

## Appendix A: MEDICAL DIRECTOR DUTIES

The Medical Director and Associates shall be subject to the direction and supervision of the Director of the Office of Emergency Management (OEM) or their designee(s) for all matters, which relate to services provided as part of this Agreement.

Upon mutual agreement of the Parties, nothing herein shall restrict Agency from billing or otherwise pursuing professional service fees or retainers due to Agency for visits, examinations, or consultations provided to individual patients.

The duties of the Medical Director and Associates shall be established by the Director of OEM and shall include, but not be limited to, the following:

- A. Provide consultation and other services as specifically requested and authorized by the Director of OEM;
- B. Provide medical direction of the System in accordance with all applicable requirements of laws, rules, and regulations of federal, state, and local authorities, including, but not limited to:
  - U.S. Department of Justice (USDOJ)
    - Drug Enforcement Administration (DEA)
  - U.S. Department of Homeland Security (DHS)
    - Federal Emergency Management Administration (FEMA)
  - U.S. Department of Transportation (USDOT)
    - National Highway Safety Administration (NHTSA)
  - State of Wisconsin Department of Justice
  - State of Wisconsin Department of Health Services (DHS)
  - Milwaukee County
    - Ordinance Chapter 97
- C. Provide medical direction and coordination of medical care for the entire 911 emergency medical services response system for Milwaukee County and provision of medical direction, supervision, and online medical direction for entities such as municipalities and private EMS service providers operating under the System;
- D. Provide Medical Direction services for all divisions of OEM:
  - Radio Services Division;
  - 911 Communications Division;
  - Emergency Medical Services Division ; and
  - Emergency Management Division;
- E. Provide medical direction for OEM's 911 Communications Division, and to any entity such as a municipality Public Safety Answering Point (PSAP) or private EMS service provider operating under the System as to which the County has agreed to provide medical oversight and/or online medical consultation services;
- F. Provide medical direction and supervision for all EMS providers with which County has an EMS agreement, including, but not limited to:
  - Cudahy Fire Department
  - Franklin Fire Department
  - Greendale Fire Department
  - Greenfield Fire Department
  - Hales Corners Fire Department
  - Milwaukee Fire Department
  - North Shore Fire/Rescue
  - Oak Creek Fire Department
  - St. Francis Fire Department
  - South Milwaukee Fire Department
  - Wauwatosa Fire Department
  - West Allis Fire Department
  - Milwaukee County Fire Department at General Mitchell International Airport
  - Milwaukee County OEM Community Oriented Regional EMS (CORE) Team
  - Air National Guard 128th Air Refueling Wing, a reserve component of the U.S Air Force
- G. Provide medical direction for the Milwaukee County Parks Department Aquatics Division's First Responder Program;

- H. Provide consultation for any and all Milwaukee County departments that participate in a naloxone administration to suspected opioid overdose patients program as part of their formal job duties, but which do not have a named medical director;
- I. Assist OEM on matters pertaining to emergency responses to terrorism and weapons of mass destruction;
- J. Participate in emergency planning and oversight of OEM operations for event and mass gathering, disaster or mass casualty incidents;
- K. Be responsible for communication devices that are compliant with requirements of the hospital notification and alerting system used by the System;
- L. Assist OEM in the development of formal patient care protocols, policies, procedures, standards, and guidelines necessary for the System;
- M. Assist OEM in evaluating medical equipment and/or other areas of the System;
- N. Consult and make recommendations to OEM regarding the collection of pre-hospital patient care data sets;
- O. Consult and make recommendations regarding public dissemination and display of data through county dashboards and other means to inform the public and engage stakeholders in community health improvement activities;
- P. Consult and make recommendations regarding educational programs sponsored by OEM's EMS Education Section as a Community Training Center (CTC) of the American Heart Association (AHA) or equivalent program;
- Q. Assist the OEM Director and/or designee(s) with performance evaluations of EMS field personnel;
- R. Assist OEM in the development of the curriculum for EMS training, scheduling of speakers and instructors for continuing education sessions and development and implementation of other education modalities that may include newsletters, podcasts, in station trainings, and simulation sessions;
- S. Evaluate and approve certification of EMS personnel and assist in the certification and re-certification process with external accrediting and licensing agencies;
- T. Assist OEM in the development of written and practical exams and evaluations for EMS personnel;
- U. Assist OEM with providing continuing education for EMS personnel that meets State of Wisconsin and National Registry of Emergency Medical Technicians (NREMT) requirements;
- V. Provide at a minimum monthly field observation to ensure a robust field response program;
- W. Meet obligations under this Agreement in compliance with the privacy regulations pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996 (HIPAA);
- X. Act as or delegate chairperson for OEM's Subcommittees which may include Research Subcommittee, New Product Subcommittee, Equity Subcommittee, Guideline and Policy Subcommittee and Data Subcommittee to ensure engagement of stakeholders and providers across the system to drive improvement and the strengthen of patient care.)
- Y. Provide medical oversight to help ensure all research studies conducted within the System shall have approval from both OEM's EMS Research Committee and an institutional review board (IRB) accredited for federal-wide assurance (FWA) of protection of human subjects, and that said study is monitored by a Human Research Protection Program (HRPP);
- Z. Advise, consult and implement the following plans:
- *Continuous Quality Improvement Plan (CQIP)*, providing consultation and assistance in the coordination of activities of the CQIP for the System;
  - *Education Oversight Plan*, providing consultation and participate in education programs and

materials for Paramedics or other students enrolled in educational programs sponsored by OEM's EMS Education Section;

- *911 Call Center/PSAP Oversight Plan*, explaining how medical direction will be provided to any 911 Call Center or Public Service Answering Point (PSAP) with which County has a formal agreement to provide infrastructure support;
- *Special Event Review Plan*, providing medical oversight and review of special event plans submitted to OEM on behalf of municipal and private EMS providers participating in special events as defined by DHS 110.44 and conducted within Milwaukee County;
- *Medical Oversight of CPR Line Plan*, explaining how medical oversight, medical policies, standards, and guidelines will be managed for Dispatcher-Assisted CPR line for calls received from area PSAPs; and
- *Medical Director Vehicle Operations Plan*, addressing how the medical director vehicle will be used in assisting the Medical Director and Associates to provide medical oversight of the System.

AA. Provide medical direction and oversight to training centers at OEM and other affiliated fire department agencies within Milwaukee County

BB. Provide medical direction and oversight to affiliated municipal EMS public safety answering points and EMS dispatch centers within Milwaukee County

CC. Provide medical direction and oversight to OEM and affiliated municipal fire department mobile integrated health and other community EMS activities and programs

DD. Advise in development and maintenance of OEM operational plan to include physician response and rostering of medical direction team as physicians within the service

EE. Provide medical direction and oversight of municipal agency special team operations that may include HAZMAT, dive team, tactical teams, etc.

FF. Ensure compliance with all DHS 110 defined statutory responsibilities of a service medical director and incorporate EMS physician services into the OEM-EMS Operational Service Plan.

In addition to the clinical aspects of EMS medical oversight outlined above, the Medical Director and Associates will provide medical support, administrative guidance and consultation in collaboration with OEM, to core EMS functions: Continuous Quality Improvement, Data Analytics, Education, Special Operations, and Research.

- A. The Agency will coordinate and consult with OEM in the day-to-day operations of the EMS Division
- B. OEM will consider recommendations on personnel and be responsible for execution based on the discretion of the Director of OEM.
- C. OEM will be responsible for submitting employee annual performance evaluations as recommended by Milwaukee County Human Resources.
- D. OEM will ensure and maintain other programs, services and benefits to OEM employees as necessary in the day-to-day administrative functions of the Department
- E. The Agency will assist in the preparation, fulfillment, and implementation of contracts, agreements, and understands with EMS stakeholders including, but not limited to, fire departments, health providers, payors, vendors and health systems.
- F. The Agency will develop an Annual Report in coordination with OEM for EMS Stakeholders outlining system-wide performance.