

Iowa Department of Public Health
Bureau of Emergency and Trauma Services

EMS Program Authorization Checklist

This document has been developed to assist Iowa EMS programs with identifying, developing, and maintaining requirements for continued authorization and reauthorization of their service program. It is recommended that each service program utilize this checklist on a quarterly basis to ensure that your services records and documents remain compliant at all times. This document should also be used to identify documents that will need to be uploaded into your service program's AMANDA folder. Required documents shall be uploaded 90 days prior to your service program's authorization/reauthorization inspection. Bureau staff will review documentation uploaded into your service's AMANDA file and may ask for additional documents or information to be uploaded prior to the scheduled on-site inspection date. For online reauthorization inspections, complete this checklist and upload it to your services AMANDA folder. If you have any questions please contact your regional coordinator.

Service Program Information (Service Program details)

Review information in your service program's AMANDA folder to ensure information is current and complete for:

- Affirmation Questions
- EMS Program Ownership & Staff
- EMS Service Program Details
- Disaster Questions
- EMS Operational Requirements
- Medical and Service Director Workshops
- Equipment List
- 911 Service Area

Note: Any needed changes in AMANDA for the above list must be forwarded to Bureau staff

EMS Contact List (EMS Service Provider Application Review)

Review information in service program's AMANDA folder to ensure current and complete information for:

- Service Director
- Medical Director
- Dispatch Center
- Pharmacy (if applicable)
- Pharmacist (if applicable)

Note: Any needed changes in AMANDA for the above list must be forwarded to Bureau staff

Personnel Files and Roster (EMS Service Provider Application Review)

Note: Ensure the information in the Personnel Roster tab of the service program's AMANDA folder is current and complete

All personnel:

- Names and addresses
- Current/valid provider level of certification (if applicable)
- PA or RN exception forms (if applicable)
- Completion of Medical Director required continuing education, course completion, certifications, endorsements, or skills (i.e. ACLS, PHTLS, AMLS, CCP)

Drivers of any of the service's vehicles or personal vehicles when responding to an emergency call:

- Current/valid driver's license
- Completion of emergency driver training (to include behind-the-wheel driving of the service's vehicles)
- Use of the service's communication equipment
- Review of the service's driving policy for first response vehicles, ambulances, rescue vehicles or personal vehicles

Note: Any needed changes in AMANDA can be completed by service program staff with authorized access to AMANDA

Insurance / Bond Details (EMS Service Provider Application Review)

- Review of service program's insurance/bond information
- Expiration date of the insurance/bond exceeds current date

Note: Any needed changes in AMANDA for the above list must be forwarded to Bureau staff

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Emergency Vehicle Driving Policy

Policy includes, at a minimum:

- Overview of Iowa Laws regarding emergency vehicle operations (Iowa Code 321.231)
- Frequency of service required driver training
- Criteria for response with lights or sirens or both
- Speed limits
- Procedure for approaching intersections
- Use of service communication equipment
- Service member notification process in the event of a motor vehicle collision while responding in service or personal vehicle
- Copy of the most current policy has been **uploaded** into the service program's AMANDA folder

Transport Agreement

Non-Transport Service Program (Required):

- Current and valid written agreement that ensures simultaneous dispatch with an authorized transport service program for all 911 or emergency calls
- Document identifies roles and responsibilities of each party
- Copy of current transport agreement has been **uploaded** into the service program's AMANDA folder

Transporting Service Program (Required if transporting service cannot maintain minimum 24/7 staffing requirements):

- Current and valid written agreement that ensures appropriate transport of patients by an authorized Iowa transporting service program
- Document identifies roles and responsibilities of each party
- Copy of current transport agreement has been **uploaded** into the service program's AMANDA folder

Patient Care Protocols

- Service program's Medical Director has approved/authorized current patient care protocols based upon minimum EMS clinical guidelines
- Changes made to the department approved EMS clinical guidelines are within the service program's level of authorization
- Changes made to the department approved EMS clinical guidelines are within the service provider's scope of practice
- Changes made to the department approved EMS clinical guidelines are considered within acceptable medical practice
- Changes to the Department of Health's protocols by the service program's Medical Director has been filed with the Bureau of Emergency and Trauma Services
- Current Patient Care Protocol Authorization page has been signed and dated by the service program's Medical Director
- Copy of the signed and dated Patient Care Protocol Authorization page has been **uploaded** into the service program's AMANDA folder (Note: do not upload the service's entire set of protocols, only upload any changes made and approved by the service program's Medical Director)

Pharmacy Agreement

All service programs that carries and administers prescription drugs are required to have and maintain a written Pharmacy Agreement. In addition to the Pharmacy Agreement the service program must ensure all drugs are maintained in accordance with the Iowa Board of Pharmacy's rules (IAC 657 Chapters 10 & 11). Service programs that carries and administers only over-the-counter (OTC) medications are not required to have a written pharmacy agreement.

Written agreement includes, at a minimum:

- Ownership of drugs (e.g. pharmacy or medical director)
- Drug exchange
- Distribution
- Storage
- Security
- Copy of current pharmacy agreement has been **uploaded** into the service program's AMANDA folder
- Copy of current written pharmacy policy has been **uploaded** into the service program's AMANDA folder

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Transport Decision Policy (All transport service programs)

- Establish a transport decision policy that requires a complete assessment of the patient to determine transport needs and includes:
 - Out-of-Hospital Trauma and Triage Destination Decision Protocol
 - Time critical condition considerations for transport to specialty cardiac or stroke facilities
 - Process for service program provider to determine transport to a hospital, medical clinic, extended care facility, or other facility where health care is routinely provided
 - Process for patient refusal or nontransport if emergency care is not warranted
 - Process where service program provider may make arrangements for alternate transport if emergency transport is not needed
- Copy of current Transport Decision policy has been uploaded into your service program's AMANDA folder**

CQI Program

Written policy that includes, at a minimum:

- Designee appointed by the service program's Medical Director to complete the medical audits if the audits are not completed by the Medical Director
- Medical audits review patient care provided
- Identifies deficiencies or potential deficiencies regarding medical knowledge or skill or procedure performance
- Reviews, at a minimum, 911 response and scene times
- Monitors, identifies and documents at a minimum
 - Continuing education
 - Credentialing of skills and procedures
 - Personnel performance for service's emergency medical care providers, drivers, PA and RN exceptions
- Establishes measureable outcomes that reflect service program goals and standards
- Completion of loop closure/resolution of identified areas of concern
- Copy of current CQI policy has been uploaded into the service program's AMANDA folder**

Documentation and verification that:

- The service program's Medical Director is randomly reviewing patient care reports
- Medical audits are being completed at least quarterly by the service program's Medical Director or their designee

Patient Care Reports

All service programs:

- Verification that a patient care report (PCR) concerning the care provided is completed and maintained for every patient
- Copy of current written patient care report policy has been uploaded into the service program's AMANDA folder**

Transporting service programs:

- Verification that a copy of the PCR is provided to the receiving facility within 24 hours of the call

Patient Data Reporting

- Verification that reportable patient data has been submitted to the Department in an approved format
- Reportable patient data has been submitted no later than the last day of the month following the month services were provided
- Copy of current written data submission policy has been uploaded into the service program's AMANDA folder**

Education and Training

Documentation must be maintained and provided upon request:

- Continuing education as required per the service program's CQI policy for all service program staff
- Credentialing of skills and procedures as required per the service program's CQI policy for all service program staff

Staffing

Transporting Service Programs:

- Verification of staffing to ensure a response when requested (e.g. 24/7 schedule, transport agreement with another transporting service program, etc.)
- Verification of minimum staffing requirements (e.g. EMT & driver, etc.) when transporting a patient

Non-Transporting Service Programs:

- Verification of staffing to ensure a response when requested (e.g. 24/7 schedule, transport agreement with a transporting service program/simultaneous dispatch, etc.)

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Vehicles/Equipment

- Effective January 1, 2022 – Annual vehicle inspection
- Effective January 1, 2022 – New ambulances manufactured and placed into service meet CAAS or NFPA standard
- Verification of a preventative maintenance program for each service program response vehicle
- Vehicles are housed in a climate controlled garage
- Vehicles are maintained in a safe condition
- Interior and exterior of vehicles are clean
- Interior of vehicle is disinfected after use by patient
- Medical equipment is maintained per manufacturer requirements
- Equipment and supplies per medical director approved protocols and level of service program authorization
- Equipment is properly secured to prevent damage or injuries
- Medical and patient care supplies are monitored for expiration dates, cleaned, laundered or disinfected
- PPE and supplies are available to ensure responder safety during every response
- Proper disposal of soiled supplies

Administration

When applicable:

- Effective January 1, 2022 – Affiliation agreement for service programs that have submitted to the department fewer than 100 data reports per year for each of the previous two consecutive calendar years
- Bureau notified within 7 days prior to any change in location of base of operations, administrative office, satellite, or affiliate
- Bureau notified in writing within 7 days prior to any changes in medical director or any reduction or discontinuance of operations
- Bureau notified in writing within 7 days prior to any change in service director or any reduction or discontinuance of operations
- Bureau notified within 7 days when entering into agreements with one or more service programs or management entities to form multiservice systems for shared service program management, administration, data submission, or other services to ensure compliance with these rules.
- Bureau notified within 10 days of termination or resignation in lieu of termination of an emergency medical care provider due to negligence, professional incompetency, unethical conduct, substance use, or violation of any of these rules
- Bureau notified in writing within 48 hours of a motor vehicle collision resulting in personal injury or death
- Bureau notified in writing within 48 hours following the occurrence of theft of drugs

Additional documents needed for completing online inspection

If you have been contacted and agreed to complete your services inspection online, ensure that the following documents are uploaded into your services AMANDA account :

- PCR audit log or report verifying completion of medical audits
- Vehicle Maintenance Records or report verifying vehicle maintenance since the last completed inspection
- Verification of staff continuing education and credentialing as per CQI Policy
- Completed Equipment/Supply inventory checklist (most current to include expiration dates)
- Completed Prescription/OTC medication inventory checklist (most current to include expiration dates)
- Any additional documents that you feel may be relevant

Additional service program resources and information can be found in the Bureau's web site at:
<https://idph.iowa.gov/bets/ems/services>.

By signing below, I hereby declare that all information submitted for the online inspection is true, complete and accurate to the best of my knowledge and belief. I understand that in the event any submitted information is found to be false or incorrect further disciplinary action may be taken.

Service Representative/Title

Date

For online reauthorization inspections, please upload this completed checklist to your AMANDA account.