District of Columbia Department of Health Health Emergency Preparedness and Response Administration Division of Emergency Medical Services

Self Assessment and Application for an Emergency Medical Service Agency

March 2014







DC-DOH EMS Form 2014-0024A

ORG: Mar 2014

Self-Assessment and Application for an Emergency Medical Service Agency

Release Notes

March 2014 – Initial Release

Laws, Regulation and Policies

The following table identifies the laws, regulations and policies that influence this form.

Law	Regulation	Policy	Title	Effective Date
7-2341			EMS Act of 2008	01 June 2009
	29-502		Certification as an Emergency Medical Service Agency	06 Dec 2013
	29-504		Emergency Medical Service Agencies: Medical Directors	06 Dec 2013
	29-506		Emergency Medical Service Agencies: Storage of Linens, Equipment and Supplies	06 Dec 2013
	29-507		Emergency Medical Service Agencies: Records	06 Dec 2013
	29-509		Emergency Medical Service Agencies: Patient Care Reports	06 Dec 2013
	29-556		Clinical Quality Assurance and Improvement	06 Dec 2013
	29-557		Clinical Quality Assurance and Improvement Reports	06 Dec 2013
	29-558		EMS Agency Data Collection Standards	06 Dec 2013
	29-560		Mass Casualty Incidents	06 Dec 2013
		2014-0024	Procedure for Certification as an Emergency Medical Service Agency	31 Mar 2014

Instructions

District of Columbia Municipal Regulations (DCMR) Title 29, Chapter 5 sets the standards for the operation of Emergency Medical Service (EMS) agencies in the District of Columbia. This application is designed to meet the requirements as set forth in Title 29, Chapter 5 for EMS agencies.

This application is for those agencies that desire to engage in pre-hospital patient care activities in the District of Columbia, including those agencies who desire to provide medical support during special events. In accordance with the EMS Act of 2008, Section 4, it is illegal for any person to operate an EMS agency without first receiving a certification from the Department of Health. Further, DCMR Ttitle 29, Section 561 requires that any agency that provides EMS services at a medical aid station for a special event must be certified by the District. This self-assessment allows agencies to self determine if they qualify for certification and then apply for that certification.

When completing the self-assessment, please check the appropriate 'Yes' or 'No' block to indicate if the requirement has been met. If you answer 'No' to any item in the **Mandatory Requirements** section you must provide an explanation and any corrective action that is being taken. When completing this application, ascertain that all required documents are attached. The listing of required documents can be found beginning on page 16 of the application.

It is required that signatures from the leadership of the EMS agency be attached to verify that the agency has submitted all of the documents as required through the applicable policies and regulations. The completed application, along with the required documentation, must be submitted to the District of Columbia Emergency Medical Services Officer. The application and the assorted documents should be submitted in a three-ring binder as well as on CD in electronic format (Microsoft[®] Word[®] doc or docx format, or Adobe[®] Acrobat[®] pdf format).

We are unable to process the application if any items or signatures are missing.

Renewal of Certification

You do not have to complete the self-assessment as part of your renewal process unless specifically directed by the District EMS Officer. This application is intended primarily for those agencies seeking initial certification in the District of Columbia.

Institutions that submit their annual reports and keep the District EMS Officer updated on the changes at the EMS agency will qualify for renewal through submission of the EMS agency Certification Renewal Short Form (DC-DOH EMS Form 2014-0024B).

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Agency Information Owner Address City _____ State ____ Zip ____ Name Doing Business Under _____ Level of Certification Applied For (check all that apply) \square ALS \square BLS ☐ First Responder ☐ Ground Transport ☐ Air Medical ☐ Special Events **Location of Operation(s)** Primary Address_____ City _____ State _____ Zip _____ Sub Station Address_____ Zip _____ State _____ Sub Station Address City State Zip *If additional locations are needed, add listing on a separate sheet.* **Describe the Geographical Boundaries of Your Service Area** (if applicable)

Medical Director			
Name			
Address			
City	State	Zip	
Phone	Alt Phone	2	
E-mail address			
DC License Number			
Operational Director			
Name			
Address			
City	State	Zip	
Phone Al	t Phone	Fax	
E-mail address			
DC Certification/License Number_			
Quality Improvement Officer			
Name			
Address			
City	State	Zip	
Phone Al	t Phone	Fax	
E-mail address			
DC Certification/License Number			

I. Emergency Medical Service Agencies

Mandat	ory Requ	uirements	
□Yes	□No	Agency has received a Certification of Need	
		(Ambulance Services Only).	
□Yes	□No	Patient Care Reporting system is compliant with NHTSA or NEMSIS.	
	ncy has t	he following positions:	
□Yes	□No	Medical Director.	
□Yes	□No	Operations Director.	
□Yes	□No	Quality Improvement Officer. (See §556.1)	
The ager	ncy has t	he following minimum commercial general liability insurance:	
□Yes	□No	Per occurrence: one million dollars (\$1,000,000).	
□Yes	□No	Aggregate: two million dollars (\$2,000,000).	
□Yes	□No	Products and completed operations: two million dollars (\$2,000,000).	
□Yes	□No	Personal/advertising injury: one million dollars (\$1,000,000).	
		he following minimum commercial worker's compensation, employers'	
liability i			
□Yes	□No	Each accident: five hundred thousand dollars (\$500,000).	
□Yes	□No	Employee disease: five hundred thousand dollars (\$500,000).	
□Yes	□No	Disease policy limit: five hundred thousand dollars (\$500,000).	
The agency has the following minimum professional liability insurance:			
□Yes	□No	Per occurrence: one million dollars (\$1,000,000).	
□Yes	□No	Aggregate: three million dollars (\$3,000,000).	
The ager	ncy has t	he following minimum insurance:	
□Yes	□No	Vehicle liability: one million dollars (\$1,000,000) per occurrence.	
□Yes	□No	Umbrella or excess liability: two million dollars (\$2,000,000).	
The prog	gram ma	intains:	
□Yes	□No	A copy of the applicant's Drug Enforcement Agency (DEA) license (where applicable).	
□Yes	□No	A copy of the organization's authorized drug list (<i>where applicable</i>) and protocols, signed and dated by the Medical Director.	
		written agreement with the organization's Medical Director that	
specifies			
□Yes	□No	The duties of the Medical Director.	
□Yes	□No	The responsibilities of the Medical Director.	
□Yes	□No	The authority of the Medical Director.	
□Yes	□No	The specific responsibilities of each EMS physician if the agency has multiple assistant Medical Directors.	
□Yes	□No	That adequate indemnification exists for medical malpractice & civil liability.	

I. Emergency Medical Service Agencies – continued

Mandat	Mandatory Requirements			
The agen	cy has a	written agreement with operational director that specifies:		
□Yes	□No	The duties of the Operational Director.		
□Yes	□No	The responsibilities of the Operational Director.		
□Yes	□No	The authority of the Operational Director.		
The agen	The agency has a written agreement with the quality improvement officer that specifies:			
□Yes	□No	The duties of the Quality Improvement Officer.		
□Yes	□No	The responsibilities of the Quality Improvement Officer.		
□Yes	□No	The authority of the Quality Improvement Officer.		
The agency has a written emergency response plan that includes the following:				
□Yes	□No	How the agency will receive calls for assistance.		
□Yes	□No	How the agency will respond to calls for assistance.		
□Yes	□No	How the non-transport agency will summon transport service (<i>if applicable</i>).		

II. Medical Director

Mandatory Requirements				
The Med	The Medical Director is responsible for maintaining the quality of the patient care			
provided	by the l	EMS agency and of ensuring that the agency engages in adequate		
quality a	ssurance	e activities, including:		
□Yes	□No	Initial and continuing education training.		
□Yes	□No	The establishment and maintenance of policies and procedures covering		
□ i es	ПИО	the operations, training and quality oversight of the organization.		
		A requirement that the Medical Director or his/her designee review patient		
□Yes	□No	care reports in accordance with their quality assurance and improvement		
		plan as outlined in DCMR Title 29, Section 556.		
		A requirement that the Medical Director or his/her designee review field		
□Yes	□No	communications recordings in accordance with their quality assurance and		
		improvement plan as outlined in DCMR Title 29, Section 556.		
		A requirement that the Medical Director or his/her designee perform post-		
□Yes	□No	run interviews and case conferences in accordance with their quality		
		assurance and improvement plan as outlined in DCMR Title 29, Section		
		556.		
□Yes	□No	Investigations of all complaints.		
		The establishment and enforcement of pre-hospital medical care and		
□Yes	□No	treatment protocols to be used by EMS providers working under their		
		supervision as members of the organization.		
		ector has disciplinary authority sufficient to oversee the quality of		
patient c	patient care for all EMS providers within the organization.			
□Yes	□No	The Medical Director may withdraw, at his or her discretion, the		
		authorization for personnel to perform any or all patient care procedures.		
		The Medical Director shall notify the District EMS Officer of any		
□Yes	□No	provider whose authorization to render care has been withdrawn within		
		seventy-two (72) hours of the personnel action.		
□Yes	□No	The Medical Director shall also notify any other known EMS agency that		
		sponsors the provider within seventy-two (72) hours of the action.		
The organization's Medical Director:				
		Serves as the medical authority for the agency and shall serve as the		
□Yes	□No	liaison of the agency with the medical community, medical facilities, and		
		governmental entities.		
	_	Is responsible for establishing and maintaining the organization's		
□Yes	□No	protocols and authorized drug list. The protocols and authorized drug list		
		shall be signed and dated by the Medical Director.		

III. Storage of Linens, Equipment and Supplies

Mandatory Requirements			
□Yes	□No	The EMS agency supplies adequate, clean, and enclosed storage space for	
		linens, equipment, and supplies at each place of operation.	
The stora	age is ma	aintained as follows:	
□Yes	□No	The area used for storing equipment or supplies is kept neat, clean, and	
	— 110	sanitary.	
□Yes	□No	The area used for storing linens is kept neat, clean, and sanitary.	
		Soiled supplies and used disposable items are stored or disposed of in	
□Yes	□No	plastic bags, covered containers, or compartments provided for this	
		purpose.	
□Yes	□No	Regulated waste is stored in a red or orange bag or container, clearly	
		marked with a biohazard label.	
Medicat	ions		
		The area used for storing medications and administration devices	
□Yes	□No	complies with the applicable drug or device manufacturer's	
		recommendations for climate-controlled storage.	
□Yes	□No	Narcotics and other controlled substances are stored and maintained in	
		accordance with current District and Federal laws and regulations.	
□Yes	□No	Medications and medication kits are maintained within their expiration	
		date at all times.	
		Medications and medication kits are removed from vehicles and stored in	
	□NI-	a properly maintained and locked secure area when the vehicle is not in	
□Yes	□No	use, unless the ambient temperature of the vehicle's medication storage	
		compartment is maintained with the climate requirements as specified by DOH EMS Policy 2010-0010.	
		In addition to other applicable regulatory reporting requirements, the	
		agency will notify the Director of DOH in writing of any diversion, loss,	
	□No	theft, or tampering with any controlled substance, medication delivery	
□Yes		system, or other regulated medical device from the organization's facility	
		or vehicle. The notification shall be made within seventy-two (72) hours	
		from the discovery of the occurrence.	
		nom the discovery of the occurrence.	

IV. Records

Mandat	Mandatory Requirements			
The agency maintains records that include:				
□Yes	□No	Approved patient care report forms (or ePCR).		
□Yes	□No	Employee or member rosters.		
□Yes	□No	Time sheets.		
□Yes	□No	Call rosters.		
□Yes	□No	Training records.		
The ager	ncy main	tains dispatch logs that include:		
□Yes	□No	The type of call.		
□Yes	□No	The time the call was received.		
□Yes	□No	The time the call was dispatched.		
□Yes	□No	The time that personnel responded.		
□Yes	□No	The time that personnel arrived on the scene.		
□Yes	□No	The time that transport service was requested (<i>for non-transport service agencies</i>).		
□Yes	□No	The time that transport of the patient to the hospital began (<i>if applicable</i>).		
□Yes	□No	The time the patient arrived at the hospital (<i>if applicable</i>).		
□Yes	□No	The time that personnel returned to service.		
□Yes	□No	Disposition of the call.		
Record S	Storage			
□Yes	□No	The agency prepares and securely maintains records at its principal place of operations or a secured storage facility for not less than six (6) years.		
□Yes	□No	Records are stored in a manner that ensures reasonable safety from water and fire damage and from unauthorized disclosure.		
		tains a current personnel record for each individual provider affiliated		
		ntion. The personnel record includes:		
□Yes	□No	A copy of the provider's current NREMT certification.		
□Yes	□No	A copy of the provider's current DOH certification.		
□Yes	□No	A copy of the provider's current CPR card.		
□Yes	□No	A copy of the provider's current ACLS card (if applicable).		
□Yes	□No	A copy of training and qualifications for the positions held.		
The ager	ncy provi	ides:		
□Yes	□No	A roster showing each provider's name, address, e-mail address, NREMT certification number, and DOH certification number to the Director of DOH annually.		

IV. Records - continued

Optional Requirements - DCMR Title 29, Section 507

Optiona	Optional Requirements			
If the ag	ency ope	rates an emergency response vehicle:		
□Yes	□No	The agency maintains each vehicle currently in use in accordance with the		
TO .1		manufacturer's recommendations for preventative maintenance.		
_		rates an emergency response vehicle, the agency maintains records on		
each veh	each vehicle currently in use. The vehicle records include:			
□Yes	□No	Maintenance records demonstrating adherence to the manufacturer's		
		recommendations for preventative maintenance.		
□Yes	□No	A valid vehicle registration.		
□Yes	□No	A vehicle inspection certificate.		
□Yes	□No	Proof of vehicle insurance coverage.		
□Yes	□No	Reports of any collisions involving the vehicle.		

V. Patient Care Reports

Mandatory Requirements		
□Yes	□No	The agency completes a Patient Care Report (PCR) for each patient seen
□ 1 CS		by an EMS provider of the organization.
		Each PCR includes the name and the DOH certification number of all
□Yes	□No	EMS providers who attended to the patient and includes the signature of
		the EMS provider in charge of the patient's care.
□Yes	□No	The PCR is completed according to the current NHTSA or NEMSIS
LI TES	шио	standard.
□Yes	□No	The agency maintains each PCR in compliance with HIPAA and other
		applicable District or federal laws or regulations.

VI. Quality Assurance and Improvement

Mandatory Requirements - DCMR Title 29, Section 556

Require	Requirement			
The agei	ncy has a	written quality improvement plan, which is approved by the		
organiza	tion's m	edical director. The quality improvement plan:		
□Yes	□No	Requires the review of data concerning patient care rendered by EMS		
□ 1 CS	Пио	providers affiliated with the organization's operational program.		
□Yes	□No	Requires the identification and analysis of trends in EMS care rendered by		
□ 1 CS	Пио	EMS providers affiliated with the organization's operational program.		
		Requires the provision of remedial action to resolve any patient care issues		
□Yes	\square No	involving EMS providers or the EMS system which should be addressed at		
		the jurisdictional level.		
		Identifies violations of the District of Columbia Emergency Medical		
□Yes	\square No	Services Protocols or organizational EMS protocols as approved by the		
		Medical Director.		
	·	Requires a review of oral or written allegations that an EMS provider		
□Yes	\square No	failed to act in accordance with applicable law or protocols; or pre-hospital		
		patient care was below the applicable standard of care.		

VII. Quality Assurance and Improvement Reports

Requirement			
_	-	ts the following incidents to the District EMS Officer within seventy-	
two (72)	hours af	ter discovery:	
□Yes	□No	Unexpected loss of physical and/or mental function of the patient.	
□Yes	□No	Incorrect medication is administered to the patient, regardless of the	
	L 110	outcome.	
□Yes	□No	Incorrect dose of medication is administered to the patient, regardless of	
	L 110	the outcome.	
□Yes	□No	Termination of resuscitation in the field.	
□Yes	□No	Pediatric cardiac arrest.	
□Yes	□No	Any patient in which a District EMS Comfort Care Order/Do Not	
Lies		Resuscitate is invoked.	
□Yes	□No	Any patient with a Glasgow Coma Score of fourteen (14) or less at the	
L I CS	шио	time the patient is denied/refuses transport.	
□Yes	□No	An ambulance involved in motor vehicle collision while in service.	
□Yes	□No	Positive results on an EMS provider drug test.	
□Yes	□No	An incident that the Director has determined to threaten public safety.	

VIII. Data Collection Standards

Mandatory Requirements - DCMR Title 29, Section 558

Requirement					
□Yes	□No	The organization's incident and patient care data collected by means of computer systems within the District of Columbia conforms to the National EMS Information System requirements (NEMSIS) as established by the National Highway Traffic Safety Administration.			

IX. Mass Casualty Incidents

Requirement				
□Yes	☐Yes ☐No The agency has developed a plan to mitigate a MCI.			
□Yes	The MCI plan complies with the National Incident Management System requirements and the District MCI plan.			
□Yes	□Yes □No The agency uses the triage tag approved by the Director.			

Required Documents

The foll	owing do	ocuments are attached to this application:	Section
□Yes	□No	Certificate of Need from the Office of Health Services Planning and	I
		Programming (Ambulance Services Only)	
□Yes	□No	Description of the Patient Care reporting System (sample)	I
□Yes	□No	Insurance information	I
□Yes	□No	Pre-hospital protocols	I & II
□Yes	□No	Organizational agreement with the Medical Director	I
□Yes	□No	Organizational agreement with the Operations Director	I
□Yes	□No	Organizational agreement with the Quality Improvement Officer	I
□Yes	□No	Quality Improvement Plan	I & VI
□Yes	□No	Emergency Response Plan	I
□Yes	□No	Policy on operations	II
□Yes	□No	Policy on training	II
□Yes	□No	Policy on quality oversight	II
□Yes	□No	Policy on PCR review	II
□Yes	□No	Policy on post-run interviews and case conferences	II
□Yes	□No	Policy on complaint investigations	II
□Yes	□No	Policy on Medical Director oversight of EMS providers	II
□Yes	□No	Medication listing	II
□Yes	□No	Policy on reporting of loss or tampering of any controlled	III
		substance, or other regulated medical device	111
□Yes	□No	Sample patient care forms	IV
□Yes	□No	Member roster	IV
□Yes	□No	Sample time sheets	IV
□Yes	□No	Call roster	IV
□Yes	□No	Sample training records	IV
□Yes	□No	Sample dispatch log	IV
□Yes	□No	Sample EMS provider record	IV
□Yes	□No	Sample vehicle maintenance record	IV
□Yes	□No	Policy on PCR usage	V
□Yes	□No	Policy on PCR maintenance	V
□Yes	□No	Quality assurance and improvement plan	VI
□Yes	□No	Policy on quality improvement reporting	VII
□Yes	□No	MCI plan	IX

Optional Documents

The following documents are attached to this application:			Section
□Yes	□No	Vehicle Certification Applications (one for each vehicle, if applicable)	I
□Yes	□No	Drug Enforcement Agency license (if applicable)	I
□Yes	□No	EMS Provider Applications as needed for agency personnel	

Certification

I hereby certify that the information contained within this application is true and complete to the best of my knowledge and belief. I understand and acknowledge that the making of a false statement in connection with this application is punishable by criminal penalties, and may also subject me to civil penalties and to the denial or termination of the certification.

Signature of the Owner	Date	
Signature of the Medical Director		
Signature of the Operational Director	 Date	