Tony Evers Governor



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Telephone: 608-266-1251 Fax: 608-267-2832 TTY: 711 or 800-947-3529

Kirsten L. Johnson Secretary

March 8, 2023

(Via E-Mail and Certified US Mail)
Re: Letter of Warning to
Dear Ms,
The Department of Health Services (Department), Emergency Medical Services (EMS) Section, herby issues a letter of warning to you, the patient care protocols of the emergency medical service provider with which you were serving while performing patient care, as required by Wis. Admin. Code DHS §110.13(3).
Factual Basis for the Department's Action
On August 8, 2022, the Department received a complaint regarding patient care you participated in on February 11, 2022, while functioning as a member of
maintains patient care protocols as part of its operational plan in accordance with Wis. Admin Code DHS §110.35(2)(a). On October 19, 2022, the Department requested a copy of the
"Required Exam: Vitals Signs, GCS, Neuro Exam, Lung Sounds, Abdominal Exam,

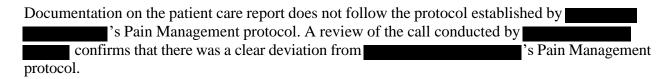
Musculoskeletal Exam, Area of Pain.

- Provider discretion to be used for patient's suffering from chronic pain related issues. However, please note that history of chronic pain does not preclude the patient from treatment of acute pain related etiologies.
- Pain severity (1-10) is a vital sign to be recorded pre- and post- medication delivery and at disposition.

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> • As with all medical interventions, assess and document change in a patient condition preand post-treatment."

The patient care reports documents that the initial call was due to pain; specifically "[the patient] felt as if the pain was so bad that [the patient] was unable to move." Despite the complaint of pain, the patient care report does not document a pain assessment being completed and no consideration for the administration of pain medication was documented. Additionally, the patient care report does not document a secondary set of vitals that would assess and document a change in the patient's condition of any pre-and post-treatment that was provided.



Legal Authority for Department Action

Under Wis. Admin Code DHS §110.55,

The department may issue a warning letter to a licensee, permit holder, or certificate holder if the department finds that the person has committed a minor, first-time violation of a requirement of this chapter or ch. 256, Stats., or a minor, first-time violation identified in s. DHS 110.54. The department shall retain a copy of the warning letter in the person's file and may consider it when determining what enforcement action is appropriate if the person commits subsequent violations...

Wis. Admin. Code DHS §110.13(3) states,

An EMS professional shall follow the patient care protocols or guidelines of the emergency medical service provider with which the EMS professional is serving while performing patient care, regardless whether the EMS professional is licensed at a practice level higher than that of the provider.

Department Action

Based on the records submitted, it has been determined that you failed to follow the patient care protocols of the emergency medical service provider with which the EMS professional is serving while performing patient care, in accordance with Wis. Admin Code 110.

In accordance with Wis. Admin. Code DHS §110.55, the Department will post a copy of summary of the letter of warning, which does not identify the recipient of the letter, on the Department's EMS website, will retain a copy of this letter of warning in your file, and may consider it in determining what further enforcement action may be appropriate if subsequent violations occur.

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Pursuant to Wis. Admin. Code DHS § 110.55, the Department's issuance of this letter of warning is a final decision of the Department and is not subject to an administrative hearing.

If you need additional assistance, please contact me by phone at 608-267-7178 or via email at natalie.easterday@dhs.wisconsin.gov.

Sincerely,

Natalie Easterday

Natala ger

Director

Office of Preparedness and Emergency Health Care

Wisconsin Department of Health Services