



Collaborative EMS System

A Case Presentation

Presented by Aarron Reinert



Overview

- *Overview of current rules and statutes that govern ambulance services*
- *Discuss the challenges facing rural EMS services in Minnesota*
- *Present creative solutions within the collaboration model*



Requirements Overview

- *Medical Director*
 - *Develop and approve protocols*
 - *Verify employee skills*
 - *Ensure Quality Assurance*
 - *Establish procedures for orienting and training new personnel*
- *Must have operational procedures*
- *Personnel staffed 24 hours a day*
- *Collect and submit data*
- *Emergency Vehicle drivers training*



Requirements Overview Cont.

- *Primary Service Area*
- *Procedures for equipment maintenance and repair*
- *Specific equipment*
- *Continuing education*



Ambulance Service Demographics

- *80% Ambulance Services are in the rural parts of Minnesota*
- *They are Basic Life Support (BLS)*
- *They are volunteer*
- *Average annual run volume is 325*



Challenges

- *Recruitment*
- *Retention*
- *Expertise*
- *Management support*
- *Reimbursement*
- *Emergency Preparedness*
- *Mass causality response*
- *Advance Life Support (ALS)*



*Minnesota Statutes and Rules
Relating to Regulation of
Ambulance Services*

Minnesota Statutes, Chapter 144E

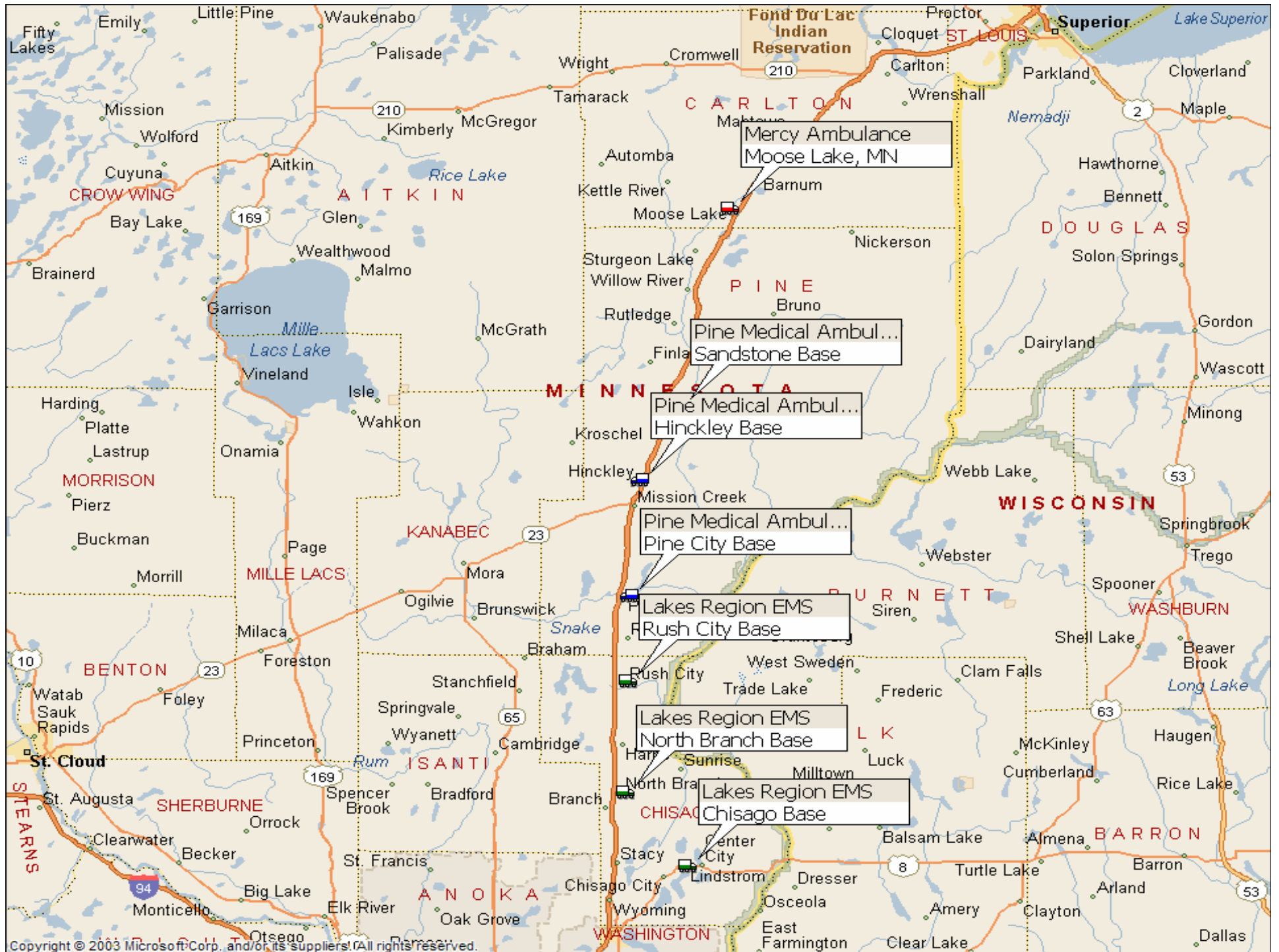
Minnesota Rules, Chapter 4690



Collabortation

■ *Hx*

- *Lakes Region EMS*
- *Pine County Hospital Ambulance Service*
- *Mercy Ambulance Service – Moose Lake*





Solutions

- *Quarterly Directors meetings*
- *Shared planning*
- *Shared administrations*
- *Shared deployment*
- *Shared staffing*
- *ALS intercepts*
- *ALS transfers*
- *Shared ALS implementation*



Summary

- *Understand the challenges faced by rural EMS services*
- *Work to break down the walls*
- *Build trust*
- *Foster collaborative solutions*
- *Forget about the lines!!!!!!!!!!*



Contact Information

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Minn. Stat. 144E.265, Medical Director Responsibilities

- *Approving standards for training and orientation of personnel that impact patient care*
- *Approving standards for purchasing equipment and supplies that impact patient care*
- *Establishing standing orders for prehospital care*
- *Approving triage, treatment, and transportation protocols*
- *Participating in the development and operation of continuous quality improvement programs including, but not limited to, case review and resolution of patient complaints*
- *Establishing procedures for the administration of drugs*
- *Maintaining the quality of care according to the standards and procedures established under clauses (1) to (6)*

Minn. Stat. 144E.265, Medical Director Skill Verification

- *Annually, the medical director or the medical director's designee shall assess the practical skills of each person on the ambulance service roster and sign a statement verifying the proficiency of each person. The statements shall be maintained in the licensee's files.*

Minn. Stat. 144E.101, Mutual Aid Agreement(s)

- *A licensee shall have a written agreement with at least one neighboring licensed ambulance service for coverage during times when the licensee's ambulances are not available for service in its primary service area. The agreement must specify the duties and responsibilities of the agreeing parties. A copy of each mutual aid agreement shall be maintained in the files of the licensee.*

Minn. Stat.144E.125, Operational Procedures

- *A licensee shall establish and implement written procedures for responding to ambulance service complaints, maintaining ambulances and equipment, procuring and storing drugs, and controlling infection. The licensee shall maintain the procedures in its files.*



Minn. Stat. 144E.101, Personnel Rosters and Files

- *An ambulance service shall maintain:*
 - *at least two ambulance service personnel on a written on-call schedule*
 - *a current roster of its ambulance service personnel, including the name, address, and qualifications of its ambulance service personnel*
 - *files documenting personnel qualification*
 - *BLS: Current CPR and EMSRB EMT certification*
 - *ALS: Current CPR, ACLS, and EMSRB EMT-P certification*

Minn. Stat. 144E.123, Prehospital Care Data

- *A licensee shall collect and provide prehospital care data to the board in a manner prescribed by the board. At a minimum, the data must include items identified by the board that are part of the National Uniform Emergency Medical Services Data Set. A licensee shall maintain prehospital care data for every response.*

- *Subdivision 2. Copy to receiving hospital.*
 - *If a patient is transported to a hospital, a copy of the ambulance report delineating prehospital medical care given shall be provided to the receiving hospital.*

- *Subdivision 3. Review.*
 - *Prehospital care data may be reviewed by the board or its designees. The data shall be classified as private data on individuals under chapter 13, the Minnesota Government Data Practices Act.*

Minn. R. 4690.8300

Specific Variances

- *The board shall grant a variance to a basic ambulance service licensee to carry and to administer beta agonist by metered dosed inhalation or nebulization, or both, premeasured subcutaneous epinephrine, sublingual nitroglycerine, or premeasured intramuscular or subcutaneous glucagon only if the licensee shows that:*

Minn. R. 4690.8300

Specific Variances

- *Each attendant who will administer the drug has satisfactorily completed training in the administration of the drug and the training has been approved by the licensee's medical director*
- *The administration of the drug has been authorized by the licensee's medical director*
- *The licensee's medical director has developed or approved standing orders for the use of the drug*
- *Continuing education or clinical training in the administration of the drug shall be provided at least annually to the licensee's attendants who are trained to administer the drug*
- *At all times, at least one attendant on duty is trained in accordance with the first bullet to administer the drug for which the ambulance service has been granted a variance*

Minn. R.4690.8300

Variance Maintenance

- *In order to maintain a variance granted under subpart 7 the licensee's medical director shall, by the annual anniversary date of the approved variance:*
 - *provide a list of the licensee's attendants*
 - *certify in writing that each attendant has satisfactorily completed the required training and retained skill proficiency*
 - *certify in writing that, prior to allowing an attendant who was hired after the variance was granted to administer a drug specified in subpart 7, the attendant satisfactorily completed the required training*
 - *Documentation of all items shall be retained in the licensee's files.*



Minn. Stat. 144E.101, Driver

- *A driver of an ambulance must possess a current driver's license issued by any state and must have attended an emergency vehicle driving course approved by the licensee. The emergency vehicle driving course must include actual driving experience.*

PSA and vehicles

- *4690.3400 Designated Primary Service Area (PSA) – Current PSA description should be on file in tab 1*
- *4690.1500 Applies to all ambulances*
- *4690.1800 Maintenance and Sanitation*
- *4690.8000 State Sticker*

Minn. R. 4690.1900, Standards and Radio Frequency Assignments

- *Ambulances must have a two-way very high frequency (VHF) mobile radio, with continuous tone coded squelch system (CTSS), capable of operating on at least two VHF high band radio frequency channels*
- *Ambulances must operate one channel assigned to the national frequency (Statewide EMS) and one channel assigned to the local EMS channel*
- *Channels must be clearly labeled for their use*
- *Mobile telephone services are not acceptable as an alternative to the required two-way radio operation.*

Minn. R. 4690.2000, Equipment Performance and Repair

- *All communications equipment must be capable of transmitting and receiving clear and understandable voice communications to and from the licensee's communications base and all points within the licensee's primary service area. All communication equipment must be maintained in full operating condition and in good repair*

Minn. Stat. 144E.103 Equipment

- *Every ambulance in service for patient care shall carry, at a minimum:*
 - *oxygen*
 - *airway maintenance equipment in various sizes to accommodate all age groups*
 - *splinting equipment in various sizes to accommodate all age groups*
 - *dressings, bandages, and bandaging equipment*
 - *an emergency obstetric kit*
 - *equipment to determine vital signs in various sizes to accommodate all age groups*
 - *a stretcher*
 - *a defibrillator*
 - *a fire extinguisher.*

Minn. Stat. 144E.103 Equipment

- *Advanced life support requirements:*
 - *In addition to the requirements in subdivision 1, and ambulance used in providing advanced life support must carry drugs and drug administration equipment and supplies as approved by the licensee's medical director*

- *Storage*
 - *All equipment carried in an ambulance must be securely store*

- *Safety restraints.*
 - *An ambulance must be quipped with safety straps for the stretcher and seat belts in the patient compartment for the patient and ambulance personnel*



Violations