

# East Boise County Ambulance District

## Operation Plan

**NAME:** The name of the organization shall be East Boise County Ambulance District (EBCAD), as formed under Title 31, Chapter 39 of the Idaho Code.

**OPERATION PLAN:** The operation plan is a collection of written protocols to help EBCAD operate in a uniform manner. This plan shall be developed by the EBCAD Executive Board with oversight by the Boise County Board of Commissioners. This operation plan shall take precedence over any plans or policies written by individual Units. Individual Unit policies may be more restrictive but shall not inhibit member participation or restrict ambulance operations that are otherwise allowed by State Law, this Operation Plan, or EBCAD rules.

**MISSION STATEMENT:** East Boise County Ambulance District will enhance the quality of life in the communities it serves by providing the highest level of pre-hospital care, transportation, rescue and extrication for the sick and injured who request our services, thus improving medical outcomes.

This mission will be accomplished through the cooperation and collaboration of individual providers, their Units, and the EBCAD Executive Board in an environment that focuses on the safety and professional competency of all members in pursuit of efficient utilization of available resources.

**ORGANIZATION:** East Boise County Ambulance District is composed of four ambulance Units; Unit 12, serving Lowman; Unit 13 serving Placerville; Unit 14, serving Idaho City; Unit 15, serving Mores Creek, and the Executive Board.

**PURPOSE:** The purpose of the organization shall be as follows:

1. To provide professional, competent, and timely ambulance service to citizens and visitors of East Boise County.
2. To promote rural Emergency Medical Service (EMS) in the County of Boise, in the State of Idaho, and to educate the public concerning this service.
3. To promote good relations and cooperation between local and State EMS and the medical community.

**EAST BOISE COUNTY AMBULANCE DISTRICT BOUNDARY:** The service area shall include the East Boise County Ambulance District<sup>1,2</sup>, any federal or state owned lands and roads adjacent to EBCAD, other ambulance service areas in Boise County needing assistance, and any area in

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<sup>1</sup> Legal description obtainable from the Boise County Clerk's Office or EBCAD secretary.

<sup>2</sup> County Profile and Map: <http://www.healthandwelfare.idaho.gov/Portals/0/Medical/EMS/Boise.pdf>

another county covered by a Mutual Aid Agreement as authorized by the Boise County Board of Commissioners.

**MEDICAL DIRECTOR:** A licensed medical physician shall serve as Medical Director for EBCAD. The Medical Director shall serve per Idaho State EMS Guidelines and EMS Physician Commission Standards. The Medical Director shall provide and approve all standards of care, protocols and the medical supervision plan for EBCAD.

**EXECUTIVE BOARD:**

- 1) Composition: The Clinical Operations Officer (COO) from each ambulance Unit, the County Emergency Management Coordinator, a Boise County Commissioner, and the Medical Director (to be shared when more than one medical director exists). A citizen at large may also be appointed by the Boise County Board of Commissioners. An alternate member from each Unit shall be elected. This may be the Personnel Compliance Officer of the Unit.
- 2) Voting:
  - a) Quorum: Shall consist of at least four Executive Board Members, at least one of which must be a Unit member.
  - b) The Chair (a Boise County Commissioner) shall not vote except to break a tie. The chair shall present reports to the Boise County Board of Commissioners concerning ongoing operations.
  - c) Only Unit COOs (or their alternate), Medical Director, the citizen at large (as available), and the Emergency Management Coordinator shall have voting privileges. Ties shall be decided by the Chair.
- 3) Duties of the Executive Board:
  - a) Select a Director of Operations through a general application process and by vote of the EBCAD Executive Board.
  - b) Select a Personnel Officer through a general application process and by vote of the EBCAD Executive Board.
  - c) Prepare the annual budget and oversee expenditures.
  - d) Maintain licensure with Idaho EMS.
  - e) Appoint a Purchasing Agent to buy supplies for EBCAD and sign vouchers<sup>3</sup>.
  - f) Appoint a Billing Agent to oversee bill submission and payment for Units and members
  - g) Arrange for ambulance billing operations.
  - h) Arrange for secretarial duties.
  - i) Make decisions regarding capital expenditures.
  - j) Act on personnel issues unable to be resolved at the Unit level.

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<sup>3</sup> See attached Purchasing Agent job description.

- k) Appoint any temporary committee to address specific issues.
  - l) Recommend an EBCAD price schedule for services to be approved by the Boise County Board of Commissioners.
  - m) Approve Unit expenditures over a pre-set amount written within the EBCAD Rules.
  - n) Oversee grant applications and awards.
  - o) Set fees for ambulance response outside Boise County when a patient is not transported.
- 4) The meetings of the Executive Board shall be governed under the Open Meeting Law<sup>4</sup>. Meetings shall be held monthly at a regular day and time selected by the board.
  - 5) Capital expenditures, lease agreements, and disposal of capital equipment shall be recommended by the EBCAD Executive Board and approved by the Boise County Board of Commissioners. Capital Equipment is defined as current value over \$500.00.

#### **EBCAD Executive Officers<sup>5</sup>:**

EBCAD Executive Officers shall not, simultaneously, hold office in any ambulance-based foundation (501.c.3 non-profit). No Executive Officer may simultaneously hold an EBCAD Unit position.

- 1) Director of Operations:
  - a) The EBCAD Officer responsible for all EBCAD operations and overseeing all individual Units under the direction of the Executive Board.
  - b) Designated point-of-contact for Boise County Commissioners
- 2) Personnel Officer:
  - a) The EBCAD Officer responsible for all EBCAD scheduling and personnel matters under the direction of the Director of Operations.
- 3) Training Officer:
  - a) Designated point-of-contact responsible for maintaining an EBCAD-wide schedule of EMS training and continuing education opportunities under the direction of the Director of Operations.

#### **EBCAD INDIVIDUAL UNIT STRUCTURE:**

- 1) Officers: Each ambulance Unit shall elect the following Officers annually who shall serve a term of one year. Unit Officers shall not, simultaneously, hold office in any ambulance-based foundation (501.c.3 non-profit). No Unit officer may simultaneously hold an EBCAD Executive Officers position. Officer Positions and Duties are hereby described as:

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<sup>4</sup> Idaho Statutes: Chapter 23, Title 67, Sections 67-2340 through 67-2345

<sup>5</sup> See specific job descriptions attached

- a) Clinical Operations Officer (COO) - The officer designated or elected by each EBCAD Unit as the point of contact and coordinator for clinical incident management; continuing quality assessment and improvement; coordination of training opportunities for Unit members in coordination with the EBCAD Training Officer; and Unit representation at EBCAD Board meetings. Must be held by an active state licensed EMT.
- b) Personnel Compliance Officer (PCO) – The officer designated or elected by each EBCAD Unit as the point of contact and responsible for personnel scheduling, member recruitment, infection control training/compliance and shift coordination. Specific duties of this position (such as scheduling) may be delegated to a designee who reports directly to the PCO. The PCO also serves as the alternate on the EBCAD Executive Board. Must be held by an active state licensed EMT.
- c) Logistics Officer (LO) – The officer or driver, designated or elected by each EBCAD Unit as the point of contact and coordinator for general equipment maintenance, including but not limited to: communications; routine ambulance upkeep and servicing; Idaho EMS Bureau Minimum Equipment List compliance; and EBCAD owned equipment assignment and inventory.

Additional Unit positions may be designated or elected based on the Unit's individual needs.

- 2) Meetings: Unit meetings shall be held at least once monthly at a time determined by each Unit.
- 3) Membership: Members in good standing shall be defined as those who have taken 24 hours of call in each month for six consecutive months. For additional guidance see "Member in Good Standing" Attachment. Persons out of compliance and/or on leave of absence have no voting privileges.
- 4) Within ten days of Unit elections, a list of all Unit officers and any appointed coordinators shall be submitted to the EBCAD Executive Board via the EBCAD Director of Operations.

## **EMS MEMBERSHIP**

- 1) Only the EBCAD Director of Operations, Personnel Officer or Medical Director shall submit affiliation, status change, and/or termination documentation for EBCAD EMS volunteers to the Idaho State EMS Bureau.
- 2) All volunteers except as otherwise provided by this Policy, or as required by law, or pursuant to a written contract approved by the governing board, are AT-WILL EMPLOYEES.
- 3) Application and pre-screening:
  - a) EMS volunteers shall complete and submit an EBCAD volunteer application to the EBCAD Personnel Officer. All EMS volunteers shall be on probationary status during the

first 6 months. Volunteers shall not be eligible for reimbursement of training fees during the six month probation period<sup>6</sup>.

- b) The EBCAD Personnel Officer and/or Unit Personnel Compliance Officer shall conduct a pre-screening interview with each EMS volunteer applicant, which may, from time to time, be revised with approval of the executive board.
  - c) Prospective volunteer drivers must complete an EBCAD volunteer application and Units shall submit driver's names, driver's license numbers and dates of birth to the EBCAD billing clerk for submission to the Idaho Transportation Department for a record review. Based on the record, the County Risk Manager shall determine eligibility into the program according to the written protocol. Prospective drivers shall also receive a background investigation through the Boise County Sheriffs' Office or Idaho State Police.
  - d) EMS volunteers must follow standard operating procedures, protocols, written standing orders, and other documents to meet the objectives of EMS.
  - e) EMS volunteers must respond to all ambulance calls received during his/her shift, or arrange proper coverage prior to such calls. The volunteer driver must not precede the EMT to the scene.
  - f) EMS volunteers shall attend at least one Unit meeting per quarter.
  - g) EMS volunteers (EMTs, EMRs and Drivers) must maintain professionalism in dress and conduct while on call or representing their Units.
  - h) EMS volunteers must drive the emergency vehicle(s) safely according to statutes, rules and regulations of the State of Idaho and the standards of this operation plan.
  - i) EMT volunteers must follow direct orders of the Lead EMT. The Lead EMT is the individual on call who assumes care of the patient.
  - j) EMS volunteers shall be subject to for-cause and random drug testing<sup>7</sup>.
- 4) All active EMS volunteers shall be required to serve a minimum of 24 hours of call each month. The ambulance Unit must be in service for "on call" hours to be creditable.
- 5) A Leave Of Absence (LOA) may be granted to an individual only upon written request to the Unit COO. LOAs shall not normally be granted for a period exceeding six months, except in extenuating circumstances deemed acceptable by the Unit Executive Board (e.g. military duty, college, medical conditions or treatment, etc.). Unit COOs are responsible for notifying the EBCAD Personnel Officer and Medical Director of all member status changes.
- 6) EMT duties
- a) EMTs serve to provide basic life support and patient care as defined by the State of Idaho.

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<sup>6</sup> Refer to: East Boise County Ambulance District Medical Supervision Plan

<sup>7</sup> See EBCAD Medical Supervision Plan, Drug and Alcohol Policy Addendum

- b) EMTs provide patient care based on his/her level of training, level of agency licensure, agency protocols, the Medical Director, and the procedures listed in this operation plan at the scene of an emergency and during transport to medical receiving facilities.
- c) EMTs give complete verbal and written reports to the emergency department nurse, physician or advanced life support ambulance crew regarding the condition of the patient upon transfer of the patient. (A verbal status report may be given prior to arrival.)
- d) EMTs direct restocking of the ambulance and jump kit with needed supplies, clean the ambulance, recharge batteries and ensure the ambulance is ready to respond to another call at the completion of each call. When the spare ambulance has been used it must be returned stocked and clean, ready to proceed on another call. Ambulance preparedness includes fuel and an oil check.
- e) EMTs ensure that all paper work and reports are complete and precise for state reporting and local billing purposes. (Drivers may complete reports for the Rescue Units.)
- f) EMTs maintain state certification and continuing education requirements of the State of Idaho for applicable licensure levels, including EMT, First Responder, and CPR. When an EMT receives National Registry Certification, EBCAD shall proceed with State licensure and agency affiliation.
- g) When a victim is deceased an EMT must remain with the body until the coroner or law enforcement officer arrives. The body should not be moved unless specifically instructed to do so by the coroner. In situations of limited personnel, additional ambulance staff should be called to stay with the body while the ambulance transports any other patient.
- h) When an EMT terminates affiliation, the Unit Clinical Operations Officer is responsible for notifying the EBCAD Personnel Officer.

## **TRAINING REQUIREMENTS**

- 1) EMTs, EMRs and Drivers:
  - a) EMTs and EMRs shall abide by the training and continuing education requirements set forth by the Idaho EMS Bureau.
  - b) EMTs and EMRs shall complete a Training Contract Agreement with EBCAD if applicable<sup>8</sup>.
  - c) Training sessions shall be conducted at least monthly at the Unit level.

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<sup>8</sup> See Training Contract.

- d) Monthly, EBCAD agency-wide trainings shall be coordinated through the Unit Clinical Operations Officers in conjunction with the EBCAD Training Officer and Medical Director.
- e) EMTs, EMRs and drivers shall be encouraged to attend additional training conferences.
- f) EBCAD may, as funding allows, financially assist Members in Good Standing for additional training.

## **SCHEDULING**

- 1) Each Unit shall ensure 24/7 coverage of their service area. In event this is impossible, it is the responsibility of the Unit scheduler to assure that another Unit can cover call and notify State Communications.
- 2) Each EMT, EMR and driver shall notify his/her Unit scheduler of call availability as required by the individual Unit.
- 3) Each member is responsible for covering all shifts that have been assigned with her/his concurrence.
- 4) If a member cannot cover a shift, it is their responsibility to arrange for a substitute and to advise the Unit scheduler and any other members assigned for that shift.
- 5) In emergency situations beyond the member's control, he/she shall contact the Unit Personnel Compliance or Clinical Operations Officer as available to ensure coverage.

## **MEDICAL TRANSFER**

- 1) When the need for an out-of-county transfer is deemed necessary by a physician or EMT, Idaho State Communications shall page the assigned ambulance.
- 2) When a patient has been transported to the nearest available facility and the physician deems it necessary to transport to a different facility, the original Unit may transport, providing they have not departed. An additional PCR shall be required.
- 3) If a patient requests transport to a hospital other than St. Luke's, Boise VA, or Saint Alphonsus hospitals, this service shall be provided and statements reflecting this request and service shall be entered in the PCR. Normal services shall be limited to medical facilities in Boise, Nampa, Caldwell, and Emmett.
- 4) In case of emergency, patients shall be transported to the nearest emergency receiving facility capable of definitive patient care.

## **AMENDMENTS**

- 1. Any Unit may submit a proposed amendment to the Operation Plan at an EBCAD Executive Board meeting.
- 2. Proposed amendments must be distributed to all members of the EBCAD Executive Board at least four weeks prior to the meeting at which they shall be voted on.

3. Any amendment approved by vote of the EBCAD Executive Board shall be effective and operational immediately.
4. Thereafter, each Unit COO (or alternate) shall present the amendment to their individual Unit. The Units shall then vote to approve or disapprove the amendment by simple majority. Members in good standing may vote by sealed absentee ballot. Members should be given adequate time (no less than 7 and no more than 30 days) to read and assess the proposed amendment(s) prior to formal voting.
5. Within a month of the initial vote by the EBCAD Executive Board and upon consideration by all Units, the Unit COOs shall formally cast a “for” or “against” vote to the EBCAD Executive Board. Adoption of the amendment must be approved by three of the four Units.
6. If the proposed amendment is approved, it shall be reported to the Boise County Board of Commissioners whose option it is to accept or veto the amendment.
7. Copies of the amended Operation Plan shall be available electronically or through Unit COOs for distribution to Unit members.

**OTHER DOCUMENTS INCLUDED:**

1. Rules
2. Drug Policy
3. Infection Control Plan
4. Medical Supervision Plan
5. Training Reimbursement Contract
6. Volunteer Interview Record
7. Rider Observer Procedure
8. Under Age Release Form
9. Fee Schedule

**ADOPTION**

This Operation Plan for the East Boise County Ambulance District shall be adopted by the Boise County Board of Commissioners by Resolution in an open meeting.