



### EMS SUPERVISORS ROLE

APPROVED:

  
\_\_\_\_\_  
EMS Medical Director

  
\_\_\_\_\_  
EMS Administrator

1. Purpose
  - 1.1 To provide AMR and Joint Powers Authority (JPA) EMS supervisors with written guidelines for their role and responsibilities.
2. System Requirements
  - 2.1 AMR shall have an on-duty supervisor within San Mateo County at all times, except when on official business for San Mateo County operations.
  - 2.2 There will be a JPA EMS Supervisor responsible for each of four zones (north, central, south, and coast).
  - 2.3 The JPA EMS Supervisors will have 24 hour responsibility for EMS issues involving the fire service paramedics within their assigned zone. At least one of these EMS Supervisors will be available on-call at all times for all zones during non-business hours 365 days per year.
3. Supervisor Role
  - 3.1 The JPA EMS Supervisors will serve as primary liaison for clinical oversight, quality improvement, education, and daily operational issues for their areas of responsibility.
  - 3.2 AMR and JPA EMS Supervisors will be jointly responsible for supervision of the emergency ambulance service and first responder paramedic services subject to oversight by County EMS Medical Director and EMS Administrator on-call.
  - 3.3 The AMR and JPA EMS Supervisors will be jointly responsible for managing resources (personnel, vehicles, equipment, and supplies) in order to provide the highest level of care possible with the resources available.
  - 3.4 The AMR Supervisors will respond to unusual or high risk situations such as multi-casualty incidents, and high threat incidents,.
  - 3.5 The JPA EMS Supervisor will be notified immediately of all unusual or high risk situations.
  - 3.6 Upon arrival at multi-casualty incidents, Supervisors will immediately report to the incident commander unless otherwise assigned.

Issue Date: November 2011  
Effective Date: November 2011  
Reviewed Date: April 2015  
Next Review Date: March 2018

4. Supervisor Responsibilities
  - 4.1 When a Supervisor is first to arrive at an incident scene, he/she will provide patient care until the arrival of other paramedics and will then assist on-scene crews with patient care as needed and appropriate.
  - 4.2 Regularly visits EMS crews for the purpose of providing guidance and reviewing new information regarding County EMS system (e.g., procedure change).
  - 4.3 Be knowledgeable in all County EMS policies, procedures, and protocols. Be a resource on these topics for EMS personnel.
  - 4.4 Immediately provides consultation to on-duty EMS personnel upon request.
  - 4.5 Will intervene when he/she observes unsafe or inappropriate patient care.
  - 4.6 Informs appropriate agency leadership of level I and II clinical incidents pursuant to County Clinical Incident Reporting policy.
  - 4.7 Immediately notifies EMS administrator on call of all level III clinical incidents pursuant to County policy.
  - 4.8 Communicable Disease Exposure
    - 4.8.1 Acts as a liaison to field personnel for notification of potential communicable diseases (e.g., blood exposure).
    - 4.8.2 Assists in obtaining patient information from hospital as needed.
    - 4.8.3 Ensures referral to occupational health per Procedure #4, 'Infectious Disease Precautions for Field Personnel'.
    - 4.8.4 Facilitates communication regarding communicable disease exposure to all personnel involved in the response.
  - 4.9 The AMR Supervisor will monitor system activity (e.g., number of active EMS calls, unusual incidents, and resources available).
  - 4.10 Ensures maintenance of adequate levels of staffing, equipment and medical supplies for all paramedic vehicles.
  - 4.11 Maintains communications with other agencies and departments.
  - 4.12 Restocks paramedic vehicles with controlled substances as specified in Operations Policy #16 'Controlled Substance Storage and Restocking Procedures'.
5. Vehicles, Equipment, and Supplies
  - 5.1 Supervisor vehicles will be stocked with medical supplies, both consumable and durable as prescribed in Equipment-2 policy.

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