



**STATE OF NORTH CAROLINA**

Department of Health and Human Services  
Division of Health Service Regulations  
Office of Emergency Services

**EMS System Approval Application**

Effective 11/12/2009

## EMS System Approval Application

EMS System Name: Rutherford

### SECTION .0200 – EMS SYSTEMS

#### 10A NCAC 13P .0201 EMS SYSTEM REQUIREMENTS

##### 10A NCAC 13P .0201 (a)

County governments shall establish EMS Systems. Each EMS System shall have:

##### 10A NCAC 13P .0201 (a) (1)

A defined geographical service area for the EMS System. The minimum service area for an EMS System shall be one county. There may be multiple EMS Provider service areas within the service area of an EMS System. The highest level of care offered within any EMS Provider service area must be available to the citizens within that service area 24 hours per day:

Enter County Name: Rutherford County

##### EMS System Overview Information

Provide the information listed below. Please limit the overview to two pages.

Brief description of system delivery (include primary and secondary provider roles).

Geographic service area (an attached map is acceptable).

Population.

Square miles.

Total call volume for system (emergency and non-emergency).

Major highways.

Communication frequencies for EMS, hospital and operations.

Heliport location(s) with longitude and latitude.

Name of EMD center(s) (if applicable).

Name of primary and secondary providers and any other agency involved in delivery of EMS.

Level of care of each provider.

Type of each provider (County Government, Third Service, Hospital, Private, Fire Department, etc) and if paid, volunteer, combination.

List any SCTPs and include affiliation and function in system.

Name of hospitals system routinely transports to and location.

List any alternate EMS practice settings with a brief description of that setting.

*Please limit the overview to two pages.* The Rutherford County Emergency Medical Service System provides prehospital care for the citizens and visitors of Rutherford County, North Carolina. The EMS System service area is all of the area contained within the Rutherford County borders and encompasses 564 square miles. Rutherford County has an estimated 64,000 residents with a slight seasonal increase in the summer months predominately due to the tourist areas of Lake Lure and Chimney Rock. Rutherford County is predominately a rural county and does not support any interstate highways. However, Highway 74 By-Pass does transverse the county east to west and is a highly traveled four lane highway.

Rutherford County EMS is the sole provider of emergency and non-emergency EMT-Paramedic level of care. Rutherford County EMS is supported within the county by three rescue squads, eleven fire departments and a private ambulance provider (see list below). Two of the three rescue squads function at the EMT-Basic level and one functions at the EMT-Intermediate level. All three of these rescue squads have transport capabilities and are dispatched to emergency calls as a back-up to EMS and non-emergency calls as a primary responder based on resources they may have available at the time. The eleven fire departments function as first responders only and provide either Medical Responder and/or EMT-Basic level of care to those in need while waiting on EMS to arrive. The private ambulance provider is contracted to only provide convalescent (scheduled) ambulance services at the EMT level of care.

Note: Please be prepared to present documentation or other information supporting answer.

Communications in Rutherford County is accomplished with a VHF radio system. The chart below outlines the frequencies used:

Ch #	Frequency Name	Tx Freq	Tx Pl	Rx Freq	Rx Pl
01	E. M. S. East (Rs Middlef)	156.015	162.2	155.055	162.2
02	E. M. S. West (Cherry Mtn)	156.015	146.2	155.055	162.2
03	E. M. S. 220	155.220	162.2	155.220	
04	E. M. S. 340	155.340	162.2	154.340	162.2
05	E. M. S. 280	155.280	162.2	155.280	
05	State Rescue	155.280	162.2	155.280	

Rutherford County has the following designated heliport locations that are used in conjunction with other non-designated locations as needed. The designated sites are as follows:

LZ Name	Latitude	Longitude
Bills Creek Fire Department/LANDMARK DR	352654	-820908
Bostic Fire Department	352147	-815012
Cherry Mountain Fire Department	352861	-814706
Cherry Mountain Station 2	352697	-814860
Cherry Mountain Station 3	353157	-814644
Chimney Rock Fire Department	352627	-821553
Cliffside Fire Department	351355	-814613
Ellenboro Fire Department	351938	-814530
Fairfield Mtn Fire Department Station 1	352742	-821119
Fairfield Mtn. Fire Department Station 2	352512	-821114
Forest City Fire Department	351992	-815217
Green Hill Fire Department	352436	820419
Hudlow Fire Department	352450	-815441
Rutherfordton Fire Department	352219	-815761
Sandy Mush Fire Department	351737	-815047
S.D.O Fire Department	351719	-815421
Shingle Hollow Fire Department	352824	-820419
Spindale Fire Department	352139	-815579
Union Mills Fire Department	352938	-815841

The Rutherford County Emergency Medical Dispatch program is operationally managed by the Rutherford County Sheriff's with medical oversight provided by the Rutherford County EMS System Medical Director. The program utilizes the National Academy of Emergency Medical Dispatch (NAEMD) card set Version 12.0.

Rutherford County EMS System consists of fifteen agencies plus one private provider. Rutherford County EMS is the primary provider of EMS care providing EMT-Paramedic level coverage to the county 24 hours a day, 7 days a week. Rutherford County EMS and all supporting agencies within the system are listed below. They are as follows:

Agency	Level	Service Provided	Type	Staffing
Rutherford County EMS	EMT-P	Primary Provider	County	Paid
Hickory Nut Gorge EMS & Rescue	EMT-I	Secondary Provider	Rescue	Combination
Volunteer Life Saving	EMT-B	Secondary Provider	Rescue	Volunteer
Rutherford County Rescue Crew	EMT-B	Secondary Provider	Rescue	Volunteer
American TransMed Inc.	EMT-B	Convalesent Tx	Private	Paid
Cliffside Fire	MR	First Responder	Fire	Combination
Hudlow Fire	MR	First Responder	Fire	Combination
Cherry Mountain Fire	MR	First Responder	Fire	Volunteer
Bill's Creek Fire	MR	First Responder	Fire	Volunteer

Note: Please be prepared to present documentation or other information supporting answer.

Shingle Hollow Fire	MR	First Responder	Fire	Volunteer
Ellenboro Fire	MR	First Responder	Fire	Combination
Greenhill Fire	MR	First Responder	Fire	Volunteer
Lake Lure Fire	EMT-B	First Responder	Fire	Paid
Bostic Fire	EMT-B	First Responder	Fire	Volunteer
Rutherfordton Fire	EMT-B	First Responder	Fire	Paid
Forest City Fire	EMT-B	First Responder	Fire	Paid

The Rutherford County EMS System has multiple SCTPs from which to choose a variety of services. The three main SCTPs are Spartanburg Regional (Regional One), Mission Hospital (MAMA & Regional Transport Services), and Carolinas Medical Center (MedCenter Air). Primarily, SCTPs will be utilized in the Rutherford County EMS System as a 911 scene response for air-medical transport of critically ill or injured patients and as interfacility critical care ground and air-medical transport of critical care patients from Rutherford Hospital Inc. Air medical response can be requested through the Rutherford County Communications Center by anyone affiliated with the EMS system when it is believed this mode of transport will benefit patient outcome. Which air medical response is requested will be determined by the location of the incident as well as the availability of resources

Rutherford County EMS System routinely transports to the following hospitals: Rutherford Hospital Inc, Rutherfordton, NC; Spartanburg Regional Medical Center, Spartanburg, SC; Mission Hospital, Asheville, NC; Carolinas Medical Center, Charlotte, NC; Cleveland Regional Hospital, Shelby, NC; Gaston Memorial Hospital, Gastonia, NC; ST. Luke's Hospital, Columbus, NC; Park Ridge Hospital, Fletcher, NC; Margaret Pardee Hospital, Hendersonville, NC; McDowell County Hospital, Marion, NC; Grace Memorial,, Morganton, NC; Valdese General, Morganton, NC. Other hospitals may be considered but are not used routinely.

Rutherford County does not provide any non-traditional practice settings based on the definition of Rule 10A NCAC 13P .0506

**10A NCAC 13P .0201 (a) (2)**

A defined scope of practice for all EMS personnel, functioning in the EMS System, within the parameters set forth by the North Carolina Medical Board pursuant to G.S. 143-514;

Enter Level of Service: **EMT-Paramedic**

**10A NCAC 13P .0201 (a) (3)**

written policies and procedures describing the dispatch, coordination and oversight of all responders that provide EMS care, specialty patient care skills and procedures as defined in Rule .0301 (a) (4) of this Subchapter, and ambulance transport within the system;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System utilizes the NAEMD Priority Dispatch Protocolsto determine the appropriate response level indicated for a call. EMS is dispatched to all emergency calls (Charlie, Delta, Echo) with the appropriate rescue squad to respond as a back up. In addition, first responder fire departments are also dispatched to emergency calls. In the case of non-emergency calls (Alpha, Bravo), EMS and the appropriate rescue squad is dispatched however once the appropriate rescue squad has a transport capable resource enroute, EMS is routinely cancelled by the responding rescue and handled by that agency. First responder fire departments are not routinely dispatched to non-emergency calls unless specifically requested for lifting assistance, etc. BLS convalescent ambulance services are arranged in advance by phone and scheduled accordingly.**

**10A NCAC 13P .0201 (a) (4)**

at least one licensed EMS Provider;

*Brief description of how EMS System meets this requirement:* **Rutherford County EMS System utilizes five licensed providers and a number of non-licensed providers. Both licensed and non-licensed providers are listed in the EMS System Overview Information section.**

Note: Please be prepared to present documentation or other information supporting answer.

**10A NCAC 13P .0201 (a) (5)**

a listing of permitted ambulances to provide coverage to the service area 24 hours per day;

*Brief description of how EMS System meets this requirement:* Each licensed provider affiliated with the Rutherford County EMS System operates a minimum of one ambulance. A complete listing can be viewed in the North Carolina Office of EMS Credentialing Information System. This list is maintained by each department represented and oversight is provided by the EMS System Administrator.

**10A NCAC 13P .0201 (a) (6)**

personnel credentialed to perform within the scope of practice of the system and to staff the ambulance vehicles as required by G.S.131E-158. There shall be a written plan for the use of credentialed EMS personnel for all practice settings used within the system;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System maintains a listing of all credentialed personnel that provide care within the system in the NC OEMS Credentialing Information System. Each department outlined within the system plan is responsible for updating their personnel list within CIS with general oversight provided by the EMS System Administrator. Rutherford County EMS staffs any transport capable ambulance with at least one EMT-Paramedic and at least one EMT-Basic at a minimum with two EMT-Paramedics being the preferred staffing pattern. If transporting a patient, all other agencies within the system meet or exceed the minimum requirement for staffing as set forth by G.S. 131E-158. All credentialed personnel within the EMS system will follow the local and state approved protocols, policies and procedures (level specific).

**10A NCAC 13P .0201 (a) (7)**

written policies and procedures specific to the utilization of the EMS System's EMS Care data for the daily and on-going management of all EMS System resources;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System has established a Peer Review / Quality Management Committee to provide general oversight of medical care rendered by the system. The Peer Review / Quality Management Standard Operating Guideline addresses the specific roles of the committee for this function. Also reviewed periodically are the EMS Performance Improvement Toolkits located within CIS. On a daily basis, every call within the county is entered into the EMSCharts software database at which time it is reviewed by quality review personnel for any care errors and/or trends in care. Any transport provider within the system will utilize EMSCharts as the patient care documentation process and will allow the EMS system access to that information. EMSCharts will enable the system to run trend reports regarding trends in care which can then be used to adjust and impact care in the field.

**10A NCAC 13P .0201 (a) (8)**

a written Infectious Disease Control Policy as defined in Rule .010A2 (33) and written procedures which are approved by the local EMS System medical director that address the cleansing and disinfecting of vehicles and equipment that are used to treat or transport patients;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System has adopted a Blood Borne Pathogens / Exposure Control Plan which is on file and available for review. Each department within the system may choose to adopt the plan adopted by the system or develop and/or utilize their own plan. However, if they choose to develop their own plan, it must meet criteria as identified in Rule .010A2 (33).

**10A NCAC 13P .0201 (a) (9)**

A listing of facilities that will provide online medical direction for all EMS Providers operating within the EMS System;

*Enter Name of Facility/Facilities:* Rutherford Hospital Inc. is the only medical facility within the Rutherford County EMS System that is authorized to provide On-Line Medical Direction.

**10A NCAC 13P .0201 (a) (10A)**

Note: Please be prepared to present documentation or other information supporting answer.

An EMS communication system that provides for:

**10A NCAC 13P .0201 (a) (10A) (A)**

Public access using the emergency telephone number 9-1-1 within the public dial telephone network as the primary method for the public to request emergency assistance. This number shall be connected to the emergency communications center or PSAP with immediate assistance available such that no caller will be instructed to hang up the telephone and dial another telephone number. A person calling for emergency assistance shall not be required to speak with more than two persons to request emergency medical assistance;

*Brief description of how EMS System meets this requirement:* **The citizens of Rutherford County will access the EMS System through one emergency telephone number by dialing 9-1-1 from any publicly controlled telephone network. When anyone dials 9-1-1 from a publicly controlled telephone network within Rutherford County, they will be connected to the Rutherford County Communications Center. This communications center is the Public Safety Answering Point (PSAP) for Rutherford County, North Carolina. Callers are provided immediate assistance with no need to hang up and dial another emergency number. All Emergency Communicators in the Rutherford County Communications Center are cross-trained to call-take and dispatch all disciplines of emergency communications. No caller should ever have to speak to more than two different communicators to process their request.**

**10A NCAC 13P .0201 (a) (10A) (B)**

An emergency communication system operated by public safety telecommunicators with training in the management of calls for medical assistance available 24 hours per day;

Does EMS system provide EMD services?  Yes

If yes, please complete the EMD Program Application:

**10A NCAC 13P .0201 (a) (10A) (C)**

dispatch of most appropriate emergency medical response unit or units to any caller's request for assistance. The dispatch of all response vehicles shall be in accordance with a written EMS System plan for the management and deployment of response vehicles including requests for mutual aid;

*Brief description of how EMS System meets this requirement:* **The Rutherford County Communications Center has written procedures/policies to guide and ensure that all requests for medical assistance receive the most appropriate resources. The most appropriate resources will be determined by information obtained from a number of sources to include Vision CAD, Medical Priority Dispatch Protocols, Rutherford County Geographical Information System and Rutherford County EMS Administrative Staff (Specifically the EMS Supervisor). EMS has a main station in the central area of the county with two substations located in outlying areas. With the three substations, the county is broken up into three EMS and rescue grids and various fire department first responder grids. The on-duty EMS Supervisor monitors resource utilization and will move or put on stand-by EMS units as needed to help facilitate a more timely response in addition to actions taken by the Rutherford County Communications Center.**

**10A NCAC 13P .0201 (a) (10A) (D)**

Two-way radio voice communications from within the defined service area to the emergency communications center or PSAP and to facilities where patients are routinely transported. The emergency communications system shall maintain all required FCC radio licenses or authorizations;

*Brief description of how EMS System meets this requirement:* **Rutherford County Emergency Communications Center provides two-way radio communications to EMS base, mobile and portable communication devices within, but not limited to, Rutherford County, North Carolina for the purpose of EMS operations. The communication capabilities reach all service areas of The Rutherford County EMS System including Rutherford Hospital Inc., where patients are routinely transported. Additionally, communications equipment within the transport ambulances enable the vehicles to communicate with all out-of-county medical facilities where patients are routinely. Rutherford County EMS maintains all required Federal Communications Commission (FCC) radio licenses.**

**10A NCAC 13P .0201 (a) (11)**

written policies and procedures for addressing the use of SCTP and Air Medical Programs with the system;

Note: Please be prepared to present documentation or other information supporting answer.

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System has multiple SCTPs from which to choose a variety of services. The three main SCTPs are Spartanburg Regional (Regional One), Mission Hospital (MAMA & Regional Transport Services), and Carolinas Medical Center (MedCenter Air). Primarily, SCTPs will be utilized in the Rutherford County EMS System as a 911 scene response for air-medical transport of critically ill or injured patients and as interfacility critical care ground and air-medical transport of critical care patients from Rutherford Hospital Inc. Air medical response can be requested through the Rutherford County Communications Center by anyone who is on the scene and affiliated with the EMS system when it is believed this mode of transport will benefit patient outcome. Which air medical response is requested will be determined by the location of the incident as well as the availability of resources. For interfacility hospital transfers, Rutherford County EMS has a Standard Operating Guideline that addresses the transfer of a patient by ground and how outside SCTP agencies are accessed.

**10A NCAC 13P .0201 (a) (12)**

a written continuing education program for all credentialed EMS personnel, under the direction of a System Continuing Education Coordinator, developed and modified based on feedback from system EMS care data, review, and evaluation of patient outcomes and quality management peer reviews, that follows the guidelines of the:

*Brief description of how System Coordinator meets this requirement, how often the program is reviewed, and the location of the continuing education records.* The Rutherford County EMS Training Coordinator works close in conjunction with the Training Coordinator of Isothermal Community College to develop the EMS continuing education program topics. The topics chosen are based on OEMS recommended topics/hours, NREMT topics/hours and clinical data obtained from the quality review process. In addition, any new equipment, changes in protocols and policies are also incorporated into the training schedule as well as mandated topics such as hazmat and BBP training. Rutherford County EMS has a Standard Operating Guideline that addresses specific requirements of EMS personnel above and beyond OEMS requirements while other agencies within the system are required to meet general OEMS guidelines for any particular credential level. EMS records will be maintained on site at the main EMS station under guidance of the Training Coordinator in both hard copy and via electronic copy (computer). Other departments within the system have their records maintained by Isothermal Community College electronically.

*Note: System Continuing Education Coordinator must be designated in Credentialing Information System.*

**10A NCAC 13P .0201 (a) (12) (A)**

"US DOT NHTSA First Responder Refresher: National Standard Curriculum" for MR personnel;

*Brief description of how EMS System meets this requirement:* The content of the Rutherford County EMS System continuing education for First Responders will be based on mandatory topics and certifications required by Rutherford County EMS, North Carolina Office of EMS, National Registry of Emergency Medical Technicians and the Department of Transportation, including the US DOT NHTSA National Standard Curriculum for first responders

**10A NCAC 13P .0201 (a) (12) (B)**

"US DOT NHTSA EMT-Basic Refresher: National Standard Curriculum" for EMT personnel;

*Brief description of how EMS System meets this requirement:* The content of the Rutherford County EMS System continuing education for EMT-Basics will be based on mandatory topics and certifications required by Rutherford County EMS, North Carolina Office of EMS, National Registry of Emergency Medical Technicians and the Department of Transportation, including the US DOT NHTSA National Standard Curriculum for EMT-Basics

**10A NCAC 13P .0201 (a) (12) (C)**

"EMT-P and EMT-I Continuing Education National Guidelines" for EMT-I and EMT-P personnel; and

*Brief description of how EMS System meets this requirement:* The content of the Rutherford County EMS System continuing education for Advanced Life Support Providers will be based on mandatory topics and certifications required by Rutherford County EMS, North Carolina Office of EMS, National Registry of Emergency Medical Technicians and the Department of Transportation, including the US DOT NHTSA Continuing Education National Guidelines

*Note:* Please be prepared to present documentation or other information supporting answer.

**10A NCAC 13P .0201 (a) (12) (D)**

"US DOT NHTSA Emergency Medical Dispatcher: National Standard Curriculum" for EMD personnel.

*Brief description of how EMS System meets this requirement: The content of the Rutherford County EMS System continuing education for EMDs will be based on mandatory topics and certifications required by Rutherford County EMS, North Carolina Office of EMS, National Academy of Emergency Medical Dispatch and the Department of Transportation, including the US DOT NHTSA Emergency Medical Dispatcher: National Standard Curriculums*

**10A NCAC 13P .0201 (a) (13)**

written policies and procedures to address management of the EMS System that includes:

**10A NCAC 13P .0201 (a) (13) (A)**

triage and transport of all acutely ill and injured patients with time-dependent or other specialized care issues including trauma, stroke, STEMI, burn, and pediatric patients that may require the by-pass of other licensed health care facilities and which are based upon the expanded clinical capabilities of the selected healthcare facilities;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has adopted Triage and Destination Plans for for trauma, stroke, STEMI, burn and pediatric patients who may require the by-pass of licensed healthcare facilities that do not have the capabilities to provide the clinical expertise for high acuity patients with these conditions. Since Rutherford County only has a community hospital, most of the plans dictate transport outside of the local system.**

**10A NCAC 13P .0201 (a) (13) (B)**

triage and transport of patients to facilities outside of the system;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has adopted Triage and Destination Plans for for trauma, stroke, STEMI, burn and pediatric patients who may require the by-pass of licensed healthcare facilities that do not have the capabilities to provide the clinical expertise for high acuity patients with these conditions. Since Rutherford County only has a community hospital, most of the plans dictate transport outside of the local system**

**10A NCAC 13P .0201 (a) (13) (C)**

arrangements for transporting patients to appropriate facilities when diversion or bypass plans are activated;

*Brief description of how EMS System meets this requirement:* **If Rutherford Hospital Inc., which is the only local hospital for Rutherford County, should go on diversion, that hospital's emergency room will notify the Rutherford County Communications Center. The Rutherford County Communications Center will then page the on-duty EMS Supervisor and tones out an "all page" announcing the diversion status and facility to all crews and departments. The crews will choose the next closest most appropriate facility based on distance, availability of services and the patient's current condition.**

**10A NCAC 13P .0201 (a) (13) (D)**

reporting, monitoring, and establishing standards for system response times using data provided by the OEMS;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has not had any standards in the past regarding reporting or monitoring response times for the system. With the use of the EMS Performance Improvement Toolkits as well as the implementation of EMSCharts, EMS is now monitoring response times and can currently identify response times for various jurisdictions. Currently, the system is working to increase resources and strategically place the resources currently available to reduce response times. This requirement will**

Note: Please be prepared to present documentation or other information supporting answer.

continue to be a priority moving forward with reports given at the quarterly Peer Review / Quality Management Committee Meetings.

**10A NCAC 13P .0201 (a) (13) (E)**

weekly updating of the SMARTT EMS Provider Information;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS Director or his designee shall weekly update the status of the Rutherford County EMS System in the SMARTT system.

**10A NCAC 13P .0201 (a) (13) (F)**

A disaster plan;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System utilizes the Rutherford County Emergency Operations Plan which was developed to address multiple hazards that may threaten a jurisdiction. This plan is on file for review and is updated periodically to ensure all aspects of the plan remains valid.

**10A NCAC 13P .0201 (a) (13) (G)**

A mass-gathering plan;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System will provide care for mass gatherings when requested by the event sponsor or when the likelihood of injury or illness is determined to be elevated due to environmental conditions, location of the event, type of event or based on the expected spectator and/or participant population. In cases of mass gatherings, Rutherford County EMS will take the lead role and develop an operations plan specific for the event being served. This plan will then be coordinated with other support agencies within the system.

**10A NCAC 13P .0201 (a) (14)**

Affiliation as defined in Rule .010A2(4) of this Subchapter with the trauma RAC as required by Rule .110A1(b) of this Subchapter;

*Select name of RAC Affiliation:* Mountain Area Trauma RAC

**10A NCAC 13P .0201 (a) (15)**

Medical oversight as required by Section .0400 of this Subchapter.

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System, through its lead agency Rutherford County EMS, contracts with a Medical Director who meets the standards as set forth by NCOEMS and provides medical oversight. The Medical Director is also the Chairman of the Peer Review / Quality Management Committee which monitors the on-going performance of the EMS system.

**10A NCAC 13P .0201 (b)**

An application to establish an EMS System shall be submitted by the county to the OEMS for review. When the system is comprised of more than one county, only one application shall be submitted. The proposal shall demonstrate that the system meets the requirements in Paragraph (a) of this Rule. System approval shall be granted for a period of six years. Systems shall apply to OEMS for reapproval.

*Date System Approval Application submitted to OEMS:* 6/2011

**10A NCAC 13P .0203 SPECIAL SITUATIONS**

(For Informational Purposes Only)

Upon application of citizens in North Carolina, the North Carolina Medical Care Commission shall approve the furnishing and providing of programs within the scope of practice of EMD, EMT, EMT-I, or EMT-P in North Carolina by persons who have been approved to provide these services by an agency of a state adjoining North Carolina or federal jurisdiction. This approval

Note: Please be prepared to present documentation or other information supporting answer.

shall be granted where the North Carolina Medical Care Commission concludes that the requirements enumerated in Rule .0201 of this Subchapter cannot be reasonably obtained by reason of lack of geographical access.

**10A NCAC 13P .0401 COMPONENTS OF MEDICAL OVERSIGHT FOR EMS SYSTEMS**

Each EMS System shall have the following components in place to assure medical oversight of the system:

**10A NCAC 13P .0401 (1)**

A medical director for adult and pediatric patients appointed, either directly or by written delegation, by the county responsible for establishing the EMS System. Systems may elect to appoint one or more assistant medical directors. The medical director and assistant medical directors shall meet the criteria defined in the "North Carolina College of Emergency Physicians: Standards for Medical Oversight and Data Collection," incorporated by reference in accordance with G.S. 150B-21.6, including subsequent amendments and editions;

*Note: Medical Director and Assistant Medical Director (if applicable) must be designated in Credentialing Information System. Any changes to medical direction must be submitted to OEMS for approval.*

**10A NCAC 13P .0401 (2)**

Written treatment protocols for adult and pediatric patients for use by EMS personnel;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has adopted and implemented the 2009 NCCEP Protocols.**

*Note: 2009 NCCEP Protocols must be adopted, prior to approval of System Application*

**10A NCAC 13P .0401 (3)**

For systems providing EMD service, an EMDPRS approved by the medical director;

*Current card set and most recent approval date:* **12.0 Version of the card set** **Approved January 2010**

**10A NCAC 13P .0401 (4)**

An EMS Peer Review Committee;

**10A NCAC 13P .0401 (5)**

written procedures for use by EMS personnel to obtain on-line medical direction. On-line medical direction shall:

**10A NCAC 13P .0401 (5) (a)**

be restricted to medical orders that fall within the scope of practice of the EMS personnel and within the scope of approved system treatment protocols;

*Brief description of how EMS System meets this requirement:* **All prehospital medical providers operating within the Rutherford County EMS System are bound by the guidelines set forth in the Rutherford County EMS System Protocols, Policies and Procedures. No deviation from the standard of care set forth in the protocol manual may be implemented without the expressed permission from an on-line medical control physician.**

**10A NCAC 13P .0401 (5) (b)**

be provided only by a physician, MICN, EMS-NP, or EMS-PA. Only physicians may deviate from written treatment protocols; and

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System does not use MICN, EMS-NP or EMS-PA personnel to provide on-line medical direction to EMS personnel.**

**10A NCAC 13P .0401 (5) (c)**

be provided by a system of two-way voice communication that can be maintained throughout the treatment and disposition of the patient.

*Note:* Please be prepared to present documentation or other information supporting answer.

*Brief description of how EMS System meets this requirement:* All Rutherford County EMS System ambulances are equipped with two-way VHF radio communications. In addition, there are cell phones located on each unit for alternate communication abilities.

## 10AA NCAC 13P .0403 RESPONSIBILITIES OF THE MEDICAL DIRECTOR FOR EMS SYSTEMS

### 10A NCAC 13P .0403 (a)

The Medical Director for an EMS System is responsible for the following:

#### 10A NCAC 13P .0403 (a) (1)

ensuring that medical control is available 24 hours a day;

*Brief description of how EMS System meets this requirement:* Rutherford Hospital Inc. is utilized as Medical Control for the Rutherford County EMS System and provides 24-hour a day physician staffing within its Emergency Department. This physician is always available as needed. Also, the Rutherford County EMS system Medical Director is available by phone as needed.

#### 10A NCAC 13P .0403 (a) (2)

the establishment, approval and annual updating of adult and pediatric treatment protocols;

*Brief description of how EMS System meets this requirement:* All treatment protocols are reviewed annually through the Peer Review / Quality Management Committee. Any recommended changes will be reviewed by EMS Administration as well as the Medical Director prior to implementation. Finalized protocols will meet NCCEP requirements and be approved by OEMS. After appropriate approvals, all agencies and staff will be educated on the changes.

#### 10A NCAC 13P .0403 (a) (3)

EMD programs, the establishment, approval, and annual updating of the EMDPRS;

*If applicable, brief description of how EMS System meets this requirement.* All EMD protocols are reviewed annually through the Peer Review / Quality Management Committee. Any recommended changes will be reviewed by EMS Administration, Communications Center Manager and the Medical Director prior to implementation. Finalized protocols will meet NCCEP requirements and be approved by OEMS. After appropriate approvals, all agencies and staff will be educated on the changes.

#### 10A NCAC 13P .0403 (a) (4)

medical supervision of the selection, system orientation, continuing education and performance of all EMS personnel;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System Medical Director is involved in the selection of employees and providers within the Rutherford County EMS System. The RCEMS Training Officer and Medical Director work together to create appropriately challenging practical and written examinations for all potential employees and providers within the system.

#### 10A NCAC 13P .0403 (a) (5)

medical supervision of a scope of practice performance evaluation for all EMS personnel in the system based on the treatment protocols for the system;

*Brief description of how EMS System meets this requirement:* The RCEMS Training Officer and Medical Director work together to create appropriately challenging practical and written examinations for all employees and providers within the system to meet or exceed state guidelines. In addition, routine call review of each provider also identifies performance trends.

#### 10A NCAC 13P .0403 (a) (6)

Note: Please be prepared to present documentation or other information supporting answer.

the medical review of the care provided to patients;

*Brief description of how EMS System meets this requirement:* All patient care provided has a 100% QA audit conducted for compliance to policies, procedures and protocols. The resulting QA audit data is utilized for performance improvement for the individual technicians. In addition to individual audits, system trends are identified and appropriate training or remediation is implemented.

**10A NCAC 13P .0403 (a) (7)**

providing guidance regarding decisions about the equipment, medical supplies, and medications that will be carried on all ambulances and EMS non-transporting vehicles operating within the system;

*Brief description of how EMS System meets this requirement:* The EMS System Medical Director will work closely with the EMS System Training Officer to determine the appropriate equipment, supplies and medications that are needed for each level of provider. Once determined and approved by the system, these items will then be mandatory for all providers based on the level / roll provided within the system

**10A NCAC 13P .0403 (a) (8)**

keeping the care provided up-to-date with current medical practice; and

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System Medical Director in conjunction with the System EMS Training Officer will continually evaluate medical practices to ensure that they meet current standards. Any changes or updates will involved additional training of staff and changes in appropriate polices, procedures and protocols before implementation.

**10A NCAC 13P .0403 (a) (9)**

developing and implementing an orientation plan for all hospitals within the EMS system that use MICN, EMS-NP, or EMS-PA personnel to provide on-line medical direction to EMS personnel, which includes:

**10A NCAC 13P .0403 (a) (9) (A)**

a discussion of all EMS System treatment protocols and procedures;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System does not use MICN, EMS-NP or EMS-PA personnel to provide on-line medical direction to EMS personnel.

**10A NCAC 13P .0403 (a) (9) (B)**

an explanation of the specific scope of practice for credentialed EMS personnel, as authorized by the approved EMS System treatment protocols as required by Rule .0405 of this Section;

*Brief description of how EMS System meets this requirement:* The Rutherford County EMS System does not use MICN, EMS-NP or EMS-PA personnel to provide on-line medical direction to EMS personnel.

**10A NCAC 13P .0403 (a) (9) (C)**

a discussion of all practice settings within the EMS System and how scope of practice may vary in each setting;

*Brief description of how EMS System meets this requirement:* Rutherford County does not provide any non-traditional practice settings based on the definition of Rule 10A NCAC 13P .0506

**10A NCAC 13P .0403 (a) (9) (D)**

Note: Please be prepared to present documentation or other information supporting answer.

a mechanism to assess the ability to effectively use EMS System communications equipment including hospital and prehospital devices, EMS communication protocols, and communications contingency plans as related to on-line medical direction; and

**Brief description of how EMS System meets this requirement:** **The Rutherford County EMS System does not use MICN, EMS-NP or EMS-PA personnel to provide on-line medical direction to EMS personnel.**

**10A NCAC 13P .0403 (a) (9) (E)**

the successful completion of a scope of practice performance evaluation which verifies competency in Parts (A) through (D) of the Subparagraph and which is administered under the direction of the medical director.

**Brief description of how EMS System meets this requirement:** **The Rutherford County EMS System does not use MICN, EMS-NP or EMS-PA personnel to provide on-line medical direction to EMS personnel.**

**10A NCAC 13P .0403 (b)**

Any tasks related to Paragraph (a) of this Rule may be completed through written delegation, by assisting physicians, physician assistants, nurse practitioners, registered nurses, EMD's or EMT-P's.

**Does EMS system have written delegation to perform any tasks related to Paragraph (a) of this rule?**  No

**10A NCAC 13P .0403 (c)**

The Medical Director may suspend temporarily, pending due process, any EMS personnel from further participation in the EMS System when it is determined the activities or medical care rendered by such personnel are detrimental to the care of the patient, constitute unprofessional conduct, or result in noncompliance with credentialing requirements.

**Brief description of how EMS System meets this requirement:** **The Rutherford County EMS System has an SOG "Suspension of Medical Privileges" which addressed this section.**

**10AA NCAC 13P .0405 REQUIREMENTS FOR ADULT AND PEDIATRIC TREATMENT PROTOCOLS FOR EMS SYSTEMS**

**(For Informational Purposes Only)**

**10A NCAC 13P .0405 (a)**

Treatment Protocols used in EMS Systems shall:

**10A NCAC 13P .0405 (a) (1)**

Be adopted in their original form from the standard adult and pediatric treatment protocols as defined in the "North Carolina College of Emergency Physicians: Standards for Medical Oversight and Data Collection," incorporated by reference in accordance with G.S. 150B-21.6, including subsequent amendments and editions.

**10A NCAC 13P .0405 (a) (2)**

Not contain medical procedures, medications, or intravenous fluids that exceed the scope of practice defined by the North Carolina Medical Board pursuant to G.S. 143-514 for the level of care offered in the EMS System and any other applicable health care licensing board.

**10A NCAC 13P .0405 (b)**

Individual adult and pediatric treatment protocols may be modified locally by EMS Systems if there is a change in a specific protocol which will optimize care within the local community which adds additional medications or medical procedures, or rearranges the order of care provided in the protocol contained within the "North Carolina College of Emergency Physicians: Standards for Medical Oversight and Data Collection" as described in Paragraph (a) of this Rule. Additional written Treatment Protocols may be developed by any EMS System in addition to the required

Note: Please be prepared to present documentation or other information supporting answer.

protocols contained within the "North Carolina College of Emergency Physicians: Standards for Medical Oversight and Data Collection" as required by the EMS System. All North Carolina College of Emergency Physicians Policies and Procedures must be included and may be modified at the local level. All EMS System Treatment Protocols which have been added or changed by the EMS System shall be submitted to the OEMS Medical Director for review and approval at least 30 days prior to the implementation of the change.

**10AA NCAC 13P .0407 REQUIREMENTS FOR EMERGENCY MEDICAL DISPATCH PRIORITY REFERENCE SYSTEM**

**(For Informational Purposes Only)**

**10A NCAC 13P .0407 (a)**

EMDPRS used by an EMD within an approved EMD program shall:

**10A NCAC 13P .0407 (a) (1)**

Be approved by the OEMS Medical Director and meet or exceed the statewide standard for EMDPRS as defined by the "North Carolina College of Emergency Physicians: Standards for Medical Oversight and Data Collection," incorporated by reference in accordance with G.S. 150B-21.6, including subsequent amendments and editions.

**10A NCAC 13P .0407 (a) (2)**

Not exceed the EMD scope of practice defined by the North Carolina Medical Board pursuant to G.S. 143-514.

**10A NCAC 13P .0407 (b)**

An EMDPRS developed locally shall be reviewed and updated annually and submitted to the OEMS Medical Director for approval. Any change in the EMDPRS shall be submitted to the OEMS Medical Director for review and approval at least 30 days prior to the implementation of the change.

**10AA NCAC 13P .0408 EMS PEER REVIEW COMMITTEE FOR EMS SYSTEMS**

**10A NCAC 13P .0408**

The EMS Peer Review Committee for an EMS System shall:

**10A NCAC 13P .0408 (1)**

be composed of membership as defined in G.S. 131E-155(6b).

*List of committee members by position not individual names.*

• Physician / Chairperson	* EMS Medical Director
• Physician or PA / Co-Chairperson	* Assistant Medical Director
• Rutherford Co. Government Official	* County Mgr. or Appointee
• Rutherford County EMS	* EMS Director
	* EMS Operations Supervisor
	* EMS Training Coordinator
• Recorder	EMS Admin. Assistant
• Rutherford County Communications Center	* Dir. of Communications
• Rutherford Hospital	* Director Emergency Dept
	* Hospital QA Coordinator
• Isothermal Community College	* Director of EMS Program
• Rutherford County Rescue Squads (3)	* Chief Officer of each Dept
• Rutherford County Vol. FD Representative (1)	* Chief Officer of their Choice
• Private Provider (if applicable)	* Chief Officer of their Choice
• Regional One Air	Member of their Choice
• Mission Air	Member of their Choice
• MedCenter Air	Member of their Choice
• NCOEMS	Regional Specialist

**10A NCAC 13P .0408 (2)**

appoint a physician as chairperson;

*Does EMS System Medical Director serve as a chairperson?*  Yes

*If no, please explain:*  N/A

Note: Please be prepared to present documentation or other information supporting answer.

**10A NCAC 13P .0408 (3)**

meet at least quarterly;

Schedule of meetings

**3/8/2011** **6/14/2011** **9/13/2011** **12/13/11**

**10A NCAC 13P .0408 (4)**

use information gained from the analysis of system data submitted to the OEMS to evaluate the ongoing quality of patient care and medical direction within the system;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (5)**

use information gained from the analysis of system data submitted to the OEMS to make recommendations regarding the content of continuing education programs for all EMS personnel functioning within the EMS system;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (6)**

review adult and pediatric treatment protocols of the EMS System and make recommendations to the medical director for changes;

*Brief description of how EMS System meets this requirement to include how often the protocols are reviewed:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (7)**

establish and implement a written procedure to guarantee due process reviews for EMS personnel temporarily suspended by the medical director;

*Brief description of how EMS System meets this requirement to include how often the procedures are reviewed:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (8)**

record and maintain minutes of committee meetings throughout the approval period of the EMS System;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (9)**

establish and implement EMS system performance improvement guidelines that meet or exceed the statewide standard as defined by the "North Carolina College of Emergency Physicians: Standards for Medical Oversight and Data

Note: Please be prepared to present documentation or other information supporting answer.

Collection," incorporated by reference in accordance with G.S. 150B-21.6, including subsequent amendments and editions.

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (10)**  
adopt written guidelines that address:

**10A NCAC 13P .0408 (10) (a)**  
structure of committee membership;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (10) (b)**  
appointment of committee officers;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (10) (c)**  
appointment of committee members;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (10) (d)**  
length of terms of committee members;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review**

**10A NCAC 13P .0408 (10) (e)**  
frequency of attendance of committee members;

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review.**

**10A NCAC 13P .0408 (10) (f)**  
establishment of a quorum for conducting business; and

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review.**

Note: Please be prepared to present documentation or other information supporting answer.

**10A NCAC 13P .0408 (10) (g)**

Confidentiality of medical records and personnel issues.

*Brief description of how EMS System meets this requirement:* **The Rutherford County EMS System has a Standard Operating Guideline for EMS Peer Review / Quality management Committee that addresses this section. This SOG is on file for review.**

**10A NCAC 13P .0506 PRACTICE SETTINGS FOR EMS PERSONNEL**

Credentialed EMS Personnel may function in the following practice settings in accordance with the protocols approved by the medical director of the EMS System of Specialty Care Transport Program with which they are affiliated, and by the OEMS:

- (1) at the location of a physiological or psychological illness or injury including transportation to an appropriate treatment facility if required;
- (2) at public or community health facilities in conjunction with public and community health initiatives; in
- (3) hospitals and clinics;
- (4) in residences, facilities or other locations as part of wellness or injury prevention initiatives within the community and public health system; and;
- (5) at mass gatherings or special events.

*Are there any Non-traditional Practice Settings within the system?*  **No**

*If yes, please complete the Application/Modification for Non-Traditional Practice Settings:*

Note: Please be prepared to present documentation or other information supporting answer.

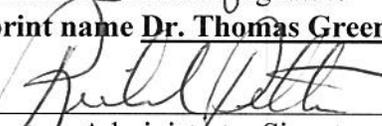
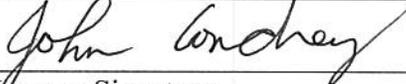
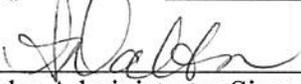
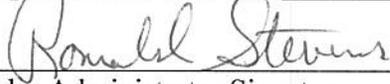
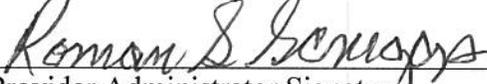
## EMS SYSTEM APPROVAL

Rutherford County EMS System  
EMS System Name

### ENDORSEMENTS

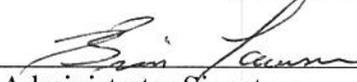
We, the undersigned, recommend this EMS System for Approval by NCOEMS. We fully approve, support, and endorse this application to NC OEMS with thorough knowledge and understanding of our respective roles and responsibilities in maintaining an EMS System in the State of North Carolina pursuant to the rules of the North Carolina Medical Care Commission.

**Please type or print the name and title under each required signature.**

 _____ System Medical Director Signature <b>Type/print name <u>Dr. Thomas Green, MD</u></b>	<u>7/20/11</u> _____ Date
 _____ EMS System Administrator Signature <b>Type/print name <u>Richard Pettus, Emergency Services Director</u></b>	<u>6-1-11</u> _____ Date
 _____ County Manager Signature <b>Type/print name <u>John Condrey, Rutherford County Manager</u></b>	<u>6-29-11</u> _____ Date
 _____ Provider Administrator Signature <b>Type/print name and title <u>Amy Dalton, Hickory Nut Gorge EMS</u></b>	<u>6-29-11</u> _____ Date
 _____ Provider Administrator Signature <b>Type/print name and title <u>Ronnie Stevens, Volunteer Lifesaving Crew</u></b>	<u>06-15-11</u> _____ Date
 _____ Provider Administrator Signature	_____ Date

Note: Please be prepared to present documentation or other information supporting answer.

Type/print name and title Darryl Herndon, Rutherford County Rescue

  
\_\_\_\_\_  
Provider Administrator Signature

7-7-2011  
\_\_\_\_\_  
Date

Type/print name and title Braian Lawson, American TransMed

### EMS SYSTEM APPROVAL

Rutherford County EMS System  
EMS System Name

### ENDORSEMENTS

We, the undersigned, recommend this EMS System for Approval by the NC OEMS. We fully approve, support, and endorse this application to NC OEMS with thorough knowledge and understanding of our respective roles and responsibilities in maintaining an EMS System in the State of North Carolina pursuant to the rules of the North Carolina Medical Care Commission.

**Please type or print the name and title under each required signature.**

\_\_\_\_\_  
Provider Administrator Signature  
Type/print name and title \_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Administrator Signature  
Type/print name and title \_\_\_\_\_

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Provider Administrator Signature  
Type/print name and title \_\_\_\_\_

\_\_\_\_\_  
Date

Note: Please be prepared to present documentation or other information supporting answer.

**For NCOEMS Use Only**

Date Received NCOEMS \_\_\_\_\_

Regional Specialist Signature \_\_\_\_\_

Note: Please be prepared to present documentation or other information supporting answer.