

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES

SUBJECT: **PRIVATE AMBULANCE OPERATOR
MEDICAL DIRECTOR**

REFERENCE NO. 420

PURPOSE: To describe the role and responsibilities of Medical Directors of licensed Los Angeles County Private Ambulance Operators.

DEFINITION:

Private Ambulance Operator Medical Director: A physician designated by an approved EMS Private Ambulance Operator and approved by the Los Angeles County EMS Agency Medical Director, to provide oversight of all medications utilized by EMTs and paramedics including controlled medications, and oversees the private provider agency's quality improvement process, as defined by the Los Angeles County EMS Agency.

The Private Ambulance Operator Medical Director shall:

1. Be board certified or eligible by the American Board of Emergency Medicine.
2. Engaged in the practice, supervision, or teaching of emergency medicine and/or EMS.
3. Be knowledgeable on the current policies, procedures, and protocols of the Los Angeles County EMS Agency.
4. Attend an EMS system orientation provided by the EMS Agency within six (6) months of hire.

PRINCIPLE: Medical Directors enhance the quality of prehospital care by providing medical expertise in EMS and serve as a liaison between the EMS Agency Medical Director, hospitals, and other Private and Public Ambulance Operator Medical Directors to ensure the delivery of safe and effective medical care.

POLICY

I. Role And Responsibilities Of The Private Operator Medical Director

A. Medical Direction and Supervision of Patient Care

1. Advises the private ambulance operator in planning and evaluating the delivery of prehospital medical care by EMTs and, if applicable, paramedics, nurses, and respiratory therapists.
2. Reviews and approves the medical content of all EMS training performed by the private ambulance operator. If approved as a continuing education provider in Los Angeles County, ensures compliance with State and local EMS Agency continuing education requirements.

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APPROVED: 
Director, EMS Agency


Medical Director, EMS Agency

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3. Reviews and approves the medical components of the private ambulance operator's dispatch policies and procedures as demonstrated by a dated signature or other mechanism in place for approval, such as electronic signature.
 4. Assists in the development of procedures to optimize patient care.
 5. Evaluates compliance with the legal documentation requirements of patient care.
 6. Provides oversight and participates in the private ambulance operator's Quality Improvement program.
 7. Ensures private ambulance operator compliance with Los Angeles County EMS Agency controlled substance policies and procedures, if applicable.
- B. Audit and Evaluation of Patient Care
1. Assists the private ambulance operator in the development and implementation of a continuous quality improvement program to ensure the provision of quality medical care. Provides recommendations for training and operational changes based on quality improvement results.
 2. Evaluates private ambulance operator medical personnel for adherence to medical policies, procedures and protocols of the Los Angeles County EMS Agency. Provides ongoing periodic review of dispatch and patient care records for identification of potential patient care issues.
 3. Reviews the delivery and evaluation of patient care with base and receiving hospitals, as applicable.
- C. Investigation of Medical Care Issues
1. Reviews incidents with unusual or adverse patient outcomes, inadequate performance of EMS personnel, and complaints related to the delivery of medical care.
 2. Evaluates medical performance and appropriate facts and, as needed, forwards those facts in writing to the Los Angeles County EMS Agency Medical Director.

Ensures that appropriate actions (e.g., training, counseling, etc.) are taken related to patient care issues with adverse outcomes, near misses, etc.

II. Role And Responsibilities Of The Private Ambulance Operator

- A. Designates and maintains a Medical Director at all times.
- B. Ensures Medical Director is involved in the development of all medically related policies, procedures, quality improvement and medical dispatch programs, as applicable.

- C. Provides the EMS Agency with notification of any changes in the designated Medical Director as specified in Reference No. 621, Notification of Personnel Change.

- D. Immediately notify the EMS Agency in the event the Medical Director abruptly resigns or is otherwise unable to fulfill his/her duties and no immediate replacement is available.

CROSS REFERENCE:

Prehospital Care Manual:

Reference No. 226, **Private Ambulance Provider Non 9-1-1 Medical Dispatch**
Reference No. 414, **Registered Nurse/Respiratory Specialty Care Transport Provider**
Reference No. 517, **Private Provider Agency Transport/Response Guidelines**
Reference No. 620, **EMS Quality Improvement Program**
Reference No. 621, **Notification of Personnel Change**
Reference No. 621.1, **Notification of Personnel Change Form**
Reference No. 816, **Physician at the Scene**
Reference No. 701, **Supply and Resupply of Designated EMS Provider Units/Vehicles**
Reference No. 702, **Controlled Drugs Carried on ALS Units**