

# Monterey County EMS System Policy



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## **ADVANCED LIFE SUPPORT--BASE HOSPITAL STANDARDS**

### **I. PURPOSE**

To state the roles and responsibilities of a designated ALS Base Hospital and to provide standards for designation as an Advanced Life Support (ALS) Base Hospital in Monterey County.

### **II. POLICY**

- A. The roles and responsibilities of a designated ALS Base Hospital are:
  - 1. To provide online medical control of the prehospital EMS system.
  - 2. To provide retrospective medical control of the prehospital EMS system through the quality improvement process to include the evaluation of prehospital care with patient outcome and chart audits.
  - 3. To provide continuing education opportunities for prehospital and nursing personnel.
- B. Hospitals shall comply with the requirements outlined in this policy for eligibility to be designated as an ALS Base Hospital in Monterey County. Designated ALS Base Hospitals shall continue to meet these requirements to remain designated as an ALS Base Hospital.
- C. Designation as an ALS Base Hospital shall be made by the Monterey County EMS Director.
- D. The EMS Agency shall enter into an agreement with the hospital which will be the designation as a ALS Base Hospital. The agreement shall specify the date and time of implementation of the agreement. The period of the agreement shall be at least two years.
- E. The EMS Agency may deny, suspend, or revoke the agreement with an ALS Base Hospital for failure to comply with any applicable policies, procedures, or regulations.

### **III. REQUIREMENTS**

- A. To be eligible for designation as an ALS Base Hospital, the hospital shall implement and maintain:
  - 1. Be licensed by the State Department of Health Services as a general acute care hospital.
  - 2. Be accredited by a CMS deeming authority (e.g., The Joint Commission, Healthcare Facilities Accreditation Board [HFAP]) or Det Norske Veritas Healthcare [DNV]).
  - 3. Have a special permit for Basic or Comprehensive Emergency Medical Services.
  - 4. Agree not to divert or direct any patient to that facility on the basis of being a paramedic base hospital unless that facility is the hospital of choice of the patient or patient decision maker or the patient's physician. A patient with a life-threatening situation or in need of specialty care may be directed to that hospital if it is the closest appropriate facility.
  - 5. Maintain an open admission policy providing emergency care to all patients regardless of ability to pay, race, color, creed, or sexual preference.

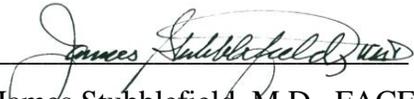
6. Agree not to transfer any patient for medical or non-medical reasons to another health facility unless that other facility agrees in advance of the transfer to accept the patient. Prior to any patient transfer from the hospital, there must be consultation between referring and receiving physicians regarding the transfer and all appropriate records will accompany the person being transferred.
7. Have a written agreement with the local EMS agency indicating the commitment of hospital administration, medical staff, and emergency department staff to meet the requirement for program participation.
8. Implement and maintain two-way radio and telephone capability for communication with ALS personnel. Maintain a dedicated phone line for ALS to base hospital communications.
9. Record all telephone lines and radios used for ALS to base hospital communication and maintain those recordings for a two (2) year period.

B. The hospital shall agree to:

1. Implement policies and procedures of Monterey County EMS Agency for the medical direction of prehospital ALS personnel.
2. Have a written agreement with the local EMS agency indicating the commitment of hospital administration, medical staff, and emergency department staff to meet the requirement for program participation.
3. Ensure liability insurance necessary to provide medical direction in the ALS program.
4. Designate an ALS Base Hospital Medical Director who shall be a State of California licensed physician, on the hospital staff, experienced in emergency medical care, and has been oriented to the ALS Base Hospital and Monterey County policies, protocols, procedures, and operations. This physician shall be regularly assigned to the emergency department, have experience in ALS Base Hospital radio operations, and shall participate in the overall medical control and supervision of the ALS program within the Base Hospital's area of responsibility, including review of patient care records and review with personnel involved.
5. Have a State of California licensed physician, who is regularly assigned to the emergency department and has been oriented to the Base Hospital and Monterey County EMS policies, protocols, procedures, and operations, present and available at all time to provide immediate medical control to the ALS field personnel.
6. Designate a Base Hospital Coordinator who shall be an RN with experience in ALS Base Hospital radio communications. The Base Hospital Coordinator shall assist the Base Hospital Medical Director in the medical control and supervision of the EMT-P program.
7. Ensure that nurses answering the radio or phone from EMS field personnel are trained and authorized by the Base Hospital Coordinator or designee.
8. Ensure that all orders from the Base Hospital to EMS personnel are done via direct communication between the ED Base Physician and the Paramedic on the scene.
9. Ensure that phone or radio contact from ALS field providers is answered promptly and delays in answering the phone or radio are minimized. Promptly means that the phone is answered before seven rings and the radio is answered before field personnel attempt to re-contact.

10. Utilize and maintain two-way radio telecommunications equipment as specified by the Monterey County EMS Agency, capable of direct two-way communication with EMS field personnel.
  11. Participate in the Monterey County Quality Improvement Program.
  12. Provide a process to evaluate prehospital ALS on a regular and ongoing basis with EMT-Ps, emergency department nurses, and emergency department physicians for the purpose of improving field operations.
  13. Maintain and make available to the local EMS Agency all relevant records for program monitoring, data collection, and the evaluation of the EMS system.
  14. Coordinate programs to provide EMT-P and nursing continuing education.
  15. Provide supervised clinical training, orientation, and remediation for accredited and probationary paramedics and nurses.
- C. The ALS Base Hospital coordinator and medical director are responsible for:
1. Establishing, implementing, and evaluating the Base Hospital's policies and procedures.
  2. Reporting deficiencies in patient care to the Monterey County EMS Agency.
  3. Evaluating the telecommunications process between the ALS Base Hospital and ALS field personnel.
  4. Ensuring that hospital personnel follow applicable Monterey County EMS policies.
  5. Ongoing retrospective medical control of prehospital care provided by ALS personnel.
  6. Planning, coordinating, and providing continuing education in a manner so that there is ample opportunity for the EMT-P and nursing staff to obtain continuing education at the local level. EMS CE course completion certificates shall be issued upon successful completion of the education opportunity.
  7. Maintaining patient care records.
  8. Collecting data as requested by the EMS Agency.
  9. Serving as a liaison between EMS organizations and the ALS Base Hospital.
  10. Attending meetings relative to the Monterey County EMS system as appropriate.

**END OF POLICY**

  
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