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To: Wisconsin EMS Health Care Professionals



From: Jeff Phillips, Director
Office of Preparedness and Emergency Health Care
Emergency Medical Services Section

Information Update on Wisconsin EMS Flexible Staffing

The purpose of this memo is to provide guidance and information to Wisconsin Emergency Medical Services (EMS) system professionals and stakeholders regarding the addition of flexible staffing to Wis. Stat. ch. 256. The Wisconsin Department of Health Services, EMS Section is currently working to develop and implement processes for flexible staffing that meet the needs of the EMS system and ensure a quality process for EMS providers. The development and implementation of the processes necessary to fully implement flexible staffing will require upgrades to multiple components of the current Wisconsin EMS licensing and data management systems.

To ensure that EMS providers have prepared for a transition to flexible scheduling, we have updated the [Wisconsin EMS scope of practice](#), and will be releasing the document to EMS providers soon. We are in the beginning stages of transitioning the [Operational Plan](#) process into the [Wisconsin E-Licensing system](#). We are also developing educational resources for providers to support them in the functionality of the new Operational Plan process. For EMS providers requesting flexible staffing at the Intermediate and Paramedic levels, we are also asking assistance from our partners at the [Drug Enforcement Agency](#) (DEA) to assist with the process of obtaining DEA certification and maintaining compliance, ensuring that Wisconsin providers are not caught off guard by federal requirements.

EMS Section staff are drafting updated Wisconsin EMS [medical guidelines](#) at emergency medical responder (EMR), emergency medical technician (EMT), advanced emergency medical technician (AEMT), intermediate, and paramedic levels for services to assist in the rollout of flexible staffing. The new scope of practice and medical guidelines will then be integrated into the [Wisconsin Ambulance Run Data System \(WARDS\)](#) electronic patient care reports. This

process will assist in the EMS data collection process, the retrieval and usage of data reports, quality assurance and quality improvement to assist services in making data-informed decisions. Wisconsin EMS is also developing educational resources for EMS providers to support them in the functionality of the new data process.

At this time, Wisconsin EMS is not approving any operational plan requests for flexible staffing under the current operational plan process, and will only approve flexible staffing requests utilizing the new operational plan process. We anticipate that this new process will be operational in late summer of 2018. Updating data tools and building the infrastructure to be able to successfully approve the flexible staffing service requests in a thoughtful and consistent manner will take some time.

By developing a fully integrated system to support this new initiative, in collaboration with our stakeholders and EMS health care professionals, DHS will ensure that the Wisconsin EMS system continues to provide the highest quality and standards of pre-hospital emergency medical care to all citizens and visitors of Wisconsin, and is supporting EMS services with a solid infrastructure for future growth and development.

If you have any questions or concerns, please [contact the EMS Office](#), or call 608-266-1568. Thank you for your patience and understanding!