



**SAN MATEO COUNTY HEALTH  
EMERGENCY  
MEDICAL SERVICES**

<b>EMS POLICY</b>	<b>524</b>
Effective:	<b>April 2025</b>
Approval: EMS Director <b>Travis Kusman,</b>	Signed:
Approval: EMS Medical Director	Signed:

## **EMS SYSTEM ISSUE RESOLUTION**

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### **I. PURPOSE**

This policy defines the process used for communication, identification, or clarification and resolution of any non-clinical issue arising amongst EMS personnel. This policy reflects the system's commitment to improvement through process ownership by all involved parties.

### **II. AUTHORITY**

California Health and Safety Code Division 2.5, §1797.90. 1797.220

### **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.

### **IV. ISSUE RESOLUTION PROCESS**

- A. EMS personnel experiencing misunderstandings or disagreements during field operations are expected to resolve such issues as soon as possible after the call is complete, in person or by telephone and involve all participants at a mutually convenient location.
- B. Initiate a one-to-one or crew-to-crew meeting, as appropriate, in person or by telephone to discuss 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 cannot be resolved at this level, involve the next level of supervisors.
  1. Every effort should be made to discuss the call within 72 hours of the incident.
  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.
- C. 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, JPA supervisor, battalion chief, etc.). The supervisors will 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.
  1. Every effort should be made to schedule this meeting within five (5) days of the

previous meeting.

- D. Only if the issue cannot be resolved at the supervisor level, an Issue Identification Form should be completed and forwarded with supporting documentation to LEMSA. LEMSA will acknowledge receipt of the issue to all involved agencies and follow up.