

# Monterey County EMS System Policy



Policy Number: 4150  
Effective Date: July 1, 2017  
Review Date: June 20, 2020

## **ALS FIRST RESPONDER AUTHORIZATION AND APPROVAL PROCESS**

### **I. AUTHORITY**

- A. California Health and Safety Code, Division 2.5, Sections 1797.52, 1797.78, 1797.84, 1797.178, 1797.206, 1797.218, 1797.220
- B. California Code of Regulations, Title 22, Sections 100167 and 100144.
- C. Monterey County Code of Ordinances, Section 15.40, et. seq.

### **II. DEFINITIONS**

- A. "Advanced Life Support" or "ALS" means special services designed to provide definitive prehospital emergency medical care, including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital as part of a local EMS system
- B. "Advanced Life Support (ALS) First Responder Agency" means a First Responder Agency that provides Paramedic personnel and ALS equipment to respond to medical emergencies with the capabilities to provide immediate Advanced Life Support medical care, but does not provide ambulance services or other transport services.
- C. "Applicant" or "Applicant Agency" means the First Responder Agency that has submitted an application to provide ALS services.
- D. "Agency" means the Monterey County EMS Agency
- E. "EMS System" or "System" means the Monterey County EMS System.

### **III. PURPOSE**

- A. To establish standards and procedures for the EMS Agency to authorize First Responder Applicant Agencies to provide ALS within the Monterey County EMS System.

### **IV. POLICY**

- A. This policy defines the process by which a new potential ALS First Responder Agency that desires to provide ALS response, but not-transport services, applies to provide ALS emergency medical response service and the evaluation and processing and adjudication of that application.
- B. The Monterey County EMS Agency will evaluate each potential ALS Emergency

Responder Agency's application primarily for: (1) clinical benefit, clinical detriment, and clinical effect on patients within the Monterey County EMS System; (2) financial and operational benefit, financial and operational detriment and financial and operational effect on and the Monterey County EMS System.

- C. The Monterey County EMS Agency uses a four-phase process to integrate new ALS First Responders the Monterey County EMS System. Those phases are:
  - 1. Phase 1: Application Phase
  - 2. Phase 2: Application Review and Approval Phase
  - 3. Phase 3: Paramedic Service Provider Agreement Phase
  - 4. Phase 4: Final inspection, approval, and authorization to implement ALS Phase
- D. Potential ALS First Responder Agencies may not implement ALS service before all phases are complete.
- E. ALS service areas will be granted for and defined by specific geographic areas.
- F. ALS First Responder agencies shall ensure that personnel participate in a Quality Improvement process. Each provider shall facilitate call review and provide Quality Improvement reports to the EMS Agency, consistent with EMS Agency policies and procedures.
- G. The EMS Agency shall review and collaboratively determine whether to renew, revise, cancel or otherwise modify its agreement with each ALS First Responder Agency at least every five (5) years and at the end of each EOA Ambulance Contract Cycle.
- H. The EMS Agency may deny, suspend, or revoke the approval of an ALS First Responder Agency for failure to comply with applicable policies, procedures, and regulations.
- I. Successful completion of this process allows an organization to provide ALS Emergency Response Service. It does not provide authorization for ALS or BLS transport.
- J. Successful completion of this process does not confer exclusivity to provide BLS or ALS emergency response services within the authorized zone.

**V. PROCEDURE**

- A. A First Responder Agency wishing to provide ALS services must complete the following application process:
- B. Phase 1: Application Phase
  - 1. Submit a proposal to the EMS Agency that documents:
    - a) Justification for ALS services
      - 1) Document the medical/clinical need and justification for ALS service
    - b) Geographic Service Area
      - 1) Provide a narrative description and a map identifying the Applicant Agency's proposed ALS service area. Identify

whether the Applicant Agency's proposed ALS service area includes the entire response zone or if part of the Applicant Agency's response zone will continue to receive BLS service.

- 2) Identify the proposed specific locations of the Applicant Agency's emergency response units that will be staffed and equipped at the ALS level.
  - 3) Identify whether the Applicant Agency's proposed ALS response area overlays the jurisdiction of another local EMS agency.
- c) Quality Improvement Program
- 1) Submit the Applicant Agency's current QI Plan
  - 2) Submit documents that demonstrate a QI Program consistent with the QI Plan for at least six months.
  - 3) Document the number of hours/monthly that the Applicant Agency will allocate to quality improvement activities
  - 4) Before beginning service, designate a provider liaison and training officer as the main contact person for the EMS Agency for Applicant Agency-based quality improvement and training issues.
- d) Staffing
- 1) Document the number of Applicant Agency's proposed paramedic positions and the numbers of paramedics that will fill those positions.
  - 2) Document the Applicant Agency's proposed shift schedule, the number of hours per shift, and the amount of time off between shifts.
  - 3) Document that the Applicant Agency's response to emergency medical requests will be staffed with a minimum of one Monterey County-accredited Paramedic and one California licensed EMT.
- e) Hours of Operation
- 1) Document that the Applicant Agency shall provide ALS services on a continuous 24 hours/day basis.
- f) Response Time Performance
- 1) Provide data or authorize access to the Applicant Agency's dispatch and response time data for the most recent 12-month calendar year, in an editable excel spreadsheet, using the NEMSIS-standard data points identified in Attachment A.
  - 2) Provide data or authorize access to the Applicant Agency's dispatch and response time data on an ongoing basis.

- g) EMS Call Handling/Dispatch of ALS Resources
  - 1) Identify the flow of the Applicant Agency's emergency calls from the primary PSAP through each intermediary point to the Monterey County EMS Communication Center.
  - 2) The Applicant Agency's call taking and dispatch process must assure that all callers within proposed ALS service area will have access to emergency medical based dispatch, including MPDS-based caller interrogation and, if indicated, pre-arrival instructions.
  - 3) The Applicant Agency's call taking and dispatch process must assure that Applicant Agency is dispatched consistent with EMS Agency-approved MPDS protocols.
- h) EMS System Participation/Coordination with Ambulance Providers
  - 1) Document the Applicant Agency's commitment to support the EMS System by:
    - i. Participating in EMS Agency-recognized MCI and disaster exercises
    - ii. Allowing EMT and paramedic students to ride as intern
    - iii. Otherwise participating in the training and mentorship of EMT and paramedics students and interns, ED personnel, and communications center personnel.
- i) Patient Care Record System
  - 1) Document the electronic patient care record system used.
  - 2) Document that upon implementation of the Monterey County EMS Data System, that Applicant Agency will either switch to that data systems or incur the costs and accept the liability to connect and continuously maintain bi-directional interoperability with the Monterey County EMS Data System.
- j) Compliance with Federal, State, and Local Law
  - 1) State that the Applicant Agency will comply with all federal and state laws, local ordinances, and EMS System policies, procedures, and protocols
- k) Equipment and Supplies
  - 1) Document the Applicant Agency's plan to maintain and replenish controlled substances, other drugs, solutions, and equipment.
- l) ALS Financing

- 1) Describe the method that the Applicant Agency will use to finance the ALS service, including any proposed fees and method of fee collection.
    - 2) The EMS Agency will reject any application that utilizes a funding mechanism that may detrimentally affect the financial viability of the contracted EOA 911 ambulance provider.
  2. The application shall be signed by the Applicant Agency's chief executive. This should be the same person who would sign the Applicant Agency's paramedic service provider agreement, if authorization to provide ALS Emergency Response Services is authorized. For contracted provider organizations, the chief executive of the organization providing service and the contracting agency must sign. If the contracting agency does not have a chief executive, the chairman of the policy board must sign.
- C. Phase 2: Application Review and Approval Phase: The EMS Agency and EMS Medical Director will review, and determine whether to approve, the Applicant Agency's application:
1. The EMS Agency shall date and time stamp the Applicant Agency's application at the time of receipt and acknowledge receipt of the application in writing to the applicant.
  2. EMS Agency personnel shall review the application and determine if it is complete and meets applicable federal, state, and local ordinances, and EMS System policies, procedures, and protocols.
  3. If the application is incomplete or does not meet applicable laws and EMS System policies, procedures, and protocols, the EMS Agency will decline to process the application, and notify the Applicant Agency in writing of the application's deficiencies. The Applicant Agency may resubmit the application after correcting any deficiencies.
  4. If the application is complete and meets applicable laws and EMS System policies, procedures, and protocols, the EMS Agency will further evaluate the application. The evaluation will consider, but not be limited to, the information presented in the application, and the clinical, operational, and financial impacts of granting the applicant's request on that organization, those that it serves, and the Monterey County EMS System.
  5. The EMS agency shall meet and discuss the application with representatives of the Applicant Agency, before issuing a tentative determination.
  6. The EMS Agency will issue a tentative determination to authorize or not authorize the First Responder Agency to provide ALS services. This determination will identify the EMS Agency's rationale for their decision. If the authorization includes conditions, those conditions will be explained in this tentative determination.
  7. Within 90 days of receiving a completed application from the Applicant Agency, the EMS Agency will schedule the application on the agenda of the Medical

Advisory Subcommittee (MAC) next meeting to seek the MAC committee's recommendation on the application. At the MAC meeting, the applicant may present their rationale for their request to provide ALS emergency response service. The EMS Agency may present their rationale for supporting or denying the applicant's application. The MAC may recommend whether to authorize or not authorize the Applicant Agency's application to the EMS Medical Director and EMS Director.

8. The EMS Agency may convene a public hearing to discuss and take comment on the Applicant Agency's application.
9. Based upon the recommendations of the MAC subcommittee, and the input provided at the public hearing, if convened, the EMS Director and EMS Medical Director will make a final determination.
  - a) If the EMS Director and EMS Medical Director's determination is to authorize the Applicant Agency to provide ALS services, the Applicant Agency advances to Phase 3: Paramedic Service Provider Agreement Phase.
  - b) If the EMS Director and EMS Medical Director's determination is to not authorize the Applicant Agency to provide ALS services, the application process ends.

D. Phase 3: Paramedic Service Provider Agreement Phase. The EMS Agency and the First Responder Agency wishing to provide ALS services will attempt to enter into an ALS Service Provider Agreement, as required by California Code of Regulations, Title 22, Section 100167. The Paramedic Service Provider Agreement shall minimally address the following items:

1. Scope of services
2. Geographic area to be served
3. Emergency response procedures and standards
4. Level of service standards, quality improvement, and disputes
5. MPDS, communication, and dispatch standards
6. Equipment and supply standards
7. Personnel standards
8. Shift schedules
9. Process to provide quality improvement reports to EMS agency
10. Insurance and indemnification
11. Pricing, Fees, Billing, and Compensation
12. Performance Reporting
13. Performance, breach, and default
14. Coordination with ALS ground ambulance companies

15. MCI and EMS System training, drilling and exercising
16. Mutual aid
17. Prohibitions on sub-contracting or transferring ALS Authorization
18. HIPAA, CCMIA, and HITECH

E. Phase 4: Final inspection, approval, and authorization to implement ALS Phase

1. Following the execution of a paramedic service provider by all parties, the EMS Agency will inspect the Applicant Agency's ALS Program. This inspection will verify the presence of the personnel, equipment, supplies, and verify the Applicant Agency's compliance with EMS System Policies, Procedures, and Protocols.
2. Following a successful inspection, the EMS Agency shall authorize the Applicant Agency to start providing ALS service.
3. The EMS Agency will notify Base Hospitals, Receiving Hospitals, County Communications and EMS Communications' Center that the Applicant Agency is an authorized ALS First Responder Agency.

  
James Stubblefield, M.D., FACEP  
EMS Medical Director

Mike Petrie  
Michael Petrie, EMT-P, MBA, MA  
EMS Bureau Chief

## Attachment A

### NEMESIS 3.4 Time Point Standards

Provide the following Dispatch and Response Time data points, consistent with the following definitions:

1. PSAP Call Date/Time: The date/time the phone rings (9111 call to public safety answering point or other designated entity requesting EMS services. (NEMESIS eTimes.01)
2. Dispatch Notified Date/Time: The date/time dispatch was notified by the 911 call taker (if a separate entity) (NEMESIS eTimes.02)
3. Unit Notified by Dispatch Date/Time: The date/time the responding unit was notified by dispatch. (NEMESIS eTimes.03)
4. Dispatch Acknowledged Date/Time: The date/time the dispatch was acknowledged by the EMS Unit.(NEMESIS eTimes.04)
5. Unit En Route Date/Time: The date/time the unit responded; that is, the time the vehicle started moving.(NEMESIS eTimes.05)
6. Unit Arrived on Scene Date/Time: The date/time the responding unit arrived on the scene; that is, the time the vehicle stopped moving at the scene. (NEMESIS eTimes.06)
7. Arrived at Patient Date/Time: The date/time the responding unit arrived at the patient's side. (NEMESIS eTimes.07)
8. Transfer of EMS Patient Care Date/Time: The date/time the patient was transferred from this EMS agency to another EMS agency for care. (NEMESIS eTimes.08)
9. Unit Left Scene Date/Time: The date/time the responding unit left the scene with a patient (started moving). (NEMESIS eTimes.09)
10. Arrival at Destination Landing Area Date/Time: The date/time the Air Medical vehicle arrived at the destination landing area. (NEMESIS.10)
11. Patient Arrived at Destination Date/Time: The date/time the responding unit arrived with the patient at the destination or transfer point. (NEMESIS eTimes.11)
12. Destination Patient Transfer of Care Date/Time: The date/time that patient care was transferred to the destination healthcare facilities staff. (NEMESIS eTimes.12)
13. Unit Back in Service Date/Time: The date/time the unit back was back in service and available for response (finished with call, but not necessarily back in home location). (NEMESIS eTimes.13)
14. Unit Canceled Date/Time: The date/time the unit was canceled. (NEMESIS eTimes.14)
15. Unit Back at Home Location Date/Time: The date/time the responding unit was back in their service area. With agencies who utilized Agency Status Management, home location means the service area as assigned through the agency status management protocol. (NEMESIS eTimes.15)
16. EMS Call Completed Date/Time: The date/time the responding unit completed all tasks associated with the event including transfer of the patient, and such things as cleaning and restocking. (NEMESIS eTimes.16)