

Detroit East Medical Control Authority
System Protocols

CRITERIA FOR SERVICE ENDORSEMENT FOR OPERATION Section 8.17a

April 4, 2018

Page | 1

The Detroit East Medical Control Authority (DEMCA) serves as the designee of the Michigan Department of Health and Human Services (MDHHS) pursuant to Act 368 of 1978, as amended in 2000, to serve as medical control authority for the Detroit east emergency medical services area. Pursuant to Sec. 20919(a) the medical control authority shall develop protocols and policies for the acts, tasks, and function that may be performed by EMS personnel and life support agencies. The endorsement of agencies seeking licensure to provide services in the DEMCA will be considered with reference to the criteria set forth below.

1. **Staffing for each level of service will be as specified herein**
 - A. **Medical First Response Units** - Minimum staffing will be in accordance with the MDHHS standards.
 - B. **Basic Life Support** - (1) Emergency Medical Technician (EMT) and (1) Medical First Responder (MFR) now termed Emergency Medical Responder (EMR)
 - C. **Limited Advanced Life Support** - Minimum staffing will be one (1) Emergency Medical Technician Specialist/AEMT and one (1) Basic Emergency Medical Technician.
 - D. **Advanced Life Support** - Minimum staffing shall be one (1) Paramedic and one (1) Basic Emergency Medical Technician.

2. **Equipment Required**
 - A. Basic medical equipment and supplies shall conform to the criteria established by the MDHHS.
 - B. Additional equipment may be required by the Detroit East Medical Control Authority.

3. **Communications Requirements**
 - A. All units shall be identified through application of standard terminology and a uniform MEDCOM numbering system established by the Detroit/Wayne County EMS Council.
 - B. The Detroit East EMS Communications System shall be used at all times within the Medical Control Authority via the UHF MEDCOM radio system, VHF HEAR, or 800mghz systems.

4. **General Requirements**
 - A. The agency must provide proof of liability insurance coverage to the Medical Control Authority.
 - B. The agency must agree to act in accordance with the medical policies and procedures as noted in the Medical Protocol Guidelines and defined by the Control Board, and other policies as promulgated by the Control Board.
 - C. The agency must declare in writing its understanding of the aforementioned criteria and agree to act in accordance with them. The agency must further acknowledge that failure to comply on a continuing basis with these criteria may result in suspension of operation privileges in the Medical Control Authority.

5. **RENEWING AGENCIES (ANNUALLY)**

Renewing EMS Agencies will be eligible to be designated as a life support agency in DEMCA and receive Medical Control upon annual submission, **based on an approved schedule, to the Advisory Board:**

Detroit East Medical Control Authority
System Protocols

CRITERIA FOR SERVICE ENDORSEMENT FOR OPERATION Section 8.17a

April 4, 2018

Page | 2

1. Evidence of licensure with the MDHHS;
2. Evidence of compliance with DEMCA criteria for practice by completion of the Letter of Compliance (*Criteria For Service Endorsement For Operation Section 8.17b*)
3. List of current personnel including level of licensure, expiration dates, and current certifications; and
4. Approval of the Advisory Board.

If the Advisory Board refuses to approve the life support agency application for relicensure, then the Advisory Board chair will notify the Medical Control Board in writing, within three business days, providing justification for the denial. Refusal to approve a life support agency's application shall result in denial of the Medical Director's signature. The Medical Control Board shall review the denial within three business days after receiving the justification. After reviewing the justification, the Medical Control Board shall provide the life support agency with a response within three business days, this may include a reversal of the refusal to approve the application.

6. AGENCY CRITERIA TO PARTICIPATE IN THE DEMCA

DEMCA has an approval process in place to designate a life support agency in the DEMCA service area to be eligible for Medical Control. This approval will be based on the Advisory Board and Medical Control Board approval. The criteria to operate as a DEMCA agency includes:

1. Copy of the proposed Application of Licensure/Relicensure to the MDHHS, including support letters from participating hospital if required.
2. A commitment to 24/7 "emergency" service.
3. Detailed information outlining geographic service area.
4. Detailed communications plan outlining existing and proposed communication capabilities.
5. Proof of professional liability insurance.
6. Declaration of understanding and agreement to comply with all Detroit East Medical Control Authority Criteria for endorsement.
7. Prospective providers should submit an adequate number of copies of the application to the Medical Control Authority at least sixty (60) days prior to application with the MDHHS.
8. Licensed by the MDHHS, or license pending.
9. Medical supplies, communications, equipment, procedures and protocols utilized meet criteria as established by MDHHS and DEMCA.
10. Agency/Personnel will follow all of DEMCA's protocols.
11. The agency designates the DEMCA (including its PSRO) to perform professional practice review functions on behalf of the agency, including review of pre-hospital care provided in the Detroit east medical control service area and recommendations for improvement of such care.
12. The agency agrees to participate in PSRO studies, and abide by the PSRO Incident Investigation Procedure.

NEW / UPGRADE/RENEWAL LIFE SUPPORT AGENCY APPLICATION

Date: _____ Agency: _____

Complete the following:

AGENCY:		YES	NO
1.	Agrees to operate under all of the Detroit East Medical Control Authority's protocols.	<input type="checkbox"/>	<input type="checkbox"/>
2.	Agrees to ensure that all staff will operate under all of the Detroit East Medical Control Authority's protocols.	<input type="checkbox"/>	<input type="checkbox"/>
3.	Agrees to participate and honor all PSRO and DEMCA requests for QA/QI purposes.	<input type="checkbox"/>	<input type="checkbox"/>
4.	Agrees to help support the integrity of the EMS system in the Detroit east medical control authority service area.	<input type="checkbox"/>	<input type="checkbox"/>
5.	Have the owners/officers of the agency have ever been convicted of a felony?	<input type="checkbox"/>	<input type="checkbox"/>
STAFFING:		YES	NO
6.	Meets all of DEMCA's staffing requirements and the personnel meet all of DEMCA's qualifications.	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: If "No" is checked for any statement (except for number 5), you must provide sufficient documentation to explain the variance. If "Yes" is checked for number 5, provide an explanation.

Agency will provide the following:

1. Attach a detailed communication plan that meets DEMCA's Communication Policy requirements, based on level of licensure. Requests must meet current MDHHS MEDCOM plan requirements, as well. **(New agencies only, unless plan has been updated)**
2. List all types of service to be provided, as well as service area (list current as well as proposed).
3. Attach a map showing the response area for the agency. **(New agencies only, unless has been updated)**
4. **Agency has designated a medical control hospital and medical control hospital physician.-Andy/Scott, do we need this?**
5. Units are identified through standard terminology and uniform numbering system established by the Detroit/Wayne County EMS Council. The DEMCA unit number will be documented on each run form and/or e-PCR and used in all radio communications. **(New agencies only, unless there has been changes)**
6. The agency has designated an EMS Coordinator.
7. Have State Licensed Instructor Coordinator or access to one.
8. The agency has Emergency Medical Dispatch (EMD) protocols to ensure the appropriate dispatching of a life support agency based upon medical need and capability of the emergency medical services system.
9. The agency has a policy to ensure that use of lights and sirens is based on EMD protocols and patient condition.
10. The agency is responsible for completing and forwarding the necessary quality improvement data, approved by the DEMCA Medical Control Board, to the DEMCA office on a monthly basis.

EMS PERSONNEL TO PARTICIPATE IN THE DEMCA

The agency agrees to adhere to DEMCA's protocol Criteria for Service Endorsement of Personell

EMS RESPONSE

1. Provide at least 1 vehicle available for response to requests for emergency assistance on a 24-hour-a-day, 7-day-a-week basis in accordance with DEMCA protocols.
2. Respond or ensure that a response is provided to each request for emergency assistance originating from within the bounds of its geography service area.
3. Operate under the direction of a medical control authority or the medical control authorities with jurisdiction over the ambulance operation.
4. Proposed start of operations date (for new agencies only).
5. If the application involves upgrading the level of service, a plan must be attached that explains how the agency will deal with newly licensed personnel working together.
6. If the service is a corporation, articles of incorporation are included.
7. The agency designates the DEMCA (including its PSRO) to perform professional practice review functions on behalf of the agency, including review of pre-hospital care provided in the Detroit east medical control service are and recommendations for improvement of such care.
8. The agency agrees to participate in PSRO studies, and abide by the PSRO Incident Investigation Procedure.

Signature: _____
(Chief of Department or Agency President)

Printed Name: _____

Date: _____