|  |  |
| --- | --- |
| **DEPARTMENT OF HEALTH SERVICES**  Division of Public Health  F-47463H (09/2022) | **STATE OF WISCONSIN**  Adm. Code Chapter 110  (608) 266-1568 |
| **EMS SERVICE PROVIDER LEVEL UPGRADE OPERATIONAL PLAN COMPONENTS** | |

Please use the checklist information below to in preparing documentation to complete the EMS Service level upgrade [Operational Plan](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/51) in the WI [**E-Licensing**](https://www.wi-emss.org/lms/public/portal#/login)(link is external)system. You will need to have the items below prepared to upload into your EMS Operational Plan.

|  |
| --- |
| Tasks to be Completed |
| Complete a feasibility study and submit it to the department for approval. First responder service providers are not required to do a feasibility study.  [Wis. Admin. Code § DHS 110.35(1)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/1) |
| Upon the department's approval of the feasibility study required under sub. [(1)](https://docs.legis.wisconsin.gov/document/administrativecode/DHS%20110.35(1)), complete and submit an application and an operational plan to the department in the manner specified by the department.  [Wis. Admin. Code § DHS 110.35(2)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2) |
| Signed [patient care protocols](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/54) approved by the service medical director.  [Wis. Admin. Code § DHS 110.35(a)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/a) |
| A formulary list of medications the emergency medical service provider will use.  [Wis. Admin. Code § DHS 110.35(b)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/b) |
| A list of the advanced skills and procedures the applicant intends to use to provide services within the [Wisconsin scope of practice](https://www.dhs.wisconsin.gov/publications/p0/p00451.pdf) of the level of care for which licensure is sought  [Wis. Admin. Code § DHS 110.35(c)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/c) |
| Proof of professional liability or medical malpractice insurance, and, if the emergency medical service provider is an [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5), proof of vehicle insurance.  [Wis. Admin. Code § DHS 110.35(d)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/d) |
| **Operational Policies** |
| Response cancellation, describing how the emergency medical service provider will handle a cancellation of a response while en route to the scene  [Wis. Admin. Code § DHS 110.35(2)(e)1](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/1) |
| Use of lights and sirens in responding to a call.  [Wis. Admin. Code § DHS 110.35(2)(e)2](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/2) |
| Dispatch and response, describing how EMS professionals are dispatched and how the emergency medical service provider acknowledges to the dispatcher that it is responding  [Wis. Admin. Code § DHS 110.35(2)(e)3](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/3) |
| Refusal of care, describing the procedure for accepting a refusal of care from a patient.  [Wis. Admin. Code § DHS 110. 35(2)(e)4](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/4) |
| Destination determination, describing how the transport destination of the patient is determined if the provider is an [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5).  [Wis. Admin. Code § DHS 110. 35(2)(e)5](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/5) |
| Emergency vehicle operation and driver safety training  [Wis. Admin. Code § DHS 110. 35(2)(e)6](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/6) |
| Controlled substances and how the service provider will obtain, store, secure, exchange, and account for any and all controlled substances used to provide patient care.  [Wis. Admin. Code § DHS 110. 35(2)(e)7](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/7) |
| Continuous [quality assurance](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/62) and improvement program describing the components of the program, including how patient care and documentation will be reviewed, by whom, and how the results will be shared with practitioners and incorporated into continuing education  [Wis. Admin. Code § DHS 110. 35(2)(e)8](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/8) |
| Multiple patient incidents describing how the service will handle the response to the incident including triage, care, transportation and patient tracking  [Wis. Admin. Code § DHS 110. 35(2)(e)9](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/e/9) |
| Written letters or other documentation of endorsement from the local hospital and government within the proposed [primary service area](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/60), if the application is for licensure as a 9-1-1 [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) or non-transporting emergency medical service provider, whether the application is for initial licensure or a service level upgrade.  [Wis. Admin. Code § DHS 110.35(2)(f)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35/2/f) |
| **Responsibilities** |
| Understand the responsibilities under [Wis. Admin. Code § DHS 110.34](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/34/10) |
| Designate the primary service area in which it will operate  [Municipal Signature and Population Verification Page, F-47255](https://www.dhs.wisconsin.gov/forms/f47255.pdf) (PDF)  [Wis. Admin. Code § DHS 110.34(4)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/34/4) |
| Maintain written [mutual aid](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/43) and [coverage agreements](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/15) with ambulance service providers operating within or adjacent to its [primary service area](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/60).  [Wis. Admin. Code § DHS 110.34(10)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/34/10) |
| Designate and maintain affiliation with a [regional trauma advisory council](https://www.dhs.wisconsin.gov/wish/injury-mortality/rtac.htm).  [Wis. Admin. Code § DHS 110.34(11)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/34/11) |
| If the emergency medical services provider is an ambulance service provider, maintain at least one ambulance vehicle in good operating condition as required under ch. [Trans 309](https://docs.legis.wisconsin.gov/document/administrativecode/ch.%20Trans%20309).  [Wis. Admin. Code § DHS 110.34(15)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/34/15) |
| **Required Personnel and Responsibilities** |
| Provide your list of service designees per [Wis. Admin. Code § DHS 110.47](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/47) |
| **Phase in Period** |
| A licensed [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) applying for licensure at a higher service level that can demonstrate hardship in attaining the higher level may request department approval of a phase-in period not to exceed 12 months. During a phase-in period, an [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) that is upgrading to a higher service level may provide emergency medical care at both the higher service level and its current service level without assuring a consistent level of care at the higher level 24 hours a day.  [Wis. Admin. Code § DHS 110.36(1)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/36/1) |
| An applicant for department approval of a phase-in period to upgrade its service level shall submit a license application, operational plan and addendums for the higher service level as specified under s. [DHS 110.35](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/35) and all of the following:  [Wis. Admin. Code § DHS 110.36(2)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/36/2) |
| A detailed explanation of why the phase-in period is necessary, how the phase-in will be accomplished and the specific date, not to exceed 12 months from department approval, that full-time 24 hours-per day, 7 days-per-week service at the higher service level will be achieved.  [Wis. Admin. Code § DHS 110.36(2)(a)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/36/2/a) |
| An explanation of how quality assurance will be maintained and skill proficiency will be evaluated.  [Wis. Admin. Code § DHS 110.36(2)(b)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/36/2/b) |
| An emergency medical service provider that does not achieve full-time 24 hours-per-day, 7 days-per-week service within the approved 12 month phase-in period shall notify the department, cease providing service at the upgraded level, and revert back to its previous service level, unless the department approves an extension under sub. [(6)](https://docs.legis.wisconsin.gov/document/administrativecode/DHS%20110.36(6)).  [Wis. Admin. Code § DHS 110.36(5)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/36/5) |
| An emergency medical service provider that does not achieve full-time 24 hours per day, 7 days-per-week service within the 12-month phase-in may request one extension for an additional 12 months if the request is made in writing to the department no less than 60 business days before the expiration of the phase-in period. A phase-in period shall not exceed a total of 24 months.  [Wis. Admin. Code § DHS 110.36(6)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/36/6) |
| **Operate a Tiered EMS System** |
| If the EMS service provider intends on operating a tiered EMS system you will need documentation for all of the following items below.  [Wis. Admin. Code § DHS 110.50(4)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4) |
| The [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) does not reduce the number of ambulances staffed at the level of its licensure available for 9-1-1 responses, except as permitted under s. [DHS 110.37 (2)](https://docs.legis.wisconsin.gov/document/administrativecode/DHS%20110.37(2)).  [Wis. Admin. Code § DHS 110.50(4)(a)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4/a) |
| The [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) maintains a minimum of one 9-1-1 response ambulance staffed at the level of its licensure 24 hours-a-day, 7 days-a-week.  [Wis. Admin. Code § DHS 110.50(4)(b)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4/b) |
| The [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) provides documentation to the department that the [ambulance service provider](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) is dispatched by a public safety answering point or dispatch center using an emergency medical dispatch system. Ambulances staffed at a lower level of service shall only be dispatched if one of the following applies:  [Wis. Admin. Code § DHS 110.50(4)(c)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4/c) |
| The emergency response meets the standards identified within the public safety answering point's or dispatch center's emergency medical dispatch system for the lower service level.  [Wis. Admin. Code § DHS 110.50(4)(c)1](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4/c/1) |
| All 9-1-1 ambulances staffed at the highest level of licensure are already committed to other 9-1-1 responses.  [Wis. Admin. Code § DHS 110.50(4)(c)2](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4/c/2) |
| The [ambulance service](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/5) provider has [protocols](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/i/04/54) approved by the service medical director and the department for when a patient's condition requires a response must be upgraded to a higher level of care.  [Wis. Admin. Code § DHS 110.50(4)(d)](https://docs.legis.wisconsin.gov/code/admin_code/dhs/110/110/iv/50/4/d) |