



Critical care begins in the street

Welcome to Regions Hospital EMS!

This document is intended to introduce you to the Regions EMS Medical Direction team and outline some of the expectations and philosophies of our physicians and clinical supervisors.

Our Staff

For more than 40 years, the Emergency Medical Services program at Regions Hospital has been a vital link between the health care professional delivering state-of-the-art emergency care in the street and the hospital emergency department. Our services encompass the full spectrum of emergency care including innovative medical direction, extensive education offerings and EMS system quality assurance. Our medical directors are regionally and nationally recognized EMS leaders. Our clinical supervisors are certified by the National EMS Medical Directors' Course and Practicum, and our entire staff is active in industry organizations.

Medical Direction is provided through Regions Hospital EMS. You may have a specific physician assigned to your agency but our team is composed of four EMS physician medical directors, one EMS physician fellow, two paramedic clinical supervisors, and a variety of experienced professional educators and administrators. You will likely be interacting at some point with all of our physicians whose names are below.

- Physicians
Aaron Burnett, Bjorn Peterson, Kari Haley, and R.J. Frascione
- Clinical Supervisors
Kent Griffith, Mark Tutila
- Educators
Jennifer Smith, Brian Flynn, Mel Jorgenson, and a variety of per-diem instructors
- Administrators
Dave Waltz, Matt Milder, Tia Radant
- More Information
<https://www.regionsems.com/staff>





Regions Hospital

Emergency Medical Services

State EMS Law and Statutes

Minnesota outlines the specific responsibilities and authorities of an EMS medical director in MN Statue 144E.265. Wisconsin outlines the specific responsibilities and authorities of an EMS medical director in DHS 110.49 and DHS110.52 among others. We take these responsibilities very seriously.

Minnesota EMS Law

MN144E.265 Service Medical Director (physician licensed in Minnesota and having knowledge of, emergency care of the acutely ill or traumatized patients, familiar with the design and operation of local, regional and state emergency medical systems.

Subd. 2 Responsibilities. Responsibilities of the medical director shall include, but are not limited to:

- (1) Approving standards for education and orientation of personnel that impact patient care;
- (2) Approving standards for purchasing equipment and supplies that impact patient care;
- (3) Establishing standing orders for prehospital care;
- (4) Approving written triage, treatment, and transportation guidelines for adult and pediatric patients;
- (5) Participating in the development and operation of continuous quality improvement programs, including, but not limited to, case review and resolution of patient complaints;
- (6) Establishing procedures for the administration of drug; and
- (7) Maintaining the quality of care according to the standards and procedures established under clauses (1) to (6).

Subd. 3 Annual assessment; ambulance service. Annually, the medical director or the medical director's designee shall assess the practical skills of each person on the ambulance service roster and sign a statement verifying the proficiency of each person. The statements shall be maintained in the licensee's files.

Wisconsin EMS Law

DHS 110.49 Service Medical Director

(2) RESPONSIBILITIES. The service medical director shall do all of the following:

- (a) Prescribe patient care protocols under which the provider's EMS personnel treat.
- (b) Develop, review and approve in writing all patient care protocols that will be used by EMS personnel delivering patient care under the operational plan.
- (c) Ensure that physicians providing on-line medical control do so in a manner consistent with the department approved patient care protocols.
- (d) Ensure that all aspects of the emergency medical services are under medical supervision and direction at all times.
- (e) Establish, participate in, and ensure the continuing implementation of a quality assurance program as part of a patient care improvement process.
- (f) Approve, limit or withdraw credentials as provided under s. DHS 110.52.
- (g) Maintain liaison with the medical community, including hospitals, emergency departments, urgent care clinics, physicians, nurses, and other healthcare providers.
- (h) Work with regional, state and local EMS authorities to ensure that standards, needs and requirements are met and resource utilization is optimized.
- (i) Maintain, through continuing education, current knowledge and skills appropriate for a service medical director.
- (j) Approve, direct, and assist in providing training activities that assure EMS personnel are competent to provide safe and efficient patient care, based on the department approved patient care protocols.

DHS 110.52 EMS personnel credentialing

- (6) The service medical director may withdraw an individual's credential if the individual has engaged in conduct that is dangerous or is detrimental to the health or safety of a patient or members of the general public, while acting under the authority of his or her certificate or license, or if the service medical director determines that individual needs remedial training to properly treat patients. If an individual's credential is withdrawn for remedial training, the service medical director and service director shall develop a course of remedial training for the individual with a timeline for completion and return to full service.

Patient Care Guidelines

Many of you have EMS experience at other agencies, while some of you may even continue working at other agencies. We appreciate the experience you bring to the job! While working under Regions EMS medical direction you will be operating off our patient care guidelines. *It is important that you are familiar with these patient care guidelines and adhere to them.* While you should be familiar with all the guidelines the ones to pay special attention to (as they often vary significantly between different EMS services) include the cardiac arrest, airway management, pain control and behavioral/excited delirium guidelines. For several of these there are both adult and pediatric versions. The patient care guidelines and a Regions EMS guideline app for smart phones can be downloaded from:

- <https://www.regionsems.com/resources>



Quality Assurance

The safety of the patients who rely on us for their Emergency Medical Services is paramount. Regions EMS is committed to a robust continuous quality improvement process and to that end we utilize several avenues to maintain medical oversight and quality assurance.

- Our team uses a tool called FirstWatch which improves our ability to review documentation on critical calls. This tool sends a copy of the run report for certain types of high acuity calls directly to the medical direction team for review. Don't be surprised when your medical director reaches out to you to compliment, discuss or clarify items contained in your documentation. We feel this is a critical component of our quality assurance and medical oversight.
- Our physicians and supervisors have scene response vehicles which allows them to provide real time, on-scene supervision and teaching.
- Our physicians work in the receiving hospitals and directly care for patients transported by your EMS service after hospital arrival. Our physician colleagues also refer cases to us which demonstrate both exceptional prehospital care as well as care that could be improved.
- Our clinical supervision team meets monthly to review performance metrics and peer review cases.





Regions Hospital®

Emergency Medical Services

Education

We produce a monthly EMS update video which we encourage you to watch on our YouTube channel. Links to the videos can also be found on our website. This is an excellent way for the medical direction team to communicate updates, deliver education, and address any "hot topics". We also have a Regions EMS Facebook page and Twitter feed which we use to push interesting topics, announcements, and real time information to our providers.

- <https://www.regionsems.com/>
- <https://www.facebook.com/RegionsEMS/>
- Twitter: @RegionsEMS
- <https://www.youtube.com/RegionsHospitalEMS>

In conclusion, we would again like to welcome you to our team! We invest heavily in ensuring appropriate physician oversight of your prehospital practice and we expect you to adhere to our medical direction as communicated through our patient care guidelines, educational content, and monthly update videos. If you have any questions regarding the guidelines or other clinical topics, our physicians would be happy to discuss!

RJ Frascone MD

Aaron Burnett, MD

Bjorn Peterson MD

Kari Haley MD

**Thank you
for your service!**



Partners in EMS



Regions Hospital®