#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