

# **Medical Direction & Accountability Plan 2009**

**for**

**Alabama EMS Region Name**

**[Region Logo if available]**

# **Medical Direction and Accountability Plan 2009**

**Revision --**

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**[Regional logo and contact information]**

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## **I. INTRODUCTION**

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Under the authority of the State Committee of Public Health and the Alabama Department of Public Health, the Office of EMS and Trauma (OEMS&T) has defined six emergency medical services (EMS) regions to ensure excellence and efficiency in the delivery of emergency care throughout the state. Each region is contracted to coordinate EMS activities and support state EMS and trauma initiatives. The EMS region serves as facilitator, communicator, data collector, and coordinator for and between the OEMS&T and all EMS system components. The EMS System components include, but are not limited to, EMS agencies, EMS personnel, hospitals, Emergency Management Agencies (EMA), 9-1-1, and Public Safety Answering Point agencies (PSAP). Each EMS region has the responsibility to provide a Medical Direction and Accountability Plan (MDAP) for each component of the EMS System. The regional EMS organization for the # counties of [region] is Alabama EMS Region #.

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## **II. PURPOSE & SCOPE**

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The purpose of the MDAP is to provide a single document that can be used as a resource identification and documentation tool. The scope of the MDAP is deliberately broad and is intended to include the activities and capabilities of all organizations, government agencies, and businesses that may have a role in anticipating or responding to emergency care events, major threats to health and safety (natural or man-made), or any other significant hazards which may present themselves in the region.

The mission of the regional agencies and the MDAP is to ensure that the highest level of emergency medical care is provided to the citizens of Alabama through an enhanced EMS system. The system components include, but are not limited to, trauma, stroke, and cardiac through the utilization of a statewide, centralized communications center.

Key goals of the MDAP include:

- Facilitating educational needs identified for the improvement of patient care.
- Identifying the medical direction capabilities of all hospitals within the region.
- Establishing mechanisms for reporting and validating the quality of care issues between EMS agencies, EMS system components, and the OEMS&T.
- Facilitating the signing of memorandums of understanding (MOUs) between the OEMS&T and the medical direction hospitals (MDH) within each region.
- Establishing a Medical Direction and Accountability Committee (MDAC) to provide a forum to share ideas and express concerns.
- Providing guidelines for mediating issues involving the EMS system and its components.
- Creating and maintaining a Regional Resource Guide (RRG).
- Providing MDAP revisions and MDAC reports to the OEMS&T.

The MDAP and MDAC are not regulatory in nature, nor do they create a regulatory authority. Elements of the MDAP should not be considered rules or regulations.

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### III. REGION # OPERATIONAL STRUCTURE

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#### A. Regional Authority

Alabama EMS Region [#] has a contractual obligation with ADPH to coordinate EMS activities in [Region] Alabama. Regional personnel answer directly to ADPH officials in matters regarding Region # activities. As required by the ADPH contract, [region] shall schedule and coordinate quarterly meetings with representatives from the Alabama EMS staff, each of the region's medical direction hospitals, and EMS provider services in the region to discuss medical direction and other relevant issues.

EMS Region # is composed of # counties, as defined by the ADPH:

- List Counties
- Etc...

#### B. Regional Office

The Alabama Region # office is located at [address]. The main phone number is (xxx) xxx-xxxx, and the e-mail address is xxx@xxxx.xxx. Official office hours are 8 a.m.-5 p.m. Monday through Friday.

[regions]'s mailing address is:

P.O. Box XXX  
XXXXXX, AL 3XXXX

#### C. Regional Medical Director

The regional agency shall nominate a regional Medical Director and the OEMS&T shall approve the nominee. The Medical Director is a medical direction physician (MDP) and also serves as an off-line source of medical information. See Appendix B

Make an appendix containing M.D., bio and pertinent information and insert as such.

## **D. Medical Direction**

Medical direction must be provided by a medical direction hospital or the service's designated medical director if he/she has a current Medical Control Physician Identification (MCPI) number.

### **D1. Hospital Designations**

Medical direction hospitals are defined as those hospitals that provide on-line medical direction by physicians with current medical direction physician certification and MCPI numbers. Medical direction hospitals have full-time licensed emergency physician coverage with medical direction physicians possessing a current MCPI number in the emergency department, 24 hours per day, 7 days per week. Hospital designations will be recognized through voluntary MOU documents established between the hospitals and ADPH. Hospitals that do not provide on-line medical direction are referred to as non-medical direction hospitals. All medical direction for patients transported to non-medical direction hospitals must come from a medical direction hospital or from the service's designated medical director if he/she has a current MCPI number.

See Appendix B

**Make and appendix of all hospitals and insert as such.**

**D2. Memorandums of Understanding**

Success of the MDAP depends upon effective cooperation, organization, coordination, and planning among hospitals, EMS agencies and the OEMS&T. Therefore, medical direction hospitals within each region agree to sign a MOU establishing medical direction designation with the OEMS&T. [Region] will assist the OEMS&T in obtaining MOUs from hospitals within the [Name] Alabama region.

**D3. Licensed Services**

All licensed services have an off-line medical director who is approved by ADPH OEMS&T. This off-line medical director is responsible for all patient care provided under the approved protocols. Drugs and procedures (Category A & B) are signed by the ordering or receiving medical direction physician or by the service's designated off-line medical director. Medical direction is obtained from the receiving hospital if that hospital is a medical direction hospital or from the service's designated medical director if he/she has a current MCPI number. A medical direction hospital or the service's designated medical director (if he/she has a current MCPI number) may be contacted if the receiving hospital is a non-medical direction hospital.

**D4. Medical Accountability**

The OEMS&T is responsible for all EMS issues related to medical accountability in Region # and throughout the state. Unless otherwise specified in the State's EMS system components, all complaints or patient care issues are handled in accordance with the policies established by the OEMS&T.

**C. Medical Direction and Accountability Committee (MDAC)**

[Region] will establish a regional medical direction and accountability committee composed of EMS system components to be chaired by the region's medical director. The committee will hold meetings once a year, at a minimum, to provide a forum to express concerns and share ideas. The committee should encompass a broad representation of the region's EMS system component participants. Membership of this committee should consist of a representative from:

- The Regional Medical Director (chairperson).
- The on-line medical director or their designee of each hospital providing medical direction.
- The off-line medical director of each licensed EMS provider service
- Each licensed EMS provider service.
- Each county EMA office.
- Each 9-1-1 agency.
- Each PSAP.

The MDAC is not a regulatory committee. Its purpose is to provide access to the regional medical director and to provide a forum for discussions on how to improve emergency medical care throughout Region #.

#### **F. Quality Assessment/Quality Improvement**

All hospitals and EMS agencies in the region should have a QA/QI processes in place to ensure that they are delivering quality emergency care. The state's EMS system components also have QA processes embedded in them.

#### **G. Alabama EMS System Components (Triage Agreements)**

Alabama EMS system components plans establish responses to unique emergency situations. [Region] will support all state EMS system component plans in accordance with the ADPH OEMS&T contract which currently includes:

- Alabama Trauma System
- Air Medical Plan
- Stroke
- Cardiac (STEMI)

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## **IV. MEDICAL DIRECTION AND ACCOUNTABILITY PLAN UPDATES**

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[Region] will review and modify the Regional Resource Guide (RRG) as needed and report modifications to the ADPH OEMS&T. The ADPH OEMS&T must approve all MDAP revisions. The OEMS&T Director will sign the revised document. The entire document will be updated and redistributed, with a revision letter summarizing the changes. The release date should be indicated on each page of the MDAP. [Region] will archive all versions of the MDAP in its [region location] office.

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## **V. REGIONAL RESOURCE GUIDE (RRG)**

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Each region will compile a RRG, which will provide a detailed look at all of the region's resources. The RRG is updated and reported to the OEMS&T quarterly.

At a minimum, contents should include:

- Region overview and statistical information.
- Hospital contacts, overviews, services availability and capacities.
- EMS agency contacts, overviews, statistical information, and capacities.

## **APPENDIX A: Acronyms**

<b>ACLS</b> .....	Advanced Cardiac Life Support
<b>ATLS</b> .....	Advance Trauma Life Support
<b>ADPH</b> .....	Alabama Department of Public Health
<b>AERO</b> .....	Alabama EMS Region One
<b>BREMSS</b> .....	Birmingham Regional EMS System
<b>EAEMSS</b> .....	East Alabama EMS System
<b>WAEMSS</b> .....	West Alabama EMS System
<b>GEMSS</b> .....	Gulf Regional EMS System
<b>MDP</b> .....	Medical Direction Physician
<b>MDH</b> .....	Medical Direction Hospital
<b>MDAP</b> .....	Medical Direction and Accountability Plan
<b>OEMS&amp;T</b> .....	Office of Emergency Medical Services and Trauma
<b>RRG</b> .....	Regional Resource Guide
<b>EMS</b> .....	Emergency Medical Services
<b>EMA</b> .....	Emergency Management Agency
<b>PSAP</b> .....	Public Safety Answering Point agencies
<b>SEAEMS</b> .....	Southeast Alabama EMS System

## **APPENDIX B: Reference Documents**

ADPH EMS Rules  
ADPH OEMST Patient Care Protocols  
ADPH EMS Region Contract  
Alabama Trauma System  
Air Medical Plan  
Regional Resource Guide  
Regional Medical Director's Bio