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GEORGETOWN-SCOTT COUNTY EMERGENCY MEDICAL SERVICES

OPERATIONS SUPERVISOR GUIDELINES

PURPOSE: The purpose of this policy is to provide a consistent and understandable method for the duties of the Operations Supervisors.

SCOPE: This policy applies to all Operations Supervisors, Assistant Operations Supervisors and personnel serving in the capacity of the Operations Supervisor.

OVERVIEW: This guideline has been created to develop a consistent method of operations within GSCEMS. Provided within this guideline are methods of command and control, daily operating and recording requirements. While it is not within the scope of this guideline to cover all situations, it should be used as a guide. The use of common sense will also assist in its application.

OVERVIEW

The Operations Supervisor is the first link in the chain of command. He/she is responsible for the execution of the service's mission and the administration's intent on a daily basis. The Operations Supervisor is charged with the professional and efficient operation of the organization during his/her shift.

The Operations Supervisor will act as a liaison between the staff and administration at GSCEMS. He/she will address any complaints or concerns that the staff may have, as well as receiving suggestions for process improvement or correction. The Operations Supervisor will seek assistance from the Assistant Director or Director in the event that a problem cannot be solved at his/her level of authority. These instances will be documented and forwarded up the chain of command.

The Operations Supervisor is the first step in the chain of quality control above the crews. This will be completed through chart review and direct evaluation of the actions of the crews assigned to his/her shift. Minor deficiencies should receive correction and immediate remediation. Major deficiencies should be corrected immediately, documented on a *GSCEMS Incident Report Form* and forwarded up the chain of command for resolution.

The Operations Supervisor, as well as the remainder of the EMS staff, should be well versed in the GSCEMS Operations Guidelines. He/she should use these guidelines as a tool to manage daily operations within GSCEMS. The Operations Supervisor should refer to the Scott County Government policy and procedures manual, as needed, to answer questions posed by EMS staff, to administer appropriate disciplinary actions, and to ensure the GSCEMS staff adheres to all policies and procedures.

In addition to the administrative tasks outlined, the Operations Supervisor, when available, will respond on calls to assist crews. He/she should respond on all true emergencies including but not limited to the following: Chest Pain, Difficulty Breathing, Seizures, Cardiac Arrests, MVC's, Falls, Unconscious/Unresponsive patients, Stroke/CVA, and major blunt or penetrating trauma. The Operations Supervisor will also respond to incidents involving multiple agencies where the incident command system is initiated.

The Operations Supervisor also functions as the safety officer. He/she will address any safety issues that might evolve during the course of his/her shift. The Operations Supervisor will personally take action to correct a life safety issue. Once the situation has been corrected and the call completed or if the issue does not require immediate action he/she will report it through the chain of command by a *GSCEMS Incident Report Form*.

This guideline is a template for operations during the shift. The Operations Supervisors should use it as that. EMS operations are dynamic and unpredictable; therefore this document is unable to cover every situation that may be encountered. The Operations Supervisor must be assertive and flexible to ensure the proper course of action is developed and implemented for any given situation. It is the goal of the GSCEMS Administration that situations and problems be corrected and managed at the lowest management level possible.

In situations where the Operations Supervisor is absent or incapacitated, the Assistant Operations Supervisor will assume his/her duties and will manage the shift. In cases where neither of the assigned positions is available to coordinate the shift and an Operations Supervisor or Assistant Operations Supervisor is available, he or she will assume the supervisor role. If none of the aforementioned persons are on-duty, the senior paramedic (related to time in service) on the shift will assume the supervisor role. He/she shall contact the Assistant Director for assistance.

Sections in this guideline noting the contact of the Assistant Director should be understood as normal procedure. However, there are situations where he/she may not be available. In these cases, follow the chain of command and forward issues to the Director. Generally the Assistant Director and the Director will notify the Operations Supervisors of periods where either will not be available.

SHIFT CHANGE REQUIREMENTS

Start Times and Arrival

The Operations Supervisor will ensure that all crewmembers assigned for the shift have arrived, clocked in and are prepared for shift by 0730 hours. Satellite station crews will be confirmed by phone or radio. Crews not on station and ready for shift will be noted as tardy.

Supervisor Transfer of Authority

The oncoming and off going Operations Supervisors will perform a face-to-face briefing, relaying information from the past shift and pertinent information about the on duty shift. Items to be covered shall include at a minimum:

1. Shift staffing changes for the on-duty crew including vacation time, sick time or other benefit time. Additionally, the Operations Supervisor will coordinate coverage for any crewmember of that shift which will be off for an extended period of time.
2. Reports of changes to unit equipment inventory, equipment failure and equipment remaining at facilities in need of retrieval.
3. Vehicle updates, to include: units available, units out of service, pending service items and documented problems with units awaiting repair.
4. Pertinent updates which will allow for communications within the chain of command in any direction.

Crew Assignments and Reporting

The Operations Supervisor will ensure that an appropriate combination of EMT's and Paramedics are assigned to the units for the shift. He/she will ensure that when requesting additional crewmembers to meet the required number of units for the shift, the appropriate position is requested.

At the beginning and during the course of the shift, the Operations Supervisor will initialize and update the crew section of the Operations Supervisor's log. Additionally, he/she will provide Central Communications, the Administrative office and the Assistant Director a crew log sheet at the beginning of each shift. This report will be updated through the course of the shift.

Review Status Board for Pending Runs

At the beginning and during the course of the shift, the Operations Supervisor will contact the administrative office to verify any pending transfers. He/she will consult the Billing Supervisor for updates and to determine the appropriate paperwork for each

transfer. The Operations Supervisor will ensure that the crews respond to calls in a timely manner.

Any deviations or delays in requests for transfers will be forwarded to the Administrative office. The Operations Supervisor will contact the requestor and receiver to advise of the delay and an expected time of completion. If the situation requires it, the Operations Supervisor may request assistance from the Billing Supervisor. Should these delays be excessive, the Operations Supervisor will page for an additional crew to assist with the pending transport(s) and additional call volume. If no success with the page or if the delay is not acceptable to the requestor, an alternative means of transportation shall be coordinated for the patient. A *GSCEMS Incident Report Form* to the Assistant Director will provide information related to the run, to include information on the delay, and the disposition.

The Operations Supervisor will check the daily activities board for scheduled runs, scheduled educational assignments, sporting events, or other public relations assignments. The Operations Supervisor will assign each task to an appropriate crew. In the event that an assignment cannot be fulfilled, or must be delayed for any reason he/she will communicate with the appropriate contact person with an explanation and a plan to reschedule the visit.

Crew and Station Inspection

Following the transfer of authority, the Operations Supervisor will proceed to the apparatus bay to contact assigned crews to ensure their units are ready for call and evaluate discrepancies or problems. Satellite crews will be contacted by telephone or in person to obtain the information. Additionally, the Operations Supervisor will contact the Assistant Director to determine any daily duties requiring additional attention. Any major discrepancies noted during the inspection, which are unable to be corrected, will be reported to the Assistant Director.

During the course of the shift, the Operations Supervisor will travel to all satellite stations to inspect the crews, units and stations, deliver equipment as needed, pick up any paperwork or mail, and to maintain normal communications with the staff. During this time, the Operations Supervisor will ensure that all personnel are appropriately uniformed, and well groomed for presentation to the public.

DAILY DUTIES

Unit Status Management

One of the primary duties of the Operations Supervisor is to ensure that units arrive on scenes in a timely manner and to ensure the closest appropriate units are dispatched to the calls. In order to maintain this goal, he/she may relocate units during the course of operations to maximize the coverage through geographic positioning of units to meet call trends.

Units should generally remain within their assigned districts during the course of the shift. However, when the units leave their assigned districts, they shall notify the Operations Supervisor, so he/she can better coordinate unit responses when necessary.

In situations where units are on calls, or out of service, the Operations Supervisor may relocate units to appropriate locations. While it is understood that this is a dynamic situation, the following general rules shall apply:

1. When the unit covering either District One or District Two, is on a call or is to be out of service/sector for an extended period of time, one of the units from District Three or the Supervisor will be relocated to the appropriate district (when both are available).
2. When all units covering District Three are on calls or out of service for an extended period of time, either units from District One or District Two (alternate at the supervisor's discretion) will relocate to an appropriate location within District Three.
3. When only one of the two District Three units is on a call or out of service, no action is usually required.
4. In situations where more than four units are available for shift, the unit relocations will be handled with this pattern, at the discretion of the Operations Supervisor.

If the Operations Supervisor recognizes the need to deviate from this template, he/she has the authority to adjust this plan to meet the needs of the situation.

Vehicle Inspections

During the course of the shift, the Operations Supervisor will ensure that in-service units are serviceable and have specified levels of stock and equipment. Additionally, units not in service will be inventoried for equipment and supplies to ensure availability for use later in the shift. Operations Supervisors will ensure all units are inspected on a weekly rotational basis to monitor for mechanical problems and supplies and equipment deficiencies. The supply/fleet coordinator will establish this rotation.

The Operations Supervisor is solely responsible for the *Medic One* response unit, including cleanliness, daily mechanical inspection, daily equipment inspection, and fueling. The *Medic One* response unit will be checked daily, even when scheduling requirements prevent the unit from being in service. Other response units to include the Major Incident Response Unit and fleet vehicles will be inspected on a weekly rotational basis. The supply/fleet coordinator will establish this rotation. When deficiencies are found, either on initial inspection or through the course of the shift, the crews shall report these to the Operations Supervisor. He/she will determine the method to correct the problem.

Generally, the fleet maintenance garage should be contacted for mechanical deficiencies, to have the problem evaluated. On occasions when the garage is not available, and the unit available status is critical, the Operations Supervisor shall contact the supply/fleet coordinator to establish

a course of action. ***Any vehicle found to be unsafe or having service problems will immediately be removed from duty and another unit will be assigned to the crew.***

Controlled Substance Inventory

All units with an inventory of controlled substances will be checked daily and recorded on the Controlled Substances log. The Operations Supervisor will collect all expired controlled substance check sheets on the last day of the month and replace with new form for the next month. The expired controlled substance check sheets will be forwarded to the Assistant Director.

All other information related to Controlled Substances shall be available in the *Controlled Substances SOG*.

Schedule Review

The Operations Supervisors are responsible to ensure all work shifts are covered with the appropriate number and classification of personnel.

Each shift, the Operations Supervisor will evaluate the schedule for the following shift to ensure coverage is complete. When deficits are noted, coverage will be called for. In addition to short-term review, the Supervisor will assess the schedule for the next seven shifts. He/she will initiate calls for coverage for those shifts with openings.

When coverage for the next shift is not acquired, and staffing will fall below the required standard of four ALS units, the Operations Supervisor will notify the Assistant Director to advise of the opening.

Schedule Changes and Approvals

Requests for vacation will be tentatively approved or disapproved by the Operations Supervisor, then forwarded to the Assistant Director for final approval. Refer to the *Scheduling Guideline* for additional information.

Operations Supervisors will receive all calls for sick days. When requested in advance, the requests will be forwarded to the Assistant Director for approval.

Shift trades are a benefit to the service and should be encouraged when staff need time off but wish not to use compensated time. Trades may be made with any classification as long as the appropriate combination of EMT's and Paramedics is maintained for the period of the trade. At no time, will a trade be authorized when coverage will be compromised.

Patient Care Reports/Paperwork Review

The Operations Supervisor will evaluate all patient care reports generated during the shift prior to completion of the shift. Evaluation during the course of the shift is encouraged. Prior to shift change, crews shall correct deficits to paperwork, unless prevented by late shift calls. Operations Supervisors will also check the run log to ensure all shift calls are properly recorded when applicable.

The following items are required to be corrected prior to forwarding the patient care reports to the administrative offices:

1. Correct response numbers, in order with all issued numbers accounted for,
2. Correct date of incident,
3. Complete and correct incident address,
4. Complete and legible patient demographics including date of birth,
5. Appropriate and complete chief complaint,
6. Destination with appropriate code if applicable,
7. Appropriate and complete signatures on back of report and all accompanying paperwork,
8. Copy of insurance cards if applicable, and
9. Complete billing paperwork, if applicable to include: charge sheet, face sheet, Certificate of Medical Necessity, and Advance Beneficiary Notice.

Station Duties

It is the responsibility of the Operations Supervisor to ensure that all duties around the stations are completed in a timely manner during the shift. Duties will be shared with the other departments located within stations when possible. Crews will complete or ensure completion by other departments of all duties for each workday. GSCEMS personnel will complete shared duties not completed by other departments during the shift. Operations Supervisors will communicate problems with duties to the similar level supervisors of other departments. If problems persist it may be necessary contact the Assistant Director and submit a *GSCEMS Incident Report Form*.

Equipment Retrieval

During the transfer of authority, Operations Supervisors will note any equipment left at facilities outside Scott County. If possible, units transporting patients to those locations should be advised of the equipment to be retrieved. If the equipment is not recovered by 14:00 on the shift following the call, the Operations Supervisor will proceed to the facilities where equipment was left.

He/she will ensure the equipment logs are properly maintained in order to decrease equipment loss.

Daily Crew Briefings

Operations Supervisors should meet with the shift collectively once during the shift to handle any concerns and communicate daily requirements. This can be performed anytime during the shift, however the earlier it is accomplished the more productive it will be.

He/she will ensure that all crews for the shift visit the administrative office daily, preferably in the morning to complete any paperwork from previous shifts. This should be completed by 1100 hours each weekday. This does not apply for weekends and holidays.

Operations Supervisors will relay information provided in the Supervisor's meeting in a timely manner to promote open lines of communication between administration and the field staff.

Assistant Operations Supervisors Notification

On shifts where the Operations Supervisor is not to be present and the Assistant Operations Supervisor will cover the responsibilities, the on-duty Operations Supervisor will notify the oncoming Assistant Operations Supervisor to assure he/she is reporting to the appropriate station. At that time, both the oncoming and off going Operations Supervisors will evaluate the schedule and make appropriate changes to ensure proper staffing.

Curfew

In order to ensure that crew rest and quiet time is not interrupted, the Operations Supervisor will enforce the curfew for incoming telephone calls, and visitors. The curfew time is 2200 hours.

Shift Closeout

The on-duty Operations Supervisor should see that all end of shift tasks are completed to ensure a smooth shift change. These responsibilities include the general cleaning, emptying of trash cans, refueling of vehicles if less than three quarters of a tank is noted, and restocking of any supplies that would leave the vehicle below specified levels.

The Operations Supervisor will ensure that all staff members are awake and completing end of shift responsibilities by no later than 0700. This can be accomplished by telephone or in person.

Payroll

At the end of the pay period, the Operations Supervisor will review his/her shift's time cards and payroll sheets for completeness. Anything found incomplete will be returned to the appropriate employee for completion. Once time cards are completed the Operations Supervisor will again review and initial prior to being forwarded to the Billing Supervisor.

STAFFING REQUIREMENTS

Minimum Staffing

GSCEMS will staff a minimum of four (4) Advanced Life Support Ambulances for all shifts. This staffing may be accomplished by paging out, contacting off-duty personnel, Operations Supervisor coverage and Administrative coverage. Anytime the coverage is forecasted or actually drops below the standard of four ALS units, the Assistant Director will be notified of the opening. This does not include decreases in coverage as a result of call responses.

Replacing Staffing Shortages

When staffing shortages occur, the following method will be utilized to secure coverage:

1. If, the shortage is for the next shift, the Operations Supervisor will contact on-duty crewmembers to determine if any would hold over for no more than twelve (12) hours. As a general rule personnel will not be on duty for more than thirty-six (36) hours.
2. All other situations, the Operations Supervisor will activate the all call paging system noting the position needed, the date and time of the shift and any special information. This will be repeated a second time, should there be no response to the first page. If unsuccessful in acquiring coverage, the Operations Supervisor will call the part-time personnel at the listed numbers in alphabetical order, advising them of the same information. If unsuccessful with the part time list, the full time personnel on the off shift will be contacted in order of the phone list.
3. Should no coverage be obtained, and staffing falls below the required standard, the Operations Supervisor will advise the Assistant Director of the opening.

Special Situations

There may be occasions when, due to major emergencies and/or critical staffing shortage, i.e. less than three scheduled units for the shift or high call volume periods, crews will be held over for shift. These cases would be rare, but would require mandatory holdover until replacements can arrive or the situation has been mitigated. The Operations Supervisor will initially ask for volunteers to fill the openings.

Should no volunteers be found, the Operations Supervisor has the authority to issue a mandatory holdover order. The decision on which holdover crews will be kept on duty will be based on factors of coverage and seniority. Every effort will be made to relieve the effected personnel as quickly as possible. Except in cases of disaster, crewmembers will not be on duty for more than forty-eight (48) hours.

INCIDENT COMMAND

EMS Scene

When arriving first on the scene, the Operations Supervisor will immediately assume command of the scene and announce “EMS Command” for communications in order to maintain consistency and clarity. He/she will coordinate the following aspects of the event:

1. Safety Assessment
2. Scene Survey
3. Send Information to responding units regarding the call
4. Setup Incident Command-

Incident command will involve coordinating special instructions to the responding units. When a single agency response, the Operations Supervisor will direct the crews providing care and transportation and serve as a coordinator, assisting the crew. The supervisor will ensure the treatment and transport are to the service’s standards, being mindful of scene times and situations.

5. Transfer or terminate command-

When the situation is under control, the Operations Supervisor will complete the call and transfer command to the transporting unit or terminate the incident command.

When arriving subsequent to a transport unit, the Operations Supervisor will ensure the listed elements have been completed, if not he/she will correct and address the deficits. The Operations Supervisor will then serve as a resource to assist the crew in any manner necessary to complete the call to service standards and GSCEMS treatment protocols.

While on scene, the Operations Supervisor will oversee all aspects of the call establishing EMS incident command. In addition, he/she may accompany the crew to the hospital on an as needed basis, or at his/her discretion.

Multi-agency Scene

When responding to a multi-agency scene the Operations Supervisor will serve as the EMS representative in the unified command system. He/she will be responsible for all GSCEMS operations on the scene until relieved by either the Assistant Director or the Director.

The Operations Supervisor will ensure that all components listed in the EMS Scene section are completed. Any areas not evaluated or found to be deficient will be addressed. He/she will also serve as the EMS Safety Officer at the scene, until relieved by another individual competent to serve in this capacity.

On these scenes, the Operations Supervisor will use the identifier of “EMS Command” for communications in order to maintain consistency and clarity. He/she will notify Central Communications upon initiation, termination, or transfer of command.

COMPLAINT RECEIPT/INVESTIGATION

Due the nature of the relation among other departments, the public and even within the service, occasionally, the Operations Supervisor may receive complaints. When such situations occur, it is imperative that a uniform method be followed to ensure proper investigation and disposition of the problem.

Internal

Operations Supervisors shall be the first step to contact in the event of a complaint within the service or against a departmental employee. If this complaint involves the employee’s Operations Supervisor, the complaint may be forwarded directly to the Assistant Director. Should the complaint be against an Assistant Director, it may be forwarded directly to the Director. Complaints against the Director will be forwarded to the Scott County Judge Executive, through the Assistant Director.

Complaints will only be investigated when the complainant produces it in writing to the appropriate level in the chain of command. Once a formal complaint has been filed, the receiving individual will have up to three (3) business days to investigate the claim and forward the results up the chain of command. The results must be documented on a *GSCEMS Incident Report Form* and will maintain a record of events to include dates and times to verify the complaint receipt and any subsequent actions.

At a minimum, the following information will be provided regarding the complaint:

1. Name and position of the complainant,
2. Date and time of the report,
3. Date, time and location of the event,
4. List of names of all parties involved or witnesses,
5. Scope of complaint and description of the events,
6. Any actions taken and
7. Signature of the receiving individual.

Once forwarded to the Director or the Assistant Director, he/she will have five (5) business days to complete the investigation and document the findings to the packet. Any action required to correct the complaint will be administered following this period. If necessary the findings may be forwarded to the Scott County Judge Executive for review and action.

External

Complaints received from the public or other agencies within the local governments shall be forwarded through the chain of command to the Director of GSCEMS. Anytime a complaint is received, either by telephone or in-person, the highest level in the chain of command available will receive the initial information regarding the complaint. The results must be documented on a *GSCEMS Incident Report Form* and must have an accompanying log sheet to verify the dates and times of complaint receipt and any subsequent actions. The required information will include:

1. Name and contact information of the complainant,
2. Date and time of the report,
3. Date, time and location of the event,
4. List of names of all parties involved or witnesses,
5. Basic description of the events,
6. Signature of the receiving individual.

It is imperative that the Operations Supervisor be courteous and respectful to the complainant. Never minimize the complaint while obtaining the initial information. Assure the complainant that you will forward the information through the chain of command and that the Director will contact them within twenty-four (24) hours.

Once forwarded to the Director he/she will have five (5) business days to complete the investigation and document the findings to the packet. Any action required to correct the complaint will be administered following this period. If necessary the findings may be forwarded onto the Scott County Judge Executive for review and action.

INJURY TO GSCEMS PERSONNEL ON DUTY

The Operations Supervisor will be notified immediately when a member of GSCEMS is injured on duty. He/she will ensure that appropriate medical attention is provided to the crewmember if required and requested. If during business hours and the situation is not emergent, contact HealthWorx® for an appointment. If the situation is emergent or after normal business hours, have the member evaluated at an appropriate facility for the injury. If the crewmember denies medical treatment at the time of the incident, ensure he/she is informed that medical treatment may be sought at a later time.

If the treating physician or his/her designee determine that the employee cannot work in any capacity, the Operations Supervisor or the Assistant Director or the Director will offer to drive the employee home if she or he is unable. If the employee is put on “modified duty” or “light duty” and GSCEMS can accommodate the employee, he or she will be assigned “light” or “modified” duty” for up to 1 week following the date of injury. “Modified” or “light” duty extending beyond 1 week will require action from the Fiscal Court to determine if the employee

can be productive in an extended reduced capacity. “Modified” or “light” duty should entail administrative tasks such as assisting the Operations Supervisor in scene responses, assuring that crews stationed at outlying stations have all equipment necessary, checking the work calendar, reviewing all patient care reports for completeness, coordinating coverage for the following week and any other duties assigned as long as they do not require lifting or bending or any restriction placed on the injured employee.

Once the crewmember’s condition has been attended to, the Operations Supervisor will notify the Assistant Director and the Director of the situation.

The Supervisor will create a log of the events and actions taken. Additionally, the Supervisor will begin the initial investigation with an *Illness/Injury Report*, which will be completed by the injured employee if able. If the incident involved a confirmed or suspected infectious exposure, an *Infectious Exposure Report* will be completed as well. In cases where the employee is incapacitated, the Operations Supervisor will complete the paperwork. These reports will be forwarded up the chain of command to the Assistant Director.

Following the run, each person involved with the situation will complete a *GSCEMS Incident Report Form* stating an explanation of the events, safety measures used and treatment provided by the crew prior to further medical treatment.

All reports and information will be forwarded to the Assistant Director through the Operations Supervisor, before the end of the occurring shift.

VEHICLE/PROPERTY ACCIDENT

The Operations Supervisor will be notified immediately when a GSCEMS vehicle or property is involved in an accident or incident. If any injuries occur as a result of the incident, care of the injured shall take precedence over all other activities. If a crewmember is injured, refer to the injury to personnel on duty section. In cases where damage occurred to a GSCEMS vehicle, another vehicle or property, the GSCEMS vehicle operator will report to Business Health at Georgetown Community Hospital as soon as possible following the run and submit to a drug/alcohol test. If the incident occurs after hours or on weekends or holidays, this test can be completed at Georgetown Community Hospital.

The Operations Supervisor will notify the Assistant Director and the Director of the situation as soon as possible.

The Operations Supervisor will create a log of the events and actions taken. Additionally, the initial investigation will be recorded on an *Accident Reporting Form*. The Operations Supervisor, and either the Assistant Director or the Director will complete this form. When able, digital pictures will be obtained immediately following the incident.

Upon completion of the call, each person involved with the situation will complete an *GSCEMS Incident Report Form* stating: an explanation of the events, safety measures used and treatment provided by the crew prior to further medical treatment.

All reports and information will be forwarded to the Assistant Director, before the end of the occurring shift.

DISCIPLINARY ACTION

All disciplinary actions will be in accordance with Section 3.3 of the Scott County Employee Handbook and the *Employee Conduct and Work Rules* of the GSCEMS Standard Operational Guideline. While it is understood that not every situation is covered in the Handbook, it should be used as a guide. Operations Supervisors shall make every effort to confer with their chain of command for all disciplinary action involving a written reprimand or greater. If higher levels of the chain of command are not available, he/she should confer with another Operations Supervisor regarding the event, while maintaining the confidentiality of the occurrence.

It is imperative that all disciplinary actions be fair and consistent. The aforementioned handbooks must be utilized to ensure proper documentation. All actions must be documented on the GSCEMS *Performance Progress Report*. This report must be forwarded to the next higher level in the chain of command by the next shift following the occurrence.

Employees receiving disciplinary action must sign the report as a verification of receipt. This in no way is to be construed as an admission of guilt or agreement. Written notations on the remarks section shall be clear, concise and objective. Procedures for grieving disciplinary action are found the Scott County Employee Handbook

PUBLIC INFORMATION REQUESTS

Due to the nature of business of GSCEMS, various media outlets, other governmental departments and the general public may request information obtained through operations. It is imperative that all specific information related to patients, especially that information obtained as a result of interviews, assessments and treatment, be safeguarded and maintained as confidential. As well as the legal ramifications, which may ensue, it is unethical to divulge this information.

All information to be provided to an outside source must be in accordance with the GSCEMS HIPAA Compliance Guide. Information, which may be provided, is that which could be obtained in the public domain and includes the following:

1. Location of response,
2. Dispatch nature,
3. Time and date of incident,
4. Number and type of responding units,
5. Number of patients involved,
6. Vague conditions of types of patients, (i.e., two patients with minor injuries, patient with medical complaints, etc.) and
7. Locations of transport.

At no time will patient names or specific information about conditions or the call be provided. Any requests for information outside of these parameters shall be forwarded to either the Assistant Director or the Director. During the request, should the requestor become difficult or adamant about obtaining protected information, immediately refer them to the chain of command.

Appendix

Important Resources

Phone lists

Mutual aid list

Community Connection Book of resources

Paperwork/Reports

PPR

Injury/Illness Report

Supervisors Log

Accident report form

Incident Report Form