

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

Before the Iowa Department of Public Health

IN THE MATTER OF:  Marble Rock First Responder Service 202 S. Main St. Marble Rock, IA 50653  Service #: 9346200	Case Number: 10-04-02  NOTICE OF PROPOSED ACTION  CITATION AND WARNING
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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*

*Ambulance and nontransport service programs shall:*

*IAC 641-132.8(3)*

*Implement a continuous quality improvement program that provides a policy to include as a minimum:*

*(1) Medical audits.*

*(2) Skills competency.*

*(3) Follow-up (loop closure/resolution).*

*IAC 641-132.8(3)m*

*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)*

*Developing and approving an applicable continuous quality improvement policy demonstrating type and frequency of review, including an action plan and follow-up.*

*IAC 641-132.9(2)g*

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)

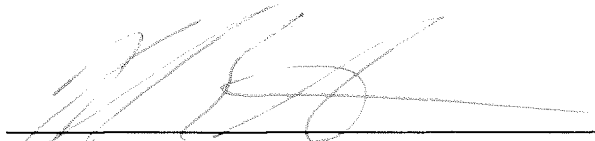
The following events have led to this action:

The Bureau of EMS performed an on-site inspection of Marble Rock First Responder Service on February 24, 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 March 17, 2010, issued after communications with Marble Rock First Responder Service, extended the deadline to March 26, 2010. Marble Rock First Responder Service failed to correct the identified deficiencies by the established deadline.

The service is hereby **CITED** for failure to corrected identified service program deficiencies by the established deadline. 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.**



Kirk E. Schmitt, Bureau Chief  
Emergency Medical Services



Date