

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Before the Iowa Department of Public Health

<p>IN THE MATTER OF:</p> <p>Northwood Vol. Fire and Rescue 86 8<sup>th</sup> St. N Northwood, IA 50459</p> <p>Service #: 9988100</p>	<p>Case Number: 10-12-18</p> <p style="text-align: center;"><b>NOTICE OF PROPOSED ACTION</b></p> <p style="text-align: center;"><b>CITATION AND WARNING</b></p>
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Pursuant to the provisions of Iowa Code Sections 17A.18, 147A.5 and Iowa Administrative Code (I.A.C.) 641--132.10(3), the Iowa Department of Public Health is proposing to issue a **Citation and Warning** to the service program identified above.

The department may issue a citation and warning when a service program has committed any of the following acts or offenses:

*Failure or repeated failure of the applicant or alleged violator to meet the requirements or standards established pursuant to Iowa Code chapter 147A or the rules adopted pursuant to that chapter.*  
*IAC 641—132.10(3)f*

*Failure to correct a deficiency within the time frame required by the department.*  
*IAC 641-132.10(3)i*

*A service program seeking ambulance authorization shall:*  
*IAC 641-132.8(1)*

*One currently licensed driver. The service shall document each driver's training in CPR (AED training not required), in emergency driving techniques and in the use of the service's communications equipment. Training in emergency driving techniques shall include:*

- 1. A review of Iowa laws regarding emergency vehicle operations.*
- 2. A review of the service program's driving policy for first response vehicles, ambulances, rescue vehicles or personal vehicles of an emergency medical care provider responding as a member of the service. The policy shall include, at a minimum:*

- Frequency and content of driver's training requirements.*
- Criteria for response with lights or sirens or both.*
- Speed limits when responding with lights or sirens or both.*
- Procedure of approaching intersections with lights or sirens or both.*
- Notification process in the event of a motor vehicle collision involving a first response vehicle, ambulance, rescue vehicle or personal vehicle of an emergency medical care provider responding as a member of the service.*

*IAC 641-132.8(1)c2*

*Seek approval from the department to provide nontransport coverage in addition to or in lieu of ambulance authorization.*

*IAC 641-132.8(1)f*

*A service program seeking nontransport authorization shall:  
IAC 641-132.8(2)*

*For staffing purposes provide, as a minimum, a transport agreement.  
IAC 641-132.8(2)b*

*Service program operational requirements. Ambulance and nontransport service programs shall:  
IAC 641-132.8(3)*

*Utilize department protocols as the standard of care. The service program medical director may make changes to the department protocols provided the changes are within the EMS provider's scope of practice and within acceptable medical practice. A copy of the changes shall be filed with the department.  
IAC 641-132.8(3)b*

*Ensure that personnel duties are consistent with the level of certification and the service program's level of authorization.  
IAC 641-132.8(3)c*

*Implement a continuous quality improvement program that provides a policy to include as a minimum:  
(2) Skills competency.  
IAC 641-132.8(3)m2*

*Equipment and vehicle standards. The following standards shall apply:  
IAC 641-132.8(4)*

*All EMS service programs shall carry equipment and supplies in quantities as determined by the medical director and appropriate to the service program's level of care and available certified EMS personnel and as established in the service program's approved protocols.  
IAC 641-132.8(4)b*

*The medical director's duties include, but need not be limited to:  
IAC 641-132.9(2)*

*Monitoring and evaluating the activities of the service program and individual personnel performance, including establishment of measurable outcomes that reflect the goals and standards of the EMS system.  
IAC 641-132.9(2)c*

*The medical director or other qualified designees shall randomly audit (at least quarterly) documentation of calls where emergency medical care was provided. The medical director shall randomly review audits performed by the qualified appointee. The audit shall be in writing and shall include, but need not be limited to:*

- a. Reviewing the patient care provided by service program personnel and remedying any deficiencies or potential deficiencies that may be identified regarding medical knowledge or skill performance.*
- b. Response time and time spent at the scene.*
- c. Overall EMS system response to ensure that the patient's needs were matched to available resources including, but not limited to, mutual aid and tiered response.*
- d. Completeness of documentation.*

*IAC 641-132.9(4)*

The following events have led to this action:


*The Bureau of EMS performed an on-site inspection of Northwood Vol. Fire and Rescue on November 23, 2010. At the time of the inspection, deficiencies were identified and the service was given 30 days to*


*resolve the deficiencies. A follow-up letter dated December 13, 2010, was sent to Northwood Vol. Fire and Rescue, reiterating the deadline of December 23, 2010. On the date of this action, the above deficiencies remain unresolved.*

The service is hereby **CITED** for identified uncorrected service program deficiencies. The service is hereby **WARNED** that continued violation of the Department's rules may result in further disciplinary action, including suspension or revocation of Respondent's service program authorization.

**You have the right to request a hearing concerning this notice of disciplinary action.** A request for a hearing must be submitted in writing to the Department by certified mail, return receipt requested, within twenty (20) days of receipt of this Notice of Proposed Action. The written request must be submitted to the Iowa Department of Public Health, Bureau of Emergency Medical Services, Lucas State Office Building, 321 E 12<sup>th</sup> St, Des Moines, Iowa 50319. If the request is made within the twenty (20) day time limit, the proposed action is suspended pending the outcome of the hearing. Prior to or at the hearing, the Department may rescind the notice upon satisfaction that the reason for the action has been or will be removed.

**If no request for a hearing is received within the twenty (20) day time period, the disciplinary action proposed herein shall become effective and shall be final agency action.**

  
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Kirk Schmitt, Bureau Chief  
Emergency Medical Services

  
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Date