge to describe in generalities due to the tremendous amount of diversity among EMS agencies and systems across the Nation. The handbook does not intend to serve as an operational medical practice document, but seeks to identify and describe the critical elements associated with the position.

EMS medical direction is a multidimensional activity that includes the direction and oversight of administrative, operational, educational, and clinical actions related to patient care activities. The medical director is an integral leader in an EMS agency and will serve as the interface between the agency and the medical community. The medical director must have a collaborative and cooperative approach to working with the EMS agency, as there are many who will work in concert to ensure the agency is functioning optimally.

The EMS workforce is a diverse, creative, committed, and often very street-savvy group of providers. The medical director can be most effective by meshing the physician passions for patient beneficence, scientific discovery, ethical practices, and professional development to the enthusiasm and dedication within the EMS culture. Achieving success as a medical director depends on many things. Inherent among them is a tremendous amount of motivation, willingness to learn while simultaneously teaching, and enacting solid leadership skills, all while reinforcing the roles of patient advocate, mentor, and coach. The successful medical director is equally analytical and resourceful. The medical director must focus on how to improve their agency and the service that it delivers on a continual basis. Involvement with this aspect of emergency care can be extremely rewarding, challenging, as well as personally and professionally fulfilling. Physicians electing to pursue the role of a medical director are to be commended for their dedication and critical position they will hold in the public safety and health care arenas.

The handbook's chapters identify and discuss the components of an EMS agency and its agency stakeholders, the position of a medical director, and the medical director's role in agency oversight. The handbook contains appendices that include

- medical director's checklist;
- glossary;
- acronym guide;
- sample agreement of service documents;
- sample liability insurance documents;

- industry regulations and standards; and
- sample performance measures.

These reference items will aid in a physician's understanding of the general role, needs, and requirements for the medical director position.

# *The EMS Agency and Its Stakeholders*

## **Overview**

The emergency medical services (EMS) system describes a continuum of care beginning with initial contact and response through patient care and transport to an appropriate receiving facility. EMS also has grown in its involvement in other areas of out-of-hospital care including disaster and mass casualty planning and injury prevention. The “EMS Agenda for the Future” describes prehospital medicine as the practice of providing emergency care that is remote from a health-care facility, in all of its complexities.<sup>1</sup>

An EMS agency is a coordinated arrangement of personnel, equipment, and facilities organized to respond to medical emergencies regardless of cause. Since the care of patients in the EMS arena also includes those patients needing movement between health-care facilities (e.g., hospital to nursing or rehabilitation facility) and not just their entry into the health-care system due to an emergency, the term out-of-hospital care is also used to describe the EMS environment.

## **EMS History**

EMS can trace its roots to humble beginnings and unlikely sponsors. During the early to mid-20th century, funeral homes operated the majority of vehicles used for “EMS.” The funeral homes’ hearses could accommodate the need to transport a body on a stretcher and served a dual purpose by either taking the dead to the funeral home or the living to the hospital. For the most part, funeral home personnel were not trained in patient care and could do little more than rapidly drive the living to the hospital and hope their condition would not deteriorate during the trip.

Early EMS agencies, commonly called rescue squads, developed in an inconsistent manner and widely varied across America’s communities, especially following the end of World War II. Military campaigns have been a considerable source for many of the advancements in the civilian out-of-hospital environment. On the battleground, there was an emphasis to rapidly treat and move the wounded soldier to a treatment area. Equipment designed for the battleground quickly became adapted into the out-of-hospital environment. World War II saw the birth of the combat medic who could administer medications such as morphine and plasma in the field, serving as the original model for advanced life support (ALS) in the civilian world. The rapid movement of wounded through the use of helicopters during the Korean and Vietnam Wars was also replicated in the civilian environment.

However, there was a dearth of any standards, a void of training programs, and sporadic availability of equipment. This all began to change when the National Academy of Sciences produced a report titled “Accidental Death and Disability: The Neglected Disease of Modern Society” in 1966. This publication called attention to the poor condition of emergency medical care in America by focusing on roadway trauma and deaths. Reacting to the initial link between vehicular-related trauma and inadequate EMS care, President Johnson signed the National Traffic and Motor Vehicle Safety Act of 1966. This law focused on the development of standards for highway accident victims and served as the foundation to address the fundamental deficiencies in EMS agencies. When President Johnson signed the National Traffic and Motor Vehicle Safety Act of 1966 and Federal funding became available, EMS systems quickly developed across the United States.

The Highway Safety Act of 1966 created a new Federal agency within the National Highway Safety Bureau, the predecessor of the National Highway Traffic Safety Administration (NHTSA). NHTSA was responsible for the development and implementation of EMS legislation, training standards, and agency funding that was allocated to States, regions, and locales to support EMS agencies.<sup>2</sup> Parallel to NHTSA’s work, pioneering EMS physicians in geographically diverse areas such as Seattle (Dr. Leonard Cobb and Dr. Michael Copass),

Los Angeles (Dr. Michael Criley), New York City (Dr. Sheldon Jacobson), Columbus (Dr. James Warren), and Miami (Dr. Eugene Nagel) mentored and created a new level of sophisticated professional for out-of-hospital emergency medical care, what we now commonly refer to as the “paramedic.” In the next few years, textbooks were created to support these new training curricula, reflecting an expanded scope of services to address acute medical illness as well as trauma.

In pursuit of establishing uniform training and examination standards, the National Registry of Emergency Medical Technicians (NREMT) was founded in 1970. The NREMT created a national certification agency for those individuals involved in the delivery of EMS. Mainstream media attention for EMS was gained in the early 1970s when Hollywood brought the television show “Emergency!” into American homes. The television show experienced widespread popularity and greatly contributed to improving the public’s knowledge and attitude toward the value and importance of EMS, not to mention recruiting a generation of EMS providers who continue to be active in field practice, education, and administration.

It was in 1971 that an individual by the name of James O. Page, working for the Los Angeles County Fire Department, was assigned to coordinate the countywide implementation of one of the Nation’s first paramedic rescue services. Jim Page served as technical consultant and writer for “Emergency!” and later founded the “Journal of Emergency Medical Services” (JEMS) publication. At the time of his untimely death, he was a retired fire chief and was serving as publisher emeritus of JEMS and “FireRescue Magazine,” while also a partner in the national EMS law firm of Page, Wolfberg, and Wirth. Jim Page is easily recognized as one of the most influential individuals in the development of EMS.

The EMS System Act of 1973 (Public Law 93-154) was passed by Congress and provided funding for several hundred EMS systems across the Nation. The EMS System Act defined an EMS system and its essential components:

“[An EMS system] provides for the arrangement of personnel, facilities, and equipment for the effective and coordinated delivery of health care services in an appropriate geographical area under emergency conditions (occurring either as a result of the patient’s condition or of natural disasters or similar situations) and which is administered by a public or nonprofit private entity which has the authority and the resources to provide effective administration of the system.”<sup>3</sup>

The EMS System Act identified 14 critical components of an EMS system:

1. Integration into the health-care system.
2. EMS research.
3. Legislation and regulation.
4. System finances.
5. Human resources.
6. Medical direction.
7. Education systems.
8. Public education.
9. Prevention.
10. Public access.

11. Communication systems.
12. Clinical care.
13. Information systems.
14. Evaluation.<sup>4</sup>

In 1979, emergency medicine became recognized as a specialty by the American Medical Association (AMA) and the American Board of Medical Specialties (ABMS). The AMA also recognized the emergency medical technician (EMT)/Paramedic as an allied health occupation. During the same time period, the first national standard for paramedic training was developed and professional associations for EMTs were formed.<sup>5</sup> One of these professional associations was the National Association of Emergency Medical Technicians (NAEMT) which is the largest professional association for EMS practitioners today.

The early 1980s brought continued efforts to standardized testing for EMS providers. The American fire service had recognized the value of EMS delivery and a preponderance of fire departments had integrated some level of EMS care in their delivery model. In 1981, direct Federal funding established by the Highway Safety Act of 1966 was switched to State block grants. The block grants were not strictly tied to EMS system development which resulted in some States electing to divert the funding to other public health initiatives judged to be more pressing. EMS systems across the Nation continued to develop inconsistently due to the wide variability among the State EMS offices and funding availability.<sup>6</sup> In 1985, the National Association of EMS Physicians (NAEMSP) was formed, recognizing the importance of physician involvement in EMS systems.

In the early 1990s, attention turned to improving several initiatives that were introduced in the previous decades. One example involved the three-digit emergency number, 9-1-1. While 9-1-1 was created in the 1960s, its widespread adoption and appropriate use became a focus of public education campaigns in the early 1990s. Trauma system development began in the 1960s and experienced further growth during the 1990s with emphasis on the development of comprehensive trauma systems that matched patient needs with specialized, regionalized resources. EMS managers also recognized the need to perform EMS system strategic planning to further integrate EMS into the health-care system. EMS became increasingly recognized as an important component in the continuum of health care, rather than an external system that merely delivered patients to the doorstep of the traditional health-care system. Forward thinkers began to realize that patient care could be optimized if systems were designed to include strategies for patient care beginning with their first contact with the EMS system.

Another landmark EMS-related publication was produced in 1996. NHTSA and the Department of Health and Human Services' (HHS's) Health Resources and Services Administration published a Federally funded consensus paper titled "EMS Agenda for the Future." This publication strived to establish a common vision and roadmap for the continued development of EMS systems. This roadmap was applicable to all levels of EMS agencies at the national, State, and local levels. The paper stated an overall vision for future EMS systems:

"Emergency Medical Services (EMS) of the future will be community-based health management that is fully integrated with the overall health care system. It will have the ability to identify and modify illness and injury risks, provide acute illness and injury care and follow-up, and contribute to treatment of chronic conditions and community health monitoring. This new entity will be developed from redistribution of existing health care resources and will be integrated with other health care providers and public health and public safety agencies. It will improve community health and result in a more appropriate use of acute health care resources. EMS will remain the public's emergency medical safety net."<sup>7</sup>

In 2000, NHTSA released a followup report to “EMS Agenda for the Future.” The new report was titled “The EMS Education Agenda for the Future: A Systems Approach.” This report identified the need to develop an educational certification and licensure system that would achieve national consistency for entry-level EMS personnel.

“The EMS Education Agenda for the Future” identified the need to have an EMS education system which integrated five major components:

1. National EMS Core Content.
2. National EMS Scope of Practice Model.
3. National EMS Education Standards.
4. National EMS Certification.
5. National EMS Education Program Accreditation.<sup>8</sup>

While EMS can celebrate numerous and extensive successes, EMS systems remain fragmented, overburdened, and underfunded as identified in the 2006 Institute of Medicine’s (IOM’s) report titled “Emergency Medical Services at the Crossroads.”<sup>9</sup> The IOM report examined a variety of issues affecting the delivery of EMS and recognized the extent of fragmentation in the Nation’s EMS systems that add complexity and variability in how EMS is delivered. The key areas impacting EMS systems were identified as:

- insufficient coordination;
- disparities in response times;
- uncertain quality of care;
- lack of readiness for disasters;
- divided professional identity; and
- limited evidence base that support current EMS practices.<sup>10</sup>

The IOM report called for improvements through a series of recommendations so that EMS systems could evolve into highly coordinated and accountable systems that functioned on a shared regional basis versus operating independently or in a vacuum. The committee’s findings and recommendations have broad categories of:

- Federal lead agency;
- system finance;
- regionalization;
- national standards for training and credentialing;
- medical direction and EMS physician subspecialization;
- coordination;
- communications and data systems;
- air medical services;

- accountability;
- disaster preparedness;
- research; and
- achieving the vision.

For more information on any of the mentioned publications, the following website provides information and links to the documents: [www.ems.gov/](http://www.ems.gov/)

## The Modern EMS System

The modern EMS system consists of those organizations, individuals, facilities, and equipment that are required to ensure timely and medically-appropriate responses to each request for prehospital care and medical transportation. Each State, community, and agency has a distinct history and culture with respect to the EMS system. The medical director needs to understand the various requirements, culture, and the unique relationship between each agency and local and State government, as well as the relationships between providers and leadership within the agency.

Within the United States, EMS personnel treat nearly 20 million patients a year with many of these patients experiencing complicated medical or traumatic events.<sup>11</sup> The response, care, and transport of these patients require considerable knowledge, skills, and abilities (KSAs) on the part of the provider. The out-of-hospital environment presents numerous challenges to these skilled providers and to the agencies that support their operations.

The National EMS Scope of Practice Model identifies what procedures an EMS provider is authorized to perform by the level of provider certification or licensure. However, the National EMS Scope of Practice Model is not accepted by all States. In States where the National EMS Scope of Practice Model is not accepted, there may be other governmental authorities (State, regional, or local) who establish and define the scope of practice (specific medical procedures and interventions which may be performed) for EMS providers.

While the scope of practice defines the medical procedures and interventions that a provider is legally authorized to perform, it does not identify the standard of care. The standard of care within the EMS industry is established by identifying the level of care provided by equally trained personnel given the same situation. At the provider's agency level, the medical director needs to work cooperatively as part of the agency's leadership to establish the patient care culture through the implementation of policies, procedures and protocols, training, continuing education, and continuous quality improvement programs.

EMS personnel are unique health-care professionals in that they typically provide medical care in the out-of-hospital setting following their EMS agency's protocols and procedures, as approved by their medical director. Medical direction is a critical component in all aspects of an EMS agency's operations. A medical director may establish local protocols or assimilate regional or State structured protocols for use in their agency. Protocols are written medical standards for EMS practice, as well as the expected patient care procedures to be performed in a variety of situations. The latitude that a medical director may have in writing and establishing their own patient care protocols varies by region and State. Medical direction can also be administered online, or direction provided via electronic telecommunications to onscene or in-transit EMS personnel. By convention, online medical direction is immediately available and provided by a physician at a medical facility designated by the EMS agency.

To attempt to describe these agency components and relationships, a football analogy may be helpful. Protocols are to the EMS providers as the playbook is to the players. The medical director is the head coach

for the entire team. As the protocols are put into play, there may be times the quarterback needs to quickly confer with the coach or assistant coach about a specific play in the field, and that is done using a radio in the same manner EMS providers use online medical direction.

## **EMS Agency Design Types**

Today, virtually all communities throughout the United States have some type of EMS system. Though community expectations for an EMS system may vary based on locale and a particular community's risk tolerance levels, most modern EMS systems were designed by State statute and by local agency leaders to address the communities' need for a provision of timely, skilled emergency care at the point of illness or injury. EMS systems vary in clinical sophistication, performance measures, and economic efficiency.<sup>12</sup> There are different configurations of EMS systems in the United States and there is minimal evidence and considerable debate as to which approach may be the most effective.

Nearly all Americans have access to the 9-1-1 emergency phone number. This is the entry point into an EMS system that most people use. In some areas, trained call-takers and dispatchers use structured emergency medical dispatch programs to perform call triage, dispatch the most appropriate response personnel, and provide prearrival instructions to bystanders so that basic care can begin prior to EMS arriving. While the use of emergency medical dispatch programs is not consistent across the United States, their implementation and use is ever-increasing.

How emergency response resources are deployed following dispatch to calls for assistance is dependent upon a community's system configuration. In many communities, first responders are deployed from municipal fire or police departments. Ambulances (transport units) may also be deployed from fire departments, hospitals, third service, or private provider locations. Volunteer fire and rescue agencies were an early and common provider of both first responder and ambulance transport services, and remain an integral part of many EMS systems.

There are at least two EMS provider levels in most communities. These include basic life support (BLS) and ALS providers. Generally, BLS response units will have equipment sufficient to address initial patient care intervention including oxygen, fundamental airway support devices, bandaging and splinting devices, as well as automated external defibrillators (AEDs). ALS response units will have more highly trained and certified EMS providers and carry all the BLS equipment, in addition to complex patient intervention equipment such as advanced airway devices, intravenous fluids, medications, and cardiac monitors typically capable of 12-lead electrocardiography, transcutaneous pacing, as well as defibrillators capable of defibrillation and synchronized cardioversion.

Some EMS agencies may not be responsible for initial 9-1-1 responses. These agencies may be needed in special circumstances such as supplemental transport services (e.g., aeromedical units, critical or neonatal care units, etc.) or interfacility transport needs. Based on the agency configuration, they may offer BLS, ALS, or both levels of care.

Listed below are brief descriptions of the most common agency types in the United States. It is important to note the following descriptions are generic in nature; there are exceptions to these descriptions and one agency may fit into multiple categories.

### **Multiple-Role EMS Agency**

A multiple-role EMS agency will cross-train their personnel to provide various services. A common example of a multiple-role EMS agency is a fire-based EMS agency. There are also multiple-role EMS agencies which provide rescue services, but not fire suppression. Less common are combined public safety agencies that provide cross-trained personnel to provide all three services of law enforcement, fire, and EMS services.

In fire-based EMS agencies, medical responses are provided by fire department personnel trained as emergency responders, EMTs, or paramedics. The integration of EMS into the public safety sector makes use of preexisting transportation infrastructure and personnel who are already trained to function in emergency conditions.

### **Single-Role EMS Agency**

A single-role EMS agency provides EMS services only and personnel are not cross-trained to provide firefighting or other additional services. Single-role EMS agencies may be municipality based or privately owned and work closely and cooperatively with other public safety agencies.

### **Hospital-Based EMS Transport Agency**

A hospital-based EMS agency, in the simplest of terms, means that a hospital has oversight and operational responsibility of an EMS agency. These types of agencies may be public or private and vary in how their EMS care is deployed. Some hospital-based agencies may operate in combination with the other community emergency responders (e.g., fire department) while others may provide a separate and independent EMS agency. Traditionally, hospital-based agencies are private and may be either for-profit or not-for-profit entities. These types of agencies are often found connected with large teaching hospitals and their provider base may also function within other areas of the hospital at times.

### **Private EMS Agency**

Private EMS agencies are individually or corporately owned and operated companies. These agencies may provide nonemergent or emergent ambulance transport services. In the nonemergent setting, private EMS agencies often provide extensive scheduled intrafacility services to a community or region. Private EMS agencies can be for-profit or not-for-profit.

### **Third-Service EMS Agency**

In a third-service EMS agency, there is an entity that provides EMS service in a manner that is separate but alongside the fire and police public safety personnel in the community. For example, a community may have the fire department provide the first response to initiate immediate patient care which will be followed by the arrival of a separate governmental-based EMS agency or a private EMS service to provide the ambulance transports.

### **Public Utility EMS Agency**

In a public utility EMS agency structure, the local government regulates, oversees, and coordinates the provision of EMS throughout the community. The government is responsible for the entire agency performance and may own the equipment, apparatus, and perform insurance billing, but will contract with a separate entity for the personnel requirements.

## **EMS Agency Staffing Types**

Teamwork is an integral component of successful EMS delivery and the medical director needs to understand how an agency's culture, procedures, protocols, and State regulations affect the service delivery. The backbone of any EMS agency is its personnel. Agency types vary from community to community based on a number of factors that include agency history and evolution, funding resources, geographic and population densities, as well as community risk tolerances and expectations. EMS agencies may be made up entirely of career (paid) personnel, volunteers, or a combination of the two. A medical director will interact with the administrative, operational, and provider level personnel of an agency. This interaction requires skills to perform as an educator, an advisor, a coach, a mentor, a leader, and a technical expert.

**Career**

EMS agencies that are career-based pay their providers for performing their role as an EMS provider. In general, EMS agencies in urban areas typically have career personnel. Within these areas, there is a strong trend for the municipal fire department to provide both EMS and fire suppression services, either as a single or multirole provider format. Other urban delivery models include those where single-role EMS personnel are employed by a municipality, hospital, or with private ambulance companies.<sup>13</sup>

Career-based EMS agencies can achieve a great deal of standardization and consistency of staffing levels as agency leaders can manage the workforce through employer oversight and mandated activities.

**Volunteer**

Volunteer EMS agencies rely on personnel who participate with the service without typically being compensated for their time. While some urban agencies have active involvement from volunteer EMS providers, the majority of volunteer-based EMS agencies are located in suburban and rural settings. The amount of volunteer activity within the EMS industry makes it unique when compared to other types of health-care occupations.

Volunteer-based EMS agencies may experience more variability in their staffing level consistency and face challenges in managing a force that is confronted with competing time commitments and increasing demands of training and continuing education requirements, particularly at the ALS certification levels.

**Combination**

A combination agency will use both career and volunteer personnel. Combination agencies attempt to achieve some cost savings by using volunteers, thereby reducing the amount of salaried employees. However, the viability of a combination agency is strongly dependent on the community's ability to supply and sustain a pool of interested and engaged volunteers.

Medical directors may find that many agencies experience an evolutionary process where the agency may be transitioning from a complete volunteer agency to a combination agency, and then into a full career agency. Regardless of the EMS agency type, all providers must be held to the same standard of patient care excellence.

The delivery of EMS can be physically and mentally demanding, and dangerous situations and environments are frequently encountered. Occupational injury rates are common and EMS personnel experience occupational death rates comparable to firefighters and police officers.<sup>14</sup> EMS agencies may experience EMS provider turnover due to injury, burnout, or occupational-related stress and a medical director must understand how the environment can have significant impacts on the providers.

**Types of Response Service**

EMS agencies develop and are designed to meet a community's needs and expectations. In an effort to match responding resources with the need, agencies may offer only one service level response and transport or be tiered to offer both BLS and ALS services.

As a medical director, it is critical that you become familiar with all the organizations involved with the EMS agency in your area and understand how these entities contribute to the structure and design of that agency.

**Single-Tier Response Service**

In a single-tier agency design, every EMS response, regardless of call type, receives the same level of personnel expertise and equipment allocation. These agencies provide initial response and transport at one level of care, which may be all BLS or all ALS.

## **Tiered Response Service**

In a tiered agency delivery design, levels of response are broken down into layers or tiers. An example of this type of service is to have first responders provide the BLS tier and then have paramedic-staffed ambulances provide the ALS tier of service. Tiered agencies will often use various vehicle types in their service delivery model (e.g., first response sedans or sport utility vehicles (SUVs), fire apparatus, as well as ambulances, etc.).

In a tiered agency, the initial call triage performed by 9-1-1 call-taker becomes a key element in matching the resources dispatched to the caller's needs.

## **Resource Deployment**

In addition to whether an agency has a tiered approach to service delivery, deployment of resources is another consideration in agency design. There are typically two types of resource deployment: fixed or dynamic.

### **Fixed Deployment**

In a fixed deployment model, EMS response vehicles are dispatched from a static location within a response area, like a fire or EMS station that is strategically positioned within the community for efficient response.

### **Dynamic Deployment**

Dynamic deployment is often referred to as **system status management**. In this deployment model, EMS response vehicles are positioned at various locations within a given response area. These posting sites are selected following a retrospective analysis of call volume and locations in order to statistically predict where the next call may occur. Vehicles may post in parking lots, buildings, or park along a street location and their positions may change based on real-time factors influencing the system.

## **Emergency Medical Dispatch**

As previously mentioned, nearly all Americans can access 9-1-1 as the entry point to access the services of an EMS system. Municipally-operated 9-1-1 communications centers are referred to as Public Safety Answering Points (PSAPs). PSAPs are commonly a fire or rescue, law enforcement, or jointly controlled and operated center. Depending on the municipality, private EMS agencies may not be included in the 9-1-1 deployment resources, unless they are specifically contracted to provide a service to the municipality.

PSAPs can differ in design and resources. Some PSAPs are cross functional managing all calls for public safety resources (EMS, fire, or police) and personnel are cross-trained in the call-taking process, emergency medical dispatch (EMD) procedures and dispatch of resources. Other PSAPs may be segregated into separate sections. As an example, the 9-1-1 call may be answered by a police trained call-taker who will quickly determine the nature of the call as EMS, fire, or police. If the call is medical in nature, the police call-taker would forward it to the EMS section of the PSAP for subsequent questioning and dispatch of resources.

Regardless of how the PSAP is designed or 9-1-1 calls are routed, there are common fundamental activities. EMD programs should employ a system of medical questioning to assess the caller's actual emergency, gain additional information, and/or offer basic medical care intervention instructions over the telephone, called "prearrival instructions" (e.g., bleeding control, cardiopulmonary resuscitation (CPR)). EMD programs use a finite list of common chief complaints, each having associated predetermined questions. Answers to these questions ultimately dictate the resources sent to the scene and how those resources will travel (non-emergency driving or use of lights and sirens). There are several commercially available EMD programs for which the agency's medical director working with the PSAP manager could adopt for use.

Traditionally, the medical director had oversight responsibilities for providers in direct contact with patients. With the evolving standard of care for EMD, many medical directors now have program oversight duties in their agency's PSAP. To provide appropriate EMD program oversight, the medical director must develop a working knowledge of the following related items:

- scope of practice for EMD programs;
- any local, State, and national level legislation related to 9-1-1 PSAP functions;
- the PSAP's general operations, organizational structure, administration, training, and quality improvement activities; and
- the authority of the medical director relating to developing, approving, revising dispatch procedures and protocols, and their role in overall quality management of the PSAP.

Of critical importance, the medical director must ensure there is seamless transition between the EMD program's protocols and prearrival instructions and the EMS agency's field response protocols and policies.

## Emergency Response Components

Local emergency response agencies often provide an "all-hazards" response capability. This means the agency's resources will respond to any and all types of natural or manmade incidents. During large scale or technically complex incidents, the EMS resources need to function in a collaborative manner with other response agencies. An incident management system is an organizational structure that integrates resources in a hierarchical organization to improve coordination, effectiveness, and efficiency in the management of an event.

The National Incident Management System (NIMS) is used in the United States for the coordination of Federal, State, and local agencies. The Federal Emergency Management Agency (FEMA) has well-developed training programs in NIMS. The level of the training program required is based on the level of responsibility an individual is expected to have during an incident. Regardless of the type, scope, or scale of an incident, a medical director must become trained and operationally familiar with NIMS.

All medical directors should complete FEMA IS-100.b: *Introduction to Incident Command System (ICS)*, FEMA IS-200.b: *ICS for Single Resources and Initial Action Incidents*, and FEMA IS-700.a: *NIMS An Introduction*. Depending on the local community's threat assessment, the EMS agency may want the medical director to complete additional NIMS training such as FEMA IS-230b: *Fundamentals of Emergency Management*, FEMA ICS-300: *Intermediate ICS for Expanding Incidents for Operational First Responders*, FEMA IS-346: *An Orientation to Hazardous Materials for Medical Personnel*, FEMA IS-520: *Introduction to Continuity of Operations Planning for Pandemic Influenzas*, and FEMA IS-800.b: *National Response Framework, An Introduction*. The medical director should work closely with their local agency to identify the appropriate classes. FEMA's website has a wealth of information explaining NIMS training and links to online courses. The link for more information is: [www.fema.gov/emergency/nims/](http://www.fema.gov/emergency/nims/)

Medical directors must have a comprehensive understanding of their EMS agency's role and responsibility before, during, and following incident response, stabilization, and resolution. The medical director is responsible for being engaged in planning, overseeing patient care, performing agency improvement activities, and having knowledge of related peer-reviewed medical literature, as well as industry standards, so that future incidents have better outcomes, increased efficiency, and enhanced effectiveness.

In some EMS agencies, providers may operate in difficult conditions, remote areas, or need to perform specialized skills. Oversight of these unique environments that require specialized skills and training will require specialized medical direction. The frequency with which an EMS agency engages in these events will influence the amount of specific knowledge and involvement a medical director will need to have.

Listed below is an overview of several response components that may be applicable to a medical director's individual agency in their all-hazard environment.

### **Disasters or Multiple and Mass Casualty Incidents**

EMS agencies will respond to disasters of all types and scales. Disaster planning is vital and often complex in nature. A medical director should become engaged in the planning process and understand what the agency's expected response will be. A local resource that a medical director may find extremely helpful is the agency's emergency management division or a community-based organization responsible for local disaster response plans such as a Local Emergency Planning Committee (LEPC) or Emergency Management Agency (EMA).

The acronym MCI is typically used interchangeably when referring to both multiple and mass casualty incidents. Multiple casualty incidents are incidents involving multiple patients that can typically be managed using a system's existing resources. Multiple casualty incidents usually have an intense but relatively short operational period. In contrast, mass casualty incidents involve a greater number of patients and will overwhelm the responding agency or system's resources. Mass casualty incidents tend to have a greater, sustained period of operations. Multiple casualty incidents occur more often than mass casualty incidents or large scale disasters. In some busy urban areas, multiple casualty incidents may occur on a daily basis (e.g., crashes involving multiple vehicles and multiple patients).

Following the declaration of a MCI or a disaster, the incident management system will engage and a well-structured flow of incident control activities that include patient triage, treatment, and transportation should occur. A medical director should be familiar and involved with the agency's policies regarding the management of these incidents.

The National Fire Protection Association (NFPA) has a published industry standard related to disaster and MCI responses which the medical director may want to become familiar with. This is NFPA 1600, *Standard on Disaster/ Emergency Management and Business Continuity Programs*.

Disasters and MCIs are situations where a medical director may be called to the scene by EMS personnel. Onscene roles and activities will be discussed later in the handbook.

### **Technical Rescue or Medical Search and Rescue**

EMS resources may be called upon to provide medical support or be directly involved in technical rescue operations or search and rescue incidents. Technical rescues may include rope rescue, trench rescue, confined space rescue, swift water rescue, urban search and rescue, building collapses, or other specialized situations requiring a specific skill set. Personnel involved in these types of events are highly trained and deployed when conventional rescue techniques will not meet the needs of the specific incident.

Search and rescue incidents include the systematic search for persons who are lost or in distress on land or inland waterways. These incidents may occur in wilderness zones and include ski, cave, forest, and waterway areas.

Medical directors of these types of agencies must become familiar with the specific training requirements and nature of technical rescue incidents; although, all medical directors should be aware these could impact their local EMS resources. FEMA has designated Urban Search and Rescue (US&R) teams across the nation. US&R teams may have their own medical doctors who have received specialized training for the types of environments and responses these teams become activated for.

NFPA has a published industry standard related to technical rescue responses that the medical director may want to become familiar with. This publication is NFPA 1670, *Standard on Operations and Training for Technical Search and Rescue Incidents*.

Occupational Safety and Health Administration (OSHA) also has related industry standards that impact technical rescue operations. OSHA's regulation 29 CFR Part 1910: *Occupational Safety and Health Standards* has several subparts that medical directors should become familiar with.

### **Special or Mass Gatherings Events**

Organizers of special events may seek preapproval for use of EMS agency resources to provide medical support for mass gathering events. Examples of mass gathering events can be sporting events, entertainment gatherings, rallies, and community activities. Preplanning activities are especially vital for these events and will require preevent analysis, staffing resource evaluation, and interagency coordination needs. Medical directors should be involved during the planning activities to understand the scope and demands that may be placed on the agency.

### **Hazardous Materials**

A hazardous material (hazmat) is a substance or material that poses a risk to health, safety, or property and is governed by Federal regulations when transported in commerce. EMS agencies can be tasked with responding to a hazmat scene. All medical directors need to have a general knowledge of the medical issues involved in hazmat responses. Those medical directors who oversee hazmat teams must have additional training to be prepared for these types of incidents. There are some agencies with hazmat teams that are electing to implement programs, such as the Tox-Medic<sup>®</sup> program, for specialized advanced hazmat life support training, with a focus on chemical behavior and toxicology for paramedics that will provide medical surveillance and care to hazmat team members and patients exposed to chemical, biological, and nuclear exposure incidents.

NFPA has published industry standards related to hazmat emergency response which the medical director may want to become familiar with. Three hazmat-related NFPA standards are:

- NFPA 471, *Recommended Practice for Responding to Hazardous Materials Incidents*.
- NFPA 472, *Standard for Competence of Responders to Hazardous Materials/ Weapons of Mass Destruction Incidents*.
- NFPA 473, *Standard for Competencies for EMS Personnel Responding to Hazardous Materials/ Weapons of Mass Destruction Incidents*.

NFPA also has several standards related to provider protective ensembles to be worn during hazmat-related incidents that can be referenced if the medical director is requested to provide input on protective clothing for hazmat incidents.

OSHA's regulation 29 CFR Part 1910.120 and several subparts are applicable in these situations. In addition, the National Institute for Occupational Safety and Health (NIOSH) has publications related to the selection and wearing of respirators which are also applicable.

### **Wildland**

Wildland refers to wilderness areas that are found in preserves, estates, farms, conservation preserves, ranches, national forests, national parks, and along rivers, gulches, or otherwise undeveloped areas within or near large urban areas. EMS providers may be called to support a wildland fire incident. Wildland incidents are typically based out of remote camp locations where providers from multiple areas will work together to render aid as needed.

A challenge in large scale wildland fire events is how responding EMS providers are covered by medical director oversight. An EMS provider's ability to function under the authority of their local medical director

becomes questionable when responding into another State or on Federal property. If a medical director is involved with an agency that may provide wildland fire support, the medical director must become familiar with local, State, and Federal regulations regarding issues related to EMS provider physician oversight and protocol usage and consult with the local fire chief or emergency manager.

NFPA has a published industry standard related to wildland responses which the medical director may want to become familiar with. This is NFPA 1143, *Standard for Wildland Fire Management* and NFPA 1051, *Standard for Wildland Fire Fighter Professional Qualifications*. Other resources may be referenced from the National Wildfire Coordinating Group (NWCG), an organization with representatives from each Federal land management agencies and the National Association of State Foresters.

### **Tactical EMS**

EMS providers may be requested to support high hazard tactical law enforcement incidents. In order to properly support these situations, there is specialized training available for tactical medics. Counter Narcotics and Terrorism Operational Medical Support (CONTOMS) is a nationally recognized tactical medical support program for law enforcement and military operations established by the HHS, DHS, and the U.S. Park Police.

CONTOMS offers a medical director's course that is specifically designed for those who will be providing medical direction for EMS providers operating in this type of role. Tactical environments require different approaches and procedures than the routine civilian emergency environment and this course outlines specific policies, protocols, and issues associated with overseeing a program of this nature.

Other organizations may also have tactical EMS-related training programs. As an example, the National Tactical Officers Association offers EMS provider tactical training and a specific medical director course is under development at this time.

---

*This page was intentionally left blank.*

# *Becoming a Medical Director*

Physicians interested in becoming a medical director enter into an aspect of emergency medical care that is distinct from the emergency department. It will present a realm of challenges that will require analytical, clinical, managerial, and leadership skills. Medical direction is essential to ensure patient care that is high quality, efficient, effective, and safe for patients as well as for providers.

The handbook is designed for all agency medical directors--from small agencies and neophyte medical directors getting their initial field exposure through emergency medical services (EMS) ride-alongs, to medical directors in large systems with high-incident volume and a large staff where the medical director may be an integral part of administrative and field operations on a daily basis.

## **Role and Purpose of the Medical Director**

The American College of Emergency Physicians (ACEP) highlighted the medical director as an integral component of the EMS agency, stating that the medical director should have ultimate authority over all clinical and patient care aspects of the EMS agency, with the specific job description dictated by local needs, including the authorization to “limit immediately the patient care activities of those who deviate from established standards or do not meet training standards.”<sup>15</sup> EMS medical direction involves granting authorities to act and accepting responsibility for the delivery of EMS patient care. Medical direction is narrower than oversight in that it defines what treatments EMS providers render when presented with medical conditions. Medical oversight ensures that the care is rendered by competent medical professionals, consistent with accepted standards. Medical oversight and direction are essential to all EMS systems as they help to ensure the appropriate delivery of emergency medical care to those with medical needs. The Federal Interagency Committee on EMS (FICEMS), as well as the National Association of Emergency Medical Technicians (NAEMT), stressed the importance of medical oversight in every EMS system; equally important in day-to-day EMS operations as during catastrophic events.

Across the United States, EMS providers obtain certification or licensure through a department or office located within their State government structure. However, in many States, this certification or licensure does not give permission for the EMS provider to function without being under the supervision of a licensed EMS agency and medical director. The medical director is responsible to ensure the patient care activities performed by EMS providers are appropriate, within their scope of practice, and within operational expectations. While advanced life support (ALS) agencies must have a medical director for paramedics to perform advanced therapies and patient care interventions, there is variability among State requirements for a medical director to oversee the basic life support (BLS) providers in an agency. Medical directors need to check with their State EMS office to determine what requirements are specified.

EMS providers function under the supervision of a medical director for patient care-related activities and the providers are dually accountable to their agency’s hierarchical structure. It is critical that the medical director work collaboratively with the agency’s leaders to ensure the EMS program administrative, operational, and clinical components are cohesive and complementary. The medical director and EMS agency’s leadership must forge a positive, constructive, and collaborative relationship to enable the agency to be an effective and productive organization.

## **Scope of Responsibility**

### ***Agency Oversight***

The medical director will be responsible for the general patient care-related activities of a particular agency. There are many facets of an EMS agency in which a medical director should be engaged in including educa-

tion and training activities, protocol and policy development, quality improvement activities, liaison, and corrective actions related to patient care actions by providers. Ideally, the medical director should have a strong familiarity with all the EMS providers within their agency. Additional and specific agency-level activities will be discussed in further detail in subsequent chapters of this handbook.

## **Education and Training of the Medical Director**

A medical director's specific qualifications, responsibilities, and authority differ across States and among individual EMS agencies. There are several consensus standard agencies and professional associations that have identified the professional education and training requirements for the medical director position.

### **Postgraduate Education**

Physicians who complete a residency in emergency medicine are exposed to the fundamentals of EMS systems as part of their core education. For well over a decade, fellowships in EMS have been available to interested residency graduates who have a special interest in out-of-hospital patient care.

In September 2010, the American Board of Emergency Medicine (ABEM) announced the creation of an EMS subspecialty for physicians. This announcement followed years of focused efforts by EMS stakeholders such as the National Association of EMS Physicians (NAEMSP), ACEP, ABEM, and the Society for Academic Emergency Medicine. ABEM expects to begin the examination process in 2013. For eligibility requirements and additional information, the following website can be accessed: [www.abem.org/PUBLIC/portal/alias\\_Rainbow/lang\\_en-US/tabID\\_4128/DesktopDefault.aspx](http://www.abem.org/PUBLIC/portal/alias_Rainbow/lang_en-US/tabID_4128/DesktopDefault.aspx)

With the advent of the EMS subspecialty, EMS fellowship training programs will become fully accredited by the Accreditation Council for Graduate Medical Education (ACGME). Additional fellowship information can be accessed at the ABEM website specified above or at the NAEMSP website: [www.naemsp.org/fellowshipprograms.html](http://www.naemsp.org/fellowshipprograms.html)

### **State Requirements**

A physician seeking endorsement as an EMS medical director must hold a current, unrestricted license to practice medicine or osteopathy issued by their State's Board of Medicine. States typically require a physician to complete a medical director training course. Many States have developed their own training course and many accept completion of a nationally recognized course.

Initial medical director training may be available at the local, regional, and State level. Many medical directors will elect to attend an initial training course at national conferences such as NAEMSP's offerings. In addition to attending an onsite class, there are online courses, such as the Critical Illness and Trauma Foundation (CITF) offering. CITF offers an online medical director training course which is based on National Highway Traffic Safety Administration (NHTSA), ACEP, and the NAEMSP guidelines for preparing medical directors. States may enter into a contract with CITF to support this training for that State's agency medical directors. If a particular State does not have a contractual agreement with CITF, individual physicians can register for the course for a fee. The CITF online course can be accessed by the following link: [www.medicaldirectoronline.org](http://www.medicaldirectoronline.org)

In many States, if the physician is Board Certified in Emergency Medicine (by the ABEM or the American Board of Osteopathic Emergency Medicine (AOBEM)), there may only be a requirement to complete the State's medical director training program. If the medical director is not Board Certified in Emergency Medicine, then many States require current certification in Advanced Cardiac Life Support (ACLS), Advanced Trauma Life Support (ATLS), and Pediatric Advanced Life Support (PALS) in addition to the successful completion of the State's medical director training course. However, there are variations in what States require

for their initial medical director training, as well as the continuing education requirements. Physicians should contact their State EMS office for assistance in locating class offerings. Specific requirements for your State may also be found by following the link below to your State EMS agency: [www.nesemso.org/About/StateEMSAgencies/StateEMSAgencyListing.asp](http://www.nesemso.org/About/StateEMSAgencies/StateEMSAgencyListing.asp)

**Consensus Standards and Professional Associations**

Numerous consensus positions or standards can be found addressing the initial and continuing education of a medical director. Though many medical directors are not Board Certified in Emergency Medicine, ACEP, NAEMSP, National Association of State EMS Officials (NASEMSO), and some States encourage the medical director to be Board Certified in Emergency Medicine. All of these organizations have position descriptions, educational materials, and other supporting materials that can be accessed on their websites which aid in the education of a prospective, new, or incumbent medical director. Links to these organizations are

ACEP: [www.acep.org](http://www.acep.org)

NAEMSP: [www.naemsp.org](http://www.naemsp.org)

NASEMSO: [www.nasemso.org](http://www.nasemso.org)

An Institute of Medicine (IOM) report titled “Emergency Medical Services at the Crossroads” released in June 2006 highlighted the need for stronger leadership within the EMS agency in order to make it more effective. EMS fellowship opportunities exist to help prepare interested physicians with the knowledge and leadership skills that are needed to become an effective medical director.

In general, the various EMS industry standards and guidelines contain commonalities when identifying qualifications for a medical director. These qualifications and skills can be summarized as:

- licensed to practice medicine or osteopathy (M.D. or D.O.);
- Board Certified or Board-prepared in Emergency Medicine (not required in many circumstances, but preferred);
- clinically active in emergency medicine;
- understanding of the design and operation of EMS agencies;
- familiar with local/regional EMS activity;
- familiar with administrative and legislative process that impact EMS;
- familiar with the scope of EMS skills (BLS and ALS) and communications systems;
- understanding of emergency medical dispatch (EMD) principles and processes;
- familiar with providing online and offline medical direction activities;
- involvement with training of EMS providers;
- involvement with quality improvement activities in all aspects of EMS delivery; and
- knowledge of local, regional, and State mass casualty and disaster plans.

## Agency Training

Once the physician assumes the medical director role for the EMS agency, the agency needs to provide support and specific training for the new medical director. The agency should provide an orientation so the new medical director can be introduced to all personnel and understand the organization's structure and operations. The orientation should include a tour of all facilities and orientation to apparatus and equipment typically used.



If the medical director is expected to operate any of the agency's vehicles, then the agency needs to ensure the medical director receives Emergency Vehicle Operator Course (EVOC) training or equivalent courses approved by the agency's State EMS office.

As required by Occupational Safety and Health Administration (OSHA) (29 CFR Part 1910.1030), the medical director will also need agency provided infection control training prior to performing any field exposures or ride-alongs with agency personnel.

If the agency provides any specialized response components such as those discussed in the previous chapter, there may be additional and specialized training the medical director needs to obtain.

The agency needs to provide copies of, and educate the medical director on existing standard operating procedures (SOPs), training curriculums, and protocols.

## Continuing Education for the Medical Director

The continuing education requirement for a medical director will also vary from State to State. Some States will require an annual or biannual update for medical directors to ensure their knowledge base is maintained regarding State regulations and to discuss emerging industry trends or hot topics. If not specifically required by the State, many EMS agencies will prefer if their medical director is not Board Certified in Emergency Medicine, that they maintain specific certifications such as ACLS, ATLS, PALS, as well as satisfying the educational requirements for the physician's primary board certification.

In addition to the NAEMSP (whose annual conference is dedicated to topics related to EMS medical directors), there are numerous professional organizations with EMS sections that sponsor national conferences. These offer continuing education relevant to a medical director's role. These events not only provide needed continuing education credits, they expose the medical director to networking opportunities with other medical directors and industry professionals.

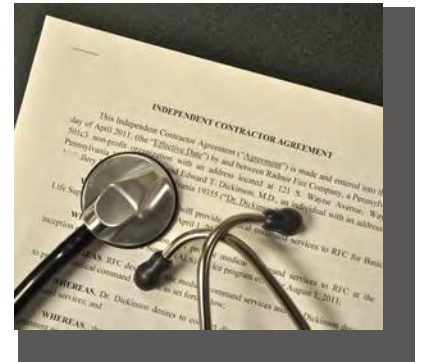
Regardless of State regulation or agency requirement, a dedicated medical director will pursue ongoing educational activities, exposure to the out-of-hospital environment, and contact with providers they oversee.

## Affiliation Agreements

When a physician decides to act as a medical director, a written agreement with the agency is needed and may be required by State rules or statutes. This written agreement needs to provide a position description, the expected tasks, performance criteria, agreed upon compensation, provided resources, liability coverage, and the process for dispute resolution.

Agency, municipal, and State regulations will assist in defining the medical director role and authority. The medical director's scope of responsibility and authority must be clearly delineated in the position description and written agreement with both the agency and medical director educated on all topics within the agreement.

The form of affiliation agreement can vary from agency to agency. The medical director must understand the ramifications of the written agreement and the advantages and/or disadvantages of the form of the relationship. For example, if the medical director becomes an employee of the agency, there may be perceived advantages such as benefit coverage (e.g., insurance, etc.) or automatic tax-related deductions that may not be included in a contract form of agreement. However, there may also be perceived disadvantages by having the medical director in an employee status that is accountable to an agency supervisor or potential restrictions on lobbying activities that may not be present in a memorandum of agreement (MOA).



The medical director must carefully assess all factors when considering and negotiating the type and content of the agreement. Regardless of the type of agreement, a part of any negotiation is the need for the agency to support the medical director. The agency should provide support to the medical director in the form of resources and training. Examples include administrative support, providing training for agency-specific requirements, access to facilities and personnel, financial support for conference attendance, or other continuing education needs.

To fully understand the differences between the forms of affiliation agreements, the medical director should seek independent legal and tax professional consultation prior to entering into any agreement to ensure adequate protection and that expectations are clearly defined. This action should be taken regardless of if the position is uncompensated or compensated in nature. Employed physicians also need to discuss these relationships with their employer, as there may be both contract and liability issues. The handbook contains a sample affiliation agreement in the appendix.

***Hire/Employee***

In some cases, the medical director will be a competitively hired or appointed position within the agency. With this type of arrangement, the position of the medical director becomes an employee of the agency which may be either an appointed, part-time or full-time position dependent on the size, complexity, scope, and needs of the agency.

***Independent Contractor***

Agencies may advertise a request for proposal or invitation to bid where they will contract for medical direction services with the selected party. Simply stated, a contract is a legally binding agreement between the parties and the agreement is governed by contract law. There are general requirements typically found in contracts which include the contract purpose, the legal issues associated with the contract, identification of the parties represented by the contract, an offer and acceptance to perform the requested services, what resources are agreed upon, responsibilities, penalties, and the process to terminate the contract. Contracts can cover either uncompensated or compensated relationships.

***Memorandum of Understanding and Memorandum of Agreements***

Agencies may also enter into a memorandum of understanding (MOU) or an MOA with the medical director and may also address uncompensated or compensated arrangements.

MOUs typically define and clarify the relationship between two parties. One major difference between a contract and an MOU is that the MOU is usually not entirely binding on the parties. Medical directors may feel uncomfortable with this type of agreement, especially in the areas of potential legal representation and liability coverage.

Similarly, an MOA is a promise between parties to cooperatively work together on an agreed upon project. The MOA can establish the expectations of how the parties will pursue a positive, cooperative effort. There is typically a list of terms that may be binding on how the parties will work cohesively together within the terms of the agreement. Once again, medical directors may believe an MOA will not be comprehensive enough if a legal issue was to arise during the course of the relationship.

## Performance Expectations

While the medical director's position description will identify the duties and responsibilities, it does not identify how the medical director will perform them. Performance expectations are the measurement tool for understanding if the duties and responsibilities are being met. The EMS agency's administration should clearly communicate the medical director's performance expectations. It is critical for both the agency and the medical director to understand and ensure that a balance is achieved between the performance expectations and time commitments.

Performance expectations are to be specific, measurable, realistically achievable, results-or outcomes-oriented, and have associated time lines where appropriate. This information is often included in the position's job description, contract, MOU, or MOA content. Examples of how a medical director's identified responsibility can be further defined by performance expectations are as follows:

### *Example 1:*

Responsibility: The medical director shall serve on local, regional, and national committees and/or boards as mutually agreed upon by the agency's leadership and the medical director.

#### Performance Expectations

1. The medical director shall attend a minimum of 75 percent of local EMS committee meetings. Meetings will be held the second Thursday of each month unless otherwise specified.
2. The medical director will chair the Continuous Quality Improvement Committee. Meetings are to be held quarterly.
3. The medical director shall attend a minimum of 50 percent of regional EMS council meetings.

### *Example 2:*

Responsibility: The agency agrees to provide needed resources and benefits to the medical director as mutually agreed upon by the agency's leadership and the medical director.

#### Performance Expectations

1. The agency will provide up to three periodical subscriptions as identified by the medical director directly related to the medical director's position and responsibilities.
2. The agency will provide financial support for the medical director to attend one regional, State, or national level conference on an annual basis. Costs of financial support will not exceed \$1,500 per annual occurrence.
3. The agency will provide two work uniforms and one set of personal protective gear to be worn during emergency incident responses or field-related activities.
4. The agency will provide administrative support for correspondence proofreading and formatting, copying of documents, and filing support for materials directly related to the medical director's position and responsibilities.

5. If onscene medical director support is requested, the agency will provide a driver and arrange for pick up or rendezvous point with the medical director to be transported to the scene in an official vehicle.

## **Compensation and Benefits**

Dependent on the size and scope of the EMS agency with whom the medical director will be involved, the agreement to serve as a medical director may or may not include compensation and/or benefits. The EMS agency has an obligation to support the medical director and provide the appropriate resources in the form of agreed upon compensation (hourly or salaried), materials and personnel assets (costs associated with uniform, equipment, travel, continuing education, or professional organization memberships, etc.), and liability protections. However, an EMS agency's resources will vary depending on locale, and many will require charitable contribution of the medical director's time and expertise. It is critical that an EMS medical director ensure personal protection for both liability and injury, despite the lack of resources available to the EMS agency.

### **Workers' Compensation**

Each State identifies and controls the workers' compensation insurance policies. This coverage is mandatory for employers and covers their employees for any injuries they incur in the course and scope of their employment.

If a medical director has an employee/employer relationship with their agency, workers' compensation may be a recognized benefit afforded to the medical director. However, if the medical director has a contractual MOU or MOA for their services, workers' compensation coverage is almost never included.

Dependent upon the situation and service agreement, an EMS agency may require the medical director to obtain their own workers' compensation insurance for the medical director and any other staff that the medical director may employ. The agency may also require proof of such coverage or proof that workers' compensation is not required by law. Agencies may also require the medical director to indemnify and hold the agency harmless from any and all claims for these obligations.

Medical directors need to check with their agency's leadership for specific workers' compensation requirements and understand how the relationship may be impacted by the form of agreed upon affiliation agreement.

### **Continuing Education**

If an EMS agency requires their medical director to maintain specific certifications or perform certain continuing education activities, the agency may bear some of the obligation to support the medical director in the activity. For example, if the agency requires the medical director to perform field work, then the specific initial and ongoing training to properly prepare the medical director (e.g., infection control, emergency vehicle operator course, communication device use) should be provided by the agency.

The expectation for this arrangement must be clearly stated in the job description, contract, MOU, or MOA. Often, professional journal subscriptions or conference attendance are a negotiated benefit.

### **IRS Requirements**

Unless the medical director is an employee of the agency, the medical director will be individually responsible for all Federal and State taxes. This responsibility will include Social Security, Medicare taxes, and self-employment-related taxes and obligations including Federal and State income tax withholding, Social Security contributions, and similar obligations related to the medical director's independent contract, MOU,

or MOA. As with the workers' compensation issue, the agency may require the medical director to indemnify and hold the agency harmless from any and all claims for these obligations.

The medical director should consult an independent tax professional for further review and guidance.

### **Dissolution**

When the relationship between the medical director and the EMS agency is no longer going to continue, a dissolution or termination of the service agreement needs to occur.

Typically, any form of agreement to serve should contain language of how the agreement would be terminated. A critical component in this area would be the timing of the intent to terminate notification on either party's behalf. Typically, agencies will require a minimum of 90-days notice so that a replacement medical director can be obtained without experiencing a disruption in service delivery. Other critical components for a medical director to consider with this issue is how property owned by the agency is returned, how compensation is adjusted or reconciled, and how liability protection is addressed for any future cases that develop, which relate back to the time covered by the medical director's activity.

### **Liability Coverage**

Although many physicians have malpractice insurance coverage that may extend to some of the activities of medical director, they are unlikely to have coverage for all potential liabilities associated with the medical director position, role, and responsibilities. In fact, the medical director's typical professional liability coverage may have coverage gaps related to the associated EMS activities being performed.

The medical director must have a clear understanding of who, what, and when their activities are covered by the agency's liability policies. Just as important to knowing what activities are included in the liability coverage, the medical director must know what activities may be excluded from the coverage. In addition to medical malpractice coverage, medical directors need to carry errors and omission insurance, and be covered under the general liability policy of their agency. If the medical director is considered to be serving in a leadership role of the agency, then director's and officer's insurance coverage may also be needed.

Obtaining adequate liability coverage as a medical director can be challenging. Resources to obtain adequate coverage include the agency's insurance carrier, a rider to your clinical practice's insurance carrier, an independent insurance broker who deals in "unique" coverage circumstances (large, national/international broker), and insurance available through professional organizations. Medical directors should seek independent consultation with an attorney familiar with liability issues for additional guidance related to requirements for adequate coverage. This action should be taken regardless of if the position is uncompensated or compensated in nature.

It is recommended that a medical director establish a working relationship with the agency's risk management section. Medical directors must have a thorough understanding to ensure they have comprehensive liability protection either through the agency's self-insurance, indemnification, and/or separate insurance policy coverage. It cannot be stressed enough that the standard liability protection possessed by all practicing physicians will be inadequate to cover a physician for medical direction activities. In the appendix, there is a sample liability insurance form.

### **Medical Malpractice Coverage**

Medical malpractice is an act of commission or omission by a health-care provider when their care deviates from accepted practice standards which results in a patient's injury or death. The professional liability policy must include medical malpractice coverage which is designed to cover risk and liabilities that occur in the field setting where patient care has been provided.

### **Errors and Omission Coverage**

In general, errors and omission insurance helps provide coverage for defense costs and damage awards that may be associated with professional liability claims. Errors and omission coverage must cover the risk associated with any nonpatient care activities (e.g., oversight and training exposures) the medical director engages in. Errors and omission insurance typically does not provide coverage for intentional, fraudulent, or illegal activities, and many policies will not cover punitive damages.

### **General Liability Coverage**

EMS agencies generally have a commercial general liability policy (in some States, this is a requirement to become licensed). A medical director requires some coverage that is found in general liability policies. If the medical director uses equipment or a vehicle owned by the EMS agency, the medical director must assume there could be risk associated with that equipment or vehicle. Usually, the owner would be liable for damages caused by the equipment, but additional coverage specifically for the medical director to use non-owned equipment or vehicles should be considered.

Issues related to employment practices are another large area of general liability exposure for the medical director. The EMS agency should consider obtaining Employment Practices Liability (EPL) coverage for these types of claims, and if the medical director is involved in employment-related activities or decision-making, the medical director could be included in this coverage.

### **Directors' and Officers' Coverage**

Director and Officer insurance provides coverage against legal defense costs and indemnity for the agency, directors and officers, as well as personnel in legal claims that assert internal mismanagement or performance of wrongful acts while acting in director or officer capacity for the agency.

### **Indemnification**

Medical directors need to require their EMS agency to include indemnification of the medical director in their service agreement. Indemnification simply means that the EMS agency will agree to assume the financial responsibility associated with defending the claim or lawsuit and will be responsible for monetary awards if an individual prevails in a lawsuit related to the performance of duties by the medical director. If there is not an indemnification clause in the agreement, the medical director could be held personally liable for the financial damages awarded in a prevailing lawsuit (subject, of course, to any applicable insurance coverage that might be in place).

### **Areas of Caution for Medical Directors**

The medical director is recognized as a leader of an EMS agency, but the position is not the only leadership position in the agency. While the medical director is responsible for overseeing the clinical patient care components of the EMS agency, they must work in concert with the agency's administrative and operational leaders.

As with any position of organizational leadership, a medical director is expected to comply with accepted professional, moral, and ethical activities. The medical director must ensure their actions are performed in accordance with standard workplace practices and are carried out in a nondiscriminatory manner.

There are a few areas when the lines between clinical, administrative, and operational practice become blurred and seem to carry over into the different realms. As previously mentioned, the medical director supervises the EMS providers' medical practice. The medical director may withdraw their supervision of an EMS provider if the provider's performances of procedures or medical interventions are questioned. The provider's employer is generally responsible for the hiring, promoting, terminating, or other employment actions.

When faced with these situations, the agency's leaders must work closely together to ensure fair and equitable actions are taken without infringing on an individual's rights or taking action which may be deemed beyond the leader's scope of authority. Discussed below are some of the general areas that a medical director's scope of authority may be limited and direct involvement within should be approached with caution.

### **Hiring and Promotional Decisions**

Depending on the agency, the medical director's involvement with hiring and advancement opportunities of the personnel may be limited. The EMS agency may request the medical director's involvement in the development of the criteria such as medical qualifications and credentialing, but the medical director should not participate in the actual hiring or promotion decision. Agencies may request the medical director review applications or resume information as it pertains to medical knowledge or credentialing, but actual decisions to hire or promote individuals will not likely be a decision that directly involves the medical director. However, if the medical director also functions as a managing partner of the agency (e.g., private- or hospital-based agency), the involvement in hiring and promotional decisions may more directly involve the medical director due to their dual agency role.

### **Provider Disciplinary Actions**

The medical director is responsible for the clinical application of patient care policies, procedures, and protocols. When there are situations where individuals may not have performed as expected, the medical director may be involved in determining the circumstances and identifying appropriate remedial actions, but may not be further involved in decisions if disciplinary actions will take place. Often, such determinations and remediation involve collaborative investigations with administrative leaders in the EMS agency. There may be workplace regulations, identified in Federal, State, or local regulations that describe how the investigation is performed, including requirements for specific steps and notifications. The medical director should be knowledgeable of these due process requirements prior to the initiation of any investigative process.

There may be occurrences where the medical director may limit or revoke a member's privileges to provide patient care. Any further decisions related to the continued affiliation of the individual with the agency based on the provider's restriction from patient care environment are the responsibility of the agency's administration and/or State or local regulation. The medical director must recognize that agency-level disciplinary actions related to the direct employer-employee relationship are separate and the medical director should not become involved in those specific deliberations. As previously stated, if the medical director has a dual management role in the agency, there may be more participation in disciplinary issues beyond what is generally described above.

### **Budget and Procurement Regulations**

Budget and procurement activities can be highly structured and governed by regulatory requirements. While the medical director may provide input and recommendations specific to patient care initiatives, the final decision, and regulatory compliance should be carried out by the agency's administrative and operational leaders.

The medical director may become engaged in advocating for budgetary needs with the appointed and political leaders associated with the EMS agency.

### **Conflict of Interest Considerations**

A medical director is bound to maintain the highest ethical standards in the performance of their duties at all times. One of the areas where ethical issues can arise involves conflict of interests. The medical director should always maintain an awareness of potential professional, political, or financial conflicts of interest

that may arise. In the event that a conflict of interest exists, it is crucial to ensure that your agency is made aware of this in writing. As a contractor, the medical director cannot be compelled to participate in a decision or action that they believe to be a conflict of interest.

Potential conflicts of interest include

- conflict between two separate EMS agencies, both of whom employ the same medical director;
- financial conflicts of interest if the medical director, or immediate family members, have stock, corporate holdings, royalty arrangements, etc., with products or services that might be used by the EMS agency;
- personal relationships with personnel for whom you oversee;
- conflict between the EMS agency and the hospital where the medical director is employed either directly or indirectly; and
- nepotism situations or concerns.

Steps for conflict resolution:

1. Disclose conflict to all parties.
2. Attempt to remediate the conflict of interest. Options may include
  - a. If there is an assistant medical director, assign the decisionmaking activity to the assistant and do not interfere during the process.
  - b. Address the issue based on the role the medical director is responsible to function in at that time.
  - c. Most municipalities will have a conflict of interest policy which the medical director must comply with. If the agency lacks a formal policy, the medical director should reference the local or State policy.

---

*This page was intentionally left blank.*

# Agency Oversight

## Workforce Oversight and Supervision

One of the most important functions the medical director can perform is to have frequent quality interaction with the agency's emergency medical services (EMS) providers. EMS providers need to have ongoing interactions with the medical director, including education and mentoring, to ensure agency efficiency and provider effectiveness is optimized. These interactions allow the medical director to identify strengths that may take the organization in positive directions, and weaknesses that need to be remediated before they affect a patient. As previously mentioned, the medical director needs to make every reasonable effort to know all of their providers. In larger agencies, the medical director may also use the agency's chain of command to assist with the ongoing monitoring of all EMS providers.



A medical director should provide essential:

- medical leadership;
- agency medical oversight;
- medical-related education and training, both initial, continuing, and refresher education;
- coordination of medical-related standard operating procedures (SOPs) and protocols;
- medical-related emergency preparedness and disaster care;
- implementation of medical-related best practices;
- medical-related quality improvement;
- provider health and safety measures; and
- research activities related to efficiency and efficacy of out-of-hospital patient care practices and patient outcomes.

According to the Institute of Medicine (IOM), some of the greatest challenges for the medical director related to EMS are

- Workforce shortages—Insufficient staffing of EMS resources due to inadequate compensation or difficult working conditions. Common EMS industry working conditions which can be classified as difficult are high-call volumes and long work hours.
- Lack of nationwide training requirements which cause wide variation in the quality of care—Stringent requirements related to training, certification, and licensing issues may impact EMS providers' ability to work in different regions, neighboring jurisdictions, or States.
- Occupational hazards that include infectious and contagious diseases, violence, and vehicle crashes—EMS activities are frequently performed in uncontrolled and unpredictable environments.

- Risk of terrorist incidents and lack of disaster preparedness—EMS providers are often first on the scene of all-hazard incidents including natural and manmade disasters. EMS providers are susceptible to dangers that other members of the health-care community may not be typically exposed to.
- The ability to care for pediatric patients—EMS providers respond to medical and traumatic incidents involving pediatric patients. Specialized training is required to adequately care for this subset of patients. Some EMS providers may have limited exposure to the pediatric population and some may not be as comfortable caring for pediatric patients as they are with the adult patients they routinely care for.
- Overcrowding of emergency departments—Emergency department overcrowding affects EMS agencies. Overcrowding can lead to long wait times for EMS resources to transfer care of their patients to the receiving hospital. Overcrowding may result in ambulances being diverted to other hospitals. Diversions from facilities with specialty services, such as a Level One Trauma Center, to a facility with lesser capabilities, can be detrimental to patient outcomes. Extended wait times can affect the operational capacity of the EMS system and cause resource availability shortages.

In addition to the challenges identified above, medical directors may also find that geriatric patients present specific challenges for an EMS agency. The geriatric patient population is one of the fastest growing subsets of patients and represents a disproportional incident volume when compared to any other age demographic set. Medical directors should ensure EMS providers receive initial and continuing education training in the emergency care of geriatrics.

## Provisions of Patient Care

### Protocols

Protocols help define the scope of out-of-hospital care for an EMS agency and prescribe recommended approaches for the provider to managing particular patient care situations.<sup>16</sup> In general, EMS providers must closely adhere to the protocols unless otherwise advised by online medical direction or clearly indicated by specific patient condition and reaction to usually employed therapies.<sup>17</sup> If online medical direction provides specific orders, the EMS provider must ensure to only perform those patient care treatments identified and approved within their level of certification or licensure.

In some systems, protocols may be developed and/or mandated by State or regional oversight entities. In these situations, protocol modifications by the local EMS agency's medical director may or may not be permitted. Systems may use locally developed protocols which can be created solely by the medical director or in collaboration with a crossfunctional committee within the agency and/or local medical community. In most cases, an agency's new medical director will choose to revise existing protocols rather than introducing a completely new protocol set. This approach may prove advantageous when limited advances in patient care standards are needed. All protocols deserve regular review and updates to reflect evidence-based changes in patient standard of care.

### Standing Orders

Standing orders are more specific and are usually included within a protocol when a delay in treatment could be detrimental to the patient's medical condition.

Examples of standing orders for a paramedic may include

- defibrillation of a patient in ventricular fibrillation;
- advanced airway placement in an apneic patient; and
- medication administration for a cardiac arrest patient.

Protocols and standing orders should be evidence-based and be heavily guided by current peer-reviewed medical literature when available, evidence-based national standards, and State and regional patient care guidelines.<sup>18</sup> Often, these clinical directives must be carefully integrated into EMS industry operational practices themselves, subject to change based upon clinical advances.

### **Online Medical Direction**

Online medical direction is the management of patient care by physicians through contact with the EMS providers by radio, phone, or other communication devices. EMS providers may seek online medical direction consultation to obtain orders, perform a procedure, or administer a drug that requires online approval. This communication allows for direct consultation on specific or unusual patient care situations and prepares the receiving facility for the incoming patient. This type of verbal communication may not always be given by the agency's medical director but by a physician at a designated medical facility.

### **Offline Medical Direction**

Offline medical direction involves the development, dissemination, and enforcement of written instruction. Through offline medical direction, the EMS provider acts as an agent of the medical director.<sup>19</sup> Offline medical direction includes the administrative promulgation and enforcement of accepted standards for out-of-hospital care, including protocols and standing orders.

Offline medical direction can be accomplished through both prospective and retrospective methods. Prospective methods include, but are not limited to, training, provider testing and certification, protocol development, operational policy and procedures development, and legislative activities. Retrospective activities include, but are not limited to, medical audit and review of care, process improvement, direction of remedial education, and limitation of patient care functions.

Medical directors should actively participate in the agency's administration, education, quality improvement activities, and research endeavors that are critical to the success of the EMS agency. Committees with medical and provider representatives functioning under the medical director supervision can assist the medical director in performing various prospective and retrospective activities.

### **Medical Director in the Field**

Medical directors should routinely participate in field responses, making first-hand contemporaneous patient care evaluations of the EMS system. This may take the form of ride-along experiences with EMS personnel to gain field experience, or may involve an individual response or response with an officer or other EMS entity within the agency. This activity will help evaluate the agency's effectiveness and the quality of service being rendered to ill and injured patients. The medical director's onscene observations and guidance on routine EMS responses will support a factual assessment of many aspects of service delivery, provide mentoring and coaching opportunities of EMS providers, and have the added benefit of demonstrating commitment to the EMS providers and agency leadership. Field exposure will also benefit the medical director in establishing initiatives that will advance their agency's performance, as well as provide evidence-based research opportunities in a clinical EMS setting. Although direct field experience with providers may be time-intensive, it is one of the most valuable experiences for both medical directors and providers.



In some EMS agencies, the experienced and properly trained medical director not only observes, but also actively participates in out-of-hospital patient care on a regular basis. Often, these medical directors were themselves certified EMS providers prior to medical school. Indeed, the premise of the American Board of Medical Specialties' (ABMS') establishment of EMS as a medical subspecialty for physicians is that they will physically provide hands-on out-of-hospital patient care.

Medical directors need to have proper identification (e.g., agency identification cards, uniforms, etc.) and appropriate personal protective equipment (PPE) when participating in field operations.

### **Incident Command System**

Whenever a medical director is participating with field operations, it is imperative that the Incident Command System (ICS) is understood and followed. This helps the medical director contribute to the management of the incident and not become a liability at the incident. The ICS is a standardized approach to manage emergency incidents and major events. The ICS is flexible and has a top-down organizational structure which begins when the first responder on the scene becomes the first Incident Commander (IC). The organizational structure can be expanded or contracted as necessary to accommodate the size of the incident.

When the medical director arrives on an emergency scene, they must immediately report to the Command Post for guidance, direction, and integration into the ICS, unless specifically directed to report to another area (e.g., Medical Branch or Staging) during their response to the incident scene. Properly trained medical directors can be of great value on the scene when they are fully integrated into the ICS.

Within the Incident Command structure, one of the possible medical functions is a Medical Branch. On-scene physicians often function as part of the Medical Branch or as a technical advisor to the IC. As resources arrive on the emergency scene, they are assigned to work in functional groups or geographic divisions and will report up the assigned chain of command.

The three functions in the Medical Branch are Triage, Treatment, and Transport. Triage is the rapid assessment and sorting of patients. There are several models that are widely accepted within the EMS industry. One model is the Centers for Disease Control and Prevention (CDC) Sort, Assess, Life-Saving Interventions, Treatment and/or Transport (SALT) triage method. SALT incorporates elements of other standardized methods of disaster triage. Another popular triage tool is the Simple Triage and Rapid Transport (START) model. The START triage model sorts patients into four color-coded categories:

- Red (Immediate): Those with life threatening but treatable injuries who can be helped by *immediate* transportation.
- Yellow (Delayed): Those with serious injuries but condition is stable enough for to have their transport *delayed*.
- Green (Minimum): Those with minor injuries that can wait a longer time to be transported and need help less urgently.
- Black (Deceased): Those who have injuries incompatible with life, or there is a lack of spontaneous respirations after the airway is opened.

Additional information regarding triage systems comparisons can be found at: [www.dmph.org/cgi/content/full/2/Supplement\\_1/S25](http://www.dmph.org/cgi/content/full/2/Supplement_1/S25)

The Treatment Group is responsible for establishing the area to treat the patients that have been triaged. The treatment area will also be segregated by red, yellow, and green areas. EMS resources and equipment will be assigned to the various areas within the treatment area to initiate patient care and prepare patients for subsequent transport to medical facilities.

The Transportation Group coordinates the movement of patients from the treatment area to the receiving facilities.

## **EMS Scope of Practice**

The “National EMS Scope of Practice Model (Scope of Practice)” divides the “National EMS Core Content” into four established provider levels, each with minimum skill and knowledge standards. As State EMS agencies begin to adopt the “National EMS Scope of Practice Model,” it should be noted that the medical director may encounter providers using older terminology related to older scopes of practice levels.

- Emergency Medical Responder (EMR)--formerly known as First Responder;
- Emergency Medical Technician (EMT)--formerly known as EMT-Basic;
- Advanced Emergency Medical Technician (AEMT)--formerly known as EMT-Intermediate; and
- Paramedic--This term has remained the same.

The following descriptions are summaries from the “Scope of Practice” for the four established provider levels:

### *Emergency Medical Responder*

The EMR possesses the basic knowledge and skills necessary to provide lifesaving interventions while awaiting arrival of additional EMS response resources. EMRs may assist higher-level certified EMS personnel at the scene and during patient transport. EMRs perform basic interventions such as basic patient assessment, oxygen administration, splinting, bandaging, and spinal immobilization with minimal equipment.

### *Emergency Medical Technician*

The EMT possesses the basic knowledge and skills necessary to provide patient care and transportation. EMTs perform interventions with the basic equipment typically found on an ambulance. The EMT incorporates the skills of the EMR level but will have additional training related to patient assessment skills, gaining access to patients in various situations, ambulance operations, and will have clinical experience during their education program. In some States, the EMT may administer or assist with the administration of certain medications, use emergent airway adjuncts, and monitor existing intravenous fluid administration.

### *Advanced Emergency Medical Technician*

The AEMT possesses all the knowledge and skills of the EMT. AEMTs can perform further skills such as intravenous or intraosseous fluid administration, certain advanced airway adjuncts, specific emergency care medications, and will have a greater depth and breadth of clinical procedure education as it relates to human anatomy and physiology.

### *Paramedic*

The paramedic possesses the complex knowledge and skills necessary to provide advanced levels of patient care and transportation. The paramedic curriculum incorporates the EMR, EMT, and AEMT knowledge and skills, but also has additional hours of didactic and clinical requirements. The hourly requirements vary between States and programs, but paramedics usually have, at a minimum, approximately 1,000 additional educational hours above that of an EMT. The paramedic can be expected to perform advanced procedures such as endotracheal intubation, intravenous and intraosseous fluid administration, surgical airway techniques, medication administration related to several conditions, cardiac rhythm interpretation including 12-lead electrocardiograms (ECGs), defibrillation, and synchronized cardioversion, as well as other advanced procedures approved by the medical director.

Each educational level assumes mastery of previously stated competencies. Providers must demonstrate each competency within their scope of practice and for patients of all ages.<sup>20</sup> For a more detailed explanation related to the different EMS Scope of Practice for each can be found at EMS.gov at the following link: [www.nhtsa.gov/people/injury/ems/EMSScope.pdf](http://www.nhtsa.gov/people/injury/ems/EMSScope.pdf)

The “Scope of Practice” determines what procedures a certified or licensed EMS provider is authorized to perform. This standard approach to identify provider levels supports the ability for States to uniformly recognize the certification or licensure levels, has the potential to resolve reciprocity issues between the States, and may assist in facilitating EMS provider mobility. However, at this time, the adoption of the “National EMS Scope of Practice Model” is not uniformly accepted by all States.

As previously mentioned, in States where the “Scope of Practice” is not accepted, there may be other governmental levels (State, regional, or locality) that establish and define the scope of practice for EMS providers. Adding to this variability is the issue that not all States use the National Registry of Emergency Medical Technicians (NREMT) certification exams, instead opting to develop their own testing for one or all of their certification or licensure levels. In these situations, a wide variety of provider titles and scope of practice definitions can exist. The medical director should become familiar with the current standards within their State. Additionally, it is crucial for the medical director to have knowledge of the EMS provider levels and associated skill sets within their agency.

## **Education Standards**

### **National EMS Educational Standards**

Often one of the medical director’s responsibilities is the oversight of the EMS agency’s educational programs. These educational programs may range from initial education of new providers, to the continuing education programs for incumbent providers within your agency. National Highway Traffic Safety Administration (NHTSA) has developed new “National EMS Educational Standards” according to each provider level. The medical director can view those standards and other related EMS issues ([www.ems.gov](http://www.ems.gov)).

The new “National EMS Educational Standards” will replace older EMS training curriculums and increase each provider-level standard for educational course development. The “National EMS Educational Standards” will be used as a basis for the development of new EMS textbooks by various publishers.

The basis for formulating the new “National EMS Educational Standards” originated from three published documents. The first document was titled the “Education Agenda,” which had its roots in a document drafted in 1996 titled “The EMS Agenda for the Future.” The “Education Agenda” called for a new and improved national EMS educational system that would work to increase efficiency and produce higher entry-level graduate competencies for EMS providers, as well as leading to national accreditation for EMS educational programs. The second document used to draft the new “National EMS Education Standards” comes from the “National EMS Core Content.” This document lists all necessary course content to be provided in EMS education including patient conditions, chief complaints, operational issues, and provider psychomotor skills. The third document associated with this implementation of the new “National EMS Educational Standards” was the “National EMS Scope of Practice Model” published in 2005. This document identifies the four EMS personnel certification or licensure levels which were previously discussed in this chapter.

The “National EMS Educational Standards” define the competencies, clinical behaviors, and judgments that must be met by entry-level EMS personnel to meet practice guidelines defined in the “National EMS Scope of Practice Model.”

The “National EMS Educational Standards” are made up of four components:

1. Competencies for each level of EMS provider (EMR, EMT, AEMT, and paramedic).
2. Knowledge required to achieve the competencies.
3. Clinical behaviors/judgments.
4. Educational infrastructure.

The “National EMS Educational Standards” provide a general framework to support individual programs for developing specific curricula to meet identified training and educational needs in particular regions. The format also allows for ongoing revision when research supports practice changes based on scientific evidence or when standards of care change. This approach is very different from previous approaches to curriculum development and revision which were infrequent and slowly implemented.

NHTSA has also published instructional guidelines for each provider certification level. These instructional guidelines include the basic information that programs must deliver in order for their students to meet the described competencies.

Medical directors are encouraged to engage with their State’s EMS office to determine if these national standards will be adopted and identify associated implementation timelines.

Additionally, agencies providing certification courses will often need a physician course director. Each certification course will have its own set of defined physician oversight responsibilities and the medical director may want to also agree to serve in this capacity.

### ***EMS Provider Continuing Education Program Development***

The medical director needs to be involved in the development and approval of all agency-based continuing education initiatives to ensure the accuracy and validity of the courses’ medical content. To address individual areas of concerns or agency trends, the medical director should incorporate findings from the agency’s quality improvement initiatives into the continuing education program. There should be a seamless transition from the agency’s quality improvement efforts to its education programs. Continuing education should be designed to meet three main objectives:

1. Provide exposure to current trends and evidence-based advances in patient care.
2. Review areas of patient assessment and management that are not frequently used.
3. Meet certification or licensure renewal requirements of the provider.

To ensure the developed continuing education program meets the providers’ certification and/or licensing renewal criteria, agencies should have the course content verified by their State oversight agency or a nationally recognized entity. The Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS) is a nationally recognized agency that will verify EMS continuing education course content. CECBEMS approved courses meet national standards and are generally accepted by NREMT.<sup>21</sup> Continuing education credits may also be obtained through other governmental agencies such as the Federal Emergency Management Agency (FEMA), if the course content is related to emergency response aspects. Medical directors should refer to their State EMS oversight agency for guidelines related to EMS continuing education programs and accepted credits.

In addition to their State certification or licensure, providers may also maintain certifications in various other training courses such as Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), International Trauma Life Support (ITLS), Prehospital Trauma Life Support (PHTLS), and Critical Care Emergency Medical Transport Program (CCEMTP). Medical directors may be requested to evaluate or support these courses as part of their provider credentialing process; therefore, the medical director will need to have a familiarization with training courses and their requirements.

Medical directors may need to work collaboratively with the agency's leadership on system design issues and assessments of provider certification levels to ensure requirements fit local needs and resources. These assessments will need to be periodically reviewed as the community's demographics may change or the EMS local environment becomes impacted by external forces. Examples of these situations may include single-level versus tiered system assessments or required transitions due to curriculum changes (e.g., discontinuation of NREMT—Intermediate level certification). Implementing system design changes will require modifications to provider initial and continuing education programs.

### **Provider Competency Verification**

The medical director's role in oversight related to initial and continuing EMS education and competency is imperative to the success of the clinical application of out-of-hospital care by your agency. Of critical importance is the medical director's role in verifying all levels of providers' skill set competencies to ensure safe, efficient, and effective operational activities. Medical directors should have a direct role in the evaluation and refreshment of providers' skill sets. Competency assurance is verified by assessments of providers during the initial credentialing process and at periodic subsequent assessments. The assessments involve cognitive, psychomotor, and affective domains and are reflective of skills performed in the EMS profession. Low-frequency but high-criticality skills such as rapid sequence intubation, surgical airway procedures, and needle chest decompression are examples of procedures that will require frequent competency evaluations and educational support from the medical director to ensure providers remain ready to perform the skill in the out-of-hospital setting.

The task of competency verification can be accomplished in conjunction with your agency's training or operational staff. The medical director's oversight of competency-based evaluations may be identified in your agency's affiliation agreement, or may be a State or local EMS regulatory requirement.

### **Performance-Based Organizations**

EMS is a multifaceted, integrated emergency response function that requires constant oversight. The medical director has the responsibility to assist their EMS agency with identifying improvements to patient care delivery processes, procedures, and equipment. By working cooperatively with agency leaders, supervisors, administrative specialists, and providers, the medical director can provide a team approach to manage the daily quality assessments of patient care-related activities to ensure that the EMS agency is operating effectively and providing the best prehospital care possible.

EMS agencies must be routinely evaluated for strengths, weaknesses, opportunities, and threats (SWOT) to have their policies and procedures revised to reflect best practices in the industry. The EMS agency's processes, equipment, and supplies should be routinely evaluated and considered for appropriate revisions and replacement to ensure EMS providers have the tools for performing their expected tasks.

### **Quality Improvement**

A multitude of quality improvement (QI) activities have been performed by many EMS agencies through the history of EMS. In 1997, NHTSA produced a publication titled "A Leadership Guide to Quality Improve-

ment in Emergency Medical Services (Leadership Guide).” The “Leadership Guide” was based largely on the seven Malcolm Baldrige Quality Categories:

1. Leadership.
2. Information and Analysis.
3. Strategic Planning.
4. Human Resource Development and Management.
5. Process Management—Mapping.
6. Agency Results.
7. Stakeholder Satisfaction.

The “Leadership Guide” encouraged EMS leaders to integrate QI practices into daily EMS operations and organized performance measures into three developmental stages:

1. Building potential for success by developing an awareness for QI.
2. Expansion of QI knowledge, capabilities, and practices into agency workforce.
3. Full integration of QI strategies into daily EMS operations.<sup>22</sup>

The medical director must have the authority to develop medical policies and procedures as well as the power to limit the actions of personnel who deviate from established standards. The medical director must also ensure that agency’s protocols, procedures, and policies are consistent with their State’s minimum requirements, including those for certification and/or licensure.

As one of the leaders in an EMS agency, the medical director should have authority over the agency’s patient care quality management activities. EMS managers, supervisors, educators, providers, and external health-care community members must work together to accomplish quality management initiatives. The medical director needs to be involved in the development and monitoring of quality management related performance objectives in order to evaluate an agency’s ability to meet its objectives. Quality management objectives can be developed from the following system components:

- communications;
- addressing complaints;
- documentation;
- reduction and prevention of illness and injury;
- patient confidentiality;
- performance objects;
- physician participation;
- public health outcome parameters; and
- participation in studies and research.<sup>23,24</sup>

## **Types of Quality Improvement**

QI may be prospective, concurrent, or retrospective in nature. EMS providers and supervisors should be held accountable for the procedures that the medical director and agency leadership have put in place. EMS agencies should conduct their QI program using components of all of the types of QI mechanisms listed below. EMS providers and other end users need to be involved in the process. QI activities should not be designed to be punitive in nature for individual providers but instead be focused on organizational improvements and conducted to educate providers and ultimately enhance patient care delivery.

### *Prospective Improvement*

Prospective QI may be in the form of primary education of EMS personnel, continuing education, periodic skill evaluation, and training programs. This type of improvement is seen as a front-end approach to improvement.

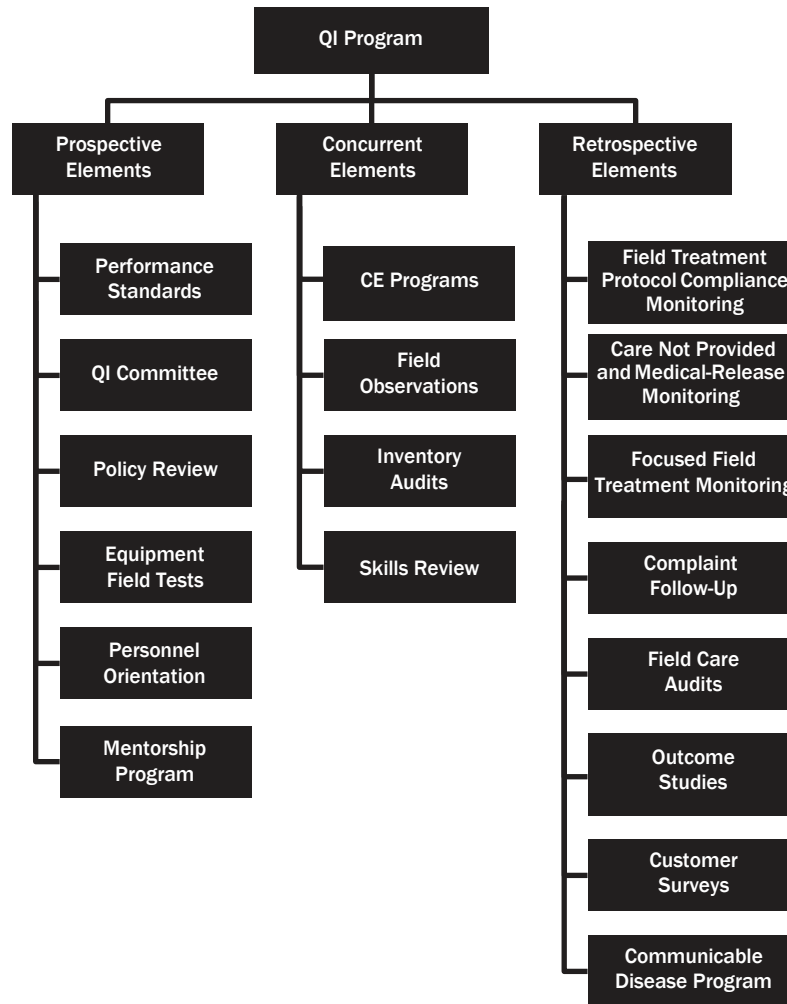
### *Concurrent Improvement*

Concurrent QI is achieved through direct observation of performance of EMS providers at the time of service provision. Most EMS agencies have a chain of command that includes EMS supervisors or officers that conduct direct oversight and leadership of providers. Direct supervision or oversight on the scene of a cardiac arrest or an automobile collision by a medical director or EMS officer is an example of concurrent QI.

### *Retrospective Improvement*

Retrospective QI may be in the form of documentation, case reviews, or audits. Patient care records can be checked for completeness and accuracy in order to determine the level of compliance with established agency policies and protocols. Retrospective QI involves activities that look back to see if quality service was provided. Review of patient care records, response surveys mailed to patients and families, interface with other EMS responder agencies, surveys of receiving hospitals, response time studies, and high-risk call reviews are reflective of retrospective QI.<sup>25,26</sup>

Figure 1 is an example of all three types of current QI models found in an effective EMS QI program.

**Figure 1: Example of Quality Improvement<sup>27</sup>**

### **Six Sigma In EMS**

Six Sigma is a process improvement methodology approach that focuses on the ability to reduce variation. The concept and training program was originally developed by Bill Smith at Motorola in 1986 and represented more than 60 years of QI practices.<sup>28</sup> This philosophical approach has been well used in the retail and manufacturing sector, but EMS agencies are adapting the process to their environment. Examples of agencies using this process are Lee County, FL and Memphis, TN. There are several books on the market related to this method and variations of this method, like *Lean Six Sigma*, that meets the service industries needs for quality management. It should be noted that there are other quality improvement approaches and tools. Like the Six Sigma method, most are nonproprietary.

The basis of Six Sigma is the usage of data and statistical analysis to identify and modify processes within an organization or project team. Six Sigma incorporates a top-down approach where quality is owned by everyone and directed by those in top management. Process improvement where Six Sigma can be of assistance may include

- hiring processes;
- QI processes;
- response times;

- offload times at hospitals;
- revenue recovery; and
- customer satisfaction.

Six Sigma can assist with prioritizing, selecting, supporting, and managing QI initiatives in all aspects of an organization.<sup>29</sup>

### **HIPAA and Quality Improvement**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) enacted Federal protections for personal health information. The increased privacy protection awareness and regulations can result in some covered entities not recognizing EMS as a vital link in the patient's progression through the health-care system. EMS records need to be linked with hospital records in order to support patient outcome data that a medical director will need to perform comprehensive QI activities.

QI measures are subject to HIPAA's minimum necessary standard. This means that only the minimum amount of information necessary to conduct a quality review or consultation on the incident should be disclosed. Copies of patient care documentation used in case review activities must have all nonessential information redacted, such as the patient's name and address.

To avoid difficulties in performing patient followup and outcome activities with receiving facilities, it is recommended that the medical director assist in facilitating the need for the agency's QI program manager to obtain contact points at each receiving facility for this purpose. Multidimensional case reviews with providers, emergency department staff, and agency leaders will assist in discovering potential QI opportunities.

### **Performance Measures**

Agency evaluation using performance measures can be imperative in the overall quality and effectiveness assessment of an EMS agency, particularly if the performance measure has been validated by peer-reviewed and evidence-based literature. A performance measure is a quantifiable criterion that relates to program quality. Internally, these indicators can be used as a quality evaluation and planning tool to determine and track agency activities.<sup>30</sup> Externally, the indicators can be used as comparative and objective measures across different agencies. An ideal measure is one that is not only quantifiable, but one that has been shown to make differences in patient outcomes. It should be noted that a clinically relevant "best practices" approach should be used related to performance measures until true evidence is accumulated. Examples of performance measures used in QI activities are

- turn out times for response vehicles;
- distance or locations of EMS units; and
- time to treatment for time-sensitive clinical conditions (e.g., time of patient contact to ECG acquisition time in ST segment elevation myocardial infarction (STEMI) patients).

#### International Association of Fire Fighters (IAFF)/International Association of Fire Chiefs (IAFC) EMS System Performance Measurement

Together, the IAFF and the IAFC constructed, field-tested, validated, and published an EMS System Performance Measurement instrument in 2002. This instrument consists of 15 EMS quality indicators, definitions, and related performance measures. The publication provides background information relating each indicator to the overall quality assessment of an EMS agency. The document also explains existing standards (or lack thereof), potential agency goals, and identifies needed data collection related to each measure.<sup>31</sup> A sample of the performance measures can be referenced in Appendix H.

Meyers et al., *Prehosp Emerg Care: Evidence-Based Performance Measures for Emergency Medical Services Systems*

In 2007, the U.S. Metropolitan Municipalities' EMS Medical Directors' Consortium developed and published evidence-based performance measures for EMS systems. These performance measures include a broad base of clinical situations and discuss EMS interventions. A sample of these outcome-centric benchmarks can be referenced in Appendix H.

Several other organizations have also participated in efforts to establish consensus standards for quality measurement in EMS. These organizations include National Fire Protection Association (NFPA) (NFPA 450, *Guide for Emergency Medical Services and Systems*), NHTSA ("EMS Performance Measures—Recommended Attributes and Indicators for System and Service Performance"), Commission on Accreditation of Ambulance Services (CAAS), American Society for Testing and Materials (ASTM) F-30, American Heart Association (AHA), as well as local and State health authorities.<sup>32</sup> Medical directors are encouraged to use all of these resources to aid in their understanding of the concepts and assist with the implementation of QI and performance measure activities.

### **Benchmarking**

Benchmarking is the practice of setting targets for a particular function by evaluating other related performers, either within or outside an organization. In a broader sense, benchmarking involves looking for and using new ideas and best practices for the improvement of processes, products, and services.

Unfortunately, there are tremendous gaps in data collection, QI, and benchmarking practices in the EMS industry. There are real and perceived barriers involved in this situation which have contributed to poor industry-level outcome tracking and wide variances in data availability to perform benchmarking activities. These barriers can include an agency's existing information management systems, data collection practices, and difficulties in gathering and assimilating clinical information as the patient travels through the health-care continuum. These factors have contributed to EMS strategies, ranging from agency model development to patient treatment activities, having questionable benefit in overall patient outcomes. Many EMS practices have evolved from tradition or nonconventional application of in-hospital care modalities.

A needed component in addressing this industry information gap is the standardization of data elements so that EMS databases at all levels (local, regional, State, and Federal) can be linked. NHTSA, in coordination with the Health Resources and Services Administration, has developed the National EMS Information System (NEMSIS) which includes a national EMS database and data definitions that can be used for the evaluation of patient and agency outcomes, be a source for benchmarking performance, and facilitate the development of industry research and training curriculums.<sup>33</sup> The majority of States have agreed to participate with the project but their implementation timelines vary. In order to understand how the NEMSIS project is impacting a medical director's agency, the medical director should contact their State EMS oversight agency for additional information. The following website is a useful source for information on NEMSIS: [www.nemsis.org](http://www.nemsis.org)

As the EMS industry continues to evolve, performance documentation will be critical to demonstrate system effectiveness. In the interim, medical directors should establish collaborative relationships with other medical directors in their region and State. Medical directors may also find particular value with establishing these relationships with other similar size and demographically equivalent agencies in order to perform benchmarking activities.

When performing benchmarking, a medical director needs to decide what information and data will be used during the process. The process needs to begin with evaluating your agency's performance measures. Performance measures identify your agency's accomplishments and benchmarking that information to other agencies' outcomes can be a beneficial exercise in QI efforts.

Benchmarking efforts often use data elements such as work schedules, response times, and number of specific patient care encounters (e.g., cardiac arrests). The medical director should not focus only on time-centered measures, such as how fast the agency arrives and the length of transport times as examples. The medical director should work with the agency's leadership to determine all aspects of EMS service delivery to identify where benchmarking may help to improve their agency's performance. These efforts will assist the medical director in ensuring the EMS agency is providing a quality and highly-valued service which is meeting system expectations and demands.

### **Best Practices**

Closely related to benchmarking activities is the understanding of the EMS industry's best practices. Researching best practices can aid a medical director in their decisionmaking in the multidimensional environment they operate in. The best practice techniques, processes, methods, and policies can assist the medical director in implementing new initiatives with fewer complications, or in refining existing practices.

There are a multitude of sources where a medical director can research EMS industry best practices. Professional organizations and associations such as the American College of Emergency Physicians (ACEP), National Association of State EMS Officials (NASEMSO), National Association of EMS Physicians (NAEMSP), NFPA, IAFC, IAFF, NAEMT, International Association of EMS Chiefs (IAEMSC), National EMS Manager's Association (NEMSMA), as well as State EMS offices, and other local EMS agencies are all sources for information. Journals and industry periodicals will publish information vital to a medical director's decisionmaking considerations and be a source of consolidated research on a given topic. Best practices are available for equipment-related issues, training and education programs, testing environments, patient care-related activities, and QI initiatives.

The National Fire Academy (NFA) in Emmitsburg, MD, offers several operational and managerial courses in which are open to all service delivery models of EMS and are free of charge. One emerging course that applies to the improvement of service delivery in EMS is the *Emergency Medical Services: Quality Management* (EMS:QM). Information pertaining to NFA EMS courses can be found at:

[www.usfa.dhs.gov/nfa](http://www.usfa.dhs.gov/nfa)

[www.usfa.dhs.gov/media/press/2011releases/012711.shtm](http://www.usfa.dhs.gov/media/press/2011releases/012711.shtm)

### **Ambulance Service Accreditation**

A mechanism to recognize an agency's efforts and accomplishments is to consider pursuing accreditation for their EMS agency. Standards for accreditation are designed to increase operational efficiency and clinical quality, and decrease risk and liability to your organization.<sup>34</sup> The CAAS, the Center for Public Safety Excellence (CPSE), and the Commission on Accreditation of Medical Transport Systems (CAMTS) are industry organizations that recognize emergency service best practices through their accreditation processes. There are numerous benefits for an agency, regardless of the agency type (e.g., fire-based, private) to achieve accreditation, including positive public perceptions, an external validation for local officials and the medical community that the agency underwent careful review, and recognition of the efforts of all personnel affiliated with the agency. Efforts to obtain and maintain accreditation status is another area where the medical director must cooperatively work with agency leadership to achieve this goal.

### **EMS Research**

EMS is in its relative infancy as an industry and as a method of delivering health-care services. Research activities in EMS are progressing, but have historically been recognized as one of the weaknesses in refining patient care and systems design in EMS. Several EMS research initiatives related to medications, equipment,

and treatment modalities are underway and have the potential to influence the EMS patient care delivery arena. A medical director should use the results of evidenced-based EMS research to evaluate and adjust clinical practices, equipment usage, and the delivery of EMS services. The medical director should use regular journal reviews and continuing education opportunities to stay abreast of developments in research and patient care that could influence prehospital care. The medical director should also consider the involvement of their agency in appropriate research studies and pilot programs to further advance EMS care.<sup>35</sup> The NFA also has a *Hot Topics Research in EMS* course that medical directors may be interested in. Additional information can be found at: [www.usfa.dhs.gov/nfa](http://www.usfa.dhs.gov/nfa)

## Health and Safety of Medical Directors and Providers

The medical director should be an advocate for health and safety issues and for safer workplace practices. The Occupational Safety and Health Administration (OSHA), a regulatory agency in of the Department of Labor (DOL), works to ensure safe working conditions for personnel by establishing and enforcing standards, as well as providing workforce education and training. OSHA provides workforce oversight either directly through the Federal organization or through an approved State program. Medical directors should become familiar with applicable OSHA standards for EMS and have knowledge of their State's program if applicable, as well as understand the agency's investigative and enforcement procedures. The medical director needs to understand that their patient care oversight responsibilities are distinctively different than the agency's occupational physician's role and responsibility for the agency is. Typically, these two services are not provided by the same physician.

NFPA also publishes industry standards related to various EMS-related situations. One such standard that addresses personnel's minimum requirements for performing roles within an all-hazard Incident Management System (IMS) is NFPA 1026, *Standard for Incident Management Personnel Professional Qualifications*. Medical directors may also want to become familiar with other applicable NFPA standards.

The medical director also needs an appreciation for the physical and mental toll that extended operations can have on emergency workers. NFPA 1584, *Standard on the Rehabilitation Process for Members During Emergency Operations and Training Exercises* identifies the minimum criteria for establishing a rehabilitation process for personnel operating at incident scene operations and training exercises, and is a document that the medical director should reference.

The use of personal safety equipment is vital to protection and safety against exposure to infection. Proper application of PPE and body substance isolation (BSI) is a cornerstone for medical director and EMS providers' safety. Appropriate use of BSI for the given situation should be a mandate for EMS providers.

The compromised use of PPE during emergency incidents or training evolutions can lead to injury or even death of the EMS provider. Personnel without appropriate levels of PPE must not be permitted to operate during emergencies or training events. Despite being intensely focused on the medical care of patients, EMS providers must wear appropriate PPE to protect against cutting forces, falling objects, exposures, and other scene hazards. An example of certain PPE specified by regulations and statues is the requirement of EMS providers to wear a high-visibility vest during roadway incident operations to aid in their visibility to other rescuers and civilians. This high-visibility clothing must meet the requirements of American National Standards Institute (ANSI)/International Safety Equipment Association (ISEA) 107; 2004 edition Class 2 or 3.<sup>36</sup> Additionally, NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program* and NFPA 1999, *Standard on Protective Clothing for Emergency Medical Operations* should be used as a guideline for protection of prehospital providers.

Areas of safety concern should include, but not be limited to:

- head and face protection;
- ear and hearing protection;
- hand protection;
- foot protection; and
- body protection.

A health and safety area that is receiving considerable attention is the development and design of ambulances and equipment. These issues will be discussed later in the handbook, but medical directors must recognize these issues not only impact provider safety but impact the safety of the public at large. The development of dispatch and patient care protocols that also address response vehicle operations is another area for the medical director's attention and involvement.

### **Patient Safety**

Patients also need to be shielded from the same incident elements that providers are also being exposed to. Examples of items that will help to create a safe environment for patients are

- blankets for warmth and debris protection;
- helmet;
- hearing protection;
- goggles;
- dust mask, unless patient is having difficulty breathing and/or is on oxygen; and
- shielding devices such as backboards placed to form a barrier between the patient and sharp objects or equipment.<sup>37</sup>

The health and safety of providers needs to be a paramount concern and a responsibility shared by every member and supervisory level in an agency. In addition to the resources discussed in the section, there are several other professional nongovernment organizations and government agencies identified in the handbook that have safety-related information and resources (e.g., IAFC, IAFF, NHTSA, U.S. Fire Administration (USFA), Department of Health and Human Services (HHS), CDC, OSHA, National Institute for Occupational Safety and Health (NIOSH), National Volunteer Fire Council (NVFC)).

# Agency Dynamics

A medical director has responsibility for the oversight of many multifaceted and dynamic aspects of an emergency medical services (EMS) agency. Medical directors must understand the wide depth and breadth of involvement as it relates to interacting and interfacing with your EMS agency, its leadership, and its many providers. Understanding the medical director's role is crucial to success, both at the individual and agency levels.

## **Ambulance Service Certificate of Need**

A medical director may become involved in the implementation of a new EMS agency or a planned expansion of an existing EMS agency. The medical director, along with the EMS agency leaders, must comply with any applicable State and local regulations related to the establishment and expansion of an EMS agency.

In some States, EMS agencies may be required to obtain a Certificate of Need for their agency startup or planned expansion. If applicable, the Certificate of Need process can be found in State and/or local statutes. This process is designed to identify the geographic area in which the agency may operate, identify the type of service to be provided, and provide authorization for the service to begin operations. The Certificate of Need process is not uniformly required across all regions and/or States. The medical director must check with the appropriate local, regional, and State entities to determine what governmental regulations may be related to EMS agency licensing and operations.

As EMS authorizing agencies vary from State to State, it is challenging to address each States' regulating authority to the reader in general terms. Some States have very involved EMS regulatory offices with robust authority, while others have little authority and responsibility and is quite localized. As will be pointed out several times within this handbook, the medical director must understand how systems operate within their State and understand the regulating authority's role.

## **Public Relations**

### **Media Inquiries**

The medical director is viewed by both the media and the public as a trusted official who needs to be concerned with the quality of their EMS agency's performance and must be highly responsive to inquiries. Establishing positive media relations is important for an EMS agency and the medical director. There are numerous ethical and legal considerations which must be evaluated when preparing and releasing media responses. These considerations include the Health Insurance Portability and Accountability Act of 1996 (HIPAA) related issues, protecting investigative information from premature release, and the Freedom of Information Act (FoIA) related issues. While some EMS agencies may have a public relations office or officer that can assist the medical director, it is critical that the medical director work in concert with the agency's leadership to coordinate responses to all media requests for information. Medical directors may not have previous experience with media relations and this may be an area that medical directors request specific agency-level training.

### **EMS Advocacy**

Medical directors should take an active role in promoting their EMS agency and being an advocate for the overall EMS industry. The medical director position is dynamic and will include interactions with many external system stakeholders. The medical director can be an effective liaison to these external stakeholders and leverage a great deal of credibility in communicating EMS agency accomplishments and needs. The medical director should coordinate these advocacy activities with the agency's leadership to achieve a shared, consistent message and to increase the effectiveness of efforts.

Advocacy activities may involve public speaking appearances to city or county governmental or elected officials in an attempt to articulate local EMS agency needs and service delivery issues, provide budget justifications, and describe the impact of State and local EMS rules and regulations. The advocacy role will certainly require the medical director to interact with other health-care professionals, public health officials, and members of other emergency service agencies to promote and coordinate the involvement of the EMS agency as an active partner in the emergency response and medical community.

## **Credentialing in EMS**

Another aspect of the medical director's oversight is verification of your EMS providers' credentials. The medical director may seek assistance with this function within the administrative staff of their agency. Specific items related to EMS credentialing vary from region to region and State to State. As previously discussed in the handbook, some States may license providers while other States will certify them. The medical director should check with the State EMS office for additional guidance. EMS personnel education and training history, licensure or certification history, active or nonactive status, and general contact information may need to be available for credential review by State or regional EMS offices.

## **EMS Education Program Dynamics**

### ***Accreditation of Education Programs***

The "EMS Agenda for the Future" recommended a single national accreditation agency for all EMS certification levels be established. Yet, not all levels of EMS education programs have a national requirement to be an accredited program. Currently, there are no national level accreditation requirements for educational programs below the level of paramedic. In November 2007, the National Registry of Emergency Medical Technicians (NREMT) Board of Directors implemented a new requirement that in order to be eligible to attempt the NREMT testing and credentialing process, all paramedic applicants must have graduated from an accredited program.

This requirement has a targeted effective date of January 1, 2013. Paramedics who are certified prior to January 1, 2013, will be "grandfathered" and are not impacted by this new requirement. Once again, the medical director needs to check with their State's EMS oversight agency to receive guidance on any State-level requirements for educational programs since not all States use NREMT testing for all or any level of EMS provider.

If an agency has an initial training program for the paramedic certification level, or is seeking to establish this type of program, the medical director should seek educational program accreditation to ensure national educational standards are met. The Commission on Accreditation of Allied Health Education Programs (CAAHEP), through its Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP), is the only national agency that offers EMS paramedic education program accreditation.

Though the CoAEMSP standards and guidelines may be adopted for the education infrastructure section of a paramedic educational program, this does not mean the program is CoAEMSP accredited. At present, some paramedic programs may only have a State approval process, but not a CoAEMSP accreditation requirement.

For most EMS educational programs, the medical director should commit a significant amount of time to the program, for which appropriate compensation is often necessary. To meet CoAEMSP standards, the medical director must

- be a physician currently licensed to practice medicine within the United States and currently authorized to practice within the geographic area served by the program, with experience and current knowledge of emergency care of acutely ill and injured patients;

- have adequate training or experience in the delivery of out-of-hospital emergency care, including the proper care and transport of patients, medical direction, and quality improvement (QI) in out-of-hospital care;
- be an active member of the local medical community and participate in professional activities related to out-of-hospital care; and
- be knowledgeable about the education of the Emergency Medical Services Professions, including professional, legislative, and regulatory issues regarding the education of the Emergency Medical Services Professions.

In addition, the medical director must be responsible for all medical aspects of the program, including, but not limited to:

- review and approval of the educational content of the program curriculum to certify its ongoing appropriateness and medical accuracy;
- review and approval of the quality of medical instruction, supervision, and evaluation of the students in all areas of the program;
- review and approval of the progress of each student throughout the program and assist in the development of appropriate corrective measures when a student does not show adequate progress;
- assurance of the competence of each graduate of the program in the cognitive, psychomotor, and affective domains;
- responsibility for cooperative involvement with the program director; and
- adequate controls to assure the quality of the delegated responsibilities.<sup>38</sup>

CoAEMSP standards and guidelines regarding the role of the medical director can be obtained from their website: [www.coaemsp.org/Documents/Standards.pdf](http://www.coaemsp.org/Documents/Standards.pdf)

### **Certification of Providers**

Following the successful completion of an approved EMS educational program, the prospective EMS provider is eligible to attempt certification and/or licensing testing. The battery of testing is both didactic and practical in nature. This process provides verification that an individual possesses the necessary knowledge and skills to perform at the provider's certification level.<sup>39</sup>

The NREMT is the national testing body for the provider levels identified in the "National EMS Scope of Practice Model." NREMT facilitates certification by conducting standardized registration and testing (written and practical exams). NREMT is recognized by most, but not all States. Currently, 46 States use the NREMT for testing one or more EMS certification levels. States that do not use the NREMT must use their own developed testing requirements, which may not be recognized by other States. This variability leads to inconsistency, lack of reciprocity, and is incongruent with recommendations contained in the "Education Agenda." During their 2010 annual meeting, the National Association of State EMS Officials (NASEMSO) adopted a resolution supporting NREMT as the national EMS certification agency, and CoAEMSP as the National EMS education program accreditation agency.

Each State's EMS oversight agency has the right to certify and/or license EMS providers, including if they elect to use NREMT certification. The medical director should become familiar with related certification practices and requirements within their State.

## **Recertification of EMS Providers**

Continuing education is a requirement for recertification and/or licensure renewal for all levels of EMS providers. Each provider level is required to complete a specified number of continuing education hours, depending on State and/or NREMT requirements. The length of time for recertification and/or licensure renewal varies among the States and typically ranges between 2 to 3 years. NREMT has a 2-year recertification period.

Recertification requires continuing education and competency verification. Medical directors must again become familiar with related certification and recertification requirements within their State. Listed below are examples of NREMT recertification requirements which most States use for initial certification and recertification.

### *NREMT Biennial Recertification Requirements*

#### **Emergency Medical Responder (EMR) Recertification Requirements**

- The EMR can recertify through two different options:
  - traditional refresher course—an approved Department of Transportation (DOT) National Standard Emergency Responder Refresher or Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS) approved refresher course; or
  - continuing education topical hours—a refresher may be completed by attending continuing education classes which cover the required topics and hours.
- Submission of approved cardiopulmonary resuscitation (CPR) certification.
- Obtain verification of skill competence by medical director or training program director.
- Pay a recertification application fee.

#### **Emergency Medical Technician (EMT) Recertification Requirements**

- Complete a total of 72 hours of education which consists of:
  - an approved 24-hour DOT National Standard EMT Refresher Course or continuing education hours, specifically meeting the refresher curriculum objectives; and
  - complete 48 hours of additional continuing EMS-related education.
- Submission of approved CPR certification.
- Obtain verification of skill competence by medical director or training program director.
- Pay a recertification application fee.

#### **Advanced EMT Recertification Requirements**

- Complete a total of 72 hours of education which consists of:
  - an approved 36-hour refresher course or continuing education hours specifically meeting the refresher curriculum objectives; and
  - complete 36 hours of additional continuing EMS-related education.
- Submission of approved CPR certification.
- Obtain verification of skill competence by medical director or training program director.
- Pay a recertification application fee.

## Paramedic Recertification Requirements

- Complete a total of 72 hours of education which consists of:
  - an approved 48-hour DOT National Standard Paramedic Refresher or continuing education hours, specifically meeting the refresher curriculum objectives; and
  - complete 24 hours of additional continuing EMS-related education.
- Submission of approved Advanced Cardiac Life Support (ACLS) and CPR certification.
- Obtain verification of skill competence by medical director or training program director.
- Pay a recertification application fee.

**Exam Option**—Certified EMS providers may make one attempt to demonstrate continued cognitive competency by taking an examination in lieu of documenting continuing education. The exam attempt must be made 6 months prior to their certification expiration date.

## Agency Compliance Considerations

### **Collective Bargaining Agreements**

Collective bargaining is a process of negotiations between employers and labor unions to achieve workplace agreements. Items that are typically discussed and collectively bargained include wage compensation, work hours, health and safety, occupational environment, benefits, and union and management rights. In addition, procedures to resolve disputes and grievances may also be bargained. The resulting agreement will be a written collective agreement, contract, or memorandum of understanding (MOU) between the employee union, which acts as the bargaining agent, and the employer. In some States, collective bargaining may involve binding arbitration. In these areas, when negotiation efforts fail, the process may reach impasse. At this point, employees and employers must present their items of interests (e.g., safety issues) to a neutral arbitrator or arbitration panel for a decision. Based on local or State laws, the arbitrator's decision may be binding on both parties. The resulting decision then becomes part of the collective agreement, contract, or MOU that is effectively a legal document.

The medical director will need to establish a productive working dialogue and relationship with all work representative groups within an agency. There is also a need to have a basic understanding of any collective bargaining agreements that may be in place.

In addition to understanding employer/employee agreements, the medical director also needs a clear understanding of his/her role in provider oversight as it relates to patient care delivery activities. There may be instances such as QI initiatives that could result in the remediation or training enhancement of an EMS provider. It is important for the medical director, the employee, and the union to understand that while they are responsible to patients for providing the highest quality of available care, they are also committed to fostering a productive work environment in which to deliver that care. Issues related to the oversight role of the medical director and the relation to any progressive discipline procedures are discussed in the *Becoming a Medical Director* chapter of this handbook.

Federal, State, and local legislation provisions need to be reviewed as they relate to mandated or formal QI programs. The medical director should seek out union assistance and interact professionally in establishing the understanding of the medical director's medical oversight mission. Any service delivery-related medical practices and/or policies that a medical director desires to institute should be clearly articulated verbally and in writing, and be open for discussion prior to final implementation.

## **Right to Work States**

In 22 States, there is a Right to Work law. Right to Work laws permit individuals to decide if they prefer to join or financially contribute to a union. In these States, employees cannot be required to join or pay dues to a labor union. In these States, if an individual elects to have joined a union but then later decides to resign from their union, they can still be covered by the collective bargaining agreement that was in place during their membership time period. The medical director needs to understand the labor environment their agency operates in to avoid any potential conflicts and establish the appropriate professional relationships.

## **Industry Regulations and Standards**

As previously discussed in the EMS Agency and Its Stakeholder chapter of this handbook, the medical director must be aware of entities that produce industry regulations, standards, and guidelines affecting EMS providers and agencies. Two of the most commonly referenced agencies are Occupational Safety and Health Administration (OSHA) and National Fire Protection Association (NFPA). These organizations and the documents they produce can assist the medical director in fostering a healthy and safe working environment for their providers. The medical director must be aware that OSHA regulations are enforceable by law but the NFPA produces industry standards and guidelines that should be considered for adoption by the EMS agency. Appendix G contains selected examples that apply to common conditions applicable to emergency response agencies including EMS.

## **Fiscal Management Issues**

### **Budgeting**

Regardless of if your EMS agency is public, private, for-profit, or nonprofit, it will have a budgetary process that provides the agency's fiscal management plan. How the EMS agency's leadership manages its budget will dictate the agency's long-term viability. The agency's budget should be a driving force for what is monitored and to aid decisionmaking on a daily basis. The budget process can be helpful with:

- monitoring of day-to-day operations;
- resource for planning activities;
- aid in the identification of organizational sentinel events; and
- facilitates evaluation and selection of potential solutions based on data.<sup>40</sup>

The medical director needs to cooperatively work with the EMS agency's leadership in the budgetary planning process by projecting program needs and costs to facilitate the development of a comprehensive financial plan.

### **Federal and State Funding Sources**

Federal level funding is typically distributed to States and may be further passed on to localities. Many States allocate funding for State oversight agencies and local EMS agencies through a variety of general fund allocations, administration of grant programs, or incentive programs that return a portion of collected taxes or fees back to the locality. Some of the funding sources that are available for EMS activities at the Federal and State levels include

- vehicle-related registration fees;
- traffic enforcement-related fees;

- health and/or homeowner's insurance surcharges;
- grant programs; and
- general fund revenue allocations.

### **Local Funding Sources**

Local funding sources can also be derived from a variety of sources. Listed below are some general categories that localities will often have as funding sources:

- Taxes—General property, local income, sales, and district taxes. This is the most common source of municipality-controlled funding for EMS agencies.
- Fees—These include fees for construction-related permits, special events permits, hazardous use permits, facility inspections, and building or life safety code violations.
- Fines and citations—Agencies may charge fees for actions that are inconsistent with the law, such as traffic enforcement fines.
- Development impact fees—New developments may be required to pay for the impact the development will have on the locality's capital outlays such as new fire station construction and associated equipment purchases.
- Revenue recovery—Billing third-party insurance companies to recover reimbursement allowed for EMS transport services. Reimbursement rates will be based on the level of service provided and mileage traveled.
- Subscriptions—An annual fee paid to an EMS agency to offset any insurance copayments so there are no out-of-pocket costs incurred by the patient.
- Benefit assessment charges—Administered similar to property taxes, these charges are based on factors such as being located in close proximity to fire stations, having reduced insurance rates, or the availability of special services.
- Strategic alliances—Agencies may form alliances and partnerships with other agencies to provide services under an annual contract with associated fees.
- Grants—Governmental and private entity grants exist.
- Sales of assets and services—Agencies may sell used equipment or services.

### **Agency-Level Funding Sources**

Career and volunteer fire and EMS agencies may raise a significant amount of funds from the private sector. Agencies are increasingly turning to private donations, often by setting up nonprofit foundations. Private sector funding sources include the following:

- private foundations;
- corporate donations; and
- public and private partnerships.

## **Revenue Recovery Sources**

Many EMS agencies have instituted revenue recovery programs in which insurance companies, including Medicare and Medicaid, are billed for EMS transport services. Costs of emergency care are already included in actuarial calculations of insurance premiums and are a viable revenue source for EMS agencies.

Medicare and Medicaid, as a means for generating revenue for the agency, can only be billed by transporting EMS agencies for the level of care administered during the patient transport and mileage traveled with the patient onboard. Agencies may perform their own billing services or contract with a billing services company. If a billing contractor is used, the billing company will charge a fee which is typically a percentage of the collected revenue. Fee percentages as well as the billing company's collection practices are negotiated contractual items with the EMS agency. Medical directors should be very familiar with the agency's policies and procedures for billing insurance companies including their role, if any, in any signoff or review procedures.

## **Funding for Medical Directors**

Funding for medical oversight activities, when the oversight is not provided on a volunteer basis, can come from a variety of sources which may include the following:

- Hospital or physician practice groups may provide financial and administrative support for the EMS medical director.
- Agency dedicated funding for medical director compensation.

## **Apparatus and Equipment**

### **Ambulance Design**

To ensure safety for both EMS providers and patients in ambulances, there are industry standards that address ambulance design and construction. Currently, the most popular ambulance specifications are the Federal KKK-A-1822 standard and the National Truck Equipment Association Ambulance Manufacturers Division standard (2007 version). Ambulance design is currently undergoing a period of increased interest and scrutiny with the goal being to increase the safety of patients and providers. Recently, the NFPA has formed a multidisciplinary committee to develop a new ambulance design standard for the EMS industry. This new standard will replace the existing KKK-A-1822 specifications and will address the design, construction, and testing requirements for ambulances. The new standard will be NFPA 1917, *Standard for Automotive Ambulances* and is expected to be published in 2013.

### **EMS Equipment and Technology**

EMS equipment is specially designed to be compact, portable, durable, and lightweight, and technology is ever-evolving and becoming more sophisticated. The type and minimum amount of equipment required for both basic life support (BLS) and advanced life support (ALS) transport vehicles is regulated by the State in which the ambulance operates.

Computers, cell phones, Bluetooth, and other technology have also revolutionized EMS care. Not only has technology helped save patients' lives, it is also beginning to improve data capturing and reporting processes. Some EMS agencies have implemented, or plan to implement, electronic patient care reporting systems. When an EMS agency is capable of using this technology, traditional paperwork can be electronically captured and transmitted wirelessly to receiving facilities.

Medical directors should be closely involved in the selection and purchase of medical equipment. It will be important for the medical director to stay abreast of innovations, both positive and negative, and can expect to be approached by equipment vendors and providers with requests to introduce the latest devices

and technology into practice. The medical director will need to carefully review and evaluate these recommendations as often as the requests may be made in advance of evidence-based information or criteria.

### **Medication Supply and Storage Practices**

Medications are administered to patients by EMS providers in accordance with their agency protocols and standing orders. The process in which EMS agencies receive, store, and exchange their medications will vary due to many factors such as EMS agency type (e.g., governmental, private, hospital-based, etc.), agency or regional pharmaceutical agreements, and related State and Federal regulations. Listed below are a few examples of the different processes for medication supply, storage, and exchange. The example list is not intended to describe all the various processes an EMS agency may use for this need:

- Agreement with a hospital pharmacy to provide and exchange EMS medications without any cost to the EMS agency. In these scenarios, the hospital pharmacy provides the initial stock for the EMS medications and exchanges the medications used.
- Agreement with a hospital pharmacy that EMS is billed for their initial medication inventory. Exchange of medications will occur at the receiving hospital(s).
- EMS agency will perform their own purchase, storage, and exchange of their medications.

Regardless of the process used by an EMS agency, the medical director must be knowledgeable on all related local, regional, State, and Federal regulations and requirements that affect their EMS agency's medication supply and storage practices.

If an EMS agency purchases, stores, and/or exchanges their own medications, the medical director may be responsible for enabling the agency to obtain equipment and medications. The medical director's State license will allow the EMS agency to obtain medications such as atropine, dextrose, and epinephrine. Scheduled medications such as morphine, fentanyl, and midazolam must be purchased using a prescribing number issued by the Drug Enforcement Agency (DEA). Medical directors may not use their personal DEA number to provide an EMS agency stock of controlled substances. Personal provider DEA numbers may only be used when prescribing to a specific patient. A medical director will need to obtain a separate DEA number for their EMS agency duties to avoid possible conflicts with the physician's practice. Medical directors can obtain a DEA number by completing an online application or download the forms from the following website at: [www.deadiversion.usdoj.gov/drugreg/reg\\_apps/](http://www.deadiversion.usdoj.gov/drugreg/reg_apps/)

The medical director must understand all State and Federal licensing requirements related to this activity. Numerous administrative and operational policies will need to be implemented to comply with all State and Federal regulations regarding medication ordering, storage, and exchange. Samplings of administrative and operational policies are listed below:

- Appropriate licensing of the EMS facility for storage of medications. To obtain licensing, numerous administrative and operational policies related to facility security, inventory security, storage parameters, and recordkeeping will need to be in place.
- Selection of a pharmaceutical vendor and compliance with medication ordering regulations.
- Requirement for recordkeeping, inventory practices, and diversion reporting for all medications.
- Requirement for documentation and process for wastage/disposal of controlled medications.
- Patient care documentation related to medication administration.

---

*This page was intentionally left blank.*

# *Moving Forward as a Medical Director*

No emergency medical services (EMS) medical director should feel isolated and without the support of peers and other dedicated resources. Networking with medical directors of neighboring agencies is an invaluable and readily available resource. In addition, medical directors are urged to seek out additional logistical support and educational opportunities from the various regional, State, and national governmental agencies and national professional organizations listed within this handbook and its appendices.

This handbook is intended to provide a reasonable overview of those fundamental issues that regularly impact the medical director operating at the EMS agency level. EMS, in the United States, represents a dynamic and diverse reality molded by local necessities, regional logistics, and State and national regulations. For this reason, it is safe to say that no two EMS agencies are the same. A medical director needs to understand the basic concepts presented here and then adapt them to both their own needs and the needs of their EMS agency. It is only through thoughtful observations, frank conversations, and committed involvement with the agency's leadership and personnel, that the medical director will be able to fully understand the dynamics of the agency and optimize their role as a medical director.

After settling into the role of medical director, the joys of shared values with EMS providers, leading and assisting with your agency's continued medical service delivery development and refinement, and making a valuable and valued contribution to the community become as important as the medicine.



---

*This page was intentionally left blank.*

# Appendix A: Checklist for the New Medical Director

- R Ensure affiliation agreement is reasonable with particular attention to expectations, organizational support, liability coverage, and time expectations.
- R Have affiliation agreement reviewed by independent legal and tax advisors.
- R Negotiate final affiliation agreement.
- R Agency orientation with emergency medical services (EMS) Command Staff members.
- R Meet with your agency leaders and develop strategic planning.
- R Learn about dispatch practices and the Public Safety Answering Point (PSAP).
- R Attend provider training drills.
- R Attend agency orientation sessions.
- R Shadow outgoing medical director, if possible.
- R Become familiar with your EMS oversight agencies (State, regional, and local).
- R Establish a comprehensive bottom-up quality management program that includes provider peer review activities with guidance by the medical director and explicit support from the agency's leadership.
- R Respond and ride-along with EMS personnel to gain an understanding of capabilities, challenges, and opportunities for improvement for your providers. Do not operate in a vacuum. Be involved and engaged.
- R Train with EMS providers in the areas of confined space, trench rescue, extrication, and hazmat operations in order to develop or revise specialized EMS protocols and standing orders for your agency.
- R Initiate networking relationships with other medical directors in your region.
- R Attend appropriate National and State conferences and meetings to network with other medical directors.
- R Open lines of communications with receiving hospitals and local medical society.
- R Orientation with personal protective equipment (PPE), communication equipment, and other agency-issued supplies.

Note: Seek out advice of EMS leadership for the completion of this list.

---

*This page was intentionally left blank.*

## Appendix B: Glossary

**Advanced Cardiac Life Support (ACLS)**—A course that is taught by the American Heart Association (AHA). The course uses algorithms to educate and enhance provider skills in treating victims of cardiac arrest or other cardiopulmonary emergencies.

**Advanced Emergency Medical Technician (AEMT)**—This individual provides basic and limited advanced emergency medical care and transportation for patients. The AEMT has completed additional training in airway management, intravenous and/or intraosseous fluid administration, and specific emergency care medications and clinical procedures. The AEMT performs interventions with the basic and limited advanced equipment typically found on an ambulance.

**Advanced Life Support (ALS)**—All basic life support measures, plus invasive medical procedures including intravenous therapy, cardiac defibrillation, administration of medications and solutions, use of ventilation devices, and other procedures by State law and permitted by the medical director.

**Ambulance**—A vehicle designed and operated for transportation of ill and injured persons, equipped and staffed to provide for first aid or life support measures to be applied during transportation.

**American College of Emergency Physicians (ACEP)**—Organization of physicians associated with emergency medicine. ACEP is a leader in the development of position statements relating to emergency medical services (EMS) and trauma issues. In addition, the College develops guidelines to assist in the implementation of the position statements (e.g., Trauma Care System Guidelines). ACEP publishes the *Annals of Emergency Medicine*.

**Automatic External Defibrillator (AED)**—A device that administers an electric shock through the chest wall to the heart using built-in computers to assess the patient's heart rhythm and defibrillate as needed. Audible and/or visual prompts guide the user through the process.

**Basic Life Support (BLS)**—Generally limited to airway maintenance, ventilation (breathing) support, cardiopulmonary resuscitation (CPR), AED use, hemorrhage control, splinting of fractures, and management of spinal injury, protection, and transportation of the patient with accepted procedures.

**Benchmarking**—The process of comparing one's business processes and performance metrics to industry bests and/or best practices from other industries. Dimensions that are typically measured include quality, time, and cost.

**Body Substance Isolation (BSI)**—Specific steps taken to help minimize exposure to a patient's blood and other body fluids. Examples are the wearing of protective gloves, mask, gown, and eyewear.

**Chain of Command**—The orderly line of authority within the ranks of the incident management organization.

**Collective Bargaining**—Method of determining wages, hours, and other conditions of employment through direct negotiations between the union and the employer. Normally, the result of collective bargaining is a written contract that covers all employees in the bargaining unit, both union members and nonmembers.

**Collective Agreement**—A contract (collective agreement and contract are used interchangeably) between the union acting as the bargaining agent and the employer, covering wages, hours of work, working conditions, benefits, rights of workers and union, and procedures to be followed in settling disputes and grievances.

**Commission on Accreditation of Ambulance Services (CAAS)**—A private organization established to set and assist providers in maintaining the highest standards of performance in their communities. This voluntary accreditation process includes a comprehensive self-assessment and an independent, outside review of the EMS organization.

**Deployment**—The procedures by which ambulances are distributed throughout the service area. Deployment includes the locations and number of ambulances that are in service for a particular time period.

**Emergency Medical Responder (EMR)**—Formally called First Responder, is the first individual to provide emergency care at an emergency scene. This term refers to a prehospital provider who has completed training and is certified to perform basic interventions with minimal equipment.

**Emergency Medical Dispatcher (EMD)**—A call-taker/dispatcher at a Public Safety Answering Point (PSAP) that is specifically trained to obtain medical information from the caller over the phone and assure the dispatch of appropriate EMS resources to a given call.

**Emergency Medical Services (EMS)**—The provision of services to patients with medical emergencies. The purpose of EMS is to reduce the incidence of preventable injuries and illnesses, and to minimize the physical and emotional impact of injuries and illnesses. The EMS field derives its origins and body of scientific knowledge from the related fields of medicine, public health, health-care system administration, and public safety.

**Emergency Medical Services Act of 1973**—This act defined an EMS system as one “which provides for the arrangement of personnel, facilities, and equipment for the effective and coordinated delivery in an appropriate geographical area of health care services under emergency conditions (occurring either as a result of the patient’s condition or of natural disasters or similar situations) and which is administered by a public or nonprofit private entity which has the authority and the resources to provide effective administration of the system.” This act further defined components of an EMS agency as manpower, training, communications, transportation, emergency facilities, critical care units, public safety agencies, consumer participation, access to care, patient transfer, standardized recordkeeping, public information and education, agency review and evaluation, disaster planning, and mutual aid.

**Emergency Medical Services (EMS) Agency**—A comprehensive, coordinated arrangement of resources and functions that are organized and prepared to respond in a timely, staged manner to targeted medical emergencies, regardless of cause, in an effort to minimize the physical and emotional impact of an emergency.

**Emergency Medical Technician (EMT)**—This individual possesses the basic knowledge and skills necessary to provide patient care and transportation. EMTs perform interventions with the basic equipment typically found on an ambulance.

**Incident Commander (IC)**—The individual responsible for the management of all incident operations, including the development of strategies and both the ordering and release of resources. This individual has the authority and responsibility for conducting incident operations and is responsible for all incident operations at the incident site.

**Incident Command System (ICS)**—The common organizational structure for facilities, equipment, personnel, procedures, and communications at a fire department response; in an ICS, responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident.

**Infrastructure**—The basic facilities, equipment, services, and installations needed for functioning.

**International Association of EMS Chiefs (IAEMSC)**—The IAEMSC is a professional association established to support, promote, and advance the leadership of response entities and to advocate for the EMS profession.

**Local Government**—A designation that is given to all units of government in the United States below the State level.

**National Association of EMS Physicians (NAEMSP)**—Organization representing physicians dedicated to prehospital emergency medical care.

**National Emergency Medical Service Advisory Council (NEMSAC)**—The NEMSAC is a Federal advisory committee that provides National Highway Traffic Safety Administration (NHTSA) and the Department of Transportation (DOT) advice and recommendations from nongovernmental organizations and people on a range of EMS-related issues.

**National Association of Emergency Medical Technicians (NAEMT)**—The national professional organization for EMTs and EMT-Paramedics. NAEMT's goals include promoting the professional status of the EMT, supporting EMS agencies at all levels, and offering guidance in current concepts of emergency medical care and government policies related to the control, certification, and licensure of EMTs.

**National Emergency Medical Services Information System (NEMSIS)**—A national database and data definition dictionary for the uniform collection of EMS information.

**National Fire Protection Association (NFPA)**—The mission of the international nonprofit NFPA, established in 1896, is to reduce the worldwide burden of fire and other hazards on the quality of life by providing and advocating consensus codes and standards, research, training, and education. The world's leading advocate of fire prevention and an authoritative source on public safety, NFPA develops, publishes, and disseminates more than 300 consensus codes and standards intended to minimize the possibility and effects of fire and other risks.

**National Highway Traffic Safety Administration (NHTSA)**—The agency under the DOT responsible for preventing motor vehicle injuries. NHTSA's Office of EMS conducts research and demonstration projects, distributes state-of-the-art information, provides onsite technical assistance to States and national organizations, conducts national meetings and workshops on EMS issues, supports the development of national consensus EMS standards, and serves as liaison to national EMS/trauma organizations.

**National Institutes of Health (NIH)**—This branch under the Public Health Service of the Department of Health and Human Services (HHS) is responsible for promoting the Nation's health through research that may be conducted by NIH researchers or simply funded by NIH.

**National Registry of EMTs (NREMT)**—The NREMT was founded in 1970 as the result of a task force of the American Medical Association (AMA) to provide a national EMT certification process.

**Offline Medical Direction**—Consists of standing orders, training, and supervision that are authorized by the medical director. All EMS providers must follow the protocols developed and/or implemented by the medical director of their EMS agency.

**Online Medical Direction**—The medical direction provided to out-of-hospital providers by the medical director or designee, generally in an emergency situation, either onscene or by direct voice communication. The mechanism for this contact may be radio, telephone, or other means as technology develops, but must include person-to-person communication of patient status and orders to be carried out.

**Paramedic**—This individual possesses the complex knowledge and skills necessary to provide advanced patient care and transportation. Paramedics have completed advanced training in all ALS procedures perform interventions with the basic and advanced equipment typically found on an ambulance.

**Personal Protective Equipment (PPE)**—Equipment used to protect the rescuer or EMS provider against injury or illness. Gowns, gloves, facemask, eye protection, helmet, turnout gear, protective footwear, or any other protective gear to maximize the emergency providers' safety during an incident or prehospital operation.

**Protocol**—A set of written rules that are to be followed by EMS providers. Protocols define the total prehospital care plan for management of specific patient problems. Prehospital personnel may be authorized in advance, and in writing, to perform portions of a protocol without specific online instruction from a physician. These preauthorized treatments within a protocol are referred to as standing orders.

**Provider**—An individual who is certified to provide prehospital care.

**Public Education**—Imparts knowledge or training in specific skills. For example, teaching CPR, how to call for help properly, bicycle safety, or briefing public officials about the importance of your service to the community are all public education activities.

**Public Information**—The facts about an issue of public concern or a major incident in the community, or routine communications about upcoming events or presentations on annual budgets and projected needs, would all be considered public information.

**Public Relations**—The process of shaping public opinion through informational and educational activities.

**Public Safety Answering Point (PSAP)**—A call center responsible for answering calls to an emergency telephone number for police, firefighting, and EMS.

**Public Utility Model (PUM)**—A regulated-monopoly ambulance agency that selects the exclusive provider based on a competitive procurement process. These systems are usually tiered, providing emergency and nonemergency service with an all-ALS fleet. Commonly, a quasigovernment entity supervises the contract and performs billing and collection services.

**Quality Improvement (QI)**—The sum of all activities undertaken to continuously examine and improve the products and services. QI activities are described as being prospective, concurrent, or retrospective, depending on when they are conducted relative to an event (e.g., a call for prehospital medical care).

**Request for Proposal (RFP)**—A concise document outlining the requirements of the local government entity and allowing respondents to propose systems that would meet these requirements with cost being one factor among many. In some situations, the RFP may allow for certain postbid modifications during a final negotiated process.

**Scope of Practice**—Establishes what procedures a certified or licensed EMS provider is authorized to perform.

**Standard of Care**—The basis for evaluating a claim of negligence. The standard of care is determined by what a reasonable, prudent EMS provider of similar training, skills, and experience would do in like circumstances.

**Standing Orders**—See Protocol.

**System Status Management (SSM)**—A management tool using past service demand to predict future EMS call volume and location.

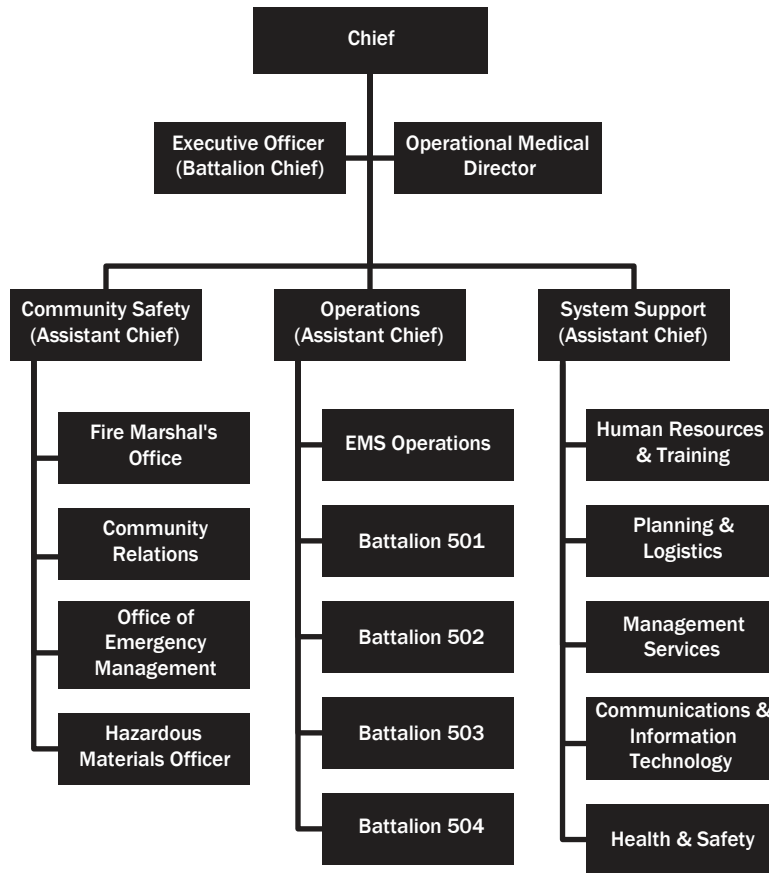
## *Appendix C: EMS Acronyms*

AAA	American Ambulance Association
ACEP	American College of Emergency Physicians
ACLS	Advanced Cardiac Life Support
AEMT	Advanced Emergency Medical Technician
ALS	Advanced Life Support
AHA	American Heart Association
ANSI	American National Standards Institute
ATLS	Advanced Trauma Life Support
BLS	Basic Life Support
BSI	Body Substance Isolation
CAAS	Commission on Accreditation of Ambulance Services
CMS	Centers for Medicare and Medicaid Services
DHS	Department of Homeland Security
DOT	Department of Transportation
EMD	Emergency Medical Dispatcher
EMR	Emergency Medical Responder
EMS	Emergency Medical Services
EMSC	EMS for Children
EMT	Emergency Medical Technician
EVOC	Emergency Vehicle Operator Course
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material
HHS	Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act of 1996
IAEMSC	International Association of EMS Chiefs
IAFC	International Association of Fire Chiefs
IAFF	International Association of Fire Fighters
ICS	Incident Command System

ITLS	International Trauma Life Support
NAEMSE	National Association of EMS Educators
NAEMSO	National Association of State EMS Officials
NAEMSP	National Association of EMS Physicians
NAEMT	National Association of Emergency Medical Technicians
NEMSAC	National Emergency Medical Service Advisory Council
NEMSIS	National Emergency Medical Services Information System
NEMSMA	National EMS Management Association
NFFF	National Fallen Firefighters Foundation
NFPA	National Fire Protection Association
NHTSA	National Highway Traffic Safety Administration
NIMS	National Incident Management System
NIOSH	National Institute for Occupational Safety and Health
NREMT	National Registry of EMTs
NVFC	National Volunteer Fire Council
OSHA	Occupational Safety and Health Administration
PALS	Pediatric Advanced Life Support
PHTLS	Prehospital Trauma Life Support
PPE	Personal Protective Equipment
PSAP	Public Safety Answering Point
USAR	Urban Search and Rescue
USFA	U.S. Fire Administration
WMD	Weapon of Mass Destruction

# Appendix D: Sample Organization Charts

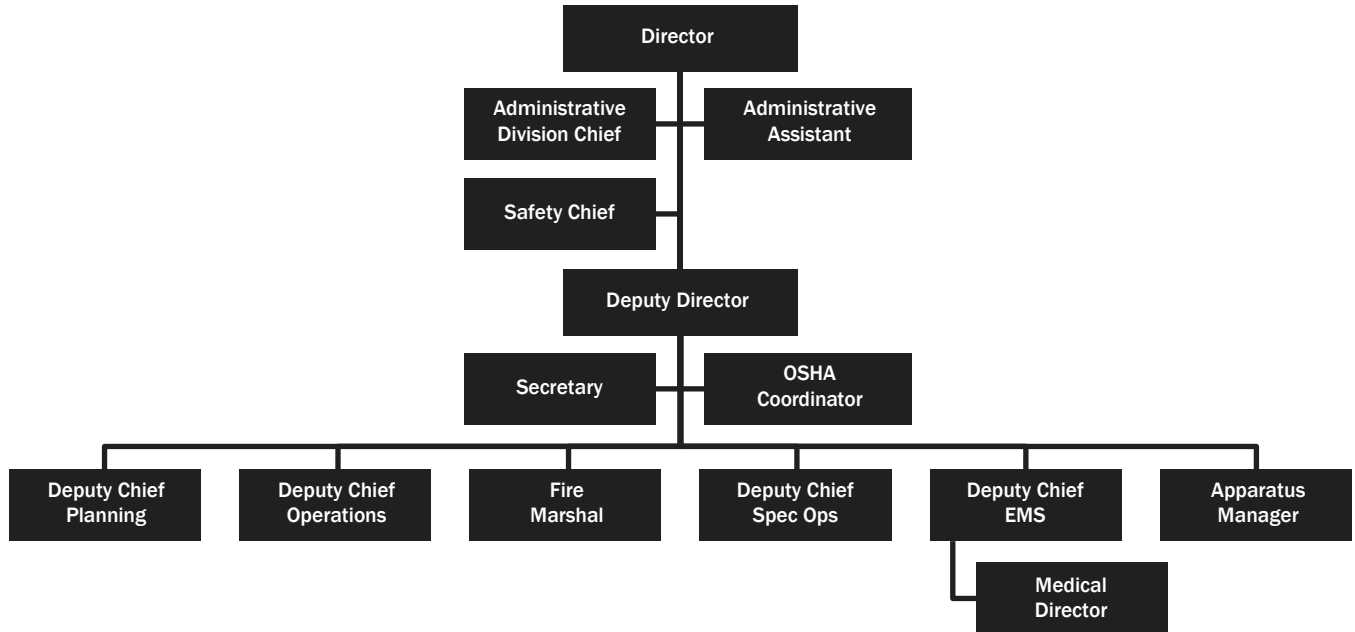
## Prince William County (VA) Department of Fire and Rescue Single Agency Example



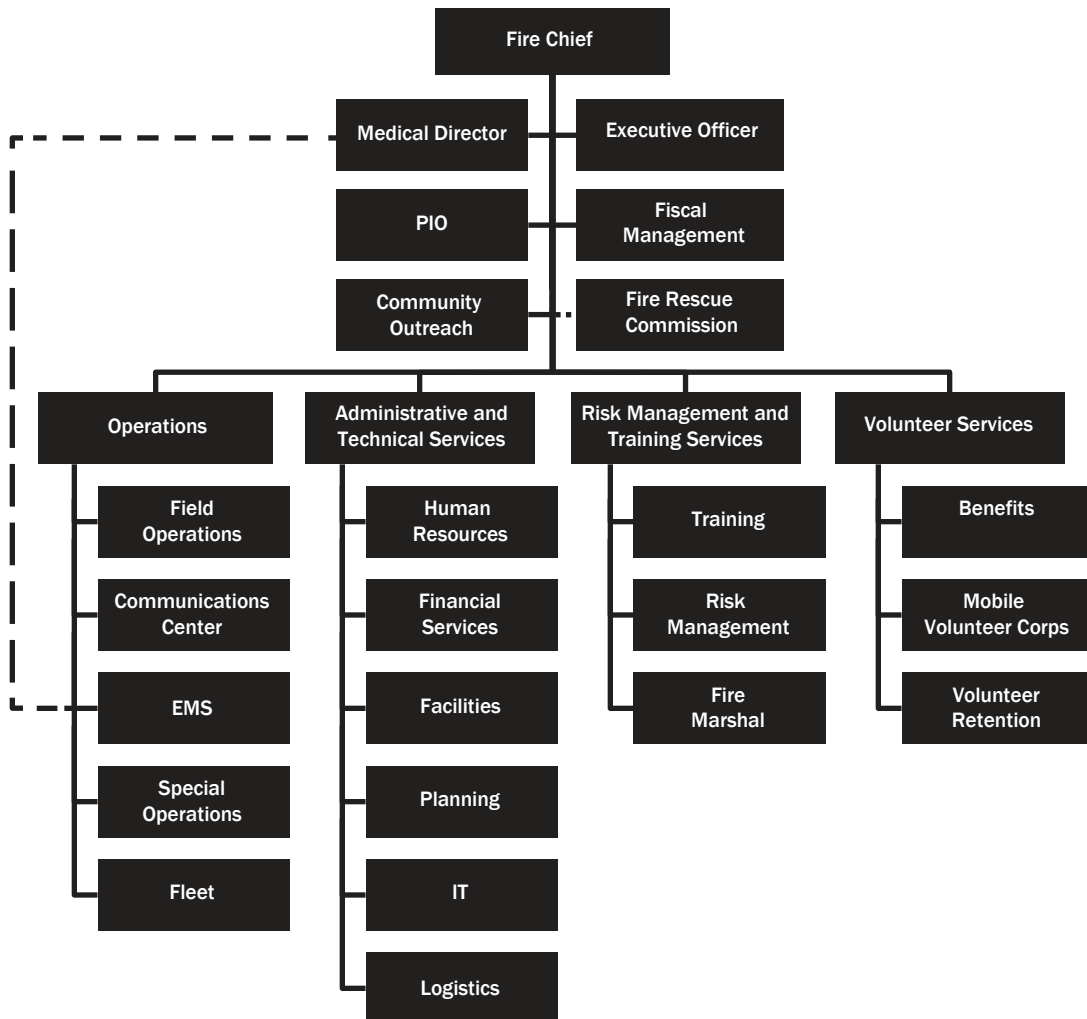
## Prince William County (VA) Fire and Rescue Association Combination System Example (12 EMS Agencies)



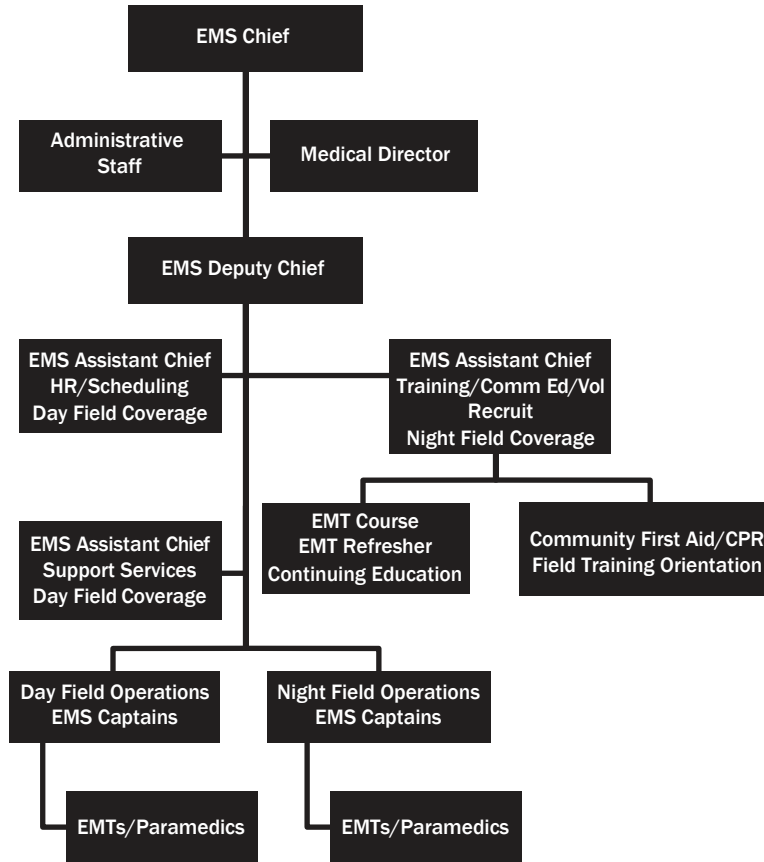
**Memphis (TN) Fire Department  
Single Agency Example**



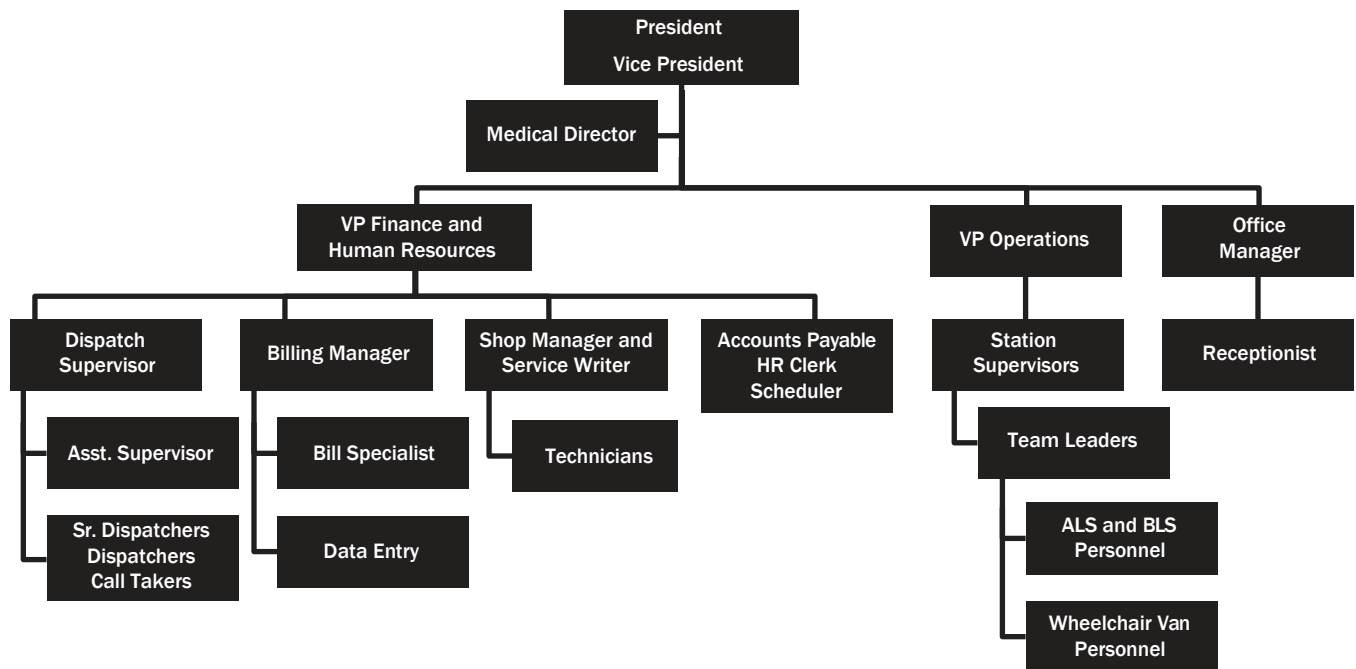
**Montgomery County (MD) Fire and Rescue Service  
Combination System Example**



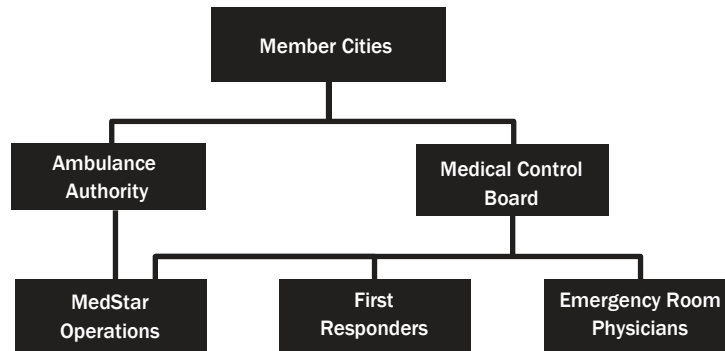
**Town of Colonie (NY), Department of Emergency Medical Services  
Third Service System**



**LifeCare Medical Transports (VA)  
Private Ambulance (For Profit) Agency Example**



**Area Metropolitan Ambulance Authority, d/b/a MedStar (TX)**  
**Public Utility Model Agency Example**



# Appendix E: Sample Affiliation Agreement

## AGREEMENT

This agreement made this (date) the day of, (year) by and between (agency name) hereinafter called (name) and (name), M.D., (address), hereinafter called the "Contractor."

### ARTICLE 1 BASIC AGREEMENTS

- 1.1. SCOPE OF SERVICES. The Contractor will serve as the (agency name) EMS Medical Director throughout the term of this Agreement. As the (agency name) EMS Medical Director, Contractor will:
  - A. Provide off-line medical direction services to include specification, review, and approval of the service protocols, quality improvement reviews, personnel evaluations for clinical fitness for duty/coverage by medical malpractice, advice to (agency name) EMS regarding EMS and medical direction, and other mutually agreed upon duties.
  - B. Review reports and run sheets for incidents.
  - C. Assist the EMS Director in setting up and evaluating a continuous quality improvement program in accordance with the state and federal regulations.
  - D. Participate in educational programs for (agency name) EMS.
  - E. Advise the EMS Director and the County (position title) on issues relating to the provision of quality emergency medical care by the agency's personnel.
  - F. Assist in the planning and implementation of new/expanded programs that promote the public welfare and the welfare of the agency's personnel.
  - G. Provide other medical advisory services related to the first responder program and other programs of the agency as necessary.
  - H. Assist in the coordination of research projects and their implementation to include the obtaining of grants.
- 1.2. TERM. This Agreement shall commence on (date) and expires on (date).
- 1.3. COMPENSATION. For the satisfactory performance of the duties enumerated above, (agency name) EMS shall pay Contractor the sum of (amount) per year; said amount shall be paid in twelve (12) equal monthly payments of (amount) each, payable by the 15th day of the month after services are rendered.
- 1.4. EFFECT OF CONTRACTOR'S DEATH. This Agreement shall terminate immediately upon the death of the Contractor, and upon the happening of that event, the agency shall not be liable for any payments under this Agreement occurring thereafter.

### ARTICLE 2 HOLD HARMLESS AND INDEMNIFICATION

Contractor shall defend, indemnify and hold harmless (agency name) EMS, its agents and employees, and (jurisdiction) County, (State) from any and all liability and expenses to Contractor or any third parties for

claims, personal injuries, property damage, or loss of life or property resulting from, or in any way connected with, or alleged to have arisen from, the performance of this agreement, except where the proximate cause of such injury, damage, or loss was the sole negligence of (agency name) EMS, its agents or employees.

The Contractor shall defend, indemnify and hold (agency name) EMS, its agents and employees, and (jurisdiction) County, (state) harmless and pay all judgments that shall be rendered in any such actions, suits, claims or demands against same alleging liability referenced above, except where the proximate cause of such injury, damage or loss was the sole negligence of (agency name) EMS, its agents or employees, and (jurisdiction) County, (State).

### **ARTICLE 3 INSURANCE**

Contractor will procure and maintain for the duration of this Agreement, Professional Liability Insurance, with a limit of not less than (amount), to cover claims for injuries to persons or damages to property which may arise from or in connection with the performance of this Agreement by the Contractor, his agents, representatives, employees or subcontractors. Additionally, Contractor will maintain automobile liability insurance for the duration of this Agreement.

### **ARTICLE 4 TERMINATION**

Either party may cancel this Agreement, with or without cause, with a (number) day written notice to the other party. The parties are not obligated to perform or pay for any services pursuant to this Agreement after receipt of the notification of cancellation. The parties agree that this agreement is terminable at will. The parties agree that they shall not be entitled to any damages, claims, causes of action, judgment or demands in the event either party terminates this contract pursuant to this Article.

### **ARTICLE 5 NONDISCRIMINATION**

The Contractor:

- 5.1. Will not discriminate against any employee or applicant for employment because of race, age, color, religion, national origin, sex or disability.
- 5.2. Will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, age, color, religion, natural origin, sex or disability.
- 5.3. Will, in all solicitations or advertisements for employees placed by or on behalf of it, state that all qualified applicants will receive consideration for employment without regard to race, age, color, religion, national origin, sex or disability.
- 5.4. Will include these provisions in every subcontract or sublease let by or for him.

### **ARTICLE 6 ETHICAL STANDARDS**

- 6.1. Contractor shall not participate, directly or indirectly, through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering advice, investigation, auditing or otherwise, in any proceed-

ing or application, request for ruling or other determination, claim or controversy or other matter pertaining to any contract or subcontract and any solicitation or proposal therefore, where to Contractor's knowledge there is a financial interest possessed by:

- A. The contractor or the contractor's immediate family.
- B. A business other than a public agency in which the contractor or a member of the contractor's immediate family serves as an officer, director, trustee, partner or employee.
- C. Any other person or business with whom the director or a member of contractor's immediate family is negotiating or has an arrangement concerning prospective employment.

6.2. GRATUITIES. Contractor shall not solicit, demand, accept or agree to accept from another person or entity, anything of a pecuniary value for or because of:

- A. An official action taken, or to be taken, or which could be taken by Contractor and/or such person or entity.
- B. A legal duty performed, or to be performed, or which could be performed by Contractor and/or such person or entity.
- C. A legal duty violated, or to be violated, or which could be violated by Contractor and/or such person or entity.

6.3. Anything of nominal value shall be presumed not to constitute a gratuity under this section.

6.4. KICKBACKS. Contractor shall at no time receive any payment, gratuity or benefit to be made by or on behalf of a subcontractor or any person associate therewith as an inducement for the award of a subcontract or order.

## **ARTICLE 7 RENEWAL OF AGREEMENT**

This agreement shall automatically renew for additional terms of one (number) year each unless not less than ninety (number) days from the date of termination of this agreement either party gives notice in writing to the other that such party will not renew this agreement.

## **ARTICLE 8 MISCELLANEOUS PROVISIONS**

8.1. Independent Contractor. The Contractor will render all services as an independent contractor; it will not be considered an employee of (agency name) EMS, nor will it be entitled to any benefits, insurance, pension, or workers' compensation as an employee of (agency name) EMS.

8.2. Assignment. The Contractor will not assign or transfer any interest in this agreement without obtaining the prior written approval of (agency name) EMS.

8.3. Subcontracts to the agreement. The Contractor will not enter into a subcontract for any of the services performed under this Agreement without obtaining the prior written approval of (agency name) EMS.

8.4. Written Amendments. This Agreement may be modified only by a written amendment or addendum which has been executed and approved by the appropriate officials shown on the signature page of this Agreement.

- 85. Required Approvals. Neither the Contractor nor (agency name) EMS is bound by this Agreement until it is approved by the appropriate officials shown on the signature page of this Agreement.
- 86. Article Captions. The captions appearing in this Agreement are for convenience only and are not a part of this Agreement; they do not in any way limit or amplify the provisions of this Agreement.
- 87. Severability. If any provision of this Agreement is determined to be unenforceable or invalid, such determination will not affect the validity of the other provisions contained in this Agreement. Failure to enforce any provision of this Agreement does not affect the rights of the parties to enforce such provision in another circumstance, nor does it affect the rights of the parties to enforce any other provision of this Agreement, at any time.
- 88. Federal, State and Local Requirements. The Contractor is responsible for full compliance with all applicable federal, state and local laws, rules and regulations.
- 89. Governing Law. This Agreement will be governed and construed in accordance with the laws of the State of (name), and proper venue for litigation concerning this agreement shall be in (jurisdiction) County, (state name).
- 8.10. Notices. All notices of either party to terminate this agreement shall be given in writing and sent by registered mail, addressed to the other party as herein provided. Notice to (agency name) EMS shall be given at the following address: (EMS agency address); notice to the Contractor shall be given at (address).

IN WITNESS WHEREOF, the parties have executed or caused to be executed this agreement on its behalf, the date and year first above written in duplicate originals.


\_\_\_\_\_ EMS

by

\_\_\_\_\_  
EMS official

\_\_\_\_\_  
your name

# Appendix F: Sample Liability Insurance Form

		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY)		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER			CONTACT NAME:			
			PHONE (A/C, No, Ext):			
			FAX (A/C, No):			
			E-MAIL ADDRESS:			
			INSURER(S) AFFORDING COVERAGE		NAIC #	
INSURED			INSURER A:			
			INSURER B:			
			INSURER C:			
			INSURER D:			
			INSURER E:			
			INSURER F:			
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EX (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY					EACH OCCURRENCE \$ 1,000,000
<input checked="" type="checkbox"/>	COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 5,000
<input checked="" type="checkbox"/>	ESIP Emerg Lia					PERSONAL & ADV INJURY \$ 1,000,000
	Med Dir Malpr					GENERAL AGGREGATE \$ 10,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:					PRODUCTS - COMPIOP AGG \$ 10,000,000
	POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/>					\$
	AUTOMOBILE LIABILITY					COMBINED SINGLE LIMIT (Ea accident) \$
	ANY AUTO					BODILY INJURY (Per person) \$
	ALL OWNED AUTOS					BODILY INJURY (Per accident) \$
	SCHEDULED AUTOS					PROPERTY DAMAGE (Per accident) \$
	NON-OWNED AUTOS					\$
	HIRED AUTOS					\$
	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR					EACH OCCURRENCE \$ 5,000,000
	EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$ 5,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 0					\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY					WC STATUTORY LIMITS
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED (Mandatory in NH) <input type="checkbox"/> N/A					OTH-ER
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. EACH ACCIDENT \$
						E.L. DISEASE - EA EMPLOYEE \$
						E.L. DISEASE - POLICY LIMIT \$
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)						
CERTIFICATE HOLDER			CANCELLATION			
			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
			AUTHORIZED REPRESENTATIVE			

---

*This page was intentionally left blank.*

# Appendix G: Industry Regulations and Standards

## Occupational Safety and Health Administration

The two Occupational Safety and Health Administration (OSHA) regulations that govern emergency medical services (EMS) are found at Title 29 CFR § 1910.120: *Occupational Safety and Health Standards*; subparts (q)(6) (Hazardous waste operations and emergency response; and emergency response to hazardous substance releases). Each regulation deals with the level of responsibilities that EMS personnel have when responding to incidents involving hazardous substances, as well as the *Hazardous Waste Operations and Emergency Response* (HAZWOPER) training required.

The States and jurisdictions operating under OSHA covering both the private sector and State and local government employees are

- Alaska
- Arizona
- California
- Connecticut
- Hawaii
- Illinois
- Indiana
- Iowa
- Kentucky
- Maryland
- Michigan
- Minnesota
- Nevada
- New Mexico
- New Jersey
- New York
- North Carolina
- Oregon
- Puerto Rico
- South Carolina
- Tennessee
- Utah
- Vermont
- Virgin Islands
- Virginia
- Washington
- Wyoming

## National Fire Protection Association

National Fire Protection Association (NFPA) 450, *Guide for Emergency Medical Services and Systems*, requires the coordination and cooperation of disparate elements. NFPA 450 is a document created to assist individuals, agencies, organizations, or systems, as well as those interested or involved in emergency medical services (EMS) agency design. It presents a practical framework of specific guidelines and recommendations that can be used to design and/or evaluate a comprehensive EMS agency.

NFPA 1500, *Standard on Fire Department Occupational Safety and Health Program*, addresses occupational safety in the working environment of the fire service and safety in the proper use of fire department vehicles, tools, equipment, protective clothing, and protective breathing apparatus.

NFPA 1584, *Standard on the Rehabilitation Process for Members During Emergency Operations and Training Exercises*, provides for an organized approach for fire department members' rehabilitation during emergency operations and training exercises should be an integral component of both an occupational safety and health program and incident scene management. Document reflects current science and knowledge on rehabilitation of fire service members.

NFPA 1710, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, identifies the minimum requirements related to the organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by substantially all career fire departments.

NFPA 1720, *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Volunteer Fire Departments*, identifies the minimum requirements relating to the organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by volunteer and combination fire departments.

Dependent of the specialized functions an agency may provide, the following NFPA standards may be of additional interest to the medical director:

- NFPA 72, *National Fire Alarm Code*;
- NFPA 471, *Recommended Practice for Responding to Hazardous Materials Incidents*;
- NFPA 472, *Standard for Competence of Responders to Hazardous Materials/ Weapons of Mass Destruction Incidents*;
- NFPA 473, *Standard for Competencies for EMS Personnel Responding to Hazardous Materials/ Weapons of Mass Destruction Incidents*;
- NFPA 1026, *Standard for Incident Management Personnel Professional Qualifications*;
- NFPA 1051, *Standard for Wildland Fire Fighter Professional Qualifications*;
- NFPA 1143, *Standard for Wildland Fire Management*;
- NFPA 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*;
- NFPA 1404, *Standard for Fire Service Respiratory Protection Training*;
- NFPA 1582, *Standard on Comprehensive Occupational Medical Program for Fire Departments*;
- NFPA 1583, *Standard on Health-Related Fitness Programs for Fire Department Members*;
- NFPA 1600, *Standard on Disaster/ Emergency Management and Business Continuity Programs*;
- NFPA 1670, *Standard on Operations and Training for Technical Search and Rescue Incidents*;
- NFPA 1917, *Standard for Automotive Ambulances*; and
- NFPA 1999, *Standard on Protective Clothing for Emergency Medical Operations*.

### **American Society for Testing and Materials**

The American Society for Testing and Materials (ASTM) International produces several standards related to EMS, the medical director, and emergency medical dispatcher (EMD). A sampling of standards is

- F1149-93 (2008), *Standard Practice for Qualifications, Responsibilities, and Authority of Individuals and Institutions Providing Medical Direction of Emergency Medical Services*;
- F1258-95 (2006), *Standard Practice for Emergency Medical Dispatch*;
- F1552-94 (2009), *Standard Practice for Training Instructor Qualification and Certification Eligibility of Emergency Medical Dispatchers*; and
- F1560-00 (2006), *Standard Practice for Emergency Medical Dispatch Management*.

# Appendix H: Performance Measures

## EMS Agency Performance Measures at a Glance; Example from International Association of Fire Fighters (IAFF)

Indicator	Definition of Indicator	Rationale Relating Measure to Agency Quality	Established Standard	Measure Type	Measure Status	Performance Goal	Performance Measure	Data Element Source
Call Processing	Time from call intake by dispatch agency until unit notification including answering phone (alarm), gathering vital information, and initiating a response by dispatching appropriate units.	Communication and dispatch component play major role in efficiency, agency deployment, and response. Communications component must be measured to assess individual operations quality.	NFPA 1221	Process	Core	95% of calls processed in less than 90 seconds	2.1 What percentage of all EMS calls is processed by the agency actually dispatching the responding unit in 90 seconds or less?	Dispatch Log, recorded communication archives, Dispatch administrator.
Turnout Time	Time from response unit notification to vehicle wheels rolling toward incident location. Includes personnel preparation for response, boarding responding apparatus/vehicle, placing the apparatus/vehicle in gear for response, wheels rolling toward the emergency scene.	The time from alert to wheels turning provides an indication of the state of readiness of personnel. Minimizing this time is crucial to an immediate response.	NFPA 1710	Process	Core	90% of all calls turned out in less than 60 seconds	2.2 What percentage of all EMS calls is turned out in 60 seconds or less?	Dispatch logs, Response Unit Station log, Recorded Communication Archives, Call reports.
Response Time	Timer from responding vehicle wheels rolling toward the address/incident until the arrival of the vehicle on scene at that address/incident location.	This measurement is indicative of the agency's capability to adequately staff, locate, and deploy response resources. It is also indicative of responding personnel's knowledge of the area or dispatcher instruction for efficient travel.	NFPA 1710	Process	Core	a. First responder with minimum of BLS capability = 90% in 4 minutes. b. Transport capable vehicle = 90% in 8 minutes. c. ALS capability = 90% in 8 minutes.	2.3a. What percentage of all EMS calls achieve first responding unit travel time of 4 minutes 0 seconds or less? 2.3b. What percentage of all EMS calls achieve transport unit travel time of 8 minutes 0 seconds or less? 2.3c. What percentage of all EMS call achieve ALS unit travel time of 8 minutes 0 seconds or less? 2.3d. Does the agency use Agency Status Management?	Dispatch logs, response Unit Station log, Computerized/Recorded Communications Archive, Call documentation reports.



### EMS Agency Performance Measures at a Glance; Example from International Association of Fire Fighters (IAFF) (continued)

Indicator	Definition of Indicator	Rationale Relating Measure to Agency Quality	Established Standard	Measure Type	Measure Status	Performance Goal	Performance Measure	Data Element Source
Staffing	The indicator includes both the number and level of training of personnel deployed on an emergency call.	The level of training of personnel deployed is indicative of the quality of the services delivered and therefore the agency. Anecdotally, two or more advanced personnel are considered higher quality than one.	NFPA 1710	Process	Core	Compliance with State regulations for staffing ALS transport units. Compliance with NFPA 1710 standards for staffing ALS response units.	2.4a. What percentage of ALS level calls receives a response including two EMTs and two paramedics?  2.4b. What percentage of BLS level calls receives a response including two EMTs?	Standard Operating Procedures (SOPs), Departmental Policy, Staffing Records.

### Outcome-centered example from Myers et al., *Prehosp Emerg Care*. 2008; 12(2):141-51

([www.ncbi.nlm.nih.gov/pubmed/18379908](http://www.ncbi.nlm.nih.gov/pubmed/18379908))

Complaint/Disease process	Indicators
ST-segment elevation myocardial infarction (STEMI)	<ul style="list-style-type: none"> <li>Aspirin administered (if not allergic)</li> <li>12-lead electrocardiogram (ECG) performed with direct activation of interventional cardiology team</li> <li>Direct transport to facility capable of emergent percutaneous coronary interventions</li> </ul>
Pulmonary edema	<ul style="list-style-type: none"> <li>Nitroglycerin administered (if no contraindications)</li> <li>Continuous positive airway pressure (CPAP) attempted before endotracheal intubation</li> </ul>
Asthma	<ul style="list-style-type: none"> <li>Beta-agonist administered</li> </ul>
Seizure	<ul style="list-style-type: none"> <li>Blood glucose measured</li> <li>Benzodiazepine administered for status epilepticus</li> </ul>
Trauma	<ul style="list-style-type: none"> <li>Scene time limited to &lt;10 minutes (excluding entrapped time)</li> <li>Direct transport to trauma center (or transfer to air transport) for patients meeting criteria</li> </ul>
Cardiac arrest	<ul style="list-style-type: none"> <li>Response interval for CPR and defibrillator &lt;5 minutes</li> </ul>

# Appendix I: Endnotes

- <sup>1</sup> National Highway Traffic Safety Administration (NHTSA). 1996. "EMS Agenda for the Future." Washington, DC: Department of Transportation (DOT).
- <sup>2</sup> Institute of Medicine. Committee on the Future of Emergency Care in the United States Health Agency. 2007. "Emergency Medical Services at the Crossroads." Washington, DC: National Academies Press.
- <sup>3</sup> Eversole, J.M. 2003. *The Fire Chief's Handbook* (6th ed.). Tulsa: PennWell Corp.
- <sup>4</sup> Ibid.
- <sup>5</sup> National Registry of Emergency Medical Technicians—NREMT Milestones. 2008. Retrieved November 10, 2010, from website: [nremt.org/nremt/about/nremtMilestones.asp](http://nremt.org/nremt/about/nremtMilestones.asp)
- <sup>6</sup> Institute of Medicine. Committee on the Future of Emergency Care in the United States Health Agency. 2007. "Emergency Medical Services at the Crossroads." Washington, DC: National Academies Press.
- <sup>7</sup> NHTSA. 1996. "EMS Agenda for the Future." Washington, DC: DOT.
- <sup>8</sup> NHTSA. 2000. "EMS Education Agenda for the Future: A Systems Approach." Washington, DC: DOT.
- <sup>9</sup> Institute of Medicine. Committee on the Future of Emergency Care in the United States Health Agency. 2007. "Emergency Medical Services at the Crossroads." Washington, DC: National Academies Press.
- <sup>10</sup> Ibid.
- <sup>11</sup> NHTSA. 2005. "National EMS Scope of Practice Model." Washington, DC: DOT.
- <sup>12</sup> International Association of Fire Fighters (IAFF). *Emergency Medical Services: A Guidebook for Fire-Based Agencies*. (4th ed.). Retrieved April 29, 2010, from website: [www.iaff.org/Tech/PDF/EMSGuideBk.pdf](http://www.iaff.org/Tech/PDF/EMSGuideBk.pdf)
- <sup>13</sup> Institute of Medicine. Committee on the Future of Emergency Care in the United States Health Agency. 2007. "Emergency Medical Services at the Crossroads." Washington, DC: National Academies Press.
- <sup>14</sup> Ibid.
- <sup>15</sup> American College of Emergency Physicians. "Policy Statement: Medical Direction of Emergency Medical Services." 2005. Retrieved April 29, 2010, from website: [www.acep.org/practres.aspx?id=29570](http://www.acep.org/practres.aspx?id=29570)
- <sup>16</sup> National Association of EMS Physicians. 2002. "Prehospital Agency and Medical Oversight" (3rd ed.). Dubuque: Kendall/Hunt Pub. 441-460.
- <sup>17</sup> Sanders, M.J., Lewis, L., and Quick, Gary. 2007. *Paramedic Text Book* (Rev. 3rd ed.). St. Louis, MO: Elsevier Mosby Inc.
- <sup>18</sup> Ibid.
- <sup>19</sup> American College of Emergency Physicians. "Policy Statement: Direction of Out-of-Hospital Care at the Scene of Medical Emergencies." Retrieved May 26, 2010, from website: [www.acep.org/practres.aspx?id=29170cuments/](http://www.acep.org/practres.aspx?id=29170cuments/)
- <sup>20</sup> NHTSA. "National Emergency Medical Services Educational Standards." Retrieved September 2, 2010, from website: [www.ems.gov/pdf/811077a.pdf](http://www.ems.gov/pdf/811077a.pdf)
- <sup>21</sup> The Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS). "Frequently Asked Questions." Retrieved on September 2, 2010, from website: [www.cecbems.org/faqAnswers](http://www.cecbems.org/faqAnswers)

- <sup>22</sup> NHTSA. "A Leadership Guide to Quality Improvement in Emergency Medical Services Agencies." Retrieved on May 23, 2010, from website: [www.nhtsa.gov/people/injury/ems/leaderguide/index.html](http://www.nhtsa.gov/people/injury/ems/leaderguide/index.html)
- <sup>23</sup> Evans, B.E., and Dyar, J.T. 2010. "Management of EMS." Upper Saddle River, NJ: Pearson Education, Inc. 8-21.
- <sup>24</sup> National Association of State Emergency Medical Services Directors (NASEMSD), National Association of EMS Physicians (NAEMSP), and American College of Emergency Physicians (ACEP). "The Role of State Medical Direction in the Comprehensive Emergency Medical Services Agency." Retrieved on April 26, 2010, from website: [www.acep.org/workarea/showcontent.aspx?id=4850](http://www.acep.org/workarea/showcontent.aspx?id=4850)
- <sup>25</sup> American Academy of Orthopedic Surgeons. 2006. "Emergency Care and Transportation of the Sick and Injured." (9th ed.). Sudbury, MA: Jones & Bartlett Publishers.
- <sup>26</sup> Dave, G., and Parmar, K. 2001. "Emergency Medical Services and Disaster Management: A Holistic Approach." (1st ed.). New Delhi, India: Jaypee Brothers Medical Publishers, Ltd.
- <sup>27</sup> Ibid.
- <sup>28</sup> Six Sigma Online. "Why Six Sigma?" Retrieved on April 22, 2011, from website: [www.sixsigmaonline.org/q1.html](http://www.sixsigmaonline.org/q1.html)
- <sup>29</sup> Lee County EMS. "Lee County EMS and the Implementation of Six Sigma." Retrieved on September 1, 2010, from website: [home.safelee.org/public/sixsigma/](http://home.safelee.org/public/sixsigma/)
- <sup>30</sup> IAFF and International Association of Fire Chiefs (IAFC). "EMS System Performance Measurement." Retrieved on November 10, 2010, from website: [www.iaff.org/tech/PDF/EMSSystemPerformanceMeasurement.pdf](http://www.iaff.org/tech/PDF/EMSSystemPerformanceMeasurement.pdf)
- <sup>31</sup> Ibid.
- <sup>32</sup> Hatley T. "Using Data in Quality Management." NAEMSP, Vol. 3. Retrieved on September 1, 2010, from website: [www.naemsp.org/newsletters.html](http://www.naemsp.org/newsletters.html)
- <sup>33</sup> Touchstone, M. (2009, January). "EMS in America: The Foundation Documents." EMS1.com. Retrieved on August 28, 2010, from website: [www.ems1.com/ems-products/education/articles/584788-EMS-in-America-The-Foundation-Documents/](http://www.ems1.com/ems-products/education/articles/584788-EMS-in-America-The-Foundation-Documents/)
- <sup>34</sup> The Commission on Accreditation of Ambulance Services (CAAS). "Welcome to CAAS." Retrieved on August 26, 2010, from website: [www.caas.org/](http://www.caas.org/)
- <sup>35</sup> Prehospital Care Research Forum. "EMS Research." Retrieved on September 4, 2010, from website: [www.pcrf.mednet.ucla.edu/pcrf/pdf4.pdf](http://www.pcrf.mednet.ucla.edu/pcrf/pdf4.pdf)
- <sup>36</sup> Federal Emergency Management Agency (FEMA). "Standard Details." 29 CFR Part 634 - Worker Visibility. Retrieved on August 31, 2010, from website: [www.rkb.us/contentdetail.cfm?content\\_id=200622](http://www.rkb.us/contentdetail.cfm?content_id=200622)
- <sup>37</sup> Goodson, C. 2001. "Principles of Vehicle Extrication" (2nd ed.). Oklahoma City: Fire Protection Publications, Oklahoma State University.
- <sup>38</sup> Commission on Accreditation of Allied Health Education Programs. "Standards and Guidelines." Retrieved on August 26, 2010, from website: [www.coaemsp.org/Documents/Standards.pdf](http://www.coaemsp.org/Documents/Standards.pdf)
- <sup>39</sup> NHTSA. "EMS Workforce for the 21st Century: A National Assessment." Retrieved on August 28, 2010, from website: [www.nhtsa.gov/people/injury/ems/EMSUpdateFall/pages/page5.htm](http://www.nhtsa.gov/people/injury/ems/EMSUpdateFall/pages/page5.htm)
- <sup>40</sup> Kearns, C. (2007, August). "Monitor Your Budget on a Daily Basis." EMS World. Retrieved on August 28, 2010, from website: [www.emsresponder.com/publication/article.jsp?pubId=1&id=6002&submit\\_comment=y#commentform](http://www.emsresponder.com/publication/article.jsp?pubId=1&id=6002&submit_comment=y#commentform)



**International Association of Fire Fighters**  
1750 New York Ave., NW, Washington, DC 20006  
[www.iaff.org](http://www.iaff.org)