



STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

November 9, 2020

Re: Level of Service and Staffing during the COVID-19 Crisis

Dear EMS Agencies and Medical Control Authorities:

The ability of EMS agencies and personnel to respond to requests for service during the COVID-19 pandemic is paramount. The Michigan Department of Health and Human Services has received concerns from several areas of the state that EMS agencies are unable to comply with the staffing requirements under MCL 333.20921(3) and, therefore, struggling to maintain service due to staff shortages associated with the COVID-19 pandemic. In some cases, this has occurred to agencies that also provide mutual aid for one another.

An emergency protocol has been made available (*14.02 Staffing during a COVID-19 Pandemic*) for MCA adoption. Where compliance with 333.20921(3) cannot be accomplished for reasons outside of the control of an ambulance operation, the Department will not pursue enforcement of MCL 333.20921(3). Under those circumstances, an ambulance operation may use an MFR as the second crew member for any level of response. This temporary measure will facilitate the ability of EMS agencies to continue to provide emergency response when requested. When strain on ambulance staffing is reduced, this provision will once again be enforced. Notification will be provided to all agencies and MCAs prior to this occurring.

Agencies must follow the protocol for notification of the MCA when staffing shortages cause an agency to provide a level of service different than their licensure. If you have any questions regarding this temporary measure.

Respectfully,

A handwritten signature in blue ink that reads "Kathy Wahl".

Kathy Wahl, BS, MSN, RN
Director, Division of EMS and Trauma
Bureau of EMS, Trauma and Preparedness
Public Health Administration
Michigan Department of Health and Human Services