



EMS SYSTEM ISSUE RESOLUTION PROCESS

APPROVED: 

EMS Medical Director



EMS Administrator

1. Purpose

- 1.1 This process is used for communication, identification or clarification and resolution of any non-clinical issue among all participants in the San Mateo County EMS System.
- 1.2 This policy reflects the system commitment of improvement through process ownership by all involved parties. Field personnel experiencing misunderstandings or disagreements in the course of field operations are expected to resolve such issues:
 - 1.2.1 After the call
 - 1.2.2 As soon as possible
 - 1.2.3 In person or by telephone
 - 1.2.4 Among the participants
 - 1.2.5 At a mutually convenient location

2. Issue Resolution Process

- 2.1 Initiate a one-to-one or crew-to-crew meeting, as appropriate, in person or by telephone to talk about the situation with the other principal party. If the issue can be resolved on scene or shortly after the call, no further action is needed. If the issue can not be resolved at this level, contact the next level of supervisors.
 - 2.1.1 Every effort should be made to discuss the call within 72 hours of the incident.
 - 2.1.2 It is understood that crew-to-crew meetings are dependent upon the availability of back-up crews to cover for those in the meeting.
- 2.2 Initiate a meeting of those involved in the conflict and include the next level of supervisors who are not involved in the conflict (e.g. field supervisor, OCA supervisor, paramedic coordinator, battalion chief). The supervisors would assist by facilitating discussion and assisting

participants in coming up with agreements. If the supervisors can facilitate a resolution, then no further action is necessary.

2.2.1 Every effort should be made to schedule this meeting within five (5) days of the previous meeting.

2.3 Only if the issue can not be resolved at the supervisor level, an Issue Identification Form should be completed and forwarded with supporting documentation to the EMS Agency.

2.4 The EMS Agency will acknowledge receipt of the issue to all involved agencies and follow up.

3. Issue Identification Form Use

3.1 Each agency will be provided with an original form and will be responsible for making copies of the form for their use. If a form is generated for an unresolved issue, it is recommended that the agency or person submitting the report keep one copy and send one copy to the appropriate agency/person.

4. Process Review

4.1 This process will be reviewed six (6) months after the implementation date, and as needed thereafter. A review committee will consist of labor representatives, AMR, JPA, and CDF representatives, and County EMS representatives.

Recommendations from Incident Reporter: _____

Signature: _____ **Daytime Phone #:** _____

Supervisor Response/Actions Taken: _____

Supervisor Name: _____ **Agency:** _____

Referred to EMS? Yes No **BY:** _____

EMS Agency Response/Actions Taken: _____

Who to contact with questions:

<u>AGENCY</u>	<u>NAME</u>	<u>PHONE</u>	
AMR - San Mateo	Cheryl Balderson	652-5322	367-6023 ID # 1154
	Kevin Miller	652-5334	367-6023, ID # 1066
Brisbane Fire	Matt Powers	438-4594	367-6023, ID # 1169
Burlingame Fire	Mark Ladas	259-2400	367-6023, ID # 6604
CALSTAR		(510) 887-3063	
CDF/Station 58	Mark Steward	573-3849	367-6023, ID # 2132
Colma Fire	Matt Powers	438-4594	367-6023, ID # 1169
Daly City Fire	Matt Powers	438-4594	367-6023, ID # 1169
EMS Agency	Barbara Pletz	573-2564	
	Jan Ogar	573-2564	
	Ellen Nave	573-2564	
	Matt Powers	573-2564	
Foster City Fire	Mark Ladas	259-2400	367-6023, ID # 6604
Half Moon Bay Fire	Mark Ladas	259-2400	367-6023, ID # 6604
Hillsborough Fire	Mark Ladas	259-2400	367-6023, ID # 6604
Kaiser RWC	Carlos Barrera, RN	299-2200	
Kaiser SSF	Beverly Cronnelly, RN	742-2287	
Lifeflight	Eleanor Fallon	725-5578	
Menlo Park FPD	Armando Muela	j851-1594	367-6023, ID # 2032
Millbrae Fire	Mark Ladas	259-2400	367-6023, ID # 6604
Mills Hospital	??????		
Pacifica Fire	Matt Powers	438-4594	367-6023, ID # 1169
Peninsula Hospital	?????		
Redwood City Fire	Armando Muela	851-1594	367-6023, ID # 2032
San Bruno Fire	Matt Powers	438-4594	367-6023, ID # 1169
San Francisco General	Sharon Kennedy	?????	
SFIA		794-4600	
SMCPSC (Co. Comm)	Sue Anderson	363-4900	
San Mateo Fire	Mark Ladas	259-2400	367-6023, ID # 6604
San Mateo General	?????	?????	
Sequoia Hospital	Sheri Sassarini	????	
Seton Coastside	?????	????	
Seton Medical Center	?????	????	
South County Fire	Armando Muela	j851-1594	367-6023, ID # 2032
So. San Francisco Fire	?????	????	
Stanford Hospital	Linda Bracken	725-5069	
Woodside Fire	Armando Muela	851-1594	367-6023, ID # 2032