

Standard Operating Policy and Procedure Guide

Department All	Type All	Effective 05/04/20	Revision
Number n/a	Topic Organizational Baseline Standards – “As It Should Be”	Approvals (A/L) DM/WR	Reviewed 05/04/20

A M E R I M E D **Organizational Baseline Standards** **“AS IT SHOULD BE”**

This is what makes us different from the rest...

EMS Pillar 1 - People

- Qualified
- Properly Oriented
- In-uniform (including radio with shoulder mic)
- Project positive attitude and professional demeanor
- Clinically competent
- Customer service focused, respectful & professional
- Can-do / get it done attitude
- Reliable and punctual
- Minimal sick time usage (save for real sick / emergencies)
- Compliant with driving laws and demonstrate due regard always
- Compliant with all local state rules, regulations and laws
- Report damage and/or unusual incidents always

EMS Pillar 2 - Vehicles

- Active and Compliant Preventive Maintenance Program
- Up-to-date tracking of all maintenance activities on all vehicles
- Fleet maintenance files up to date and accurate at all times
- Clean Exterior & Interior (including disinfect) every day
- Without Damage (including nothing missing)
- Fully Stocked with functional equipment
- Reliable mechanical condition
- Fluids checked and full (at start and end of shift)
- All vehicle devices and accessories should be in reliable working condition
- Contain insurance & registration card
- Contain Fuel Card for Actual Unit
- Have all numbered equipment assigned with same ID number
- Contain at least 2 spare quarts of oil, 1 quart of Def fluid, and road flares.
- Contain 2 reflective safety vests
- Three sets of keys (one for each crew member) plus Administrative spare

EMS Pillar 3 - Equipment/Supplies

- In reliable working condition with all parts and pieces
- Clean and up to date inspections prn
- Tested routinely
- Numbered items on appropriate units (including two radios)
- Stored properly, (a place for everything and everything in its place)
- Have all required/necessary equipment on hand and functional
- Bin System in place and operational all divisions
- Locked equipment/supply work areas with par value stock
- Secured with minimal personnel access
- High use items available to staff in open areas (gloves, O2 supplies)
- Maintain control and accountability of equipment to avoid loss/damage
- Inventoried annually

EMS Pillar 4 - Control

- Steward responsibilities efficiently and effectively
- All training activities must be documented and filed (including rosters of attendees)
- All corrective actions must be documented and filed (including coaching, mentorship, and/or formal corrective actions)
- Maintain critical staffing levels to ensure good performance
- Maintain compliance with company policies and procedures
- Treat everybody well and with courtesy and respect
- If you see something wrong, say something

Associate Health & Safety

- Practice and encourage safe lifting techniques
- Ask for help when needed
- Use spotters/backers always when backing unit
- Hold quarterly safety training reminders and updates
- Conduct annual emergency vehicle operations refresher training
- Promote wellness programs available through company benefits
- Encourage participation with 401k or other benefits for future

Communications

- Verbal should be professional
- Written (text or email) should be professional and positive
- All non-positive communications should be verbal
- Report problems to leadership
- Avoid gossip
- Texts should be used for brief, informal information exchange
- Email should be used for more in-depth and formal information exchange
- Any non-positive interactions with external contacts should be reported and referred according to SOP

Facilities

- Clean and organized, (a place for everything and everything in its place)
- Equipped at Company standards (eg., furniture, supplies, branded signage.)
- Maintained with consumable supplies (eg., soap, bathroom supplies, paper towels)
- Visibly worn and/or broken furniture should be repaired or replaced
- All required business documentation in place
- All facilities listed on insurance plan

Marketing & Promotion

- Everyone has a role in marketing and positively promoting the company
- Maintain positive relationship with customers
- Report problems, or potential problems with external contacts

Medical Direction & Protocols

- Engage and involved
- Compliance with medical protocols as approved by medical director
- Annual edits and re-approval of protocols
- Known to associates
- Involvement with State Office of EMS and other professional associations

Quality Assurance

- Structured and organized program
- Prioritize topics to be relevant and useful
- Track and monitor trends
- Feedback communications plan to ensure improvement

Social Media

- Maintain a positive company presence
- Relevant and fresh updates
- Planned and organize message campaign
- Involve associates from all divisions

Transport Activities

- Follow and comply with all rules, regulations, and laws regarding vehicle operations
- Minimize delays in response and transports, we do not hold calls
- Minimize meet-ups
- Operate cautiously providing smooth, gentle ride for passengers
- Minimize abrupt starts, stops and turns

Training & Education Systems

- Annually prescheduled Monthly Training/Education topics
- Annual program should provide minimum recertification CEUs