



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 1 of 9

The St. Clair County Medical Control Authority recognizes that Advanced Life Support is beneficial to patient outcomes. Therefore, The SCCMCA mandates that all Ambulance Operations and all ambulances operating in St. Clair County must operate at the Advanced Life Support level at all times and must be licensed, equipped and staffed at the Advanced Life Support level at all times. All patients in St. Clair County shall be responded to and transported by a vehicle licensed at the advanced life support level. **No** agency (whether public or private) may transport a patient in a vehicle that is **NOT** licensed, equipped and staffed as an Advanced Life Support Vehicle.

- A. Unless approved by the St. Clair County Medical Control Authority, no person(s) shall operate an ambulance operation within the jurisdiction of St. Clair County.
- B. A person(s), who intends to license for public or private, an ambulance or ambulance operation will be required to:
 - 1. Meet all standards and criteria established by Act 368, Public Act of 1978, as amended, rules and regulations promulgated by and all standards adopted by the Medical Control Authority.
 - 2.
 - a. Provide at least 1 ambulance available for response to requests for emergency assistance within the geographic area stated on the application on a 24 hour a day, 7 day a week basis in accordance with local medical control authority protocols.

This means a life support agency must maintain one ambulance for the provision of emergency responses 24 hours a day; 7 days a week throughout its approved service area regardless of the agency's other duties.

- b. Respond or ensure that a response is provided to each request for emergency assistance originating within the bounds of its service area and provide response in accordance with response time guidelines established by these protocols.

This means that if an agency's ambulance has already been dispatched to respond to a medical emergency, the agency is required to ensure a response is provided to their service area; this is done through established mutual aid agreements.

- c. Operate under the direction of the St. Clair County Medical Control Authority or the medical control authorities with jurisdiction over the ambulance operation.



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 2 of 9

2. Submit to the Medical Control Authority Board, on a form provided by MICHIGAN DEPARTMENT OF COMMUNITY HEALTH, a completed application which shall include all of the following:
 - a. Geographical location in which the service intends to operate, including a letter of approval or contract from each township, village or city in which an agency intends to operate authorizing the agency to operate within the geographic boundaries of their community. Ambulance operation's geographic area means the geographic area in which a life support agency is licensed to provide emergency medical services for responding to an emergency. The service area is designated by the Department on the agency's license.
 - b. Indicating that the ambulance operation and any patient transported by agency are transported by an approved ALS vehicle.
 - c. current list of names and copies of valid licenses of EMS personnel.
 - d. current Credentials as required by the Medical Privileges protocol
 - e. copies of mutual aid agreements assuring secondary response capabilities.
3. Each ambulance in operation shall have one licensed and approved Paramedic who will be fully responsible for all procedures performed. The Paramedic must attend and be in the patient compartment on all priority 1 and 2 patients. It is understood that an ALS (Paramedic) evaluation or assessment will be performed on every patient and the patient priority determined by the Paramedic prior to transport.
4. Submit a letter of commitment to the Medical Control Authority to support and comply with the minimum standards of medical care, protocols and operational procedures adopted by said authority.
7. Provide certificate of insurance, including an agreement to immediately notify in writing within 5 days to the Medical Control Authority if said insurance is cancelled by insurer or in any way modified or not renewed.
8. When replacing a current licensed vehicle with no increase in the level of license in which the vehicle operates, you must submit to the Medical Control Authority Board: a completed MICHIGAN DEPARTMENT OF COMMUNITY HEALTH part II form as revised, a copy of the manufacturers certification of compliance certificate and proof of insurance must accompany the part II form. Also indicate year,



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 3 of 9

make and vehicle identification number of vehicle being replaced. If there is a change of level of licensure at which the new vehicle is going to operate, that must be indicated on the part II form.

7. For any Ambulance Operation, whether public or private, seeking to replace an incumbent provider within the SCCMCA, it is necessary to evaluate any issues or concerns of the overall system design in St. Clair County. While the SCCMCA recognizes the right of each community to evaluate and determine which provider may best serve their needs, consideration of the impact of any changes in the system design must also include a thorough review and analysis of the consequences, if any, on the pre-hospital EMS system as a whole in St. Clair County. Ambulance Operations seeking to expand their geographic emergency service area within St. Clair County are required to provide SCCMCA with sufficient justification, taking into consideration any operational or clinical impact on the overall system design, prior to submitting any new application for approval.

C. **Provider Requirements** - Any person(s) or organization who intends to operate, public or private, ambulance operation in St. Clair County, shall adhere to the following standards:

1. Dispatch Operations
 - a. Any request for service, regardless of priority, shall be received at a single dispatch point designated by each provider.
 - b. The MCA requires the use of approved Emergency Medical Dispatch protocols by all Emergency Medical Dispatch Centers.
 - c. The provider's ambulance will be capable of direct communications with the dispatch center. All ambulances will be able to communicate in a manner consistent with the St. Clair County Disaster Protocol.
 - d. Agency personnel should be continuously aware of all incoming calls and all current competing demands on the EMS system, both in progress and pending.
 - e. Telephone requests shall be answered and handled in a timely manner that does not endanger patient care. Delayed or interrupted response to emergency requests are to be a rare occurrence. Telephone access methods shall be reliable and it shall be the



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 4 of 9

responsibility of the provider to maintain sufficient dispatch personnel as necessary to ensure that telephone requests are answered in the manner described above.

- f. Complete and reliable audio recordings of all emergency and non-emergency telephone conversations to the dispatch center, and of all radio frequencies utilized for ambulance communications of all types shall be maintained by the provider agency and be made available to MCA for not less than 90 days.

2. Data Collection and Reporting

- a. As of April 1, 2009, all Life Support Agencies (including Ambulance Operations) are required to collect and submit data electronically into the MI-NEMESIS system. Agencies must collect and submit all data elements, including electronic PCR's as outlined by MI-NEMESIS on a monthly basis by the 15th of each month.

3. Quality Improvement Activities

- a. The ambulance operation will actively participate in any performance improvement activity undertaken by the MCA and will work to quickly resolve any issue identified by the MCA as potentially hazardous.
- b. The ambulance operation will cooperate in any performance improvement activities undertaken by MCA and will respond to MCA within 72 hours of any request for information.
- c. The ambulance operation will work with the MCA to identify any activities by the provider or the system that present a reasonable potential to adversely affect patient care. Discovery of such activity by the ambulance operation will result in notification of the Medical Director who will present findings to the Medical Control Authority if appropriate.
- d. The MCA will be notified by the ambulance operation relative to any violation of MCA protocols, policies and procedures. Information provided will include but not be limited to the name of the employee, action that initiated the investigation and any disciplinary and/or remedial action which has been taken by the ambulance operation.



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 5 of 9

- e. The ambulance operation commits to providing reasonable access by MCA to any part of the ambulance operations operation that is directly involved in the provision of pre-hospital care as governed by the MCA or that has been identified to the MCA by the ambulance operation as an area the ambulance operations wishes to have thoroughly reviewed.
 - f. The ambulance operation shall, as part of its Quality Improvement program, make available to the MCA, documentation with respect to the provision of patient care within the guidelines defined by the MCA. The MCA may audit, examine, and copy this information as appropriate in defining compliance with medical standards and identifying or improving ambulance operation performance or system standards that may reasonably enhance patient outcomes.
 - g. The ambulance operation may authorize an MCA physician to ride as a “third person” on any of the ambulance operations ambulances at any time, with notice and within company policy guidelines.
 - h. In exercising the right to observation and inspection, MCA personnel shall conduct themselves in a professional and courteous manner, shall not interfere in any way with ambulance operation personnel in the performance of their duties, and shall at all times be respectful of the ambulance operation agency’s employer/employee relationships.
4. Field Operations
- a. All vehicles shall be equipped with the minimum level of equipment established by the Michigan Department of Community Health.
 - b. All ambulance operations shall be licensed and agree to provide ALS response, transport and treatment in accordance with all rules and regulations promulgated by the MICHIGAN DEPARTMENT OF COMMUNITY HEALTH and St. Clair County Medical Control.
 - c. Each licensed vehicle shall be equipped with communications equipment properly functioning, maintained and utilized in accordance with the MICHIGAN DEPARTMENT OF COMMUNITY HEALTH Medcom Plan.
 - d. Each licensed vehicle shall be staffed with not less than the minimum number of persons as required by state law.
 - e. All field personnel will be trained to operate equipment and vehicles in the manner indicated by the manufacturer and in accordance with



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20,2013

Page 6 of 9

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH records of this training shall be kept on file for five years. All field personnel practicing in St. Clair County shall strive to limit their on scene treatment time as established by system standards

- f. In St. Clair County an individual acting as a first responder in unlicensed private vehicles shall not provide medical care past a first response level. Individuals who wish to provide more advanced medical care must have their non-transporting vehicle licensed by the State of Michigan. These vehicles must undergo yearly inspections, be fully equipped to provide care at that level and represent an accredited agency. St. Clair County medical protocols must be followed at all times.

5. Management Team/Personnel

- a. Ambulance operation agrees to establish and maintain an organized, identifiable management team. An identified contact person to ensure effective operations of the service will be identified.
- b. The ambulance operation will annually provide the names and titles for key personnel including those responsible for:
 - (1) Chief Executive Officer/Executive Director
 - (2) Corporate planning and budgeting
 - (3) Operations Management
 - (4) Coordination of Education
 - (5) Quality Improvement Coordination
 - (6) Communications Center Operations
 - (7) Line Operations Supervisors
- c. The ambulance operation will notify MCA where any of the positions are modified or individuals in the positions change.
- d. The ambulance operation shall ensure that all personnel working under authorization of the ambulance operation possess and maintain the appropriate state licenses and local certification as required by MCA and shall furnish annually to MCA documentation of same. The ambulance operation, will make certain that new personnel have complied with all MCA procedures as required by the MCA prior to allowing them to function as a prehospital ambulance operation within St. Clair County.



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 7 of 9

- e. The Ambulance Operation will submit to MCA a current roster of employees on an annual basis, as well as a copy of the front & back of all credentials required in the Medical Privileges protocol.

6. General Considerations

- a. Ambulance operations shall not refuse service to any request for emergency assistance based upon the requester's ability to pay.
- b. Ambulance operations shall maintain minimum insurance as required by MICHIGAN DEPARTMENT OF COMMUNITY HEALTH.
- c. The MCA and ambulance operations agree to conduct business in a manner that is ethical and responsible.
- d. All ambulance operations agree to provide ALS response and transport 24 hours per day, 7 days per week, 52 weeks per year. In the event that an ambulance operation cannot meet this standard, they are to notify the SCCMCA office.
- e. Ambulance operations shall cooperate with appropriate agencies to develop and maintain disaster readiness.
- f. Ambulance operations shall enter into mutual aid agreements with other ambulance operations as approved by the MCA.
- g. Ambulance operation will maintain and enforce a policy regarding employees suspected of working while under the influence of drugs or alcohol. Any disciplinary action taken by an ambulance operation under such a policy will be immediately communicated to the Medical Director. The communication of this information does not require a release from the employee.
- h. Response Time Performance – Response time shall be established between the provider and the municipality or geographic service area and monitored by the MCA for compliance. Below are the fractile response time standards for St. Clair County.



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 8 of 9

1. Respond to emergency requests within 8 minutes or less on 90% of all emergency requests located within an urban area.
2. Respond to emergency requests within 12 minutes or less on 90% of all emergency requests located within a suburban area.
3. Respond to emergency requests within 15 minutes or less on 90% of emergency requests located within a rural area.

D. Extent of Responsibility for the Care of Patient

An ambulance operation is responsible for the care of the patient and may only transfer care of the patient to personnel of an ambulance operation licensed by MICHIGAN DEPARTMENT OF COMMUNITY HEALTH to provide equal or more advanced care. If the vehicle providing transportation of the patient to the receiving hospital is not so licensed, all appropriate personnel, treatment, supplies and communications equipment necessary to maintain the level of emergency care initiated by the advanced life support agency shall be transported with the patient to the emergency department of the receiving hospital.

E. Words, Phrases, Symbols, Or Insignia: Permitted Use

1. Only those persons licensed by MICHIGAN DEPARTMENT OF COMMUNITY HEALTH as an ambulance operation may use MICHIGAN DEPARTMENT OF COMMUNITY HEALTH approved words, phrases, signs, symbols or insignia which indicate to the public that advanced life support care is provided.

F. RESPONSE REQUIREMENTS

1. A life support agency shall provide for the availability of proper personnel and equipment for response to requests for assistance 24 hours a day, 7 days a week, 52 weeks per year.
2. Public safety dispatch centers or other public or private agencies receiving requests for ambulance service shall forward each request to the appropriate life support agency, as determined by the township, city or village, where the request occurs.
3. A life support agency shall not provide a central dispatch or public agency or any person with false or misleading information concerning the time at which



St. Clair County MCA
System Protocol
Ambulance Operations Rules

Date: March 20, 2013

Page 9 of 9

an emergency medical service response will be initiated or concerning the location from which the response is being initiated.

4. A person who receives any intercepted public safety radio communication shall not utilize the contents of the communication for the purpose of initiating an emergency medical service response without the authorization of the sender. This subsection shall not apply to a radio communication generally transmitted to any listener by a person in distress.
5. All activities relating to the provision of ambulance services, including the advertisement and dissemination of information for the purpose of obtaining contracts, shall be conducted under the name of the person holding an ambulance operation license or the trade or assumed name.