

West Michigan Regional MCC

System Protocols MEDICAL CONTROL PRIVILEGES TESTING POLICY AND PROCEDURE

Date: April 9, 2018

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Medical Control Privileges Testing Policy and Procedure

Adopting MCAs will have an "X" under their MCA name. If no "X" is present, the MCA has not approved or adopted the protocol.

Allegan	Barry	Clare	Ionia	Isabella	Kent	Mason
X	X		X		X	X
Montcalm	Muskegon	N. Central	Newaygo	Oceana	Ottawa	
	X	X	X	X	X	

Medical Control Authorities are required by statute to establish written protocols which define the acts, tasks, or functions that may be performed by each level of emergency medical services personnel. Similarly, each MCA must establish procedures to assure that life support agencies are providing clinical competency assessments to emergency medical services personnel before the individual provides emergency medical services within the medical control authority region.¹

In order to accomplish these statutory tasks and to ensure that licensed personnel obtain and maintain knowledge of the written protocols, which govern their scope of practice, the participating Medical Control Authorities of the West Michigan Regional Medical Control Consortium (WMRMCC) have agreed to develop a standardized policy and procedure for the testing of EMT, Specialist and Paramedic providers. Due to the nature of the regional system, many providers work in more than one medical control area, thus a coordinated testing mechanism is mutually beneficial.

Testing Requirement

- Each provider, employed as a staff member on a transporting ambulance service, must successfully complete the privileges test prior to being released from a Field Training Program.
- Providers are required to test every other year.
- Providers may be required to pay a testing fee.
- Medical Control Authorities or EMS agencies may elect to cover individual testing fees on a local basis

Responsibilities:

WMRMCC

- Function as the contracting entity with the testing vendor
- Coordinate with the testing vendor for question development
- Coordinate the proportional funding of the operational costs from each participating MCA
- Provide payment through the WMRMCC fiduciary from the participants and to the testing vendor
- Appoint a testing administrator tasked with oversight, coordination and administration of the program
- Ensure a mechanism for the payment of individual test taking costs
- Develop "Courses" under the WMRMCC "School" for each participant MCA (Course = MCA)
- Establish a cut-score level which equates to an acceptable demonstration of proficiency in clinical assessment, protocol knowledge and application of the protocols.

¹ R325.22207(1)(a)&(b)

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MCA's

- Proportionally fund the testing system cost
- Adopt this protocol within each MCA participating in the testing process
- Develop "classes" and place students into each class to allow them to test. Develop a local process for the payment of test taking fees. These costs may be covered by the MCA, by the employing agency or by the individual provider based on local MCA policy.
- Appoint a Course administrator to develop classes and review testing results
- Assign personnel to each class
- Verify successful test completion of personnel assigned to each class
- Provide remediation and review when necessary
- Apply remedial actions consistently as outlined in the Remediation Section of this policy
- Ensure that the test is administered according to the Test Administration Section of this policy

Testing Vendor

- Duties and responsibilities of the testing vendor shall be based on the contract for services
- Development of test questions according to recognized educational standards
- Administration of the web-based test environment
- Customer support
- Collection of appropriate fees
- Security of test questions
- Reporting
- Validation of questions
- Updating of questions when protocols change

Agency

- Agencies are responsible to ensure that assigned personnel complete their test when assigned to do so
- Ensure compliance with the Test Administration Section of this policy
- Ensure that a local process is in place for the payment of test taking fees

Licensed Personnel

- Comply with testing requirements
- Comply with Test Administration Section of this policy

Test Administration

- The test may be administered at each Medical Control Authority or by the Medical Control Authority at a separate location with internet and program access.
- The test may be administered at a local EMS agency provided the provision of this section are met and adhered to. The MCA may audit the test location at any time, without notice
- The MCA may require video access to testing locations at the discretion of the MCA and hosting agreement with the agency wishing to provide the test to their providers
- Agencies which receive MCA approval to host the test may host providers from other agencies according to these guidelines. Agencies offering testing to non-employees may charge a nominal fee for facilitation of the test not to exceed \$10 per test taker.
- All tests must be proctored (taken in the presence of a designated individual)
- Tests may be administered to individuals or groups, provided there are individual computers distanced far enough apart to ensure that screens are not visible from one station to another.
- Reference materials of any type, with exception to a Broselow Tape and/or MI-MEDIC Cards, may not be used.
- Talking between test takers during the test is not permitted

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MCA Approval Date: **April 9, 2018**

MDHHS Approval Date:

MCA Implementation Date:

Section 8.30

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- The proctor may not answer or interpret questions
- The proctor must verify the identity of the individual taking the test
- The proctor must ensure that reference materials are not used
- Electronic devices must be left with the proctor during the test
- The test taker will be informed of either Pass or Fail at the completion of the test. No score will be provided
- This protocol must be available for review prior to taking the test.
- Anyone found to be cheating will have demonstrated that they should not be trusted to be placed into situations where they may come into contact with patient belongings or agency materials and will have privileges immediately suspended. Revocation will be at the discretion of the MCA.
- In order to validate questions, there may be questions included in the test which are not assigned a value. These do not count for or against the test taker.
- Test questions may not be copied in any manner and may not be removed from the testing facility.

Remediation

- Agencies which have providers fail to take their scheduled test shall be held accountable by the local MCA as is outlined in their local protocol for agency accountability to protocols
- Individuals who fail to take the test as assigned shall have their privileges suspended immediately and must contact the MCA for authorization to test. They may not function in any patient care capacity within the MCA during the interim; this includes any secondary EMS employment as well.
- Test takers will be informed of their pass-fail status at the end of the test
- In the event that a provider fails the test, they may review the test with the medical control test administrator, by appointment
- The test may not be retaken after a failed attempt for 7 calendar days from the date of the failed attempt.
- During that time, the provider is encouraged to meet with the MCA to review their test and to study the protocols
- The first retest must be taken within 14 calendar days or the individual will have medical control privileges suspended for not less than 30 days.
- If a provider fails their first retest, (second testing attempt) they must work with: (MCA must select local option(s) in advance)
 - Licensed paramedic who has successfully passed the test
 - A senior/level 2 or equivalent paramedic
 - A field trainer
- In the event that the first retest is failed, the provider will again be ineligible to retest for 7 calendar days.
- The second retest must be completed within 14 days of the failed retest.
- Should the individual fail on the second retest (third attempt to pass the test), MCA privileges will be suspended for not less than 90 days.
 - The individual may not provide care on an ALS ambulance during that time.
 - They may provide care for a secondary EMS employer at the Basic or MFR level if approved by the MCA.
 - They may not function as a BLS provider on an ALS ambulance.
- Following the 90-day suspension, the individual will have one additional opportunity to pass the test. If unsuccessful, they will be ineligible to retest in any participating MCA for 1 calendar year; or earlier with proof of successful completion of a state approved provider refresher course.
- Individuals with documented reading disabilities may have special accommodations made including quiet spaces and/or having the test read. This may only occur with documented disability with accommodation recommendations.

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- In rare situations with extenuating circumstances the timeframe for retests may be extended for a period of not more than 7 days only after the provider meets with the local Medical Director to discuss the specific need for the extension and receives approval. The meeting must occur prior to the expiration of the original 14-day mandatory waiting period between retests and will not reduce any other provisions contained within this policy.

Privileges

The extension of Medical Control privileges by a Medical Control Authority is contingent on multiple factors, of which the test is only one. Successful completion of the test is required in order to obtain privileges however; successful completion alone does not guarantee the granting of privileges.

Those whose privileges have been denied, revoked or suspended in any medical control must notify other Medical Controls in which they intend to function of the denial, suspension or revocation. Likewise, a provider who has failed to pass the test in one MCA, who intends to apply to another MCA must inform them of the test failure and the dates of any test attempts.

Tests taken in one MCA shall be applied against attempts in another including time limits and constraints.

Any provider who fails to communicate to a new MCA or agency of a previously unsuccessful test, a suspension or revocation within another MCA based on the test, or for any clinical care issue shall have privileges permanently revoked. They shall be ineligible to reapply for privileges within a participating MCA unless such a decision is reversed under the disciplinary action appeal policy of that MCA.