

ADMINISTRATION**#25. Describe Fire-based EMS Program Management**

AUTHORITY: State Fire Marshal

LEVEL: II

PERFORMANCE GOAL**GIVEN:**

1. A summary of the historical perspective of EMS
2. A summary of the EMS systems within California
3. A summary of EMS terminology
4. A summary of EMS system regulation policy
5. A summary of the procedures for reviewing, analyzing, and planning the department's EMS system
6. A summary of EMS human resources and staffing
7. A summary of quality assurance, improvement, and professional standards
8. A summary of EMS public information, education, and relations
9. A summary of local medical oversight, control, and direction
10. A summary of patient care records management
11. A summary of EMS finances and budget
12. A summary of EMS personnel recordkeeping and data management
13. A summary of EMS communications
14. A summary of EMS operations
15. A summary of EMS risk management
16. A summary of EMS training requirements for Basic Life Support (BLS) and Advanced Life Support (ALS) responders
17. A summary of EMS reporting requirements

**PERFORMANCE:**

1. Describe the historical perspective of EMS
  - Constituent groups
  - Organizational structure
2. Describe EMS systems within California, which, at a minimum, **shall** include:
  - Industry standards
  - Levels of service
  - Types of service
3. Describe EMS terminology

4. Describe and demonstrate where EMS system regulation policy can be found, which, at a minimum, **shall** include:
  - California case law
  - Expectations of agency and personnel
  - Patient confidentiality
    - ◆ California Medical Confidentiality Act
    - ◆ Health Insurance Portability and Accountability Act (HIPAA)
  - Rules, regulations, and guidelines
    - ◆ Cal/OSHA
    - ◆ Centers for Medicare and Medicaid
    - ◆ Drug Enforcement Administration
    - ◆ Food and Drug Administration
    - ◆ Health & Safety Code, Division 2.5
    - ◆ Local EMS Agency
    - ◆ Title 22, Division 9
5. Describe and demonstrate reviewing and analyzing the department's EMS program
6. Describe EMS human resources and staffing, which, at a minimum, **shall** include:
  - Certification-recertification
  - Licensure-accreditation
7. Describe quality assurance, improvement, and professional standards, which, at a minimum, **shall** include:
  - California Emergency Medical Services Information System (CEMSIS)
  - EMS clinical investigations
  - Personnel investigations, which may include:
    - ◆ Model Disciplinary Orders (MDO)
    - ◆ Firefighters Bill of Rights (FBOR)
  - State EMS quality improvement guidelines
8. Describe public information, education, and relations, which, at a minimum, **shall** include:
  - EMS customer service
9. Describe local medical oversight, control, and direction, which, at a minimum, **shall** include:
  - Continuing Education Provider responsibilities
  - Local EMS Agency
  - Local policies, protocols, and procedures
  - Medical Director
10. Describe management of patient care records, which, at a minimum, **shall** include:
  - Completion requirements
  - Release requirements
  - Review requirements
  - Storage and security requirements

11. Describe EMS finances and budget, which, at a minimum, **shall** include:

- Billing regulations
- Capital resources
- Contracts
- Medical equipment
  - ◆ Durable equipment
  - ◆ Expendable supplies
  - ◆ Restock
  - ◆ Service contracts
- Revenue sources
  - ◆ Limitations and restrictions
  - ◆ Special assessments/tax base
- Training costs

12. Describe EMS personnel recordkeeping and data management

13. Describe EMS communications, which, at a minimum, **shall** include:

- Emergency Medical Dispatch
- Hospital
- Primary Public Safety Answering Point
- Secondary Public Safety Answering Point

14. Describe EMS operations, which, at a minimum, **shall** include:

- Controlled substance management plan
- Critical incident stress management
- Day-to-day policies and procedures
- Deployment
- Multi-casualty incidents
- Special events
- Transport versus nontransport

15. Describe EMS risk management, which, at a minimum, **shall** include:

- Clinical Laboratory Improvement Amendments (CLIA)
- Exposure control program
  - ◆ Designated officer
  - ◆ Employee immunization requirements
  - ◆ Infection control plan
- Refusal of care/service

16. Describe EMS training requirements for Basic Life Support (BLS) and Advanced Life Support (ALS) responders

17. Describe EMS reporting requirements, which, at a minimum, **shall** include:

- Cal/OSHA
- Critical equipment failure
- Loss or breakage of controlled substances
- Occupational injuries
- Unusual occurrences

**STANDARD:**

By completing all assignments and activities, and passing all written tests and quizzes with a minimum of 80% accuracy

REFERENCE RESOURCES

- California Code of Regulations, Title 22, Division 9
- Cal/OSHA EMS requirements
- Chief Fire Officer's Desk Reference, IAFC, Jones and Bartlett
- Chief Officer, IFSTA/FPP
- Effective Supervisory Practices, ICMA
- Essentials of Fire Department Customer Service, Alan Brunacini
- Fire Officer Principles and Practices, Jones and Bartlett
- Health & Safety Code, Division 2.5
- Making A Difference: The History of Modern EMS, Mosby/JEMS
- Managing Fire and Rescue Services, ICMA
- Organizational Behavior, Stephen P. Robbins and Tim A. Judge, Pearson/Prentice Hall
- The Fire Chief's Handbook, PennWell Books/Fire Engineering