COUNTY OF VENTURA HEALTH CARE AGENCY	EMERGENCY MEDICAL SERVICES POLICIES AND PROCEDURES
Policy Title: Prehospital Care Coordinator Job Duties	Policy Number 350
APPROVED: Administration: Steven L. Carroll, EMT-P	Date: December 1, 2013
APPROVED: Medical Director: Angelo Salvucci, M.D.	Date: December 1, 2013
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I. PURPOSE: To provide guidelines for the role of the Prehospital Care Coordinator (PCC) in Ventura County.

II. POLICY: A PCC will perform his/her role according to the following.

III. DEFINITION: A PCC is a Registered Nurse designated by each Base Hospital to coordinate all prehospital and Mobile Intensive Care Nurse (MICN) activities sponsored by that Base Hospital in compliance with Ventura County Emergency Medical Services (VC EMS) policies, procedure and protocols and in accordance with the Health and Safety Code, Sections 1797-1799 et al, and in accordance with Title 22 of the California Code of Regulations.

The PCC evaluates prehospital care, prehospital personnel and MICNs and collaborates with the Base Hospital Paramedic Liaison Physician (PLP) in medical direction.

IV. PROFESSIONAL QUALIFICATIONS:

A. Licensed as a Registered Nurse in the State of California.

B. Current authorization as a Ventura County Mobile Intensive Care Nurse (MICN).

C. One year experience as an MICN in Ventura County. For those nurses with one year work experience as an MICN within the last 18 months, this may be reduced to 6 months.

D. Have at least three years emergency department experience.

V. SPECIFIC RESPONSIBILITIES:

A. Serve as Liaison by maintaining effective lines of communication with base hospital personnel, VCEMS, prehospital care providers and local receiving facilities.

B. In compliance with VCEMS Policies and Procedures the PCC will:

1. Ensure a high level of competence and training by developing and instituting prehospital care education programs for MICNs and prehospital personnel. Programs shall include, but not be limited to,

specific issues identified by the VCEMS Continuous Quality Improvement Plan.

a. Provide continuing education per policy requirements
b. Coordinate clinical experience as requested, for purposes of provider plan of action.
c. Provide special mandatory programs such as EMS Update classes, Paramedic Skills Labs and Paramedic Orientation.
d. Participate in process improvement teams as designated by VC EMS

2. Provide training for probationary MICNs and newly accrediting paramedics by coordinating necessary clinical experience and evaluating performance.
3. Evaluate the performance of MICNs and submit recommendations for authorization and reauthorization to VC EMS. Such evaluation shall include, but not be limited to:
   a. Direct observation of base hospital communications.
   b. Audit of recorded communications
   c. Observation of patient assessment and clinical judgment skills (in conjunction with the Emergency Department Nursing Supervisor).
   d. Review of written documentation.
   e. Provide written evaluation of the MICNs for hospital performance review.
4. Provide ongoing evaluation of assessment, reporting, communication and technical skills of assigned paramedics. Such evaluation shall include, but not be limited to:
   a. Audit of written and recorded communications
   b. Review of EMS report forms
   c. Direct field observation during the ride-along, including observation of the transfer of patient care upon arrival at the receiving facility.
   d. Assess performance during scheduled clinical hours in the Emergency Department.
   e. Evaluation of paramedic personnel for level advancement, through direct observation, recorded communication and paperwork audit, according to VC EMS Policy 318.

f. Provide written evaluation of the paramedics, and MICNs

g. Facilitate support services for prehospital and hospital EMS Staff, (i.e. Critical Incident Staff Management)

h. Participate in Root Cause Analysis as indicated.

5. Report and investigate, and participate in prehospital care unusual occurrences as directed by VC EMS Policy 150.

6. Ensure the operation of the base hospital communication equipment.

   a. In conjunction with the Base Hospital PLP, ensure that all personnel assigned to communicate with paramedics in the field have attended an MICN developmental course approved by VC EMS.

   b. Ensure that the radio equipment is operational.

   c. Ensure that ReddiNet System is operational and up to date.

7. Comply with data collection requirements as directed by VC EMS.

8. Ensure compliance with requirements for retention of recordings, MICN and prehospital care forms, logs and information sheets and maintaining retrieval systems in collaboration with hospital's Medical Records Department.

9. Develop and maintain education records as required by EMS.

   a. Records must be kept for a period of four years

10. In conjunction with the Base Hospital PLP, report to the EMS agency any action of certified/licensed paramedics which results in an apparent deficiency in medical care or constitutes a violation under Section 1798.200 of the Health and Safety Code.

11. Represent the Base Hospital at the Prehospital Care Committee, PCC meeting and other associated task forces and special interest committees as directed by the EMS Agency.

12. Actively participate in the development, review and revision of Ventura County Policies and Procedures.