

9010 MESA COUNTY EMS SYSTEM GUIDELINES: CREDENTIALING

PROVIDER INITIAL CREDENTIALING/PROBATION

Providers new to the Mesa County EMS System or who have upgraded their certification level or who have been absent from the system for more than one year need to have a time period to orient to the peculiarities of the system. The system and Medical Director also need to have some time to help develop the skill sets and patient care activities which will ensure the provider is able to perform to the standards set forth in these guidelines. Therefore, policies have been developed to help ensure this process is accomplished in a standardized fashion. This process is referred to as Credentialing and Probation.

POLICY

Any provider:

1. New to the Mesa County EMS System, or
2. Who has upgraded their EMS provider certification level, or
3. Who has been absent from the system for more than one year

shall formally enter into the MCEMSS, as outlined below **prior to performing any patient care;** **AND** shall complete the provider orientation with their agency.

PROCEDURE OVERVIEW

1. Prior to **any patient care activities**, each probationary provider will meet with their AQD, or their designee, and formally enter into the MCEMSS:
 - a. At that meeting **ALL** required documents will be reviewed, and copies made for the Mesa County EMS Coordinator for confirmation and to be placed in the provider's Mesa County file. This ensures the provider is covered by the Medical Director and is formally in the MCEMSS. The application should be stored electronically in a safe place for re-credentialing in the future.
 - b. The provider will review the Provider Relationship with the Medical Director protocol (9000) and ensure they understand the ramifications of that relationship.
 - c. The provider should be made aware of all the steps involved in completing probation in Mesa County. **Provider must sign up for e-mail notifications on the MCEMSS website.**
 - d. **NO PATIENT CARE ACTIVITIES OF ANY KIND MAY OCCUR UNTIL THE PROVIDER FILE HAS BEEN GIVEN TO THE MESA COUNTY EMS COORDINATOR AND APPROVED BY THE MESA COUNTY EMS COORDINATOR.**
2. Each agency should designate a number of individuals who will perform the supervision of the orientees. They will be henceforth designated Field Training Officers (FTOs).
 - a. The agency/FTO will provide each orientee with the following:
 - i. Access to the Mesa County EMS Protocols. Providers shall familiarize themselves with the protocols prior to providing patient care.
 - ii. An orientation workbook.
 - b. **FTOs will be responsible for orienting the new hires, providing and completing the orientation workbook, reviewing orientee charts with appropriate feedback, and filling out probation evaluation sheets** (Agencies may choose the intervals for evaluation. The MCEMSS only requires summaries of evaluations for review of probationary provider performance).
 - c. It is preferable to have a single FTO monitoring probation of the newly hired orientee.
 - d. FTOs will be required to accompany the new hires to the monthly meetings with the Medical Director or his/her designee during the **supervised probationary period.**

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3. **The Medical Director retains the right to modify any terms, requirements, procedures, or policies of the probationary process.**
4. Copies of the credentialing application and probationary documents are available on the Mesa County EMS website for download.

CREDENTIALING PROCEDURES

1. Credentialing Procedure: To formally enter the MCEMSS and have Medical Director coverage, the following steps must be completed:
 - **BLS** - A **completed** MCEMSS credentialing application, along with a copy of current Colorado state certification, a current professional healthcare BLS/CPR certification, and I.V. authorization if applicable must be submitted to the MCEMSS Coordinator. The BLS provider new to the MCEMSS must also sign up for email notifications on the website.
 - **ALS** – A **completed** MCEMSS credentialing application, along with a copy of current Colorado state certification, a current professional healthcare BLS/CPR certification, a current ACLS certification, and a current PALS or PEPP certification, and any applicable endorsements (critical care/community paramedic) must be submitted to the MCEMSS Coordinator. The ALS provider new to the MCEMSS must also sign up for email notifications on the website.
 - **Once received and reviewed, the MCEMSS Coordinator will notify the AQD that the provider may begin the probationary process. NO PATIENT CARE ACTIVITIES OF ANY KIND MAY OCCUR UNTIL THIS STEP HAS BEEN COMPLETED!** (A provider already in the system that has upgraded may continue to provide patient care at the previous level while waiting for approval to begin probation at the upgraded level. Providing patient care at the upgraded level, or new provider level prior to approval, is practicing medicine without a license and may result in termination of medical supervision/fines/penalties, etc.)

PROBATION PROCEDURES

1. Probationary process:
 - All providers new to the MCEMSS, or returning after a one year or longer absence, will do at least one (1) third ride or three calls whichever comes last, prior to beginning supervised probation. After this requirement is completed, the provider while on supervised probation, can be the second provider. The FTO or lead provider shall hold the same or higher level of certification as the supervised probationary provider. Providers in the system upgrading to a higher level are not required to third ride.
 - **BLS NEW OR ABSENT (EMT, EMT I.V., EMTA)** – Supervised probation for two (2) months or fifteen (15) calls, whichever comes last, completion of the current protocol test, completion of the current orientation workbook. Once completed, the AQD will submit eight (8) CAD numbers out of the 15 calls (to include the first, last, and no more than 1 refusal), along with the front page of the workbook signed by the AQD, evaluation summaries completed by the FTO, and proof of protocol test completion, to the MCEMSS Coordinator for review. These must be submitted at least twelve (12) days prior to the desired meeting date. An appointment with the Medical Director or his/her designee will ensue on the date and time specified by the MCEMSS Coordinator. The provider and FTO must attend the meeting. If the Medical Director is satisfied with the performance of the BLS provider, the provider will be released from probation and considered on protocol (see number 3 from procedure overview).

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- **ALS NEW OR ABSENT OR UPGRADE FROM BLS (EMT-I, EMT-P) –**
Supervised probation for three (3) months or 18 calls, whichever comes last, completion of the current protocol test, completion of the current orientation workbook (BLS providers already in the MCEMSS upgrading to ALS do not need the workbook), completion of a mega code/critical thinking session with the Medical Director. Each month during supervised probation, if the provider has enough calls and meets the month requirement, the AQD will submit six (6) CAD numbers (preferably ALS calls), along with the evaluation summaries completed by the FTO, to the MCEMSS Coordinator for review. These must be submitted at least twelve (12) days prior to the desired meeting date. An appointment with the Medical Director or his/her designee will ensue on the date and time specified by the MCEMSS Coordinator. The provider and FTO must attend the meetings during the supervised probationary period. For the third meeting during supervised probation, the AQD will submit, in addition to the CAD numbers and evaluations, the front page of the workbook signed by the AQD (if applicable), and proof of protocol test completion. At the third meeting, the mega code/critical thinking session will take place. If the Medical Director is satisfied with the performance of the ALS provider, the provider will be released to unsupervised probation.
- Unsupervised probation for two (2) months or 10 calls, whichever comes last. Each month during unsupervised probation, if the provider has enough calls and meets the month requirement, the AQD will submit five (5) CAD numbers to the MCEMSS Coordinator for review. These must be submitted at least twelve (12) days prior to the desired meeting date. An appointment with the Medical Director or his/her designee will ensue on the date and time specified by the MCEMSS Coordinator. If the Medical Director is satisfied with the performance of the ALS provider, the provider will be released from probation and considered on protocol (see number 3 from procedure overview).
- **EMT-I (MCEMSS PROVIDER) TO PARAMEDIC –** The EMT-I must be in good standing in the MCEMSS. Supervised probation for one (1) month or 10 calls, whichever comes last. If the provider has enough calls and meets the month requirement, the AQD will submit six (6) CAD numbers (preferably ALS calls), to the MCEMSS Coordinator for review. These must be submitted at least twelve (12) days prior to the desired meeting date. An appointment with the Medical Director or his/her designee will ensue on the date and time specified by the MCEMSS Coordinator. The provider and FTO must attend the meeting during the supervised probationary period. If the Medical Director is satisfied with the performance of the ALS provider, the provider will be released to unsupervised probation.
- Unsupervised probation for two (2) months or 10 calls, whichever comes last. Each month during unsupervised probation, if the provider has enough calls and meets the month requirement, the AQD will submit six (6) CAD numbers to the MCEMSS Coordinator for review. These must be submitted at least twelve (12) days prior to the desired meeting date. An appointment with the Medical Director or his/her designee will ensue on the date and time specified by the MCEMSS Coordinator. If the Medical Director is satisfied with the performance of the ALS provider, the provider will be released from probation and considered on protocol (see number 3 from procedure overview).

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OTHER PROBATIONARY INFORMATION

During the supervised portion of probation, the FTO or lead provider is ultimately responsible for **ALL** patient care activities.

This process has been put in place to ensure anyone requiring EMS in Mesa County gets the best possible care. It is expected that the individual agencies orient and train providers with this concept in mind. These are minimum requirements only and are not intended to take the place of training programs at individual agencies.

It is also understood that providers at lower volume agencies may take longer to complete the probationary process. As such, the MCEMSS allows any provider in good standing within the MCEMSS to ride with licensed MCEMSS agencies other than their primary agency, for the purposes of completing the probationary process. This is not a requirement, and it's up to individual agencies if they allow this. **All** requirements are still in effect if riding with another agency to complete probation.

A review of probationary providers is conducted at the beginning of each calendar year. If a provider has not completed the probationary process within one year, the AQD for the providers primary agency will be contacted to see if the provider is still active. Providers on probation for > one year may continue probation, have probation modified at the discretion of the Medical Director, start the probationary process over, or be removed from the rolls of the MCEMSS.

ESTABLISHED PROVIDER RE-CREDENTIALING PROCESS

Established providers will need to re-credential every two years. This is to ensure that the provider has maintained certifications, required educational requirements, report disciplinary actions, etc. This is required of the Medical Director and the MCEMSS by resolution. This will be accomplished by the following process:

1. Providers will be divided alphabetically for re-credentialing every two years:
 - a. Providers with last names starting with letters A-L will re-credential in even numbered years (2018, 2020, etc.)
 - b. Providers with last names starting with letters M-Z will re-credential in odd numbered years (2019, 2021, etc.)
2. Providers must submit the Mesa County EMS System standard credentialing application by March 31 of the re-credentialing year. Providers may submit the completed application to the agency AQD or directly to the MCEMSS Coordinator.
3. Notification of required re-credentialing will be made to agency AQD'S by the second week in January of the re-credentialing year.
4. An agency roster of all providers and the EMS certification level of each shall be submitted to the MCEMSS Coordinator by April 30 of the re-credentialing year for confirmation of completion.