



# SOUTH LYON FIRE DEPARTMENT

## Manual of Procedures 414

### BASIC LIFE SUPPORT

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Approved: Chief Mike Kennedy

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#### I. SCOPE

The South Lyon Fire Department will maintain a readiness to respond to medical emergencies in the City of South Lyon. The purpose of this procedure is to formalize how that response will take place, who will respond, what licensure they will possess, and establish responsibility for the various aspects of licensing. It will also establish the South Lyon Fire Department Documentation and EMS Quality Improvement process, which is meant to ensure consistent and continual improvement in the pre-hospital care.

The department provides training on EMS procedures and equipment in a variety of ways which insure a high level of competency for its EMS practitioners and practices. As the approach of the current state inspection system for EMS agencies focuses on requiring paper documentation that follows along with the minutiae of the inspector's form and checklists, this procedure exists to memorialize procedures that occur in the Department's training and operational activities simply for purposes of documenting same in a fashion consistent with that present on the State EMS inspector's fill in the blank form.

#### II. DEPARTMENT LICENSING AND OPERATIONS

The South Lyon Fire will operate under the State of Michigan licensure level of Basic Life Support, Non-Transport (BLS) and will adhere to all state and county requirements to operate at that level.

The South Lyon Fire Department will appoint an EMS Officer to oversee licensing of the department, department vehicles, personnel, and to ensure compliance with all Oakland County Medical Control Authority (OCMCA) protocols, as well as, requirements set forth by the Michigan Department of Community Health (MDCH).

As a BLS department, the Chief and EMS Officer will designate and license selected department vehicles to the BLS level.

In order for the BLS licensed vehicle to respond, at least one licensed Emergency Medical Technician – Basic (EMT-B) must be on board, see Oakland County Medical Control Authority Protocol 6-1 Requirements to Participate.

Rescue 1, Engine 1, and Engine 2 are all licensed to the BLS non-transport level.

SLFD will use Oakland County EMS run forms on all call for service. Proper documentation standards must be met in accordance with SLFD procedures, as well as county protocols.

#### III. QUALITY IMPROVEMENT PROCESS

As per OCMCA protocol 6-1, SLFD will have a progressive Quality Improvement Process in place. The EMS Coordinator (officer) or his designee will review all EMS documentation. Reviewed reports in need of correction will be given back to the person making the report for correction. They will have seven (7) days to make the corrections and resubmit them to the EMS coordinator.



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The EMS Coordinator and EMS-IC will utilize the EMS reports and QI forms to identify areas for training, and will conduct a bi-annual run review.

Firefighters wishing to know patient outcomes may submit a request to the EMS coordinator for follow up. Once received, the EMS coordinator will contact the appropriate agency for follow up, and pass along information in accordance with federal HIPPA act requirements. See Manual of Procedures 102, Protected Health Information.

Any EMS call, which may be of interest for quality improvement purposes, should be sent to the EMS coordinator for discussion at run review. All members are encouraged to inform the EMS Officer if they feel discussing a call will be beneficial to other members of the department from an education standpoint.

The purpose of the QI and subsequent run review is to improve the pre-hospital care that the South Lyon Fire Department provides, and where possible improve patient outcomes. Under no circumstance is it to be used as a tool for discipline or embarrassment.

All patient care concerns/issues involving internal or external staff shall be immediately brought to the attention of the EMS Officer. The EMS Officer will seek the best course of action to resolve any issue, and submit the solution to employee making the complaint. Should the EMS Officer be unavailable, the Fire Chief or next highest ranking officer shall be contacted. Under no circumstances, shall a SLFD firefighter or officer (outside of the aforementioned process) contact an outside agency's employee or supervisor regarding a patient care or personnel issue.

#### **IV. PERSONNEL REQUIREMENTS**

Possession of a valid, State of Michigan EMS license is a required condition of employment with the South Lyon Fire Department.

All personnel hired after August 1, 2011 shall be required to obtain and maintain a valid State of Michigan EMT-B license. EMT-I or EMT-P will also be acceptable.

Personnel hired prior to August 1, 2011, who already possess a valid State of Michigan, Medical First Responder (MFR) license will not be required to obtain an EMT License.

Personnel with an EMT-I or EMT-P license will only be able to perform BLS skills when responding as a member of SLFD.

All personnel are required to maintain a valid professional rescuer CPR certification via one of the following organizations: American Heart Association, American Red Cross, or American Academy of Orthopaedic Surgeons (AAOS)

The initial license fee and renewal fee will be the responsibility of each employee. Personnel may submit a receipt for the cost of the license for reimbursement. This reimbursement along with a copy of the new license must be submitted within thirty (30) days of the license issuance.

Licensing is the personal responsibility of each employee. The fire department does not maintain nor track employee's continuing education credits. The fire department shall offer in house continuing education credits that will allow employees to maintain a Basic Emergency Medical Technician license.



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The fire department is not responsible for providing or paying for continuing education credits for employees who fail to attend in house training opportunities. The Fire Chief may pay course tuition for employees to attend outside courses where continuing education credits are offered. This will be evaluated by the Fire Chief on a case-by-case basis.

All personnel are expected to be familiar with and knowledgeable of the Oakland County Medical Control Authority protocols. Ignorance of a protocol is not considered valid excuse for failure to comply.

As a requirement for being certified to operate an apparatus, a member must demonstrate competency, as tested by the certifying company or chief officer, on all equipment carried on the apparatus. This shall include all EMS equipment if same is carried on the apparatus. Documentation of such training and certification on each apparatus and its equipment is maintained in the member's personal training file.

### V. PROBATIONARY EMPLOYEES

Probationary members in training are provided initial EMS equipment orientation (identification, purpose and use) at the company officer level as part of their initial orientation. Probationary members may thereafter observe the actual usage of such equipment in an operational environment as part of their on the job training concurrent with ongoing formalized training, provided such observance is supervised by senior, non-probationary personnel licensed as an EMT or higher (by definition, every non-probationary member of the department is fully licensed and certified to State and medical control standards as an EMS provider.) For State inspection purposes, it should be noted that, in the words of the State form, this "orientation must include, at a minimum, a proper introduction to the duties to be performed as well as medical control protocols," and, indeed, it does do so, in a manner as redundant as the State's inspection requirements.

For each probationary employee, SLFD will pay the tuition for one (1) Emergency Medical Technician class at an approved facility.

SLFD will reimburse probationary employees for the following expenses as long as a receipt or documentation is submitted within thirty (30) days of expenditure.

- All required course fees or expenditures.
- One (1) State of Michigan, EMT examination fee. SLFD will not pay for multiple examination fees due to failure to pass the examination. Additionally, SLFD will not pay for a refresher course if the probationary fails multiple licensure attempts.

New employees are required to obtain a State of Michigan EMT license within one year following their date of hire.

### VI. PROTOCOLS

All Oakland County Medical Control Authority (OCMCA) protocols are located at:  
<http://www.ocmca.org/Protocols.html>

The Department provides free online access (and printers) at all stations, a copy of the protocols is available in the radio room, and regular email updates of added and modified protocols. The online library referenced above is maintained by the OCMCA itself.



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### **VII. ADDITIONAL EDUCATION**

When the department places a new piece of EMS equipment in service or adopts a new EMS procedure, a training program will be provided and active members holding an EMS license will be required to complete same within 30 days of the implementation of the program.

### **VIII. RUN FORMS**

Pursuant to OCMCA requirements, all EMS runs that result in patient contact shall have both a CLEMIS - Fire Report Management System (FRMS) run report and an OCMCA first responder report completed. Incidents that result in cancellation without patient contact shall have a FRMS run report completed, including those, in the words of the state inspection form, which "are cancelled prior to arrive and incidents, [sic] which result in no patient being transported."

### **IX. "CLINICAL COMPETENCY ASSESSMENTS"**

As noted above, the department, via a variety of mechanisms, assesses and insists on clinical competency of its EMS providers prior to their providing EMS care in the field. Should that, however, prove to be inscrutable to any state inspector, this paragraph exists to document that the Department is indeed, in the words of the state inspection form, "providing clinical competency assessments to emergency medical personnel before the individual provides emergency medical services."

### **X. APPARATUS OPERATION**

As required by state law unrelated to the Emergency Medical Services Act, each member must have completed an emergency vehicle operator's course (also known as the EVOC or FM123) prior to operating Department apparatus.

The current state standard is the VFIS course, and successful completion shall require passing both the classroom/didactic and practical portions. Members must also attend refresher courses as required by the Department.

### **XI. VEHICLE INSPECTION**

The City of South Lyon, which has its own internal fleet maintenance mechanic, requires both inspection of its vehicles on a weekly basis, after each run, on each monthly maintenance night and at any other time such may be indicated. Completed inspection reports are stored by administration. Any needed repairs should be noted using a maintenance request form, copied to Administration and the Mechanic. Any need for repair or maintenance that affects a critical function of the apparatus must be reported to the duty captain or chief officer immediately.

### **XII. ADDITIONAL COMPETENCY REQUIREMENTS**

It is the department's expectation that anytime a customer is also a patient, the department's service to that customer will include excellent patient care, as defined by current standards for EMT Basic care promulgated by the DOT, NREMT, and OCMCA.

The arrival of a transporting EMS unit does not terminate the department's responsibility in this regard but, rather, the department's members and transporting EMS crew are expected to work together cooperatively to provide an organized approach to scene management and the best possible patient care and outcome, along with the best possible customer service (which includes recognizing both the patient and others on scene or otherwise involved as customers of the department).



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Competency in EMS is not defined, much less regulated, insured, improved or inspected, by documentation review, as the latter, while certainly necessary, has at most a tenuous and fairly minimal relationship to the former. Rather it is created when each individual provider tasks themselves with the mindset of providing excellent patient care to each patient he or she interacts with. The Department expects each member to approach EMS tasks with this mindset and provides all necessary training and equipment to promote this approach. Department members are expected to, at both peer and supervisor level, insist on such an approach and challenge themselves and their colleagues to meet this level of care for each patient, on each call. Quality EMS delivery is a goal and expectation of the Department but, much more importantly, must be a goal and expectation of each Department member.

Approved by  
/s/ Chief Mike Kennedy