



EMS Personnel Division

— TOOLS, TIPS, AND HOT TOPICS—

Paramedic Accreditation Update

The Central Registry database has been updated to provide LEMSAs with a more efficient and timely way to report paramedic accreditations. With a special log-in provided by the EMS Authority, LEMSAs are able to update paramedic licenses with their accreditation information in real time. This will eliminate the need for LEMSAs to send accreditation reports to the EMS Authority.

As a result of transitioning to the registry reporting process, the registry now reflects 15,413 accredited paramedics out of 21,040 active paramedic licenses, an increase of over 2,400 reported accreditations.

If you are interested in receiving a log-in and instructions for the registry update process, please send a request to: MLOhelpdesk@emsa.ca.gov. LEMSAs not electing to utilize the Central Registry process must continue with the monthly accreditation reporting per Section 100166 of the Chapter 4. Paramedic regulations.

Paramedic Audits and the CE Provider database

Over the past year, the Paramedic Licensure Unit has implemented a random audit of paramedic renewals. Random audits will ensure that paramedics receive the training they need to provide competent pre-hospital care, protecting the safety of patients receiving emergency care. Paramedics should anticipate that the audit process will take four (4) weeks to complete.

Part of the audit process requires that Paramedic Licensure staff reach out to continuing education (CE) providers and request proof of class attendance. In order to make the paramedic licensure audit process run as quickly and smoothly as possible, please maintain current and complete information in the CE Provider Database. For questions about the CE Provider Database, please email paramedic@emsa.ca.gov.

Customer Service Survey

The Paramedic Licensure Unit ran a 3-week-long customer satisfaction survey to 7,000 licensed paramedics during fiscal year 2013-2014. The survey was initiated in an effort to ensure that paramedics are satisfied with the level of customer service they are receiving from the Paramedic Licensure Unit and to solicit suggestions for improvement.

The results are in!

- Overall, 60% of the respondents reported having a positive experience with Licensure staff and the overall licensing process.
- Thirty-six percent reported a neutral experience and only 4% reported having a negative

- overall experience.
- The survey also revealed that 64% of the respondents received most of their licensure information from the EMS Authority's website, followed by the instructions on the application (29%) and from employers (29%).

Suggestions were reviewed! Possible improvements include:

- Informational brochures.
- Expansion of online services.
- Expanding and clarifying information on the EMSA website.
- Amending the Paramedic FAQs.

Public Safety Regulations Update

EMSA proposed revisions to the Chapter 1.5 First Aid Standards for Public Safety Personnel to address outdated first responder curriculum and to address emerging health and safety issues including: anaphylaxis, drug overdoses and the need for integrated tactical response among public safety personnel and EMS providers. The proposed regulations clarify which skills public safety personnel are authorized to perform following training and demonstrated competency, and add optional skills that may be approved by the local EMS agency Medical Director. The EMS Authority held several public comment periods to solicit feedback from stakeholders and the public. Comment tables with EMSA's responses, along with the final text of the proposed regulations are posted on EMSA's website: http://www.emsa.ca.gov/public_comment.

New optional skills - competency based training - include:

- Administration of epinephrine by auto-injector for suspected anaphylaxis
- Administration of naloxone for narcotic opioid overdose
- Supplemental oxygen therapy
- Use of oropharyngeal airways (OPAs) and nasopharyngeal airways (NPAs)
- Duo Dotes (atropine and pralidoxime chloride) for self and peer care of nerve agent exposure & intoxication

Estimated regulation and rulemaking timeline:

October 1, 2014 - submit to OAL for review and approval

November 15, 2014 - regulations approved, filed with Secretary of State

January 1, 2015 - regulations are effective

January 1, 2017 - all approved Chapter 1.5 courses shall comply with the approved regulations

Epinephrine Auto-injector Training for Lay Rescuers

Senate Bill 669 (Huff, Chapter 725) authorizes EMSA to establish regulations providing training standards and certification for off-duty prehospital emergency personnel and lay rescuers to use an epinephrine auto-injector to assist a person suffering from anaphylaxis.

A workgroup of subject matter experts, EMS providers and agencies have been selected and will hold their first meeting in October to begin outlining training standards and assist in creating an initial draft of regulations. The draft regulations will outline the training standards, detail requirements for training programs and specify under what circumstances an epinephrine auto-injector may be used.

We anticipate that draft regulations will be released for a pre-public comment period in December 2014 followed by a 45-day public comment period and the initiation of formal rulemaking with the Office of Administrative Law in January of 2015. The proposed regulations are expected to be submitted to the Commission on EMS for approval in September 2015 and become effective in January 2016.

Please contact Corrine Fishman with questions concerning the Epinephrine Auto-injector Training program status by phone at (916) 431-3727, or by email at corrine.fishman@emsa.ca.gov



EMT 2010 Central Registry

Hold/Alert

This feature is frequently used by the EMSA Enforcement and Licensure Units for internal communication purposes. A Hold/Alert has no bearing on paramedic accreditation and should not delay the accreditation process.

When indicated, certifying entities should place a Hold/Alert on an EMT's E record (not the Person record) and whenever possible, note the reason for the Hold/Alert.

Revocation End Date

Did you know that there is NO end date for revocation or denial of a license? When entering a conviction in the registry, enter the action date and leave the "end date" blank.

Remember that discipline information is visible on the public look up, and an end date may cause confusion for members of the public who are verifying the status of certified personnel.

Reinstating a Lapsed EMT Certification

Rather than creating a new license record for an EMT who is lapsed more than 24 months, the registry has been modified with a Reinstatement tab. With this change, a LEMSA or certifying entity will reactivate the existing lapsed certification, regardless of how long the certification has been lapsed.

A procedure for reinstating a lapsed license is available on EMSA's website, at the bottom of the [EMT page](#). Please bookmark the EMT page to access Central Registry user guides.

Compatibility View Settings - Check Quarterly

Friendly reminder ~ Compatibility View settings may reset after a new Central Registry release, IT upgrades, or when upgrading Internet Explorer. Check compatibility view if the registry suddenly stops working. A guide to checking compatibility view settings can be located on the [EMT page](#) of the EMSA website.

"Pending" Status = Applicant Module

Anytime an EMT status reflects "pending," the certification record must be completed in the Applicant edit module of the registry. Finishing the "Requirements Checklist" and "Make Complete" tab in the Applicant edit module will complete the certification process and activate the EMT in the registry.

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Grandfathering Rules

Have you heard the term "grandfathered" and wondered what it meant? In Chapter 10 of the regulations, EMTs who had a background check and subsequent arrest records on file with their certifying entity prior to June 30, 2010 were considered "grandfathered" from the live scan process if their certifying entity provided EMSA with a Letter of Verification. "Grandfathered" means that an individual has a current background check in place with their certifying entity, including subsequent arrest notifications.

EMTs certified after June 30, 2010 are not grandfathered, and must complete a live scan background check including checks with the Department of Justice and the FBI.

Also, EMTs who change certifying entities must complete a separate live scan background check with the new certifying entity, whether they were previously grandfathered or not. This rule applies to everyone. The certifying entity is responsible for conducting a review of the live scan results and investigating results as indicated.

EMSA staff are conducting an audit of certifications issued past June 30, 2010 with missing or inaccurate background information. We appreciate your help in correcting these records so that certifications remain valid.

Still have questions about grandfathering? Please email mlohelpdesk@emsa.ca.gov, or call (916) 431-3717.

New Basic Life Support Coordinator

We are pleased to announce that Betsy Slavensky has accepted the position of Basic Life Support Coordinator with the EMS Authority. Betsy will be the primary contact person for EMT certification questions, provide technical assistance for the central registry and provide interpretation, enforcement and revisions to the Public Safety, EMT, Advanced EMT, Paramedic and Continuing Education regulations.

You can reach Betsy by emailing mlohelpdesk@emsa.ca.gov, or by phone at (916) 431-3717. See below for email subject line keywords to use for faster routing and response to your requests for assistance.

Help Desk Keywords

Do you know the 4 keywords to submit when requesting assistance to the MLO Help Desk?

KEYWORDS:

PASSWORD

To reset a Central Registry password, be sure to include your user ID in the e-mail body

PRINTER

Having printer issues? Notify EMSA and request assistance (not for print re-queues)

NEW USER

Establish a new Central Registry user by filling out and emailing the "[Blank User Form](#)"

DELETE USER

Delete a Central Registry User by filling out and emailing the "Blank User Form"

Please submit the applicable keyword in the email subject line to: mlohelpdesk@emsa.ca.gov

EMS Authority Contacts: EMS Personnel Division

PARAMEDIC LICENSURE GENERAL INFORMATION:

(916) 323-9875; Paramedic@emsa.ca.gov

Sean Trask (Chief of EMS Personnel Division):

* Oversees Personnel Standards Unit, Paramedic Licensure Unit and Enforcement Unit

Michael Smith (Manager - Enforcement Unit):

* Oversees EMT2010 Enforcement Process and Paramedic Enforcement Unit

Lisa Witchey (Manager - Personnel Standards Unit):

(916) 431-3707; Lisa.Witchey@emsa.ca.gov

* Oversees BLS Program and Regulatory Updates

June Leicht (Manager - Paramedic Licensure Unit):

(916) 431-3702; June.Leicht@emsa.ca.gov

*Oversees Paramedic Licensure Unit and Paramedic Programs, NREMT Representatives, and EMT and Paramedic Billing

Betsy Slavensky (Personnel Standards Unit):

(916) 431-3717; Betsy.Slavensky@emsa.ca.gov or mlohelpdesk@emsa.ca.gov

*Provides Central Registry technical assistance, interpretations and amendments of regulations, and assists EMTs/AEMTs with questions

Shona Merl (Enforcement Unit):

(916) 431-3692; Shona.Merl@emsa.ca.gov

* Handles questions regarding CORIs, EMT disciplinary questions, and interpretations of regulations pertaining to EMT/AEMT discipline.

Brad Beltram (Paramedic Licensure Unit):

(916) 431-3648; Bradley.Beltram@emsa.ca.gov

* Prints and sends the EMT certification cards, returns dishonored checks, and processes EMT and Paramedic invoices

Priscilla Rivera (Paramedic Licensure Unit):

(916) 431-4741; Priscilla.Rivera@emsa.ca.gov

* Monitors CE provider and training program database, and paramedic central registry assistance

Caroline Fudge (Paramedic Licensure Unit):

(916) 431-3652; Caroline.Fudge@emsa.ca.gov

* Handles renewal paramedic licensure applications

(Paramedic Licensure Unit):

(916) 323-9875; Paramedic@emsa.ca.gov

* Processes initial paramedic applications and paramedic challenge applications

(Paramedic Licensure Unit):

(916) 323-9875; Paramedic@emsa.ca.gov

* Manages the paramedic licensure audit program

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