





**SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES**

EMS POLICY	506
Effective:	April 2025
Approval: EMS Director Travis Kusman, MPH	Signed: 
Approval: EMS Medical Director Greg Gilbert, MD	Signed: 

EMS SUPERVISOR ROLE

I. PURPOSE

This policy identifies the responsibilities of an EMS Supervisor working in the San Mateo County EMS system.

II. AUTHORITY

California Health and Safety Code, Division 2.5, §1797.220 and 1798.6

III. DEFINITIONS

Emergency Medical Services Agency (“LEMSA”) [or “Agency”]: The San Mateo County EMS Agency is designated as the Local Emergency Medical Services Agency (LEMSA) and is statutorily charged with primary responsibility for administration and medical control of emergency medical services in San Mateo County.

EMS Duty Officer: The authorized on-call representative of the LEMSAs charged with emergency medical services system level oversight and direction.

EMS Personnel: San Mateo County EMS system prehospital providers including EMTs and paramedics.

EMS Supervisor: A paramedic approved by the LEMSAs responsible for operational and clinical leadership and supervision of emergency medical services at the provider agency level.

IV. POLICY

A. EMS Supervisor Role

1. EMS Supervisors serve as primary liaisons for clinical oversight, prospective, concurrent, and retrospective quality improvement, education, operational coordination, and issue resolution within the prehospital emergency medical services system.
2. EMS Supervisors are jointly responsible for direction and supervision of the clinical field operations of paramedic first responder and emergency ambulance services subject to oversight by the LEMSAs.
3. EMS Supervisors are jointly responsible for managing available resources (e.g., personnel, vehicles, equipment, and supplies) to provide the highest level of care

possible.

4. EMS Supervisors will be notified by County Public Safety communications (PSC) of unusual or high-risk situations. Field crews should also notify EMS Supervisors of unusual or high-risk situations they encounter at scene.
5. The closest available EMS Supervisor shall respond as assigned by PSC or at the direction of the EMS Duty Officer to unusual or high-risk situations including but not limited to multi-casualty and high threat incidents. Additional EMS Supervisors shall respond based upon incident needs and in accordance with the Mass Casualty Incident Plan.
6. EMS Supervisors will immediately report to the incident commander unless otherwise assigned.

B. Supervisor Responsibilities

1. Provide patient care until the arrival of other paramedics when first at scene and assist subsequently arriving crews with patient care as needed and appropriate.
2. Directly and indirectly observe and support EMS crew performance in the field consistent with concurrent and ongoing continuous quality improvement needs. Consistently recognize and acknowledge identified exceptional care and service.
3. Provide guidance and present new information regarding the San Mateo County EMS system (e.g., protocol or procedure change, quality assurance reviews, etc.) to prehospital personnel.
4. Serve as a resource to prehospital personnel and LEMSA regarding EMS system policies, procedures, and protocols.
5. Provide timely consultation and guidance to on-duty EMS personnel upon request.
6. Intervene when unsafe operations or inappropriate patient care is observed.
7. Inform LEMSA of reportable clinical incidents pursuant to the EMS Event Reporting policy and collaborate in associated mitigation and resolution efforts.
8. Serve as a liaison for communicable disease exposures for notification of potential communicable diseases (e.g., airborne and blood exposures). Assists in obtaining patient information from hospital as needed. Ensures referral to occupational health as required. Facilitates communication regarding communicable disease exposure to all personnel involved in the response.
9. Ensure prehospital personnel delivering emergency medical services possess all required credentials and have access to all required equipment and medical supplies in accordance with EQP 1 – Emergency Ambulance and First Responder Staffing, Medications, Medical Equipment, and Supplies.