



Virginia Beach Department of Emergency Medical Services



GENERAL DEPARTMENT ADMINISTRATION

POLICIES, PROCEDURES AND GUIDELINES

PURPOSE: The purpose of this policy is to define the minimum content and administration of the Department's policies, procedures and guidelines.

APPLICABILITY: This policy manual shall apply to all volunteer and career members of the Department and members of the Departments of Fire and Police engaged in providing emergency medical services in accordance with City Code Section 2-241. Additionally, all EMS agencies and their agents, who are permitted to operate in accordance with City Code 10.5-1 et al, are required to adhere to these policies, where applicable.

POLICY STATEMENT: It shall be the policy of the Department to establish and maintain a policies and procedures manual for providing direction and coordination for the EMS service. The manual shall serve as the basis for administering all aspects of the Department pursuant to the City Code and shall include, but not be limited to, policies concerning the following:

1. Description of the Service
2. Chain of Command
3. Membership and Employment Policies (work rules)
4. Safety
5. Communications
6. Clinical Performance Standards
7. Operational Performance Standards
8. Vehicle Maintenance
9. Customer Service
10. Quality Improvement and Training
11. Mandatory Training/Compliance Programs
12. Other Policies as Necessary

POLICY ACCESS

The Department shall post all policies on the departmental website.

POLICY CHANGES

1. An ad hoc review team shall be established by the Chief of EMS or his designee to review any updated and proposed policies and procedures for the department.
2. Any review team shall consist of at least four members – one field personnel, one support staff, one middle manager, one Division Chief. Members shall be drawn from multiple divisions, and a volunteer must be included in the review of all policies. Input shall be returned in a timely manner as determined by the EMS Chief or his/ her designee.
3. The EMS Chief shall ensure a full policy and procedure review is conducted every five years. The Chief or his designee will designate a formal Board of Review consisting of at least five members - one representing field personnel, one support staff, one middle manager, one Division Chief and one volunteer designated by Rescue Council.

FORMAL REVIEW BOARD PROCEDURES

1. The Board's chair shall be selected by the EMS Chief.
2. Board members will be given material involving all updated and proposed policies. The Board may meet as a group or individually, while the chair ensures all information is properly being disseminated.
3. Board members will be given an opportunity to review drafts and forward comments to the Chair of the board who will be given strict assignments on modifications.
4. Recommendations from all members will be consolidated by the Chair and reviewed by both Deputy Chiefs.
5. Final drafts with all consolidated comments will be passed to the EMS Chief for review.

INTERIM POLICIES

In the event that a new policy must be created immediately, the policy will be considered an interim policy until a review team has had an opportunity to review such policy.

No interim policy will be effective for greater than six months.

GUIDELINES

The EMS Chief or his designee(s) may create, implement, revise or retract Standard Operating Guidelines (SOGs) as necessary. These SOGs are utilized to convey performance expectations for operating practices not addressed via policy.

These SOGs will be maintained and made available to applicable personnel via interdepartmental communications, shared network folder access and via departmental website when appropriate.

EMERGENT POLICY REVISIONS

Due to emergent requirements of certain laws and executive decisions, the Chief has the authority to create or modify certain policies without further review via the preceding steps. Efforts will be made to obtain stakeholder inputs as feasible.

LEGAL REVIEW

Department policies shall be reviewed by the City Attorney for compliance with federal, state and local requirements when required by legal or external policy mandate. Any other policy may be reviewed by the City Attorney at his/her discretion.

CLINICAL REVIEW

Clinical Performance Standards will be reviewed by the Operational Medical Director for clinical appropriateness and compliance with federal, state and local requirements.

POLICY APPROVAL AND IMPLEMENTATION

The EMS Chief will provide the final authorization to publish new or revised policies.

ORDERED:



1/31/2018

EMS Chief

Date