

EMS Provider Compliance Surveys – The Why, How and What Now?





DSHS Notification



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

DAVID L. LAKEY, M.D.
COMMISSIONER

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TTY: 1-800-725-2989
www.dshs.state.tx.us

[Date]
[EMS Provider Name]
[EMS Provider Address]

Re: EMS Provider Compliance Survey Scheduling

Dear Administrator:

As part of the EMS Provider License requirements, the department will be conducting an EMS Provider Survey as stated in Texas Administrative Code, Chapter 157.11 (n). The survey is a tool to assist you with improvements and to determine whether your organization is in compliance with all the aspects of the Texas Administrative Code, Chapter 157.11.

The department requests that you complete the attached self-survey and return it to the department within thirty (30) days from receipt of this letter. You may return the completed survey by USPS First Class Mail or preferably by email or USB Thumb Drive.

The department does however require that you provide the following, preferably on a USB Thumb Drive:

1. Quality assurance plan that addresses, at a minimum TAC 157.11 (m) (2) A-G.
2. Operational policy and procedures that complies with and addresses at a minimum, TAC 157.11 (m) (2) A-R.
3. Protocols and Equipment, Supply & Medication List approved by your Medical Director.

Once the department has received the above documents and your self-survey, you will be contacted in order to schedule a date and time for the DSHS compliance survey. The provider survey may also include an inspection of your vehicles. If mailing, please send your completed survey to:

Texas Department of State Health Services
EMS Compliance
[Address]
Attn: [EMS Specialist]

Or you may email it to: [Email Address] If you wish, a copy of the survey can be emailed to you in Word format in order to assist you in documenting your responses more easily. If you have any questions about the survey process or need assistance in answering certain questions on the survey, please feel free to contact me.

Sincerely,

[EMS Specialist Name]

An Equal Opportunity Employer and Provider



Texas Department of State Health Services EMS Compliance

EMS Provider Compliance Survey Checklist & Questionnaire

(Revised 05/02/2014)

Firm Name:	Survey Date:
The following is a site-survey checklist for: <input type="checkbox"/> License Renewal <input type="checkbox"/> Periodic Review <input type="checkbox"/> Complaint	
The following tool will be utilized to conduct the EMS provider survey. All items below are essential components that all EMS providers must maintain to remain in compliance, per TAC EMS Rule §157.11(n).	
Items in red are questions that should be asked of EMS Provider Administration.	
Items in blue are to be reviewed and validated. All answers by EMS Provider Administration to questions asked are to be reviewed and validated, if applicable.	
(m) Responsibilities of the EMS Provider. During the license period, the provider's responsibilities shall include:	
(1) Assuring that all response-ready and in-service vehicles are maintained, operated, equipped and staffed in accordance with the requirements of the provider's license.	
Previous Complaints/Inspections/Surveys/Audits: Prior to site-survey, confirm results from previous DSHS investigations, inspections, surveys and/or audits.	
Was a Plan of Correction submitted by the EMS Provider to the department, if not, how was the problem addressed?	
Review and validate the implementation of a previous Plan of Correction, if applicable.	
(2) Assuring the existence of and adhering to a quality assurance plan which shall, at a minimum, include:	
Do you have a Quality Assurance Plan?	
How is it used to better improve your EMS system?	
(A) the standard of patient care and the medical director's protocols-	
What determines the need for protocol review/revision?	
Who is involved in making revisions?	

What Now?



4
11
5
12
6
13
19

SURVEY



What is compliance?

With DSHS
it is usually
our
personnel
looking to
see ...

- What is the policy/protocol.
- How are you following it.
- What documentation supports that.

COMMON SURVEY DEFICIENCIES

- QUALITY ASSURANCE PLAN
- ANAPHYLAXIS TRAINING
- PHARMACEUTICAL STORAGE
- NEW HIRE ORIENTATION AND INTERNSHIP
- NO STAFFING PLAN
- EMS & TRAUMA REGISTRIES
- NO POLICIES AND PROCEDURES/OUTDATED

<http://dshs.texas.gov/emstraumasystems/provfro.shtm>



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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Quality Assurance Plan Development Tool

(Effective 07/01/2015)

Purpose of the Tool

This document is designed to provide EMS agencies with a tool to assist in the development of their Quality Assurance (QA) Plan. It is not meant to be a template. Rather, it offers general

QUALITY ASSURANCE PLAN

- ROLE OF THE ADMINISTRATOR OF RECORD
- ROLE OF THE MEDICAL DIRECTOR
- ROLE OF YOUR LOCAL AND AUSTIN DSHS OFFICES

- WHAT IS A QA PLAN?
- TEXAS ADMINISTRATIVE CODE RULE 157.11 – RESPONSIBILITIES
 - STANDARD OF PATIENT CARE AND MEDICAL DIRECTOR PROTOCOLS
 - PHARMACEUTICAL STORAGE
 - READINESS INSPECTIONS
 - PREVENTATIVE MAINTENANCE
 - POLICIES AND PROCEDURES
 - COMPLAINT MANAGEMENT

STAFFING PLAN

- ROLE OF THE ADMINISTRATOR OF RECORD
- ROLE OF YOUR LOCAL DSHS OFFICE

- WHAT IS A STAFFING PLAN?
- WHAT INFORMATION SHOULD BE IN YOUR STAFFING PLAN?

POLICIES AND PROCEDURES

- REQUIRED BY RULE:
 - PERSONAL PROTECTION EQUIPMENT
 - IMMUNIZATION TO STAFF
 - INFECTION CONTROL PROCEDURES
 - COMMUNICABLE DISEASE EXPOSURES
 - EMERGENCY VEHICLE OPERATIONS
 - NEW EMPLOYEE CREDENTIALING & ORIENTATION
 - PATIENT CARE DOCUMENTATION
 - VEHICLE INSPECTION CHECKS

- A FEW OTHERS YOU MIGHT WANT TO CONSIDER:
 - SOCIAL MEDIA POLICY
 - OPEN CARRY AND/OR CONCEALED HANDGUN POLICY

Plan of Correction on how the agency will resolve deficiencies



Validation OF POC



“Quality means doing it right when no one is looking.” – Henry Ford

“If you think Compliance is expensive – try Non-Compliance.” – former US Deputy Attorney General Paul McNulty

“The time is always right to do what is right.” – Dr. Martin Luther King, Jr.

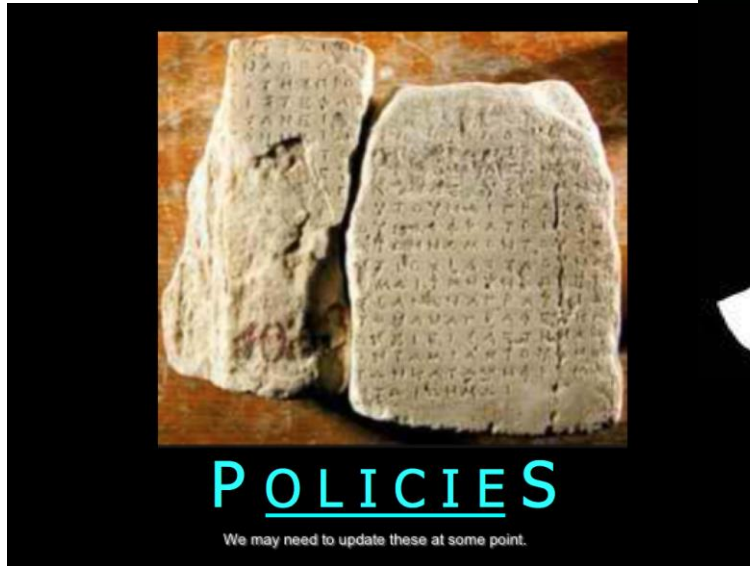
WHY DO YOU WANT TO BE COMPLIANT?



OR IS IT BECAUSE...



HOW? START BY... DON'T WAIT ON DSHS



HOW ABOUT?



Training

developing the skills, experience, and
employees need to perform
improve their performance
skills, and abilities, specific



What now?

- GET PREPARED. **STAY PREPARED!!!**

