

NASEMSO Data Managers Council

Ebola Exposure

DMC Listserv Question: August 5, 2015

QUESTION: (asked by Angie Rio, GA)

- 1. Do you collect reports/PCRs from your licensed agencies on all calls even when the unit just leaves the station and there is no patient contact or care?**
- 2. Is this mandatory reporting in rule/regulation?**
- 3. If so what is the penalty for not reporting a cancelled call?**

State	Respondent	Collect PCR?	Mandatory? Penalty?	Comments
AK	Mark Miller	Yes	No; None	
AZ	Anne Vossbrink	Yes	No; None	<p>Our services that are CAD integrated must clear the call by the providers so paid providers are more likely to respond. The troopers do the dispatching for many small villages and factor that into the reporting.</p> <p>In California, there is some variation based on local control but in general.....</p> <p>All EMS responses, whether made by transport or non-transport entity must document a call once it is entered into the system as a request for service. This includes situations where a unit may get notified and then canceled even without scene arrival.</p> <p>This is mandated as part of contracts/agreements provider agencies have with local governmental control oversight agencies. Failure to comply with the reporting requirements can cause the contract/agreement to be canceled.</p> <p>It's more complicated then just that.....but that's generally it :)</p>
CA	Tom McGinnis	Some variation	Yes; cancelled contract	

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FL	Steve McCoy	Yes	No; None	<p>1. Short answer is YES. Long answer is that if an agency reports to our EMSTARS program, we require an event record on every “EMS event”. An EMS event is defined as “Any time that emergency medical services are requested and personnel are dispatched to respond.”</p> <p>2. NO, participation in the EMSTARS program is voluntary. However, it is mandatory if an agency chooses to participate in the program.</p> <p>3. There are no penalties. The worst thing that could happen that we move them back to our aggregate data program which could prevent them from receiving grant funds in various situations. Additionally, it is extremely difficult to accurately determine if an agency is under reporting cancelled calls or calls with no patient contact. We average around 10% of calls are cancelled but that sometimes fluctuates significantly. You can require it but it is difficult to police.</p>
IA	Terry Smith	All Calls	Yes; None	<p>1. All calls regardless of disposition.</p> <p>3. No penalty, per se. At service license renewal reviews, if service has failed to provide reasonable number of (any disposition) record submission they’ll be considered deficient and will need to provide plan for becoming compliant.</p>

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IL	Dan Lee	Yes	Yes; No	<p>1. In Illinois we have two broad categories of EMS vehicle provider licensees: non-transport vehicle providers (engines and any other first-responder non-transport type of vehicles) and transport vehicle providers (mainly ambulances). Although both types of agencies are required document medical care provided, only the transport vehicle providers must submit run report data to the state, in accordance with the dataset and business rules prescribed by the state. But the transport vehicle providers must do that for ALL activity, including situations such as a cancellation en route or no patient found at the scene.</p> <p>3. I don't know that we have a way of determining if a single call is or is not reported, but if an Illinois-licensed transport vehicle provider is generally non-compliant it runs the risk of getting kicked out of its EMS System (EMS Systems are created by state statute and provide medical control and oversight). EMS agencies must belong to an EMS System to operate in Illinois, so they generally want to avoid getting kicked out.</p>
MA	Ridgley Ficks	Yes	Yes; Yes	<p>2. Yes, but implicitly, in administrative requirement: http://www.mass.gov/eohhs/docs/dph/emergency-services/ar/5-403.pdf</p> <p>3. Not reporting any type of call could result in licensure discipline, but in reality has never happened for canceled calls.</p>
MO	Terry Ellsworth	No	No; Yes	<p>1. Currently Missouri has mandatory collection on calls that are "life threatening" on a quarterly basis.</p> <p>2. A currently proposed regulation would require a report "on each patient, each patient who refuses care, and every call on which the ambulance arrives on scene."</p> <p>3. Failure to comply with any part of The Comprehensive EMS Act, could result in licensure discipline.</p>

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NM	Donnie			I think that most services do a run report for cancelled calls. For one thing, they get credit for Fund Act purposes and it helps in litigious situations when a patient complains that they never received help for their call. While It is not illegal to report a cancelled run (I am not a lawyer) in any regulations I know of, it still offers protection if you have completed a run sheet for cancelled calls.
OH	Sue Morris	Yes	Yes; No way to know if not reporting	<p>1. In Ohio we collect reports from all agencies - any ground or air response to a call for emergency medical services. We have both licensed (for profit private agencies) and unlicensed (public/governmental agencies). We do not collect “scheduled” transports (non-emergency transports, discharges to residences, etc.).</p> <p>2. Yes, Ohio Revised Code 4765.06. It is further covered in Ohio Administrative Code section 4765-13-01</p> <p>3. We have no way to know if an agency is not reporting canceled calls.</p> <p>On a side note, when it comes to reporting in general, we have a training and equipment grant and if an applicant is not in compliance with reporting they are denied a grant</p>
PA	Aaron Rhone	Yes	No; None	1. Agencies are required by administrative rule to report all dispatches, regardless of disposition.
UT	Shari Hunskaer	Yes	Yes; Yes	3. Grant funding is tied to data compliance, so when I become aware of an agency not reporting cancelled calls, I reach out to them to let them know of the ramifications.

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WY	Jay Otsby	Yes	Yes; None	1. Yes conditionally, past rules stated if it fell into the Type of Service list (NEMSIS values) and today it is more generic stated as: "... all EMS agencies shall utilize the Division's electronic patient care reporting system to document the provision of emergency medical services or related trauma care."