

Base Station Designation
Application Procedure &
Instructions



Maryland Institute for
Emergency Medical Services Systems

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1 General Information and Instructions

1.1 Authorization

Base station designations are approved and reviewed under the regulations set forth in COMAR 30.03.06. These regulations provide, among other things, for site visits by MIEMSS and consultation with officials who are likely to use the base station.

1.2 Objectives

On site reviews accomplish three objectives. First, communication and site visits increase MIEMSS contact with EMS base station staff. Second, site visits allow MIEMSS to assess the application of EMS base station course training. Third, this process evaluates the initial point of contact between field providers and hospital-based specialty referral centers.

1.3 Requirements

1.3.1 Compliance

Compliance with the requirements in COMAR 30.03.06 will be assessed through application/self-assessment review and an on site visit. The application/self-assessment review and the on site visit will verify the EMS base station program is organized, staffed and resourced. Surveyors will evaluate the program's ongoing management and results. The Surveyors findings will result in constructive feedback and a designation determination.

1.3.2 Work Breakdown

EMS Base Station

The applicant EMS base station will complete an application/self-assessment and provide supporting materials. The application must be signed by the person authorized to bind the hospital to agreements.

The format of the application shall be as follows:

| | |
|----------------|--|
| Font: | Times New Roman or Arial. |
| Font size: | 12. |
| Margins: | 1 inch top/bottom; 1.25 inches left/right. |
| Page number: | Bottom. All pages including forms, appendices and exhibits must be numbered consecutively. |
| Spacing: | Single space text. Double space between paragraphs and section breaks. |
| Justification: | Left justify text. |

Tabs: Applications and supporting documents must be tabbed for ease of reference.

Clearly identify on the face page the name, title and complete contact information for the hospital's EMS base station point of contact. Questions arising during the application review will be directed to the identified individual.

Application Review

MIEMSS' staff will examine all Application Packages to determine completeness and compliance with regulation specifications. All applications must be completed in accordance with the instructions set forth in this package and all information must be provided in its entirety prior to the submission deadline date. No suppositions will be made relative to missing information or to the applicant's failure to provide a complete application package. Therefore, applicants must provide a response to all questions set for the in these instructions.

If MIEMSS staff upon their initial review determines the application to be incomplete, the applicant will have an opportunity to provide information or missing documentation to complete their application. The applicant may subsequently return the amended application package to MIEMSS within seven (7) days of notification of the incomplete application.

Any application can be denied if it is determined to be incomplete or if it deviates from the criteria in COMAR 30.03.06 or from the requirements contained here in. MIEMSS reserves the right to deny any or all applications.

All materials submitted by an applicant with their application package shall become the property of MIEMSS and shall be subject to applicable laws and regulations.

Each applicant must complete all three parts of the application and submit the entire electronic copy of the completed application with required signatures clearly identified as the original and all supporting documents in Microsoft Word or Adobe Acrobat (pdf) to MIEMSS **via the MIEMSS Hospital Designation Application Center (MHDAC) website. The link to the MHDAC website is <https://www.mhdac.com>.**

MIEMSS shall provide each applicant with a username and password to access the secured MHDAC website to submit the completed application.

All Application Packages submitted to MIEMSS become final effective with the announced submission deadline date. Applicants will not be permitted to make adjustments or modifications to an Application Package after the effective deadline date. Applications and support documentation may be modified or exchanged prior to the deadline date.

MIEMSS

MIEMSS offices involved include the Office of the Medical Director (OMD), Office of Hospital Programs (OHP), Regional Administrators and Regional Medical Directors. OMD will serve as the project's executive sponsor. OMD and/or Regional Medical Directors will serve as lead surveyors. OHP will provide project management. Regional Administrators will coordinate the input of Regional Councils.

1.4 Feedback

MIEMSS will provide a summary report and designation determination following each survey. Programs receiving less than a full 5-year designation or re-designation have the right to appeal.

2 General Information and Instructions

The following sections address base station requirements. Each section opens with the applicable COMAR standard. The standard is followed by performance objectives. A list of resources available to assist hospitals in meeting the performance objectives is included under section 3.

The applicant hospital will provide a narrative description of how it addresses each performance objective.

2.2 COMAR 30.03.06.02, Base Stations in General

A. An EMS base station designated by MIEMSS shall:

- (1) Be a unit of a licensed hospital;
- (2) Operate 24 hours a day;
- (3) Have communications equipment as required by MIEMSS to provide necessary communications with ambulances and MIEMSS;
- (4) Maintain all MIEMSS required communications equipment in working order including:
 - (a) EMRC Radio with voice recorder; and
 - (b) Demstel Telephone.
- (5) Monitor and respond to MEMRAD (Maryland Emergency Medical Resources Alert Database);
- (6) Develop and implement a process to ensure utilization of State standardized and approved Quality Improvement/Quality Review tools and retain reviewed records for 5 years;
- (7) Have a designated EMS space with computer, and internet connectivity suitable for EMS provider eMEDS® reporting;
- (8) Participate in and provide a clinical site(s) for training EMS personnel under a current MOU with one or more EMS academies or educational institutions and maintain documentation of EMS participation;
- (9) Shall receive from the EMS personnel at time of hand off either the completed eMEDS® report on the hospital dashboard or MIEMSS standardized and approved short form;

(10) Include in the patient's hospital medical record the downloaded eMEDS® patient care report forms from the eMEDS® hospital dashboard and when used, the MIEMSS standardized and approved short forms; and

(11) Develop and implement a process for linking the MIEMSS approved Prehospital Consultation/Interventions Radio Report Forms to the radio consult and incorporation into the hospital patient medical record.

Performance Objectives

2.2.1 Describe how the hospital ensures EMS base station operations are available 24/7/365.

2.2.2 Describe how staff is ensured ready access to communications equipment, current protocol and interfacility transfer information.

2.2.3 Describe how the hospital maintains all MIEMSS required communications equipment in working order

2.2.4 Demonstrate how the Maryland Emergency Medical Resources Alert Database (MEMRAD) is monitored 24/7/365 and password security maintained. Discuss the location of the Command Center in relation to the Emergency Department and base station

2.2.5 Describe the process implemented to ensure utilization of State standardized and approved Quality Improvement/Quality Review tools. Describe the process for retaining reviewed records for 5 years.

2.2.6 Describe designated EMS space within the Emergency Department.

2.2.7 Describe the hospital's process to ensure receiving from the EMS personnel at time of hand off either the completed eMEDS® report on the hospital dashboard or MIEMSS standardized and approved short form.

2.2.8 Discuss the hospital's process for linking the MIEMSS approved Prehospital Consultation/Interventions Radio Report Forms to the radio consult and incorporation into the hospital patient medical record

2.2.9 Discuss the applicant hospital's participation in an active clinical training site agreement. Specifically identify clinical areas to which EMS providers have supervised access. Relate the status of supervised access to invasive airway management (e.g. endotracheal intubation).

2.3 COMAR 30.03.06.03, Personnel

A. Base Station Medical Director

The Base station Medical Director shall be a licensed Maryland physician authorized to provide online medical direction who has been appointed by the hospital pursuant to a written job description.

B. Base Station Coordinator

The Base Station Coordinator shall be a licensed Maryland registered nurse authorized to participate in online medical direction who has been appointed by the Hospital pursuant to a written job description.

C. Physician Authorized to Provide Online Medical Direction.

(1) A physician authorized to provide online medical direction shall:

- (a) Be licensed or otherwise authorized to practice medicine in Maryland;
- (b) Be Board certified or Board eligible in a specialty approved by the American Board of Medical Specialties appropriate for a base station;
- (c) Have successfully completed a MIEMSS-approved base station course with a minimum score of 80%; and
- (d) Annually complete a Maryland Medical Protocols for Emergency Medical Services Providers update by July 1st of each year.

D. A licensed Registered Nurse, a Physician Assistant or a Nurse Practitioner authorized to participate in online medical direction at a base station under the direct supervision of a licensed physician shall:

- (1) Be licensed as a Registered Nurse, a Physician Assistant or a Nurse Practitioner in Maryland;
- (2) Have successfully completed a MIEMSS-approved base station course with a minimum score of 80%; and
- (3) Annually complete a Maryland Medical Protocols for Emergency Medical Services Providers update by July 1st of each year.

E. A physician resident or fellow authorized to participate in online medical direction at a base station under the direct supervision of a physician authorized to provide medical direction shall:

- (1) Be a licensed Maryland physician;
- (2) Have successfully completed a MIEMSS-approved base station course with a minimum score of 80%; and

(3) Annually complete a Maryland Medical Protocols for Emergency Medical Services Providers update by July 1st of each year.

Performance Objectives

2.3.1 Describe in general how the EMS base station ensures appropriate physician staff is available to provide online medical direction 24/7/365.

2.3.2 Explain how a designated base station medical director and base station coordinator are identified and selected. Identify the personnel currently holding these positions, summarize their credentials and provide complete contact information.

2.3.3 Illustrate how performance expectations in these roles are communicated and assessed. Provide copies of the job description for both the Base Station Medical Director and Base Station Coordinator.

2.3.4 Summarize the qualifications of physicians currently providing or directing online medical direction. Include their specialty, Board status and dates (month, date and year) of most recent base station course and, the past three (3) years of protocol update completion.

2.3.5 Describe how the EMS base station ensures Registered Nurses participating in online medical direction meet the licensing and training requirements.

2.3.6 Summarize the qualifications of Registered Nurses participating in online medical direction. Include licensing status and dates (month, date and year) of most recent base station course and , the past three (3) years of protocol update completion.

2.3.7 Describe how the EMS base station ensures Nurse Practitioners and Physician Assistants that participate in online medical direction under the direct supervision of a licensed physician authorized to provide medical direction meet the training requirements. Include licensing status and dates (month, date and year) of most recent base station course and, the past three (3) years of protocol update completion.

2.3.8 Describe how the EMS base station ensures a Physician Resident or Fellow authorized to participate in online medical direction under the direct supervision of a physician authorized to provide medical direction meet the training requirements. Include licensing status and dates (month, date and year) of most recent base station course and , the past three (3) years of protocol update completion.

2.4 COMAR 30.03.06.04 Online Medical Direction

A. Online medical direction as required in the Maryland Medical Protocols for Emergency Medical Services Provider shall be:

- (1) Given directly by a physician authorized to provide medical direction; or
- (2) Given directly by a resident or fellow under the direct supervision of a physician authorized to provide medical direction; or
- (3) Relayed from a physician authorized to provide medical direction through a Registered Nurse, a Physician Assistant or a Nurse Practitioner authorized to participate in medical direction.

B. The Base Station Medical Director and Base Station Coordinator shall participate in and attend a combined minimum of 50% of the scheduled MIEMSS Regional Council meetings;

C. All personnel providing online medical direction and all EMS providers shall ensure that online communications are understood by speaking:

- (1) Slowly;
- (2) Clearly; and
- (3) At a proper volume to be heard

Performance Objectives

2.4.1 Relate how EMS base station transmission quality is ensured on an ongoing basis

2.4.2 Discuss the Base Station Medical Director and Base Station Coordinators participation in and attendance in the Regional Council meetings.

2.5 COMAR 30.03.06.05, Quality Improvement

A. The hospital of which the base station is a unit, or the Free Standing Emergency Center, if the base station is within Free Standing Emergency Center, shall:

- (1) Monitor and participate in MEMRAD (Maryland Emergency Medical Resources Alert Database);
- (2) Monitor their utilization of County Hospital Alert and Tracking System (CHATS) alerts; and
- (3) Participate in hospital mitigation strategies to improve systems efficiencies and patient safety.

B. The base station director and base station coordinator shall:

- (1) Assure that online medical direction and consultation provided by the base station is:
 - (a) Timely;
 - (b) Appropriate; and
 - (c) Otherwise consistent with Maryland Medical Protocols for Emergency Medical Services Providers.
- (2) Assure the MIEMSS approved Prehospital Consultation/Interventions Radio Report Forms are complete, signed and linked to the patient record through a patient identifier;
- (3) Develop and implement a process which facilitates monthly Quality Assurance/Quality Improvement review of EMS consults which:
 - (a) Reviews all priority one/critical patient consults and select lower priority consults for a minimum of 30 consults per month;
 - (b) Allows for ongoing documentation of tracking, trending, loop closure and retention of Quality Assurance/Quality Improvement review findings for five years;
 - (c) Notifies EMS operational programs upon discovery of patient care, quality or protocol variance issues involving EMS providers or the EMS system;
 - (d) Notifies EMS operational programs and MIEMSS Office of the State Medical Director upon discovery of conduct that is specifically prohibited under the requirements of COMAR 30.02.04.01;
 - (e) Monitors response rates to MEMRAD (Maryland Emergency Medical Resources Alert Database);
 - (f) Participates in local, regional and State EMS quality improvement activities; and
 - (g) Provides patient follow-up data as required by MIEMSS for public health oversight purposes to determine the appropriateness and outcome of EMS care for:
 - (i) Inpatients;

(ii) Outpatients; and

(iii) Reports as required by MIEMSS for quality assurance and performance improvement purposes.

B. The State EMS Medical Director through the MIEMSS Regional Medical Directors shall:

(1) Coordinate online medical direction functions; and

(2) Regularly review the quality improvement activities of approved base stations.

Performance Objectives

2.5.1 Illustrate the document flow involved in online medical direction. Include a discussion of the following processes:

(1) Documenting and retaining the consult;

(2) Merging the EMS patient care record with the patient's medical record

(3) Ensuring access to all relevant documentation when conducting Quality Assurance reviews (e.g. linking the consult record to the medical record with an identifier).

2.5.2 Provide a copy of the current EMS base station Quality Assurance/Quality Improvement plan. Describe how the EMS base station ensures the plan is implemented on an ongoing basis.

2.5.3 Illustrate the plan's implementation by summarizing the most recent 180 days' data. Include specifically a discussion of any "sentinel" or "for cause" (i.e. triggered by a complaint or query) investigations and their outcomes.

2.5.4 Discuss any Quality Improvement activities undertaken by the EMS base station. Review selection criteria, problem definition and results.

2.5.5 Discuss how the base station monitors their utilization of County Hospital Alert and Tracking System (CHATS) . Include in the discussion participation in hospital mitigation strategies to improve systems efficiencies and patient safety.

2.5.6 Discuss the process which facilitates monthly review of EMS consults and the tracking, trending, loop closure and retention of review findings.

2.5.7 Provide a copy of the policy or protocol to be implemented upon discovery of conduct that is specifically prohibited under the requirements of COMAR 30.02.04.01

3 Resources

Many EMS base stations have contributed program resources to the online toolkit maintained at <http://www.miemss.org/home/default.aspx?tabid=126>. The attached screenshot shows the available documents:

Maryland.gov Phone Directory State Agencies Online Services

MARYLAND
.gov

INSTITUTE FOR
EMERGENCY MEDICAL SERVICES SYSTEMS

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HOME EMS PROVIDERS DOCUMENTS HOSPITALS POLICY PUBLIC INFECTIOUS DISEASES

Hospitals

- > Base Stations
- > ED Overload Mitigation Plan
- > Interhospital Transfer Resource Manual
- > List of Licensed Commercial Services
- > Public Orders Report
- > Perinatal Programs
- > Specialty Referral Centers
- > Trauma Centers
- > Freestanding Emergency Medical Facilities

Upcoming Base Station Courses

Check for course updates on a regular basis

EMS Base Stations

Maryland's designated EMS Base Stations provide quality on-line medical direction to the State's EMS providers. The following documents comprise a toolbox for EMS Base Station staff to sustain and improve the quality of their programs.

Applications for Base Station Designation - Complete all 3 forms

- Application for Approval of a Maryland Hospital as a Base Station
- Base Station Designation Application Procedure & Instructions
- EMS Base Station Site Review Objectives Form (Highlighted areas must be completed)

Base Station Course Policy/Forms/Application

- Base Station Policy & Document Management
- Base Station Course Attendance Sheet
- Base Station Course Evaluation Form
- Application for Base Station Course Instructor
- Approved Base Station Instructors

Base Station Designation Policies

- Base Station Coordinator Job Description Sample
- Base Station Medical Director Accountabilities/ Job Description Sample
- EMS Base Station Quality Management Policy Sample
- EMS Prohibitive Conduct Policy Sample
- Prohibited Conduct Policy

Forms

- Consult Audit Tool
- Consult Audit Tool Excel Spreadsheet
- Clinical Agreement Training Site Agreement Sample
- Consult Report
- Incident Review Request Form
- Occurance Form

Other

- EMS Base Station Contact List
- Base Station Coordinator Meeting - Presentation by MIEMSS SOCLAR
- Base Station COMAR Regulations
- Digital Recorder Approved Letterhead
- Frequency Requirement for Completion of Base Station Course
- Minimum Passing Score for Base Station Course Written Examination

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