

DEMCA
CRITERIA FOR ENDORSEMENT MEDICAL TRANSPORTATION AIRCRAFT
Systems

Initial Date: 3/1/2022

Revised Date:

Section 8.17c

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. Any agency, that is not considered an EMS life support agency, seeking to provide any medical transportation service requiring a license from the department will need to become endorsed in DEMCA by the criteria set forth below.

1. General Requirements

- A. The agency must meet, and continue to meet, all the requirements set forth by the department.
- B. The agency must make available proof that they are in, and continue to remain in, compliance with all criteria set forth by the department.
- C. The agency must agree to act in accordance with all of DEMCA's protocols.
- D. The agency must complete the New/ Upgrade/Renewal Life Support DEMCA Letter of Compliance.
- E. The agency agrees to use the most current best practices and standards in their training, educational, and quality improvement programs.

2. 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

MCA Name: DEMCA

MCA Board Approval Date: 11/16/2021

MDHHS Approval Date: January 28, 2022

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- 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.

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.

3. APPROVAL PROCESS

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

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- A. Completion of the New/ Upgrade/Renewal Life Support DEMCA Letter of Compliance.
- B. The agency must make all applicable run reports available to DEMCA.
- C. Evidence of satisfying all of DEMCA's and the department's requirements.
- D. Copy of the proposed Application of Licensure/Relicensure to the department.
- E. 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.
- F. The MCA Medical Control Board reserves the right to require supplemental criteria to ensure that the agency will adhere to all of DEMCA's protocols and is acting in accordance with the public health code and administrative rules

**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)

AGENCY INFORMATION

Address/location of the station:

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List all types of service to be provided:

Number and Type of Vehicles/Aircraft:

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

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

DEMCA Liaison: _____
Telephone: _____ Fax: _____
Email: _____

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

Please Answer the Following Questions:

1. Is your life support agency currently submitting or able to submit PCR data to MI-EMIS:

Yes___ No___

2. The agency agrees to operate under and adhere to all of DEMCA's protocols:

Yes___ No___

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3. The agency agrees to ensure that all staff will operate under and adhere to all of the DEMCA's protocols: Yes ___ No ___

4. The life support agency agrees to participate and honor all PSRO and DEMCA requests for QA/QI purposes: Yes ___ No ___

5. The agency agrees to participate in all PSRO studies and abide by the PSRO Incident Investigation Protocol: Yes ___ No ___

6. The 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 ___

7. The 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: _____
(Agency President)

Printed Name: _____ Title _____

Date: _____