

Detroit East Medical Control Authority
System Protocols

CRITERIA FOR SERVICE ENDORSEMENT FOR OPERATION Section 8.17a

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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, 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 privileges to provide services in DEMCA will be considered with reference to the criteria set forth below.

1. Staffing Requirements

- A. **Medical First Response Units** - (1) Medical First Responder (MFR) now termed Emergency Medical Responder (EMR)
- B. **Basic Life Support** - (1) Emergency Medical Technician (EMT) and 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.
- E. **Non-transport ALS Pre-Hospital Life Support** - Minimum staffing shall be one (1) Paramedic

2. Equipment Required

- A. Basic medical equipment and supplies shall conform to the criteria established by the department.
- B. Additional equipment may be required by the Detroit East Medical Control Authority via protocols.

3. Communications Requirements

- A. All units shall be identified through application of standard terminology and a uniform MEDCOM numbering system approved by DEMCA.
- B. An approved communication system shall be used at all times within the Medical Control Authority by either the UHF MEDCOM radio system, VHF HEAR, 800mhz systems, dedicated ED phone lines, or EMTRACK.

4. General Requirements

- A. The life support agency, except a fixed wing aircraft transport operation, shall make available at least 1 life support vehicle for response to requests for emergency assistance on a 24-hour-a-day, 7-day-a-week basis in accordance with its licensure level and medical control authority protocols in the designated DEMCA service area.
- B. The life support agency will be able to respond or ensure that a response is provided to each request for emergency assistance originating from within the bounds of its geographical service area. Evidence to be able to ensure a response is an agreement(s) with a DEMCA approved life support agency.
- C. The life support agency must provide proof of liability insurance coverage to the Medical Control Authority as stipulated by the department.
- D. The life support agency must agree to act in accordance with the all of DEMCA's protocols.

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- E. The life support agency must complete the New/ Upgrade/Renewal Life Support DEMCA Letter of Compliance.

5. Quality Improvement Program for Quality Assurance Requirements

An agency's quality improvement (QI) program needs to create a standard approach to address quality of service, professionalism and system functions within the life support agency. The program should identify system issues that hinder patient care; identify educational and training needs; identify and resolve protocol adherence problems; review services provided for quality assurance; and address concerns related to unprofessionalism. This is done through continuous evaluation of policies, education, patient care reports, and mass casualty incident procedures.

A. Objectives

In order to accomplish the purposes of the QI process, the following objectives need to be established:

- Identify trends in pre-hospital care through collection and organization of data
- Set performance standards and indicators related to aspects of pre-hospital care
- Provide feedback and promote training on specific quality issues
- Acknowledgement of excellence
- Patient case reviews
- Counseling for deficiencies
- On-going training
- Skills assessments
- Research on patient care outcomes
- Recognize, reward and reinforce positive patient care and behaviors
- Involve all levels in the PI process
- Establish a process of review of patient care reports and subsequent care
- Continuously identify and measure the quality of care and improvement of care as educational and training initiatives are established

B. Components of Quality Improvement

The following components are utilized to facilitate improvement of the quality of patient care by recognizing and rewarding high quality and standards, identifying and resolving patient care deficiencies and identifying educational needs:

- System oversight (equipment, policies)
- Case reviews
- Communications and reporting Data collection and recording Level of service provided
- QA or PI-specific forms
- Skills evaluation
- Education review
- Professional conduct
- Disciplinary actions as related to quality and process not previously reviewed by the PI team.

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The agency will provide DEMCA with annual verification of their QA/QI process per **Michigan SYSTEM PROTOCOL: QUALITY IMPROVEMENT PROGRAM**. Newly endorsed agencies will be required to provide verification quarterly during their first year of endorsement.

6. APPROVAL PROCESS

DEMCA has an approval process in place to designate a life support agency eligible for Medical Control. The criteria to operate includes:

- A. Completion of the New/ Upgrade/Renewal Life Support DEMCA Letter of Compliance.
- B. Evidence of satisfying all of DEMCA's and the department's requirements.
- C. Copy of the proposed Application of Licensure/Relicensure to the department. Agency has verified, via the Department license verification website, that assigned medical personnel are currently licensed in accordance to Department regulations and has attached a personnel roster including license #s and expiration dates.
- D. Approval of the Advisory Board and Medical Control Board
Renewing Agencies only need the approval of the Advisory Board;
If the Advisory Board refuses to approve the life support agency application for re-licensure, 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.
- E. The MCA Medical Control Board reserves the right to require supplemental criteria to ensure that agency will adhere to all of DEMCA's protocols and is acting in accordance with the public health code and administrative rules.

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**DEMCA'S NEW / UPGRADE/RENEWAL LIFE SUPPORT AGENCY PACKET FOR
ENDORSEMENT AND LETTER OF COMPLIANCE**

Agency Name: _____ Date: _____

Initial: ____ (proposed start date: ____) Renewal: ____ Upgrade: ____ (check one)

Life Support Agency will provide the following:

1. A detailed communication plan that meets DEMCA's Communication Policy requirements, based on level of licensure. Requests must meet current MEDCOM plan requirements, as well. (New agencies only, unless plan has been updated)
2. Units are identified through standard terminology and uniform numbering system approved by DEMCA. 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)
3. A three-month 24-7 staffing schedule (for new agencies only).
4. If the service is a corporation, articles of incorporation are included.
5. The agency has designated an EMS Coordinator.
6. State Licensed Instructor Coordinator or access to one.
7. 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. (New agencies only, unless there has been changes)
8. A policy to ensure that use of lights and sirens is based on DEMCA and EMD protocols and patient condition. (New agencies only, unless there has been changes)

LIFE SUPPORT AGENCY INFORMATION

Address/location of the ambulance(s) or station:

Are you the primary emergency response agency for City/Village/Township (CVT) within DEMCA?

- a. With which CVT?

Explain your mutual aid agreement with a life support agency endorsed in DEMCA's geographic area:

List all types of service to be provided:

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Number of Vehicles:

Type	Transporting	Non-Transporting
MFR		
BLS		
LALS		
ALS		
Critical Care		

Number personnel within DEMCA:

License Level	Number
MFR	
EMT-B	
EMT-P	
Paramedic	
Expanded Scope of Practice Paramedic	
Critical Care	

Contact Information/Agency (may have the same person in duplicate roles):

Chief/CEO: _____
Telephone: _____ Fax: _____
Email: _____

EMS Coordinator: _____
Telephone: _____ Fax: _____
Email: _____

Training Coordinator: _____
Telephone: _____ Fax: _____
Email: _____

CQI/PSRO Liaison: _____
Telephone: _____ Fax: _____
Email: _____

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Please Answer the Following Questions:

1. Is your life support agency currently submitting or able to submit PCR data to MI-EMSIS:
Yes____ No____
2. Your life support agency & personnel will complete annual protocol updates, training, and assessments (all new personal must have complete the most current DEMCA trainings and assessments prior to providing care): Yes____ No____
3. The life support agency agrees to operate under and adhere to all of DEMCA's protocols:
Yes____ No____
4. The life support agency agrees to ensure that all staff will operate under and adhere to all of the DEMCA's protocols: Yes____ No____
5. The life support agency agrees to participate and honor all PSRO and DEMCA requests for QA/QI purposes: Yes____ No____
6. The life support agency agrees to participate in all PSRO studies and abide by the PSRO Incident Investigation Protocol: Yes____ No____
7. The life support agency agrees to allow DEMCA (including its PSRO) to perform professional practice review, including review of pre-hospital care provided in DEMCA's area and honor recommendations for improvement of such care: Yes____ No____
8. The life support agency agrees to meet all of DEMCA's staffing requirements and the personnel meet all of DEMCA's qualifications: Yes____ No____
9. The life support agency agrees to establish an internal Quality Improvement Program:
Yes____ No____

I understand that failure to comply on a continuing basis with all these criteria may result in disciplinary action through the incident investigation process.

Signature: _____
(Chief of Department or Life Support Agency President)

Printed Name: _____ Title _____

Date: _____