

MEMORANDUM

TO: Medical Control Board
EMS & Trauma Services Coordinating Board

FROM: Sue Prentiss, BA, NREMT-P, CMO, Chief
FST & EMS
Bureau of EMS

RE: Division of Fire Standards and Training and Emergency Medical Services
(FST & EMS) – Bureau of EMS Report

DATE: November 18, 2008

On behalf of the New Hampshire Department of Safety, Division of Fire Standards and Training and Emergency Medical Services (FST & EMS) I would like to welcome you back to the Division Headquarters for our November 2008 meeting. I would like to take this opportunity to update you on our activities.

As of November 12, 2008, the Bureau licensing numbers are:

Apprentice	21
First Responders:	235
NH EMT-B	73
NREMT-B	2072
EMT-I	1109
EMT-P	676
IFTE	<u>1</u>
TOTAL:	4187

There are 296 (161 transporting and 135 non-transporting) licensed Units. We have 146 I/Cs, including 9 Provisional. Licensed and inspected vehicles to date 423.

Bureau of EMS Report: Our Bureau is working with the other Bureaus in the Division on finding and implementing cost savings. Our goal is to not affect the level of service provided by our staff. No full time positions and/or offices are in jeopardy at this time. However part-time workers may be significantly cut back as well as travel.

We have completed draft Administrative Rules that are with Counsel that include Wheelchair Van, Record Keeping and Reporting, Emergency Medical Dispatch Licensing Rules, Interfacility Transfer Exemption and the Protocol Rules with the

incorporated new equipment list. The priority is the Protocol Rules that have expired in the interim status. In light of the upcoming National EMS Educational Standards and their implementation in NH we will have to change the Administrative Rule to reflect the four new levels of National Registry certification and licensure including : Emergency Medical Responder, Emergency Medical Technician, Advanced Emergency Medical Technician and Paramedic. Also the language around provider licensure requirements, and education, Instructor/ Coordinator rules will need to be changed as well. We are not expecting any statutory changes.

For the past six months I have been meeting with representatives from the Department of Health and Human Services, Division of Elderly and Adult Services, and the office of Medicaid regarding the cross training and utilization of licensed EMS providers as part of the Home Health Care Team. This effort would serve many purposes including augmenting the Home Health Care staff in NH in delivering needed services, increase the skill set for EMS providers within their established scope and training, help to advance our profession, as services that we can be reimbursed for. We know of one other EMS agency in the country that has been successful in setting a fee schedule on a trail basis with their regional CMS office for reimbursement. We also have the possibility of NH Medicaid. A former EMT from the North Country had initially prepared this proposal and it is being used as the basis for the discussion.

Trauma System: The 8th Annual NH Trauma Conference was held on November 12th at the Inn at Mill Falls in Meredith. The NH Office of Rural Health and Primary Care is contributing to this conference, and Elliot Hospital provided physician CME credits. In addition to a panel discussion about the revised NH Trauma Plan, featured speakers included Dr. Peter Vichellio from SUNY / Stonybrook, a noted expert on surge issues and patient movement, Dr. David Clark from Maine who spoke about the National Trauma Databank, and Alice Gervasini, RN from MGH presented on how to effectively conduct a hospital's trauma M&M conference. In addition there was a poster presentation on the topic of best practices or performance improvement by a variety of hospitals in NH. Twenty three of NH Hospitals were present and once again we had to close registrations to this important Trauma System event.

Education: As you all know, the "Exam in Lieu" of the traditional refresher process was revisited by the EMS & Trauma Services Coordinating Board and the Bureau staff. On September 18, 2009 the Board directed the Bureau to re-write the "Exam in Lieu" policy so that NH providers will fall under the full National Registry guidelines. This includes a written Computer Based Test (CBT) at your level of certification, successfully completed, in lieu of a 24 hour refresher, continuing medical education and practical exam at the Basic and Intermediate levels. For more information see the posting/instructions on our website at:

<http://www.nh.gov/safety/divisions/fstems/ems/documents/2009ExamInLieu.pdf>

The final draft of the National EMS Education Standards document has been submitted to NHTSA at US DOT and approval is expected in early 2009. The Bureau has an implementation team in place reviewing the current system, the draft standards document and working on recommendations to implement the new standards in New Hampshire. The implementation team consists of: 2 members of the EMS Coordinating Board, 1 EMS Instructor Cabinet Representative, 2 Bureau of EMS Field Services staff members and the staff of the Bureau of EMS Education Section. Although the

implementation seems momentous at this point, we will be working hard to ensure a smooth transition and maintain protection of the current system.

It is important to remember that the NREMT will only accept original "Certificates of Completion" for re-registration purposes. For FR, EMT-B and EMT-I personnel you will receive your original "Certificate of Completion" after successfully completing the practical exam. Paramedics will receive their "Certificate of Completion" upon receipt of a Course Completion Roster from your RTP Instructor.

The PEETE program has been in high gear over the last couple of months. Several new evaluators have been trained and are working on their orientation component. A train-the-trainer for instructors is scheduled for January 28, 2009 with additional Division sponsored training programs coming up in the spring of 2009.

We have seen a great deal of success and participation with the Toxicology Continuing Education lecture series. This winter we will switch gears and move into Pediatrics where we will offer a similar series throughout the State. Watch the Division/Bureau website for the advertisement.

Recently the Education Section has fielded many calls about reciprocity and a standard process or application. Statewide, reciprocity for EMS certification is handled by Education Specialist Kimberly Mattil from our Southern NH Field Office. NH Bureau of EMS will assist EMS personnel with reciprocity if they meet one of the following conditions: 1) Live or work in NH, 2) Trained in NH, or 3) Have an EMS job pending in NH. Due to the unique characteristics of each State's EMS system there is not a standard application or checklist for reciprocity. If your service has an applicant who holds non-NREMT certification from another State they should contact Kim Mattil (603-654-3788) for guidance and assistance with the reciprocity process.

We are getting closer to opening our second North Country Computer Based Testing (CBT) site at Conway Fire Department! Funds from the Office of Rural Health and Primary Care have supported the equipment and testing center construction recently completed by Conway Fire. SOLO has offered to serve a System Administrator. Together, we are collaborating on scheduling and manpower. A planning meeting on September 26, 2008, was held. I, we, will keep everyone posted.

Advanced Life Support: As voted on by the Medical Control Board on September 19, 2007 and posted on our website under Medical Advisory Bulletin(s), Medication Assisted Intubation is not allowed in Paramedic practice. We are monitoring intubations and will report first offenses to local Medical Directors. Repeat offenses will be considered for investigations under RSA 153-A:14. Please review the Medical Advisory Bulletin that applies:

<http://www.nh.gov/safety/divisions/fstems/ems/bulletins/documents/070917bulletin1.pdf>

The peer review of the 2009 New Hampshire Patient Care Protocols is complete and the final touches are being brought before the Medical Control Board today.

In preparation for the upcoming 2009 NH Statewide Patient Care Protocols rollouts Vicki had the opportunity to do a trial run at the North Country EMS Conference in October. Vicki gave a protocol sneak-peak addressing changes and updates to the protocol.

Vicki will be scheduling rollouts with each hospital through your hospital's EMS Coordinator.

The ALS and Trauma Section continue to meet with the Critical Care Paramedic (CCP) Study Committee. The committee is investigating critical care paramedicine nationwide; including protocols, legislation, education, and credentialing. The committee will then make a recommendation to the Medical Control Board and Coordinating Board regarding critical care paramedics for New Hampshire. Clay Odell and Vicki Blanchard are working together on this project.

Vicki has been working closely with the Education Section on a comparison of the new National Scope of Practice and the final draft of the National Education Standards and how they will align with the 2011 protocols. It is our goal to create a seamless process on integrating new skills and procedures within the protocols with the necessary education. As we won't have the Educational Standards until mid 2009 and the new American Heart Association standards until 2010, it's our plan to prepare to rollout the new standards to I/Cs for implementation in mid 2010 in time for the 2011 Protocols.

Field Services (FS): It was initially planned that we would be switching from the First Responder the new Emergency Medical Responder (National Scope of Practice Model 4.0) in 2009 (FR Plan Memo dated November 2006). With that switch over not taking place until 2010 (at the earliest) we will continue issuing FR Waivers for the enhanced modules including quantitative vital signs, oxygen therapy, fracture fixation and spinal immobilization to the Departments' providers at the FR level that had them prior to December 31, 2008. The FR to EMT-Bridge will be extended through December 31, 2009.

Reminders for EMS Units include:

- You are required to report to the Bureau those who become affiliated and/or unaffiliated with your EMS Unit within 30 days of the action
- You are required to notify the Bureau if your base of operation, building that houses your vehicles and business is moved and/or you open a new location
- You are required to notify the Bureau of a change in the Head of Unit status and accordingly who is authorized to sign Provider License applications for your organization
- Ambulances being taken out of service/removed from your fleet, whether you replace them or not are required to be reported to the Bureau
- You are required to complete a patient care report/record for any time you are requested, respond, provide care and/or care is refused

Next round of licenses to expire will be the December 31, 2008 NH EMTs which make up a small percentage of the 4300 licensed Providers, and then the March 31, 2009 deadline will be looming for all other Providers expiring this cycle. Courtesy reminders, along with application forms, will be sent out to each of these Providers in advance, as always.

Beginning September 30th Providers will be held more responsible for their own licensing status. The Bureau will provide a postcard reminder that the provider's CPR is expiring the month prior to expiration and then will notify the Provider, in writing, that they have

expired and that they should no longer be providing EMS. At this same time the individual will be deactivated in TEMSIS and it will be up to that Provider and Unit Leaders if they choose, to rectify the situation. Anyone found to be providing care, or acting as the second required Provider, without the appropriate license will be placed under investigation.

Investigations are ongoing and the process is labor intensive – the Staff is becoming very proficient at this process. Vehicle Inspections are also a never ending process which keeps the FS Staff on the road – the new 2008 Emergency Response Guides (ERGs) are being distributed during inspections, and via the Field Offices and EMS Hospital Coordinators.

Research and Quality Management (RQM) Section Report:

Total Number of Reports:	336,772	(From 1/05 through 11/09/08)
2006	100,738	
2007	112,483	(Increase of 12%)
2008	82,959	Through 9/10/08

Average Time to Complete a Report	
2006	26.7 minutes
2007	25.9 minutes
2008	24.9 minutes
Since 6/11/08	24.6 minutes*
*No statistical difference from rest of 2008	

The RQM Section is continuing to work on getting non-TEMSIS agencies on-board. We recently sent a letter to non-complying agencies to either provide data or update their status on providing information.

Great news and good job Mike; we received word from the Highway Safety Agency that we will be receiving \$131,000 for TEMSIS improvements. These improvements focus on the Internet version of TEMSIS and revolve around the time it takes to complete a report. The proposal for changes needed has been developed through a series of meetings in each EMS Region over the last year. These improvements will take place in 2009.

ImageTrend continues to push forward with the next major software release that will occur in early 2009. New Hampshire will not be the first State to move to the new version which will reduce the amount of bugs that will be experienced by the EMS providers across the State.

The RQM section spoke at the North Country Conference about TEMSIS. The sessions were well attended and the participants provided valuable feedback about the next version of TEMSIS.

The RQM section is working on the NHOODLE (distance-learning) system. The work has focused on developing the website and the initial course content for the system. Once testing is complete, all EMS providers will be offered at login and password. NHOODLE will be a free system for all New Hampshire EMS providers.

As always, thanks for all that you do and have a great Holiday Season and thanks for all your dedication and support for NH EMS. If we can be of assistance, please do not hesitate to call me at (603)223-4212.