

COUNTY OF VENTURA HEALTH CARE AGENCY		EMERGENCY MEDICAL SERVICES POLICIES AND PROCEDURES	
Policy Title: Prehospital Care Coordinator Job Duties		Policy Number 350	
APPROVED: Administration:	<i>SLC</i> Steven L. Carroll, Paramedic	Date: December 1, 2023	
APPROVED: Medical Director:	<i>DZ S, MD</i> Daniel Shepherd, MD	Date: December 1, 2023	
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- I. PURPOSE: To provide guidelines for the role of the Prehospital Care Coordinator (PCC) in Ventura County.
- II. AUTHORITY: California Health and Safety Code, Title 22, Division 2.5, Sections: 1797.200, 1797.204, 1797.206, 1797.220, and 1798.2; California Code of Regulations, Title 22, Division 9, Sections 100148, 100166, 100169, and 100403
- III. DEFINITION:  
Prehospital Care Coordinator: A Registered Nurse designated by each Base Hospital (BH) to coordinate prehospital and Mobile Intensive Care Nurse (MICN) activities provided by that BH in compliance with Ventura County Emergency Medical Services (VCEMS) policies and procedures. The PCC evaluates prehospital care, prehospital personnel and MICNs and collaborates with the BH Paramedic Liaison Physician (PLP) in medical direction.
- IV. PROFESSIONAL QUALIFICATIONS:
  - A. Licensed as a Registered Nurse in the State of California.
  - B. Current authorization as a Ventura County Mobile Intensive Care Nurse (MICN).
  - C. One year experience as an MICN in Ventura County. For those nurses with one year work experience as an MICN within the last 18 months, this may be reduced to 6 months.
  - D. Have at least three years emergency department experience.
- V. SPECIFIC RESPONSIBILITIES:
  - A. The PCC is a full-time or full-time equivalency employee whose responsibility is dedicated to the oversight and management of the prehospital / EMS duties of the BH.
  - B. Serve as liaison by maintaining effective lines of communication with BH personnel, VCEMS, prehospital care providers and local receiving facilities.
  - C. In compliance with VCEMS Policies and Procedures the PCC will:

1. Ensure a high level of competence and training by developing and instituting prehospital care education programs for MICNs and prehospital personnel. Programs shall include, but not be limited to, specific issues identified by the VCEMS Quality Improvement Plan.
  - a. Provide continuing education per policy requirements
  - b. Coordinate clinical experience as requested, for purposes of provider plan of action.
  - c. Assist in the development and delivery of prehospital training and education materials such as EMS updates, paramedic skills labs and paramedic BH orientation.
  - d. Actively participate in the countywide EMS Quality Improvement Plan (EMSQIP), in coordination with VCEMS, other base hospitals and prehospital provider agencies.
2. Provide training for probationary MICNs and newly accrediting paramedics by coordinating necessary clinical experience and evaluating performance.
3. Evaluate the performance of MICNs and submit recommendations for authorization and reauthorization to VCEMS. Such evaluation shall include, but not be limited to:
  - a. Direct observation of BH communications.
  - b. Audit of recorded communications
  - c. Observation of patient assessment and clinical judgment skills (in conjunction with the Emergency Department leadership).
  - d. Review of written documentation.
  - e. Provide written evaluation of the MICNs for hospital performance review.
4. Provide ongoing evaluation of assessment, reporting, communication and technical skills of paramedics. Such evaluation may include, but not be limited to:
  - a. Audit of written and recorded communications
  - b. Review of prehospital documentation
  - c. Direct field observation during the ride-along(s), including observation of the transfer of patient care upon arrival at the receiving facility.

- d. Assess performance during scheduled clinical hours in the Emergency Department.
- e. Evaluation of paramedic personnel, as part of a broader quality assurance / quality improvement process, through direct observation, recorded communication and review of ePCR documentation.
- f. Provide written evaluation of MICNs
- g. Facilitate support services for prehospital and hospital EMS Staff, (i.e. Critical Incident Staff Management / peer review, etc.)
5. Participate in EMS Safety Event process, as outlined in VCEMS Policy 121 – Safety Event Review.
6. Ensure the operation of the BH communication equipment.
  - a. In conjunction with the BH PLP, ensure that all personnel assigned to communicate with paramedics in the field have attended an MICN developmental course approved by VCEMS.
  - b. Ensure that the radio equipment is operational.
  - c. Ensure that ReddiNet system is operational and up to date.
7. Comply with data collection requirements as directed by VCEMS.
8. Ensure compliance with requirements for retention of recordings, MICN and prehospital care forms, logs and information sheets, and maintaining retrieval systems in collaboration with hospital's medical records department.
9. Develop and maintain education records as required by EMS.
  - a. Records must be kept for a period of four years
10. Represent the BH at the Prehospital Care Committee, PCC meetings and other associated work groups and/or sub-committees as requested by the EMS Agency.
11. Actively participate in the development, review and revision of Ventura County Policies and Procedures.