

## PROPOSED CHANGES

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### **1. Operations:**

#### **-Addition of Riverview and Brooks to Primary response area.**

To reflect the increase in service areas, RV/Brooks will be added to MERT's primary response areas.

#### **-Removed slash from R/C MERT in all locations.**

Slash removed to remain consistent with University Communications rules.

#### **-Equipment position name changed to EQM and Equipment Manager in all locations.**

Improve consistency throughout the whole document. Currently, the name of the position changes several times.

#### **-Change DO/ADO/DOT EMS agency involvement to “recommended” instead of “required”.**

Inconsistent statements that EMS agency experience is required for the DO/ADO/DOT. Changing all formats to read “recommended” EMS experience.

#### **-Change Early Move in responsibilities to DOT.**

It is currently listed that the DO handles early move-in coordination. With the addition of Training week, these responsibilities have been moved to the DOT.

#### **2.4.2.1: ADO meets with DPS Liaison as necessary, not weekly.**

Removed requirement that ADO meets with DPS Liaison weekly, as only an as needed basis is currently performed.

#### **3.2.1. Remove “except when a crew cannot be secured.” It sounds like a cop-out**

This SOP states that RC MERT provides night shifts “only when a crew can be secured.” MERT will always provide night shift coverage, and thus this statement is being removed.

#### **4.1.4: Add SEC should be in charge of Crew member cell phone number list. Keep in office.**

An addition to the Secretary responsibilities is that the SEC should tabulate all crew member cell phone numbers and post an updated list in the office as necessary.

#### **4.3.1: Before every change in night shift and morning shifts on weekends.**

This SOP states that tone tests only occur on night shifts. To reflect the addition of regular day shifts on the weekends, this has been updated.

#### **4.4.2.1. Take out, “As the radio turns on, there is a click followed by a beep.”**

A superfluous statement, removed.

#### **4.5.1.1: Cannot use jump bag during on shift response.**

Currently, this SOP states that an RC MERT member may not use a jump bag during a scheduled response. All calls are documented currently as being “unscheduled”, so this point is being updated to note that jump bags are not allowed to be used while on shift.

**4.6.5. Add that Library Road’s speed limit is 15 mph.**

Signage posted on Library road indicates that the speed limit is 15mph. This contradicts the current statement that all campus roads are 20mph.

**4.8.3.2.2. Change UHS hours to requesting DPS to check if UHS is open.**

A note on patients being driven to the hospital by DPS must be updated. Seeing as UHS hours change at various points during the year, this SOP has been changed to state that if a patient wishes to be driven to UHS by a DPS officer, RC MERT must request that the DPS officer on scene contact Dispatch and determine if UHS is open before initiating transport.

**4.10. Clean up how Crew Chief Backup System works to reflect what we do.**

The back-up crew chief system has been changed dramatically over the past years and the SOPs have been updated to reflect that. 801B’s are staffed on potentially high call volume nights. If a crew chief requires back-up while on scene, he/she should request for a text dispatch to be sent to the RC MERT membership stating that a secondary crew chief is required on the scene.

**5.2.3.4. EQM also wants to be contacted when someone takes a radio out of the office during the day.**

Note that the equipment manager should be notified, as well as the Webmaster, if a radio is checked-out during day hours.

**6.2.5. Says to refer to the Guide to Proper Documentation issued Fall 2012, but we created a new one more recently.**

New Documentation materials created this past year.

**6.2.7. Delayed lock time.**

If the lock time for a chart is over 3 hours, the crew chief should add an Addendum documenting the reason why. There is no need to notify the DO and ADO as is currently noted.

**6.3.3. Clarify that IRs should only be given to DPS Liaison when they concern the DO and ADO.**

In this section, we clarify that Incident Reports are to be submitted to the DPS Liaison only when they concern both the DO and the ADO, and at no other times.

**7.1.1.2.1 Weekend Shift Description**

Here, we clarify the statement that weekend night shifts are defined at shifts over the interval of 2000-0800hrs on Thursday, Friday, and Saturday.

**7.1.1.3 Crew Chief Shift Requirement**

In accordance with the current practice, the shift requirement for Crew Chiefs has been changes from 2/3 shifts a month to the number of shifts as denoted by the Webmaster at the start of each month.

#### **7.1.1.4 Shift Sign Up Practice**

All active members must sign up for the required number of shifts for a particular month by the first of that month.

#### **7.2.1. Remove availability for RC MERT Vehicle 800 to be parked outside of Tiernan Hall**

Due to the change in bunk space location, this old SOP is to be removed.

#### **7.2.4 Refer to uniform and professional standards.**

Any questions regarding uniform or appearance standards should be referred to in the new “Uniform and Appearance Guidelines”, attached below.

#### **7.3.2.1: Add T-Shirt wearing protocols, will be the same as Fleece protocols.**

The requirements for wearing any RC MERT T-shirt will be the same as wearing an RC MERT fleece and will be located here.

#### **7.6 LOAs for Eboard Member:**

Brian brought up the idea that we have no procedure for Executive Board Members leaving their positions for study abroad or other reasons.

Executive Board members wishing to take an LOA, study abroad, or vacate their position is some sort of planned fashion must first vacate their seat prior to departing. Those members must notify the Executive Board 2 months prior to this departure, as to provide adequate time for the Executive Board to organize selection for a new member. This process will be the same as outlined in the SOPs.

#### **7.7.1: Remove Necessity to email DO/ADO about resignations.**

The DO and ADO need not be notified when a member resigns. SEC will notify the Executive Board as necessary.

## **2. Vehicle:**

Completed by **Sanuja Bose**, copy and pasted here:

**-The Proper time to utilize a UHS Patient parking space in Library Lot has been updated to reflect the current practice.**

In general, any time UHS offices are closed.

**-The Vehicle Training SOPs have been moved from the Training SOPs to the Vehicle SOPs.**

**-Added to the Vehicle Training SOPs is the new comprehensive examination developed by Sanuja.**

This process involves a requirement for a passing score on a written exam, a practical exam, and a checklist of vehicle related skills that each crew chief must complete prior to driving.

### **3. Training:**

Completed by **Emily Fitzgerald**, copy and pasted below:

#### **Updates to match the current system:**

- Removing obligation to hold crew-chief discussion forums
- Changed all in-service requirements from bi-weekly to weekly
- Re-wrote the Training Committee section to reflect that the training department will form committees for specific applications, when they deem it necessary to do so
- Vehicle training SOPs moved into vehicle SOPs

#### **Specifics of the newly-cleared 801 training program:**

- Yearly 801 and FTO protocol tests that must be passed with a 85%
  - Remediation if they do not pass the test
- New 801-training program:
  - After being voted into crew chief status, the new crew chief enters an interim period in their training, they must complete the following before earning the ability to take shifts solo as an 801
    - 1) Receive formal 801 training from the training department
    - 2) Act as an 801 on three calls under supervision of a fully-cleared 801
      - Need a minimum of three calls with a minimum of two 801s

#### **Changes to 802 program (non-charting):**

- Mandate 801 and 802 review MLREMS protocols that refer to their call before evaluation form is submitted
- Trainees must now receive clearing evaluations from a minimum of 5 crew chiefs
  - Before, it was minimum 3 crew chiefs
- Requirement of 5 calls and 2 clears in three months
  - Training department evaluates what to do with the trainees who fail to meet this requirement

#### **Changes to the 802 charting program:**

- Changed passing grade of 802 Mid-term from 80 to 85
- Added a practice chart writing section to the mid-term, this will be evaluated for pass/fail by the DOT and ADOT
- At the beginning of the 802 program, the trainee will be asked to watch three different crew chief fill-out the chart and explain the charting process to them
  - The trainee will still be asked to independently write the HPI and scene description

#### **4. QA/QI:**

Completed by **Tad Spencer**, copy and pasted here:

-Changed “Shall coordinate the members of the QA/QI committee to review charts” to “Shall organize and oversee QA committee, and shall establish a weekly rotation for which Crew Chief on QA committee is responsible for reviewing PCRs”

##### **Added new section: QA Committee**

1. Formation of Committee
  1. The QA/QI Chair will form a committee to assist in the process of reviewing PCRs
2. Qualifications
  1. Must be a Crew Chief
  2. Must be a member in good standing
3. Duties
  1. Shall review all PCRs to ensure that there are no deviations from Monroe Livingston Regional Emergency Medical Services (MLREMS) protocol

-Removed part about auditing sessions, not used any more.

-In terms of the QA process, removed the role of 801s and added the role of the QA committee

-Added duty of monthly statistics report

-Added “If no Crew Chief is available, then a qualified Crew Chief Trainee is eligible” under qualifications

## **5. Uniform and Appearance Guidelines**

Written by Brian, copy and pasted here.

### **I. PERSONAL APPEARANCE**

#### **A. Grooming**

##### **1. Personal Hygiene**

- a. All personnel will report to duty neat, clean, dressed in appropriate uniform attire, and should appear professional.

##### **2. Fingernails**

- a. Nails should be of an appropriate length as to not interfere with providing patient care or the wearing of protective gloves.

#### **B. Jewelry**

1. Only RC MERT approved uniform insignias and pins shall be worn on the uniform.
2. A wristwatch, which displays time in seconds, shall be worn while on shift.
3. Rings, which sit high and could potentially be caught or entangled in equipment, should not be worn. No ring shall interfere with wearing protective gloves.
4. For the safety of the member, necklaces are not recommended. However, if worn, they shall be kept inside the shirt at all times.
5. No bracelet with dangling charms or similar components may be worn while on shift.
6. No large earrings, large loop earrings, or earrings with dangling components may be worn while on shift.

### **II. UNIFORMS**

- A. Uniforms must be clean, in good condition, and free of wrinkles. Only authorized uniform apparel may be worn.

1. Shirts - RC MERT Uniform Shirts must be worn on while on shift. All RC MERT Uniform Shirts shall have the RC MERT patch on the upper left sleeve. Field Staff shall also have a New York State Emergency Medical Technician Patch (or other appropriate New York State EMS Certification Patch) on the upper right sleeve. Shirts must be tucked in at all times.
2. Undershirts - A plain navy blue or black long sleeve shirt may be worn with the uniform. A short sleeve undershirt may also be worn. It is preferred that the short sleeve undershirt is either navy blue or black, however white is also okay.
3. Pants - Navy Blue EMT pants, or other navy blue sturdy work pants, must be worn while on shift. Garments that are not acceptable to be worn on shift include, but are not limited to, jeans, sweatpants, scrubs, shorts, and leggings. Pants must be clean, neat, and properly fitted.
4. Belts - A dark colored, professional looking belt is strongly recommended to be worn with the uniform. A black belt is preferred. Belts or buckles with names, advertisements,

studs, jewels, other decorative objects, or a large decorative belt buckle are not appropriate to be worn with the uniform.

5. Shoes - Dark colored closed toe shoes, preferably boots, but sneakers are also acceptable. No light colored, open toe, or heeled shoes are permitted. Black boots are strongly recommended. Shoes must be clean, sturdy, in good condition, and professional in appearance.
6. Jackets/Coats - Only RC MERT jackets (located in the MERT office) or personal RC MERT fleeces, navy blue job shirts, or navy blue tactical sweaters shall be worn with the uniform. RC MERT jackets must be returned to the office at the end of the shift.
7. Hats - Only plain navy blue headwear, or professional looking EMS or University of Rochester related headwear, is permitted to be worn while in uniform.
8. ID Badge - All Field Staff are required to have their RC MERT ID Badge in a clearly visible location on the outer layer of their uniform at all times while on shift. The preferred location attach the badge is on one of the front belt loops on their pants.