

Deer-Grove EMS District Standard Operating Guidelines Manual



Mission Statement

The mission of the Deer-Grove EMS District is to provide the very best emergency medical care and prevention services, which will enhance the quality of life for the residents and visitors within our district.

Deer-Grove EMS District
Standard Operating Guidelines Manual
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1. General Administration

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2. Continuous Quality Improvement

Deer-Grove EMS Guidelines

Policy No.: 2.1

Approved By: Paul Blount, Chief

Effective Date: 02/01/2008

Revised Date:-----

Reviewed Date:-----

Subject: Patient Care Report (PCR)

1. Purpose:

To provide guidance on how to properly complete and submit a patient care report (PCR).

2. Procedure:

- 2.1. A PCR must be completed for every call, including cases where the patient is not transported or no patient found.
 - 2.1.1. The following documents must be attached (If applicable):
 - 2.1.1.1. Charge form (save as: Charge)
 - 2.1.1.2. Hospital Face Sheet (save as: Face)
 - 2.1.1.3. Signature Sheet (save as: Signature)
 - 2.1.1.4. Copy of the electrocardiogram (save as: EKG)
 - 2.1.1.5. Any other required forms (save as: Misc)
- 2.2. The PCR will be filled out completely and accurately, including all required elements.
- 2.3. Place any supplementary forms in a DGEMS approved storage container after attaching such documents to the PCR.
- 2.4. The PCR must be completed within 24 hours of the initial call for service. A delay in submitting the report is permissible if extenuating circumstances exist. All extensions must be approved by the Chief or designee.
- 2.5. DGEMS Training Division is responsible for training all employees in the initiation, completion, and distribution of the PCR.
- 2.6. Review of the PCR will follow CQI and administrative guidelines.

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3. Personnel

Deer-Grove EMS Guidelines

Policy No.: 3.1

Approved By: Paul Blount, Chief

Effective Date: 02/01/2008

Revised Date:-----

Reviewed Date:-----

Subject: Paramedic Intern/Extern Program

3. Purpose:

- 1.1 To provide individuals interested in a career in Emergency Medical Services an educational work experience opportunity.

2 Description:

- 2.1 The Intern/Extern is a member of the organization who serves as a member of the Ambulance Crew while achieving licensure as a Nationally Registered and Wisconsin State EMT-Paramedic.
- 2.2 Intern duties include running shifts as primary crewmembers on the ambulance, serving as first responders to emergency scenes, completing accurate patient care reports, ensuring the active operational status of the ambulance thru staffing and rig checks, and completing special projects as directed by the Chief.
- 2.3 The Intern/Extern is also tasked with daily duties, which include station cleaning and maintenance, washing apparatus, stocking medical supplies, and additional duties assigned by the Officer in Charge of the shift.
- 2.4 In addition to their duties, Interns/Externs must fulfill all academic requirements of their position.
- 2.5 Interns are Resident Interns who live at the EMS Station. Externs reside out of the Station when not on duty.
- 2.6 As Interns/Externs progress through the program they will advance within the organization gaining rank and responsibility.

3 Requirements:

- 3.1 Applicants for the Paramedic-Internship Program must meet the following requirements:

- High School Graduate or Equivalent.
- 18 years of age.
- Licensure as a Wisconsin EMT-Basic.
- Clean Driving Record.
- No Criminal Record.
- Good physical condition able to lift 100lbs.
- AHA Healthcare Provider CPR.

4 Selection:

- 4.1 Intern/Extern applicants must complete all application materials and return them to Deer-Grove EMS office within the designated application period. Applications must be filled out completely and all paperwork submitted as directed.
- 4.2 Once applications have been reviewed, applicants will be invited to attend an assessment & testing process.
- 4.3 Those applicants who successfully pass assessment will be scheduled to attend the Intern Interview Board. This board will be comprised of a member of the DGEMS Command Staff, an Intern, and a member of the Volunteer staff.
- 4.4 Applicants who pass their interview board will be invited to a final interview with the Chief of Deer-Grove EMS and the DGEMS Medical Director.
- 4.5 Upon completion of the interview process, a formal offer of Internship may be made.

5 **Ranking:**

- 5.1 The goal of the Paramedic-Intern Program is to train highly competent and qualified Paramedics. As such the program is structured to facilitate success in the rigorous academic requirements of Paramedic Training.
- 5.2 Interns/Externs are ranked in accordance with their experience and educational requirements. This rank structure provides a clear breakdown of the Intern/Externs position within the organization as well as defines the Interns/Externs roles and responsibilities.
- 5.3 Interns/Externs will be designated as an Intern-1, Intern-2 or as a Paramedic Intern.

6 **Assessment:**

- 6.1 Upon application all Intern/Extern applicants will be assessed for Rank Placement.
- 6.2 Candidates with exceptional experience may enter the program at the Rank of Intern-2 and proceed directly into a Paramedic Training Program at the discretion of the Chief of Deer-Grove EMS.

7 **Intern-1:**

- 7.1 The Intern-1 is an Intern in his/her first year of training. This rank is designated for new EMTs who are embarking on their career in EMS.
- 7.2 During their first year of Internship the Intern-1 is tasked with gaining the educational foundation they will need to be successful in an EMT-Paramedic Program.
- 7.3 During this year the Intern/Extern will complete the following educational requirements;
 - Complete CEVO/EVOC Certification.
 - Complete AHA CPR Instructor Certification.
 - Complete FEMA ICS 100, ICS 200 & NIMS 700 Certifications.
 - Complete 1 semester of Anatomy & Physiology.
 - Complete 1 of the following course tracks:
 - 7.3.1 **FIRE-MEDIC Track:** Intern/Extern will attend a Wisconsin Technical College Fire Academy and gain certification as Firefighter 1 & Firefighter 2. If these certifications have already been achieved by the start of the internship, the Intern

will seek approval from the EMS Chief to attend any additional two fire related courses or certifications.

7.3.1 **RESCUE-MEDIC Track:** Intern/Extern will attend and successfully complete two Advanced EMT/Rescue Courses such as:

- SOLO or NOLS Wilderness EMT Certification.
- Tactical EMT Training
- Hyperbaric Medic Certification.
- Technical Rope Rescue Course.
- Swift Water Rescue Course.
- Ice Rescue Course.
- SARTECH Course.
- HAZWOPER Certification.
- CDC MCI Management Course.
- FEMA RERO Certification.
- Any course approved by the Chief of DGEMS.

7.4 The Intern-1 will attend all monthly training functions and required meetings.

7.5 As an Intern/Extern in their first year the Intern-Basic will function as an assistant member of the Ambulance Crew under an OIC and will gain experience in pre-hospital emergency care.

7.6 The Intern-1 will learn and build patient care skills under the supervision of the OIC during this year.

8 Intern 2

1.1. The Intern-2 is an Intern/Extern who has completed his/her first year of Internship and has passed a review and qualification board to achieve the rank of Intern-2.

1.2. The goal of the second year of internship is successful completion of an EMT-Paramedic Program. During this year the Intern/Extern will be enrolled in a fulltime Paramedic Education Program.

1.3. As an Intern-2, the Intern/Extern will hold additional responsibilities when on duty such as:

- Providing primary patient care on BLS calls when so directed by the OIC.
- Serving as designated Crew Chief on a BLS staffed ambulance.
- Serving as a First Responder in Car 1, when so assigned.
- Completing accurate patient care reports.
- Completing special projects as directed by the Chief.
- Supervising and mentoring Intern-Basics.
- Assisting with training as directed.

9 Paramedic-Intern:

9.3 The Paramedic-Intern is an Intern/Extern who has successfully completed his/her Paramedic Training and has passed a review and qualification board to achieve the rank of Paramedic-Intern.

9.4 As a Paramedic-Intern, the Intern/Extern functions in the capacity of an acting OIC or serves as an ALS First Responder in Car 1.

10 Provisions:

- 10.3 Resident Interns will be provided accommodations and assigned a bed for their use.
- 10.4 Resident Interns will be provided secure storage areas for personal belongings.
- 10.5 Resident Interns will be provided a designated parking space for one personal vehicle.
- 10.6 Insurance coverage for Workers Compensation will be provided to all Interns/Externs when on duty.
- 10.7 Intern-Basics & Intern-2s will be compensated with a monthly stipend.
- 10.8 Paramedic-Interns will be compensated with an increased stipend amount to be determined by the Chief of Deer-Grove EMS.
- 10.9 Deer-Grove EMS will pay for all approved training. All required uniforms, turnout and safety equipment will be provided by Deer-Grove EMS.

11 Expectations:

- 11.1 Intern evaluations will be conducted at least quarterly.
- 11.2 Interns/Externs will conduct themselves in a professional manner at all times.
- 11.3 Interns/Externs will maintain a neat and professional appearance.
- 11.4 Resident Interns will keep their rooms and personal belongings in good order at all times. Rooms are subject to random inspections for sanitation.
- 11.5 Interns/Externs may be tasked with additional shifts and duties as directed by the Chief or designee.
- 11.6 Interns/Externs will follow the organizational chain of command at all times.
- 11.7 Interns/Externs will uphold all components of their contract at all times.

12 Duration:

- 12.1 The Deer-Grove EMS Internship Program is a 2-year internship program. Extensions may be offered by the Chief at his discretion.

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4. Job Description/Expectations

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5. Operations

Deer-Grove EMS Guidelines

Policy No.: 5.1

Approved By: Paul Blount, Chief

Effective Date: 02/01/2008

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Subject: Shift Schedule

1. Overview

- 1.1. The scheduling of the shift shall be the responsibility of the Chief or designee.
- 1.2. No more than three members are to be assigned per ambulance per shift, unless approved by an officer.
- 1.3. The website emsmanager.net/deergrove will be utilized as the main scheduling program and notification of assigned shifts. The training officer for Deer-Grove EMS should be contacted if further training is needed to operate emsmanager.net/deergrove.

2. Shift Schedule Guideline

- 2.1. Deer-Grove EMS operates a monthly schedule. Each EMT and/or driver will provide his/her availability on emsmanager.net/deergrove on the previous month.
 - Example: November's shift schedule will be completed in October.
- 2.2. Availability must be posted by the 15th of the previous month.
- 2.3. The Chief or designee will post the shift schedule by the 20th of the previous month on emsmanager.net/deergrove.
- 2.4. EMTs and/or drivers will have until the 4th Monday of the previous month to notify the Chief or designee of any discrepancies or conflicts.
- 2.5. After the 4th Monday of the previous month the EMT and/or driver will be responsible for his/her shift.
- 2.6. After the 4th Monday of the previous month the schedule will be open for all qualified EMTs and/or drivers to sign themselves up for additional shifts utilizing emsmanager.net/deergrove.

3. Shift Change Guideline for Volunteers and LTE's

- 3.1. If an EMT and/or driver is scheduled for a shift and no longer can work their scheduled shift they must find an adequate replacement.
- 3.2. Once the replacement is found the person requesting the shift change must send an email to the Chief or designee.
- 3.3. The email must also be CC'd to the other person who will be taking the shift.
- 3.4. The subject line of the email must state: DGEMS SHIFT SWAP REQUEST (DATE).
- 3.5. Once the email is received and approved, an email will be returned to both individuals.

- 3.6. If the change is for a time period that is less than 24 hours in advance, the EMT and/or driver must call the Officer in Charge (OIC) to request the change.
- 3.7. If approved the OIC will make the appropriate changes on emsmanager.net/deergrove and the Chief or designee.

4. Shift Change Guideline for Full-Time EMT's

- 4.1. If an EMT and/or driver is scheduled for a shift and no longer can work their scheduled shift they must find an adequate replacement.
 - 4.1.1. Exception: Unless the full-time EMT is utilizing department approved vacation time and two-week notice has been given to the Chief or designee.
 - 4.1.2. If vacation time is being utilized and two week notice has been given, it will be the responsibility of the Chief or designee to find a replacement.
- 4.2. Once the replacement is found, the person requesting the shift change must send an email to Chief or designee.
- 4.3. The email must also be CC'd to the other person who will be taking the shift.
- 4.4. The subject line of the email must state: DGEMS SHIFT SWAP REQUEST (DATE).
- 4.5. Once the email is received and approved an email will be returned to both individuals
 - 4.5.1. If the change is for a time period that is less than 24 hours in advance then the full-time EMT must call the Chief or designee for approval.
 - 4.5.2. The requesting party must also follow up the request with an e-mail following the procedure listed above.

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6. Training

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7. Communication