



Health Services Department

Public Health Division

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EMERGENCY MEDICAL SERVICES

POLICY MEMORANDUM #2204

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 - BLS AMBULANCE SERVICE PROVIDERS

PURPOSE/POLICY:

To establish specific Q.A. Requirements for the BLS Ambulance Service Provider components of the EMS System.

I. WRITTEN AGREEMENT

- A. On or before December 31, 1992, each BLS Ambulance Service Provider shall have a written agreement to participate in the County's EMS System 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 BLS Ambulance Service Provider shall have a quality assurance program approved by the Local EMS Agency.

II. MAINTENANCE REQUIREMENTS

BLS Ambulance 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 BLS Ambulance Service Provider shall have one physician, registered nurse, EMT-P, EMT-I or other appropriately credentialed 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 EMTs 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. Weekly review of prehospital medical records to insure PCRs are completed correctly and medical records are appropriately distributed.
- D. Perform all orientations for all new EMTs employed by the Service Provider, and submit an orientation form (Policy Memo #3600) signed by orientor and orientee. Until such time that the Prehospital Coordinator of the EMS Agency has reviewed and approved the recommendation, the Service Provider Q. A. Personnel shall insure that the new employee will not be assigned as the sole EMT for a BLS Ambulance Unit.
- E. Assure attendance of appropriate personnel at PCC meetings as required by the EMS Agency.
- F. Infection Control – BLS Ambulance Service Provider shall develop and strictly enforce policies for infection control and contaminated materials disposal to decrease the chance of communicable disease exposure.
- G. Q. A. Personnel shall weekly review ambulance activation, dispatch and response time intervals, investigate all ambulance performance failures, and submit findings to the EMS Office weekly for each case that is identified as beyond the threshold of performance expectation.
- H. Assure all EMTs are in compliance with Solano County HAZ-MAT Training Requirements and any other special educational programs required by the Solano County Health Officer.
- I. Other Q. A. requirements established by the Solano County Health Officer.

IV. TRAINING/EDUCATION/CERTIFICATION/ACCREDITATION

- A. Field Training Officer/Preceptor – BLS Ambulance Service Provider shall designate a minimum of one (1) field training officer for 25 FTE employees who shall function as trainers and perform other duties on behalf of BLS Ambulance Service Provider.
- B. Continuing Education Records – The BLS Ambulance Service Provider shall maintain records of continuing education and mandatory training programs for its BLS Ambulance Service employees.
- C. Field Care Audits – The BLS Ambulance Service Provider shall work cooperatively with the Base Hospitals and the EMS Agency in identifying and assisting with field care audits and ensure successful completion of diversion monitoring, re-education and/or recommended corrective actions as indicated.

- D. Investigation by EMS Agency – BLS Ambulance 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.
- E. Driver Training/Map Reading – The Solano County EMS Agency requires the BLS Ambulance Service Provider to maintain a driver training program. The program, the number of instruction hours, and the program's system for integration into the Service Provider's operations (e.g., accident review boards, impact of accidents on employee performance reviews, and compensation, etc.) will be reviewed and subject to approval of the Solano County EMS Agency. Map reading must be an integral part of each driver and attendant's training.
- F. Certification – All EMTs employed by BLS Ambulance Service Provider shall maintain Basic Cardiac Life Support (BCLS) Certification. The Service Provider shall retain on file at all times, copies of the current and valid certifications of all EMT-Is performing services under this agreement.
- G. Company Orientation and ON-Going Preparedness – BLS Ambulance Service Provider shall properly orient all field personnel before assigning them to respond to emergency medical requests. Such orientation shall include, at a minimum, Service Provider Agency Policies and Procedures; EMS System overview; EMS Policies and Procedures; radio communications with and between the Service Provider Agency, Base Hospital, receiving hospitals, and county Communications Centers; map reading skills including key landmarks, routes to hospitals and other major receiving facilities within the County and in surrounding areas; and ambulance and equipment utilization and maintenance.
- H. Preparation for Multi-Casualty and HAZ-MAT Response – BLS Ambulance Service Provider shall train all ambulance 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.
- I. Assaulitive Behavior Management Training – BLS Ambulance Service Provider shall provide ambulance personnel with the training, knowledge, understanding and skills to effectively manage patients with psychiatric, drug/alcohol or other behavioral or stress related problems, as well as difficult or potentially difficult scenes on an on-going basis. Emphasis shall be on techniques for establishing a climate conducive to effective field management, and for preventing the escalation of potentially volatile situations.
- J. Management Information Systems (MIS) – BLS Ambulance Service Provider shall have and maintain an EMS Management Information System data base as specified by Solano County.
 - 1. EMS Providers will be responsible for all data entry to include all pertinent information (e.g., time of; call receipt, ambulance dispatch, ambulance underway, arrival at scene, depart scene, arrival at hospital, time available for another call), dry runs, and all information from the County Prehospital Care Report (PCR) forms for patients transported and those patients not transported which is required by the EMS Office.

2. The data system must have the capability to generate an array of routine and special reports as specified by the Solano County EMS Agency.
3. Provision must be made to permit access to and electronically transfer data in the data base, from Provider's computer system to the IBM compatible computers at the Local Emergency Medical Services Agency. The computer software used for the data base and report generation and instruction in its use shall be made available to the County EMS Office without charge or cost.
4. BLS Ambulance Service Provider may wish Solano County EMS Office staff to enter data at the Local EMS Agency. The Local EMS Agency may elect to perform this service and bill the BLS Ambulance Service Provider at a mutually agreed upon rate approved by the Board of Supervisors.
5. The minimal statistical data to be maintained by the BLS Ambulance Service Provider's Management Information System (MIS) are the mandatory data elements of the Solano PCR and other data elements which may be required by the EMS Medical Director.

V. PRODUCTIVITY REPORTS

BLS Ambulance 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 copies of the ambulance PCR (immediately, no later than 24 hours).
- C. Any Level III counseling form and/or Q. A. concern (immediately, no later than 24 hours).
- D. Monthly audit results of AMA calls.
- E. Ambulance response time performance failure reports within three (3) days of the incident.
- F. Unusual Occurrences submitted by the EMS Agency within 7 days of receipt of the said notification unless by mutual agreement between Q.A. Staff and EMS staff that a different time interval is needed.
- G. Quarterly audits of BLS activities (submitted 15 days after each calendar quarter; i.e., March, June, September, December).
- H. EMT-D audit and medical records.
