

	Policies & Procedures		
	Tri-Town Emergency Medical Service		
	Title: Policies and Standard Operating Guidelines		
Policy No. 1-017	Original Adoption Date May 11, 2013	Revision – No. & Dates 1- 10/12/16	Page No. Page 1 of 4

Section 1.0: Purpose

The purpose of this policy is set forth the procedure for creating, adopting and reviewing Policies and Standard Operating Guidelines.

Section 2.0: Organization Affected

This policy will be applicable to all employees of Tri Town Emergency Medical Service and to the Tri Town EMS Board of Directors.

Section 3.0: Definitions

3.1 “Policy”: a definite course or method of action selected from among alternatives and in light of given conditions to guide and determine present and future decisions

3.2 “Procedure”: a series of actions that are done in a certain way or order; an established or accepted way of doing something

3.3 “Standard Operating Guideline”: a set of instructions put in place by an organization to guide actions during normal operations.

3.4 “Work Directive”: an official directive from or endorsed by the Service Director, that requires employees to perform a required task, function, prescribed steps or a series of functions. The directive may be a onetime occurrence as in an educational requirement or task that is required to be performed each shift, or any frequency of completion.

Section 4.0: Policy

4.1 Service Policies

- A. Tri-Town Emergency Medical Service (EMS) will have an establish set of policies to ensure the smooth, professional, and legal operations of the Service.
- B. Proposed policies presented for consideration will only be presented by the Service Director or any member of the Tri Town EMS Board (Board) of Directors.
- C. The Tri Town EMS Board of Directors will have the ability to alter any proposed policy as the Boards deems appropriate.
- D. The Tri Town EMS Board of Directors will formally adopt all policies prior to implementation.

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- E. In most cases, Service policies will be general in nature, not addressing specific circumstances.
- F. The Service will ensure employees have reasonable access to Service Policies, Procedures and Standard Operating Guidelines.
- G. The Service will have a trackable procedure in place to ensure employees are notified of all policy changes.
- H. All policies are required to be followed.

4.2 Procedures

- A. Procedures set forth by the Service will be specific instructions on how employees of Tri-Town EMS are to handle specific situations.
- B. Procedures set forth by the Service are mandatory.
- C. Procedures are synonymous with Policies and will follow the same rules for adoption.

4.3 Standard Operating Guidelines (S.O.G.'s).

- A. S.O.G.'s will be developed as necessary to support policies.
- B. S.O.G.'s will be developed as necessary to support procedures.
- C. S.O.G.'s will be developed independently of policies and procedures to address aspects of the operations that are not covered by a policy or procedure.
- D. S.O.G.'s will be developed to provide guidance on how employees are to address specific circumstances. Unlike adopted procedures, employees are not required to follow S.O.G.'s when circumstances exist that makes the S.O.G. impractical, unsafe or other unable to be followed with good and sound reason.
- E. S.O.G.'s will be have a reference number of "SOG-REFERENCE POLICY/PROCEDURE NUMBER-S.O.G CHRONOLOGICAL NUMBER" (i.e., SOG-1017-002).
 - i. S.O.G.'s that are not supporting a Policy or a Procedure will be numbered as follows: "SOG-0000-S.O.G. CHRONOLOGICAL NUMBER"
- F. S.O.G.'s are developed by the Service Director and do not need the approval of the Service Board of Directors.
 - i. The Tri Town EMS Board of Directors has the right to review any and all Service S.O.G.'s
 - ii. The Tri Town EMS Board of Directors may suggest changes to an S.O.G. However it is understood that the Service Director has the authority to develop and implement S.O.G.'s to support previously established Policies and/or Procedures independently of the Tri Town EMS Board of Directors.

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- iii. The Tri-Town EMS Board of Directors may change any S.O.G. to a Policy or a Procedure when deemed appropriate.

4.4. Director Orders

- A. The Service Director has the authority to issue a “Director’s Order” when deemed necessary.
- B. Director’s Orders do not need to be labeled as such, but need to be identified as being issued from the Director.
- C. Director’s Orders that address a long term topic, will require the creation of a Policy, Procedure or S.O.G. within three (3) months of the issuing of the Director’s Order. All other Director’s Orders will have an expiration date.
- D. Director’s Orders will be considered an office Work Directive and as such, the Director is required to make sure the order does not violate a federal or state law, regulation or rule; and employees shall be held responsible for following the Director’s Order.

4.5. General Statements

- A. All Policies, Procedures, Standard Operating Guidelines and standing Director Orders will be reviewed every three (3) years or when deemed necessary by the Service Director and/or the Board of Directors.
- B. All Policies, Procedures, and Standard Operating Guidelines will be reviewed by legal counsel, at least every three (3) years.
- C. It is the responsibility of the Service Director to advise the Tri Town EMS Board of Directors of any policy or procedure that contradicts the current New Hampshire Department of Safety, Bureau of Emergency Medical Service, established Patient Care Protocols and/or Administrative Rules, Medical Resource Hospital Agreement and/or other established operational / patient care procedure.
- D. Federal and State Law/Regulations, New Hampshire Department of Safety, Bureau of Emergency Medical Service Patient Care Protocols and/or Administrative Rules, the Service’s Medical Resource Hospital Agreement and any other contractual agreement shall supersede applicable Service Policies, Procedures, Standard Operating Guidelines and Director Orders.

Section 5.0: Implementation

To facilitate conduct in accordance with this policy, a copy of this policy shall be made available to all employees and at such other times as may be necessary.

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Section 6.0: Signatures

	Position	Signature	Date
<u>Policy Prepared</u> <u>By:</u> Christopher Gamache	Service Director		
<u>Policy Reviewed & Approved by:</u> Shaun Mulholland	Chairman – Board of Directors		

Section 7.0: Policy & Procedure Revision History

	Section	Changes Made	Approvals	
			By	Date
Original Adoption	n/a	None	TTJB	5/11/13
Revision #1		Re-wrote policy and defined sections on Procedures, SOG's and accreditation standards.		10/12/16

REFERENCES:

SECTION & SECTION NAME	REFERENCE
§3.1 Policy (Definition)	Merriam-Webster Dictionary.
§3.2 Procedure (Definition)	Merriam-Webster Dictionary.
§4.1.F	Commission on Accreditation of Ambulance Services (CAAS) Standard 103.01.02, "Policy Access"
§4.1.G	Commission on Accreditation of Ambulance Services (CAAS) Standard 103.01.03, "Policy Changes"
§4.5.A,B	Commission on Accreditation of Ambulance Services (CAAS) Standard 103.04.01, "Legal Review"

This policy shall supersede any previous or similar policy covering the same material. Failure to follow a service policy or procedure may result in disciplinary action, up to and including termination.