

To: BOT Oakland Twp.

Required Medical Response Time in Oakland Township

My past research on this topic tells me that the following three points are true.

1 - The legally required standard (summary in layman's terms)

A licensed EMS unit (ambulance and either two paramedics or one Paramedic and one EMT) must arrive on scene in 6 minutes, 90% of the time.

2 - What makes this a legal requirement?

Oakland County Medical Control Authority (**OCMCA**) so specifies. See attached documents.

3 - Where does OCMCA get its authority to require this?

Michigan Public Act 368 of 1968

As a concerned resident I have three questions for the Board that I would like to have answered

A - Do you agree with the above three points?

B- What is our response time data for medical emergencies for the last 12 months or other very recent 12 month period?

C - Exactly how is this data determined? What stops and starts the clock?

I will stop in at Officer's hours on 10/16 to start getting my answers. Perhaps this will take several sessions – no problem. This is very important to me personally and I am retired with lots of time.

Oakland County Medical Control Authority
System Protocols
AGENCY AND EMS PERSONNEL CRITERIA FOR PARTICIPATION

January, 2017

Page 1 of 4

Agency and EMS Personnel Criteria for Participation

The Oakland County Medical Control Authority serves as the designee of the Michigan Department of Health and Human Services (MDHHS) pursuant to Act 368 of 1978, as amended in 2000, to serve as medical control authority for the Oakland County emergency medical services system. Pursuant to Sec. 20919(a) the medical control authority shall develop protocols and policies for the acts, tasks, and function that may be performed by EMS personnel and life support agencies.

NEW AND UPGRADING AGENCIES

(see New or Upgrading EMS Agency Policy)

RENEWING AGENCIES (ANNUALLY)

Renewing EMS Agencies will be eligible to be designated as a life support agency in Oakland County and receive Medical Control upon annual submission to the Professional Standards Review Organization (PSRO) of:

1. Evidence of licensure with the State EMS Division;
2. Evidence of compliance with OCMCA criteria for practice by completion of the Letter of Compliance;
3. List of current personnel including level of licensure, expiration dates, and current ACLS certification; and
4. Approval of the PSRO, MCC and Board of Directors.

AGENCY CRITERIA TO PARTICIPATE IN THE OCMCA

The Oakland County Medical Control Authority has an approval process in place to designate a life support agency in Oakland County to be eligible for Medical Control. This approval will be based on the PSRO review and approval; and MCC and Board of Directors approval. The criteria to operate as an OCMCA agency includes:

1. Licensed by the Michigan Department of Health and Human Services (MDHHS), or license pending.
2. The ability to comply with the Oakland County EMS Response Time Standards (6-18).
3. Medical supplies, communications, equipment, procedures and protocols utilized meet criteria as established by MDHHS and Oakland County Medical Control Authority.
4. Agency/Personnel will follow the OCMCA Medical Control Hospital Policy.
5. The agency designates the OCMCA (including its PSRO) to perform professional practice review functions on behalf of the agency, including review of pre-hospital care provided in Oakland County and recommendations for improvement of such care.
6. The agency agrees to participate in PSRO studies, and abide by the PSRO Incident Investigation Procedure.

MCA Oakland County
MCA Board Approval Date: December 2, 2016
MDHHS Approval Date: January 27, 2017
MCA Implementation Date: February 1, 2017

Section 6-1

Oakland County Medical Control Authority
System Protocols

AGENCY AND EMS PERSONNEL CRITERIA FOR PARTICIPATION

January, 2017

Page 2 of 4

7. Agency has designated a medical control hospital and medical control hospital physician.
8. Units are identified through standard terminology and uniform numbering system, administered by the Oakland County Medical Control Authority. The OCMCA unit number will be documented on each run form and/or e-PCR and used in all radio communications.
9. The agency has designated an EMS Coordinator and a State Licensed Instructor Coordinator.
10. The agency has Emergency Medical Dispatch (EMD) protocols to ensure the appropriate dispatching of a life support agency based upon medical need and capability of the emergency medical services system. All calls have access to pre-arrival instructions through an approved MCA EMD program that meets the standards of the American Society for Testing and Measurement (ASTM).
11. The agency has a policy to ensure that use of lights and sirens is based on EMD protocols and patient condition. The agency is responsible for completing and forwarding the necessary quality improvement data, approved by the OCMCA Board of Directors, to the OCMCA office on a monthly basis.

ALS Agencies Only

1. Provide a minimum of one paramedic and one EMT staffing an ALS unit at all times.
2. Personnel shall be trained and licensed in accordance with appropriate statutes, rules, and criteria and maintain current ACLS, with recommendations to include a nationally recognized pediatric program.
3. Contract for staffing services shall only be rendered with OCMCA approved Life Support Agencies.

BLS Agencies Only

LICENSED NON-TRANSPORTING BLS AGENCY

Must provide a minimum of one (1) EMT to staff BLS unit at all times. Assigned personnel shall maintain current BCLS with training and license in accordance with the appropriate statutes and criteria.

OR

LICENSED TRANSPORTING BLS AGENCY

A transporting BLS agency must provide a minimum of one EMT and one MFR to staff a BLS unit for transport. Assigned personnel shall maintain current BCLS with training and licensed in accordance with the appropriate statutes, rules and criteria.

MFR Agencies Only

Personnel be trained and licensed in accordance with appropriate statutes, rules criteria and maintain current BCLS.

MCA Oakland County
MCA Board Approval Date: December 2, 2016
MDHHS Approval Date: January 27, 2017
MCA Implementation Date: February 1, 2017

Section 6-1

Oakland County Medical Control Authority
System Protocols

EMS RESPONSE TIME STANDARDS

September, 2013

Page 1 of 6

EMS Response Time Standards

Purpose

Quality pre-hospital emergency care is directly related to high performance life support agencies with unified EMS response standards. The purpose of this protocol is to establish unified and consistent EMS response expectations for the Oakland County Life Support Agencies.

GLOSSARY OF TERMS

90% Fractile Value: The value or measurement at which 90% of all events occur. This is typically used in time measurements to better standardize performance across systems.

Automatic Aid: assistance provided by one agency to another that the dispatch center, without a command officer's input, can send or request equipment based on the information from the call to the public safety answering center. The intent of automatic aid is for day-to-day, pre-arranged, protocol driven, pre-hospital care deployment.

Cold Response: A normal traffic speed response (no lights and sirens) to or from an EMS event. For example, "cold" response may include Alpha, Omega, and occasionally a Charlie or Bravo response level.

Hot Response: A lights and sirens, emergent response to or from an EMS event. For example, "hot" response may be an Echo, Delta, and occasionally a Charlie or Bravo response level.

Mutual Aid: assistance provided by one agency to another and in return the other agency can expect help when needed; requires an agency's command officers to make a specific request for assistance from a neighboring jurisdiction.

Response Time Measurement: Response time is measured from Unit Notified by Dispatch to Unit Arrived on Scene.

DEFINITION OF EMS TIMES

PSAP Call Date/Time: The date/time the phone rings (911 call to public safety answering point or other designated entity) requesting EMS services.

Dispatch Notified Date/Time: The date/time dispatch was notified by the 911 call taker (if a separate entity).

Unit Notified By Dispatch Date/Time: The date/time the responding unit was notified by dispatch.

MCA Oakland County
MCA Board Approval Date: October 4, 2013
MDCH Approval Date: November 21, 2013
MCA Implementation Date: January 1, 2014

Section 6-18

Oakland County Medical Control Authority
System Protocols

EMS RESPONSE TIME STANDARDS

September, 2013

Page 2 of 6

Unit En Route Date/Time: The date/time the unit responded; that is, the time the vehicle started moving.

Unit Arrived on Scene Date/Time: The date/time the responding unit arrived on the scene; that is, the time the vehicle stopped moving.

Arrival at Patient Date/Time: The date/time the responding unit arrived at the patient's side.

Transfer of Patient Care Date/Time: This is the time the patient was transferred from one EMS agency to another EMS agency for care.

Unit Left Scene Date/Time: This is the time the responding unit left the scene (started moving).

Patient Arrived at Destination Date/Time: This is the date/time the responding unit arrived with the patient at the destination or transfer point.

Arrival Time of Transport Unit: The time that the transporting unit has arrived on scene; that is, the time the vehicle stopped moving.

Unit Back in Service Date/Time: This is the date/time the unit is back in service and available for response (finished with the call, but not necessarily back in the home location).

Unit Back at Home Date/Time: The date/time the responding unit was back in their service area. In agencies that utilized Agency Status Management, home location means the service area as assigned through their agency status management protocol.

EMS RESPONSE OPERATIONS

Tiered Response Configurations

The Oakland County EMS System has two types of response structures.

Single tier - one agency provides response and transport at one level of care. It is expected that a single tier system meet the Primary Unit Response Time Requirement.

Primary Response Unit: a MDCH licensed vehicle that is dispatched as part of an initial EMS response in a single tier deployment.

Multi-tier - EMS systems with **multiple** organizations providing varying levels of response or care. It is expected that life support agencies with multi-tiered response configurations meet the Primary Unit and Transport Unit Response Time Requirements

First Response Unit: a MDCH licensed vehicle that is dispatched in a multi tiered response to provide initial patient care.

Oakland County Medical Control Authority
System Protocols
EMS RESPONSE TIME STANDARDS

September, 2013

Page 3 of 6

Transport Unit: a BLS or ALS MDCH licensed vehicle that is dispatched in a multi tiered response to provide transportation to the hospital.

Examples of **Multi-tiered** response configurations include:

Primary First Response Unit	Transport Response Unit
<i>*Primary Unit Response Time Requirement</i>	<i>*Transport Unit Response Time Requirement</i>
MFR	ALS/BLS transport
BLS	ALS/BLS transport
ALS	ALS/BLS transport

Scene Arrival

The time of arrival on scene for "hot" responses for both single and multi-tier systems is considered the arrival of a licensed EMS Unit.

Individual licensed EMS responders responding with an unlicensed vehicle or personal operating vehicles (POV) should report their on-scene time to dispatch. However, the MCA is only collecting the response time of licensed EMS units.

GEOGRAPHIC SERVICE AREA DESIGNATION CRITERIA

GSA Designation	Demographics	Primary Unit Emergency Response Time Requirement*	Transport Unit Emergency Response Time Requirement*
Urban area	>1000 people/sq mi	6 mins 0 secs	10 mins 0 secs
Suburban area	500–1000 people/sq mi	6 mins 0 secs	10 mins 0 secs
Rural area	<500 people/sq mi	8 mins 0 secs	14 mins 0 secs

- 90% of the time, fractile.

GEOGRAPHIC SERVICE AREA

1. LSAs authorized to operate within the OCMCA will have a defined geographic service area (GSA) within the OCMCA.
2. The minimum service area defined for any Advanced Life Support (ALS), Basic Life Support (BLS), or Medical First Response (MFR) agency will be a municipality jurisdiction. Municipality jurisdictions will be designated by the township, village, city, or county governmental body authorized to designate public safety contracts whether subsidized or unsubsidized.
3. LSAs shall provide the OCMCA with written verification of all geographic service area agreements.

MCA Oakland County
MCA Board Approval Date: October 4, 2013
MDCH Approval Date: November 21, 2013
MCA Implementation Date: January 1, 2014

Section 6-18

Oakland County Medical Control Authority
System Protocols

EMS RESPONSE TIME STANDARDS

September, 2013

Page 4 of 6

4. The geographic response area shall be explicitly declared on the Michigan Department of Community Health (MDCH) Life Support Agency License application (form BHS/EMS – 180).
5. The LSA will maintain 24 hour, 7 day per week availability and respond or assure a response to all requests for emergency assistance occurring in their designated geographic service area.
6. LSAs providing ancillary non-emergent and/or inter-facility transport services shall provide sufficient coverage through extra staffing and vehicles to maintain emergency availability.
7. When a LSA is responding outside of its designated GSA to a non-emergency run (e.g. nursing home, urgent care, physicians office, private residence, etc.) for a patient with a potentially life threatening condition, EMS personnel, the LSA or the LSA dispatcher must activate the LSA responsible for that geographic service area.

EMS EMERGENCY “HOT” RESPONSE TIME REQUIREMENTS

Urban And Suburban Geographic Service Areas

When providing Single Tiered emergency response for an urban and suburban geographic service area, assure a response time not to exceed six (6) minutes, 90% of the time, from receipt of call (unit notified time) to time of arrival on scene for the Life Support Agency's Primary Response Unit, when responding to emergency (“hot”) calls.

When providing Multi Tiered emergency response for an urban and suburban geographic service area, assure a response time not to exceed six (6) minutes, 90% of the time, from receipt of call (unit notified time) to time of arrival on scene for the Life Support Agency's First Response Unit, when responding to emergency (“hot”) calls. Additionally, assure a response time not to exceed eight (10) minutes, 90% of the time, from receipt of call (unit notified time), to time of arrival on scene for the Life Support Agency's Transport Response Unit, when responding to emergency (“hot”) calls

Rural Geographic Service Areas

When providing Single Tiered emergency response for an urban and suburban geographic service area, assure a response time not to exceed eight (8) minutes, 90% of the time, from receipt of call (unit notified time) to time of arrival on scene for the Life Support Agency's Primary Response Unit, when responding to emergency (“hot”) calls.

When providing Multi Tiered emergency response for an urban and suburban geographic service area, assure a response time not to exceed eight (8) minutes, 90% of the time, from receipt of call (unit notified time) to time of arrival on scene for the Life Support Agency's First Response Unit, when responding to emergency (“hot”) calls. Additionally, assure a response time not to exceed fourteen (14) minutes, 90% of the time, from receipt of call (unit notified time), to time

Oakland County Medical Control Authority

System Protocols

EMS RESPONSE TIME STANDARDS

September, 2013

Page 5 of 6

of arrival on scene for the Life Support Agency's Transport Response Unit, when responding to emergency ("hot") calls.

Response Time Exceptions

1. Severe weather conditions that would provide reason to believe that attempting to comply with the response time performance would be hazardous to the responders or others, or where the road or other weather conditions would not allow safe driving.
2. During disaster situations within the primary service area or neighboring communities.
3. Response time compliance should not include Automatic or Mutual Aid Responses.

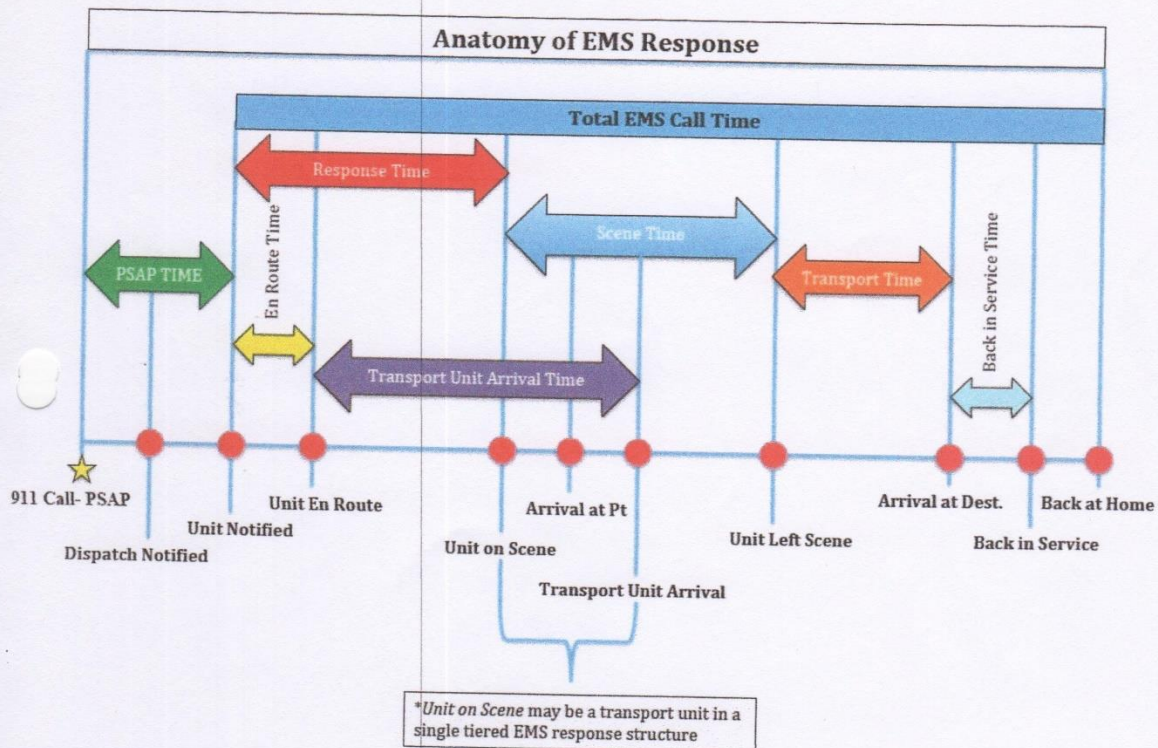
Compliance

The OCMCA will address individual compliance issues in accordance with the PSRO Due Process and Disciplinary Procedures Protocol (6-22.3).

Oakland County Medical Control Authority
System Protocols
EMS RESPONSE TIME STANDARDS

September, 2013

Page 6 of 6



MCA Oakland County
MCA Board Approval Date: October 4, 2013
MDCH Approval Date: November 21, 2013
MCA Implementation Date: January 1, 2014

Section 6-18