

DEPARTMENT OF HEALTH SERVICES  
COUNTY OF LOS ANGELES

SUBJECT: **PREHOSPITAL CARE COORDINATOR**

REFERENCE NO. 310

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PURPOSE: To provide guidelines for the role and responsibilities of the base hospital Prehospital Care Coordinator in the County of Los Angeles.

AUTHORITY: California Code of Regulations, Title 22, Section 100168  
Paramedic Base Hospital Agreement

DEFINITION:

**Prehospital Care Coordinator (PCC)** is a Registered Nurse designated by each base hospital to coordinate all prehospital activities sponsored by that base hospital in compliance with the Paramedic Base Hospital Agreement and in accordance with the policies, procedures and protocols established by the EMS Agency. A PCC must:

1. Be licensed as a Registered Nurse in the State of California.
2. Be certified as a Mobile Intensive Care Nurse (MICN) in the County of Los Angeles.
3. Have experience in and knowledge of base hospital radio operations and EMS Agency policies and procedures and the Paramedic Base Hospital Agreement.
4. Attend an EMS orientation program provided for by the EMS Agency within six (6) months of assuming the position as PCC.
5. Be sufficiently available during normal County business hours to meet the responsibilities of the PCC.

SPECIFIC RESPONSIBILITIES:

- I. Serves as a liaison by maintaining effective lines of communication with base hospital personnel, the local EMS Agency, EMS provider agencies, and local receiving facilities.
- II. Develops and maintains a quality improvement (QI) plan to:
  - A. Identify important aspects of prehospital care and develop related QI indicators.
  - B. Evaluate prehospital care, service and trends, to identify opportunities for improvement.
  - C. Improve prehospital care and service delivery, assist in problem solving, and reevaluate the effectiveness of those actions.
  - D. Identify relevant topics for continuing education program.

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APPROVED: \_\_\_\_\_

  
Director, EMS Agency

  
Medical Director, EMS Agency

- III. Ensures that the Continuing Education Program Director meets the requirements as outlined in Ref. No. 1013.
- IV. Develops and institutes prehospital care education programs for MICNs, paramedics, paramedic trainees and base hospital physicians (in collaboration with the Base Hospital Medical Director). Programs shall include, but are not limited to, specific issues identified by quality improvement activities. Education requirements include the provision of:
  - A. An accumulative average of twelve (12) hours of education per year, of which an average of six (6) hours per year are field care audits. A base hospital may require additional hours of field care audits for MICN sponsorship.
  - B. A mechanism for providing and evaluating structured clinical experience.
  - C. A mechanism to facilitate the scheduling of field observation experience for MICNs.
  - D. Special and mandatory training programs deemed necessary by the EMS Agency. Mandatory classes shall be given and scheduled, at a minimum, three (3) sessions so as to provide continuing education to the majority of the ALS Units assigned to the base hospital.
  - E. Orientation to the prehospital program for new base hospital staff.
- V. Evaluates the performance of MICN candidates and submits recommendations for certification (Ref. No. 1010.4) to the EMS Agency.
- VI. Collaborates with the Base Hospital Medical Director and the Provider Agency to 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 audio recorded communications.
  - B. Review of EMS Report Forms in collaboration with assigned ALS Unit(s)
  - C. Coordination of structured field observation experience including transfer of patient care upon arrival at the receiving facility
  - D. Coordination of direct observation of performance during scheduled clinical hours in the emergency department
- VII. Coordinates, in conjunction with the Base Hospital Medical Director, a base hospital meeting which should include representation from hospital administration, MICNs, base hospital physicians, and EMS providers for the purpose of:
  - A. Providing updates on policies, procedures and protocols.
  - B. Providing orientation to field and base hospital operations.
  - C. Providing a forum for problem-solving.
- VIII. Submits the following documents to the EMS Agency:

- A. Monthly--a continuing education schedule for the upcoming month
  - B. Quarterly--base hospital meeting minutes
  - C. Annually (by January 31 of each year)--a summary of continuing education classes including the date, course title, category, and number of continuing education hours
  - D. Within 30 days--rosters of courses mandated by the EMS Agency
- IX. Ensures, in conjunction with the Base Hospital Medical Director, that all personnel assigned to communicate with paramedics in the field have been adequately trained in the operation of the base station equipment.
- X. Complies with data collection requirements as outlined in the Paramedic Base Hospital Agreement.
- XI. Ensures compliance with requirements for retention and release of taped communications, Base Hospital Forms, logs and information sheets, and maintain retrieval system in collaboration with hospital's medical records department.
- XII. Maintains continuing education records as outlined in Ref. No. 1013.
- XIII. Reports to the EMS Agency, in conjunction with the Base Hospital Medical Director, any action of certified or licensed personnel, which results in apparent deficiencies in medical care or constitutes a violation under Section 1798.200 of the Health & Safety Code.
- XIV. Represents the base hospital at systemwide and/or regional meetings sponsored by the EMS Agency that address prehospital care issues and participates in committees and other task forces that may be developed.

**CROSS REFERENCES:**Prehospital Care Manual:

- Ref. No. 201, **Medical Management of Prehospital Care**
- Ref. No. 214 **Base Hospital and Provider Agency Reporting Responsibilities**
- Ref. No. 304, **Role of the Base Hospital**
- Ref. No. 308, **Role of the Base Hospital Medical Director**
- Ref. No. 620, **EMS Quality Improvement Program (EQIP)**
- Ref. No. 620.1, **EMS Quality Improvement Program Guidelines**
- Ref. No. 803 **Paramedic Scope of Practice**
- Ref. No. 1010, **MICN Certification/Recertification**
- Ref. No. 1013, **Prehospital Continuing Education (CE) Provider Approval and Program Requirements**

Los Angeles County Medical Guidelines:

- Treatment Protocols
- Medical Control Guidelines