

Office of the Inspector General Responses from FEMS

Additional Changes Taken Beyond the
OIG's Recommendations.

That FEMS Ensure that All Personnel have Current Required Training and Certifications Prior to Going on Duty

- FEMS Changed its Procedures...
 - The company officer is required to maintain an up to date record of each members' certifications.
 - Each employee is required to maintain their certifications and to notify their immediate supervisor 30 days prior to the expiration date on the card.
 - The Company Officer is required to visually inspect each members' personal Accountability Tag, EMT, EMT-I, EMT-P, CPR, and ALS cards to ensure that they are valid and on their person as well as verifying a valid drivers license.
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Additional Changes

- ❑ Electronic Spreadsheet of all Personnel Maintained on the LAN
 - ❑ Preceptors (Company Training Officers) have been Assigned equal Breakdown of the Agency to "Own".
 - ❑ Company Training Officers (Preceptors) will be Responsible for Ensuring that "their" Providers are Current at all times.
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That FEMS immediately implement a report form for firefighter/EMTS who respond to medical calls so that first responder actions and patient medical information can be documented

- In July, 2006, immediately after the release of the OIG report, FEMS developed and began field testing a new form, "902EMS".
 - Form was Fully Implemented in September 2006 and is in use today.
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Additional Changes

- ❑ Billing Contractor and FEMS Combined to Purchase Tablet PC's
 - ❑ Electronic Patient Care Reporting is Underway.
 - ❑ Anticipated that all Providers will be Trained before Calendar Year's end
 - ❑ Will Replace all Paper Records.
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That FEMS develop and implement a standardized performance evaluation system for all firefighters.

- ❑ Established an annual evaluation process for firefighters at the rank of Captain and below.
 - ❑ Placed chief officers in the Performance Management System, as of February 2, 2007
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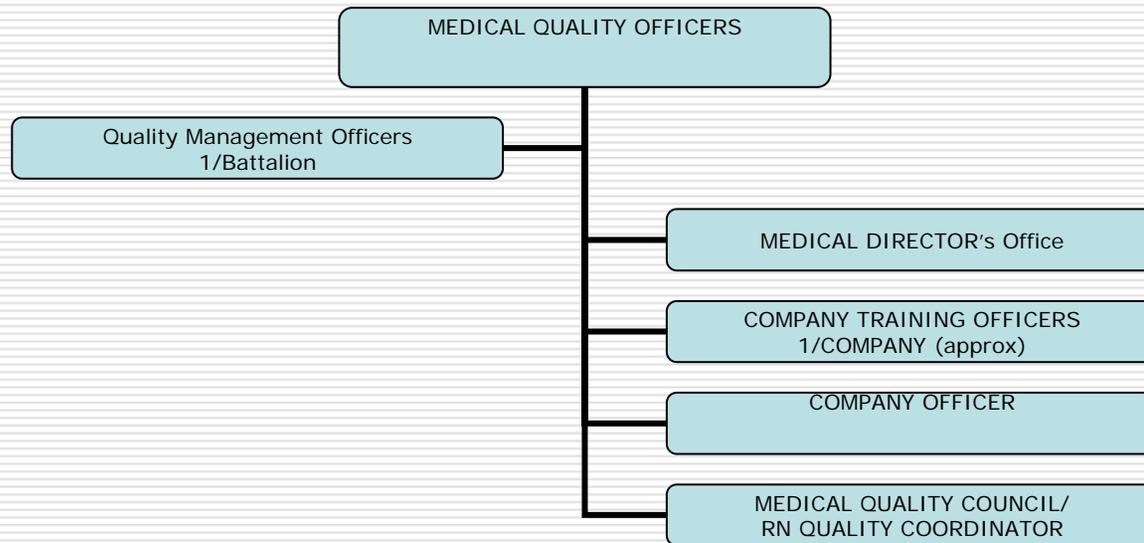
That FEMS takes steps to comply with its own policy on evaluating EMTs on a quarterly basis.

- ❑ FEMS has never had a policy of evaluating EMTs on a quarterly basis.
 - ❑ In approximately 2005, EMS supervisors were instructed to take notes, on a quarterly basis, on the performance of EMTs under their supervision, using a blank performance evaluation form.
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Additional Changes

- ❑ Medical Quality Officers (Supervisors) will be Responsible for at least one Annual Clinical Evaluation of each Provider
 - ❑ Process is Underway
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Quality Data Flow Chart



Additional Changes

- New Processes in Development
 - Investigations of Clinical Care Standardized
 - Separate Evaluators (MQO's) and Quality Management Officers
 - Medical Quality Officers Responsible for Daily Quality Assessment
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That FEMS promptly reassign, retrain, or remove poor performers

1. Of those employees involved in the emergency response to the Rosenbaum incident, one single role (civilian) provider has been terminated in accordance with the civilian disciplinary procedures, and five firefighters have had their cases heard by a Fire Trial Board, as is required by union contract. The agency is awaiting a final decision pertaining to these firefighters, which should be within the next 30 days.
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That FEMS assign quality assurance responsibilities to the most highly-trained pre-hospital provider for each incident.

- ❑ Under Existing Orders, the most Experienced EMS Provider on the Transport Unit is the ACIC (Ambulance Crewmember in Charge)
 - ❑ Company Officers are also Required to Assign the most Experienced Provider as “Lead Emergency Medical Provider” at the Beginning of their Shift.
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Additional Changes

- Medical Quality Program
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That FEMS consider installing global positioning devices in all ambulances to assist EMTs in expeditiously reaching their destinations on emergency calls.

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- ❑ Existing Technology Solutions are not a Good Match for Agency Needs
 - ❑ Multi-Agency Funding Request was Partially Supported in the Budget Act for FY 08
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