



Health Services Department

Public Health Division

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EMERGENCY MEDICAL SERVICES

POLICY MEMORANDUM #2206

EFFECTIVE DATE: 07/01/92

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AUTHORITY:

HEALTH AND SAFETY CODE 1797.204, 1797.220;
ADMINISTRATIVE CODE, TITLE 22, DIVISION 9,
CHAPTER 4, SECTION 100141.2, 100166.

SUBJECT: QUALITY ASSURANCE PLAN - EMS AIRCRAFT

PURPOSE/POLICY:

To establish specific Q.A. Requirements for the EMS Aircraft components of the Solano EMS System.

I. WRITTEN AGREEMENT

- A. By December 31, 1992, each EMS Aircraft Service Provider shall have a written agreement to participate in the County's ALS program and to comply with all applicable State Regulations and local Policies and Procedures including participation in the Local EMS Agency's Q.A. System.
- B. By July 1, 1993, each EMS Aircraft Service Provider shall have a quality assurance program approved by the Local EMS Agency.

II. MAINTENANCE REQUIREMENT

EMS Aircraft Service Providers shall maintain a comprehensive Quality Assurance Program designed to interface with the Local EMS Agency's Quality Assurance Program.

III. MEDICAL QUALITY ASSURANCE PERSONNEL

The EMS Aircraft Service Providers shall have one physician, registered nurse, EMT-P, or other appropriately credentialed medical professional employed to implement and supervise their on-going internal Quality Assurance Program. This individual shall be approved by the Local EMS Agency to perform, at a minimum, the following functions:

- A. Audit of all calls where patients were examined by responding EMS Aircraft but resulted in non-transport to a medical facility. These written audits are to be submitted monthly back to the Local EMS Agency.
- B. Investigation of all unusual occurrences as identified by the EMS Agency. Investigations shall take no longer than 5 days and/or a mutually agreed time interval; the results shall be reported directly back to the EMS Agency.
- C. Assure attendance of appropriate personnel at PCC meetings as required by the EMS Agency.
- D. Infection Control – EMS Aircraft Service Provider shall develop and strictly enforce policies for infection control and contaminated materials disposal to decrease the chance of communicable disease exposure.
- E. Q. A. personnel shall monthly review helicopter activation, dispatch and response time intervals, submit findings to the EMS Office monthly for each case that is identified as beyond the threshold of performance expectation.
- F. Other Q. A. requirements established by the Solano County Health Officer.

IV. TRAINING/EDUCATION/CERTIFICATION/ACCREDITATION

- A. EMS Aircraft Personnel – EMS Aircraft Service Provider will cooperate fully with the Solano County EMS Agency in the coordination of any investigation of an employee of the Service Provider with the Solano County EMS Agency or any Solano Base Hospital
- B. Certification – All personnel employed by EMS Aircraft Service Provider shall maintain Advanced Cardiac Life support (ACLS) and Basic Life Support (BLS) certification. The Service Provider shall retain on file at all times, copies of the current and valid certifications of all personnel performing services under this agreement.
- C. Preparation for Multi-Casualty and Haz-Mat Response –EMS Aircraft Service Provider shall train all personnel and supervisory staff in their respective roles and responsibilities under the County Multi-Casualty Incident Plan (MCI Plan) which is on file at the County EMS Agency, and prepare them to function as the medical portion of the Incident Command System, if needed.

V. PRODUCTIVITY REPORTS

ALS Service Providers servicing Solano County shall submit the following Q. A. products and necessary statistical data on a monthly basis (unless otherwise indicated) to the EMS Office or appropriate hospital.

- A. EMS copies of PCRs and electronic transfer of the previous PCRs entered in the provider's MIS (submission of the previous month shall be submitted no later than the tenth (10th) day of the following month).
 - B. Receiving hospital copy of the PCR for any EMT-D case (immediately, or within 72 hours).
 - C. Any Level III counseling form and/or Q.A. concern (immediately, no later than 24 hours).
 - D. Audit results of AMA calls.
 - E. Unusual occurrence submitted to service provider by the EMS Agency (within 7 days of receipt of said notification).
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