

MCA NAME
SYSTEM PROTOCOL

PROFESSIONAL STANDARDS REVIEW ORGANIZATION AND COMMITTEES

Initial Date: 07/02/2025

Revised Date:

Section: 8-29

Professional Standards Review Organization & Committees

Purpose: To establish a policy for appointing a Professional Standards Review Organization (PSRO) and committees by the Medical Control Authority and to define its authorities, composition, roles, and responsibilities.

I. Authority:

- A. 1978 PA 368 (the “code”), MCL 333.20919(1)(g) requires that the Medical Control Authority (MCA) establish written protocols to ensure that a quality improvement program is in place within the medical control authority and that it provides data protection as defined in 1967 PA 270, MCL 331.531 to 331.534.
- B. The Professional Standards Review Organization (PSRO) of the medical control authority is a “review entity” as defined in 1967 PA 270, MCL 331.531.
- C. As a “review entity,” the PSRO must be provided information or data regarding:
 - 1. The physical or psychological condition of a person/patient.
 - 2. The necessity, appropriateness, or quality of health care rendered to a person/patient.
 - 3. The qualifications, competence, or performance of a health care provider.

II. Policy

- A. Medical control authorities must appoint a Professional Standards Review Organization (PSRO) as defined in this protocol, in accordance with section 20919(1)(g) of the code and administrative rules R 325.22202¹ and R325.22207².
- B. All meetings of the PSRO are closed meetings.
- C. For the purposes of this protocol, PRSO is meant to refer to the PSRO of the MCA.

III. Powers

- A. The PSRO has full authority granted in accordance with 1978 PA 368, MCL 333.20919, and associated regulations, to request and compel the disclosure of all pertinent records, information, data, recordings, or other materials related to the practice of EMS within the jurisdiction of the MCA from all participating members of the MCA.
 - 1. This includes all EMS personnel, life support agencies, hospitals, and prehospital telecommunication centers.
- B. All requests for such materials must be honored in accordance with the MCAs statutory obligations and must be turned over in a timely manner, unless otherwise prohibited by law.

¹R 325.22202(1)(f) a medical control authority shall appoint a professional standards review organization to monitor and improve the quality of medical care.

²R 325.22207(1)(i)(ii) Data must be reviewed by the professional standards review organization of the medical control authority and protected in accordance with section 20919(1)(g) of the code.

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IV. Composition

- A. The purpose of the committee(s) is to ensure a system level peer review perspective of prehospital care within the Medical Control Authority.
- B. To assist in this purpose, the PSRO committee(s) must include at least one licensed prehospital EMS clinician and one Life Support Agency representative currently participating within the local MCA system, representative(s) of the MCA Board and/or MCA staff, and a representative from a participating MCA hospital.
- C. Individuals with expertise in medical care, quality assurance, and relevant areas of EMS and healthcare practice may be included at the discretion of the MCA Board.
- D. Members of the PSRO should possess the necessary qualifications and experience to effectively contribute to the review and improvement process.

V. Confidentiality

- A. All records, data, and knowledge obtained for or by individuals assigned a professional review function of the PSRO are confidential and must not be made public, nor available for subpoena, and are protected from disclosure under Michigan law, including 1967 PA 270, MCL 331.20919(1)(g).
- B. All members of the PSRO, including the subject of a PSRO Inquiry, are subject to confidentiality obligations regarding the materials and discussions that are reviewed.
- C. All participants are prohibited from removing materials from a meeting of the PSRO and from discussing or disclosing any aspect of the materials or discussions with anyone outside of the PSRO without appropriate prior authorization.
- D. The PSRO may disclose deidentified, aggregate data for review by other committees of the MCA, its stakeholders, and the public.

VI. MCA Roles and Responsibilities

- A. The MCA Board is responsible for ensuring that all duties and functions related to complaints, investigations, and quality improvement activities are performed by the PSRO committee including:
 - 1. Request and review EMS patient care reports, hospital charts, data, audio, video, professional credentials, and other materials relevant to professional practice within the EMS system.
 - 2. Assess adherence to applicable statutes, administrative rules, and protocols governing the practice of emergency medical services within the MCA's jurisdiction.
 - 3. Review and make recommendations on professional standards and practices outlined in protocols.

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4. Incident Reviews
 - a. To assess, investigate and make recommendations to the MCA Board pertaining to unusual circumstances, complaints and/or allegations posed by any person(s) regarding EMS activities in the MCA.
 - b. Incidents that must be reviewed
 - i. Unusual Occurrences
 - ii. Protocol Required Reviews
 - iii. Complaints / allegations
 - a. Any complaint will follow the **PSRO Investigation and Resolution Protocol**.
5. Quality Improvement activities
 - a. Identify needs and make recommendations for training and development to enhance professional competencies.
6. Data Collection
7. Mi-EMSIS
 - a. The MCA must maintain access to the Mi-EMSIS data and ensure that agencies are accountable for the submission of data.
 - b. Mi-EMSIS data should be utilized as a tool to assist in the evaluation of performance and function for quality improvement.
8. Research projects
9. Special Studies
10. Audits
- B. MCAs may choose to have PSRO committees which have specific responsibilities based on content expertise. Potential committees could include:
 1. Quality Review Committee, focusing on prehospital quality review inquiries,
 2. Systems of Care,
 3. Emergency Medical Dispatching,
 4. Others as determined by the MCA Board.
- C. PSRO committee members are responsible for attending professional training activities as determined by the local MCA Board, or the Department.

VII. LSA Responsibilities for PSRO

- A. Each life support agency licensed to provide prehospital care within the MCA must develop and maintain a PSRO subgroup that reviews, either through a peer evaluation group or individuals tasked with peer review functions, and conducts audits requested by MCA.
- B. Each life support agency licensed to provide prehospital care within the MCA must ensure all staff are trained and provided current MCA protocols.