Responsibilities of the Participants in the Medical Control Authority System

Purpose: This protocol defines the responsibilities of each administrative segment of the Medical Control Authority system. These segments include the Medical Control Authority itself, the hospitals providing on-line medical direction, and the EMS agencies providing direct EMS services to the public.

1. **Responsibilities of the Medical Control Authority**
   A. The Medical Control Authority is responsible for providing medical oversight for EMS. Hospitals are responsible for administering the Medical Control Authority.
   B. The Medical Control Authority will issue protocols, as defined by Part 209 of P.A. 368 of 1978, as amended, that are up-to-date, reflect current medical practice, and address issues as necessary to assure quality pre-hospital patient care.
   C. In cooperation with the EMS agencies, the Medical Control Authority will coordinate training to implement protocols if not included in routine EMS education.
   D. The Medical Control Authority will establish a Professional Standards Review Organization (PSRO).
      a. PSRO will implement a system wide Continuous Quality Improvement program and may offer continuous quality improvement efforts.
      b. PSRO will provide an impartial, fair and medically appropriate peer review process to review complaints against EMS providers.

2. **Responsibilities of Participating Hospitals Providing "On-Line" Medical Direction**
   A. A hospital within the Medical Control Authority system providing "on-line" medical direction to EMS providers will assure that any physician designee providing such direction is properly trained and qualified and abide by Medical Control Authority protocols.
   B. Each hospital providing "on-line" medical direction will encourage the participation of a representative of its Emergency Department physician staff with the Medical Control Authority.
   C. Hospitals will promptly inform their Emergency Department physicians and staff of Medical Control Authority policy and protocol changes.

3. **Responsibilities of EMS Agencies**
   A. Agencies will operate under the Medical Control Authority and comply with department-approved protocols.
   B. Only persons currently authorized to do so by the Medical Control Authority will provide pre-hospital patient care. Each EMS agency will assure that

their personnel have current training and certifications as required by protocol.

C. The Medical Control Authority will be immediately notified if an EMS agency is unable to provide staffing at the level required by its State license.
D. Licensed EMS vehicles will be equipped with all Medical Control Authority required equipment, if applicable, in addition to that equipment required by the State of Michigan.
E. EMS agencies will promptly inform their EMS personnel of Medical Control Authority policy and protocol changes.
F. EMS agencies will provide an annual listing of EMS personnel upon request of the Medical Control Authority. This listing shall note the license and Medical Control Authority authorization status of each individual.
G. If an employee of an EMS agency is found to be in violation of a Medical Control Authority protocol, the EMS agency will cooperate with the Medical Control Authority in addressing the violation and taking corrective measures.

4. <u>Accountability</u>

A. The State of Michigan, Department of Consumer and Industry Services, EMS Section, designated the Medical Control Authority for a specific region. As such, the Medical Control Authority is accountable to that agency in the performance of its duties.
B. The hospitals within the Medical Control Authority system collectively administer this Medical Control Authority. Each individual hospital is accountable to the Medical Control Authority to meet the responsibilities listed above. Failure to meet those responsibilities may result in a termination of the ability of a hospital to provide “on-line” medical direction.
C. EMS agencies within the Medical Control Authority system are accountable to the Medical Control Authority, as detailed and defined in protocol. Failure to comply with approved protocols may result in sanctions against that EMS agency.