

RESOLUTION NO. _____

RESOLUTION OF THE ROWAN COUNTY EMERGENCY SERVICES – EMS SYSTEM REQUIRING PATIENT OUTCOMES DATA FROM FACILITIES THAT RECEIVE PATIENTS TRANSPORTED BY ROWAN COUNTY EMS DIVISION OR FRANCHISE AGENCIES.

WHEREAS, the Rowan County Emergency Services serves as the local emergency medical services system (“EMS System”) for Rowan County; and

WHEREAS, pursuant to North Carolina Administrative Code 10A 13P .0201, as the responsible agency for the EMS System for Rowan County, and is responsible for the medical control of the Rowan County EMS System, and

WHEREAS, exercising medical control of the Rowan County EMS System means directing and managing the Rowan County EMS System pursuant to the provisions of the North Carolina Administrative Code 10A 13P .0201; and

WHEREAS, pursuant to North Carolina Administrative Code 10A 13P, the medical direction and management of the Rowan County EMS System are under the control of the Rowan County Emergency Services Chief, EMS Division Chief, and the Rowan County EMS System Medical Director(s), which control must comply with minimum standards adopted by the North Carolina Office of Emergency Medical Services; and

WHEREAS, the Rowan County EMS System has, primary responsibility for all prehospital care provided by first responder agencies and ambulance franchise agencies; and

WHEREAS, the North Carolina Office of Emergency Medical Services requires each EMS System to approve and submit patient triage and transportation destination plans as approved by the Rowan County EMS System Medical Director(s); and

WHEREAS, responsibilities for quality assurance and performance improvement include, but are not limited to, supervising prehospital treatment, triage and transport, and providing or causing to be provided, training and continuing education for prehospital personnel in accordance with the North Carolina Administrative Code 10A 13P; and

WHEREAS, any transport destination facility designated by the Rowan County EMS System Triage, Transport and Destination Plans must provide patient outcomes integrated into the Health Data Exchange linking patient care to outcomes data for quality assurance and performance improvement; and

WHEREAS, quality in EMS must prioritize patient outcomes. The complexities of EMS and the diversity of the practice environment require attention to structural and process measures to build improved care delivery; however, the EMS community must strive to develop, promote and implement measures that capture meaningful effects on patient outcomes; and

WHEREAS, the Rowan County EMS System has implemented a system to integrate data for patient care to adhere to policies and procedures established by the North Carolina Office of Emergency Medical Services which must be consistent with and may be more stringent than the minimum system standards adopted by the Authority; and

WHEREAS, a process for sharing data and patient outcomes was in place with Atrium Health until September 2019 until they changed their vendor and process stopping the sharing of data. This has negatively impacted operations and delivery of care to patients within our community with our quality assurance and improvement process; and

WHEREAS, Rowan County Emergency Services began engaging Atrium Health in October of 2019 without any assigned personnel for the project until March of 2020. Beginning on May 29, 2020 regular discussions began between multiple area EMS agencies and Atrium regarding the lack of outcomes data who had access prior to October 2019. These regular meetings and discussions were held virtually utilizing the Zoom Video Communications platform on or about 10:00 on the following dates; May 29, 2020; June 26, 2020; July 10, 2020; July 31, 2020; August 21, 2020; September 11, 2020; September 25, 2020; October 9, 2020; October 23, 2020; November 6, 2020; November 20, 2020; December 4, 2020; and December 18, 2020 without resolution or engagement from the vendor utilized by Atrium Health or Atrium Health. Atrium Health requested that we postpone meetings in December of 2020 to engage their vendor for resolution. Throughout January and February there has been no resolution for the sharing of data back into our electronic health record system; and

WHEREAS, Rowan County Emergency Services remains committed to resolving this issue and working with our vendor who has been and continues to be engaged in the project.

WHEREAS, pursuant to 10A North Carolina Administrative Code 13P;

NOW, THEREFORE, IT IS RESOLVED that:

1. **Definitions.** For purposes of this Resolution the following words and terms have the following meanings unless the context clearly indicates otherwise:

Authority. The North Carolina Office of Emergency Medical Services.

EMS. Emergency Medical Services

Facility. A facility which has been designated by the Rowan County EMS System to receive specified EMS patients transported pursuant to guidelines established by the Authority and standards established by the Rowan County EMS System.

Triage. The prioritization of patient care based on illness/injury, severity, prognosis, and resource availability

2. **Performance Standards and Data Collection and Reporting.**

- A. **Performance Standards.** Facilities receiving patients shall comply with performance standards for Health Data Exchange for reporting of patient outcomes back to the transporting EMS agency.
 - B. **Data collection and reporting.** Facilities receiving patients shall satisfy data collection and reporting outcomes requirements applicable to them established by Rowan County EMS System policy.
 - C. **Duplicate reporting.** Facilities receiving patients shall make every effort to utilize existing data sets and integration so as not to create additional data reporting responsibilities or undue burden on the Rowan EMS System.
 - D. **Data sharing.** Rowan County Emergency Services remains committed to the quality assurance and performance improvement of our system. In order to re-establish the data sharing across platforms, Atrium Health needs to engage their vendor and work through the process of allowing the systems to integrate and exchange data. Currently the vendor for Rowan County has everything in place to provide resources and integration for the process.
 - a. The objective is to simplify the implementation of interfaces between healthcare software applications and various vendors.
 - b. The vendor for Rowan County needs the vendor for Atrium Health to provide data transmitted in a secure Health Insurance Portability and Accountability Act compliant manner using a common language such as the Health Level 7 format that is consistent with the National Emergency Medical Services Information System electronic outcome data definitions.
3. **Policy and procedures applicable to Designated Receiving Facilities.** If the Rowan County EMS System finds a Designated Facility to be deficient in meeting the outcomes reporting requirement the following shall apply;
- A. The Rowan County EMS System will give the Designated Facility written notice, setting forth with reasonable specificity, the nature of the outcomes reporting deficiency.
 - B. Within fifteen (15) calendar days of receipt of such notice, the Designated facility must provide the Rowan County EMS System, in writing, a statement that the deficiency has been cured and an explanation of how it was cured, a plan to cure the deficiency, or a statement of the reasons why it disagrees with the written notice.
 - C. The Designated Facility shall have thirty (30) days to cure the deficiency unless a lesser period of time to cure is stated in the notice of deficiencies.
 - D. If the Designated Facility chooses to challenge the written notice of deficiencies the EMS System Administration shall address the facility in writing as to the validity of the challenge and the next steps for mediation.
 - E. If the Designated Facility does not timely appeal the validity of the deficiency and fails to cure the deficiency within the allowed time, the Rowan County EMS System will either terminate its designation as a Triage and Transport Destination Facility or impose such other sanction as specified in the Rowan County EMS System policies.

4. **Regulations.** The Rowan County Board of Commissioners delegates to the Medical Director for the Rowan County EMS System and the EMS System Administrators the power and authority to make rules and regulations consistent with this Resolution.

5. **Savings clause.** If any paragraph, subparagraph, sentence, clause, phrase, or word of this Resolution is held to be invalid for any reason, such decision shall not affect the validity of the remainder of the Resolution. The Rowan County Board of Commissioners hereby declares that it would have passed the Resolution, and each paragraph, subparagraph, sentence, clause, phrase or word of this Resolution other than the one or more paragraphs, subparagraphs, sentences, clauses, phrases, or words declared to be invalid.

6. **County Policies.** Any reference in this Resolution to County policies, procedures, protocols, and algorithms are for reference purposes only and do not imply that such documents were presented to the Board for approval or endorsement.

7. **Effective date.** The Resolution shall be effective in sixty (60) days.

Passed and adopted by the Rowan County Board of Commissioners on March 22, 2021, by the following votes:

AYES:

NOES:

ABSENT:

ABSTAIN:

Greg Edds, Chairman of the Rowan County Board of County Commissioners

Attest:

Carolyn Barger, Clerk to the Rowan County Board of County Commissioners