

## Chapter 97 EMERGENCY MEDICAL SERVICES

### 97.01. Creation.

There is hereby created, in the department of administration, division of county health related programs, a section of emergency medical services whose purpose shall be to coordinate, review, approve, analyze, and integrate all emergency medical services performed by public and private entities within the geographical boundaries of the county, as described in various subsections of ch. 146, Wis. Stats.

### 97.02. Policy and purpose.

An effective county emergency medical services program shall be established and maintained in the county at all times. The delivery of emergency medical services, as described in ch. 146, Wis. Stats., shall be performed uniformly, consistently, and equitably for all county residents. The provision of services shall be reviewed, approved, analyzed, coordinated, and monitored by the county on behalf of all citizens residing within the county to ensure efficient and cost-effective patient care.

The division of county health related programs shall be the coordinating agency for all emergency medical services provided and shall discharge, or cause to be discharged, the responsibilities imposed by this chapter.

Municipalities within the county are encouraged to explore alternative cooperative partnerships. The county will actively participate in the mutual exploration of alternative cooperative partnerships with municipality representatives. The county will review this ordinance as it affects the creation of new forms of service delivery.

### 97.03. Definitions.

- (1) *Ambulance* shall mean an emergency vehicle, including any motor vehicle, boat or aircraft, whether privately or publicly owned, which is designed, constructed, or equipped to transport sick, disabled, or injured individuals, as described in s. 146.50(1)(a), Wis. Stats.
- (2) *Ambulance service provider* shall mean any person engaged in the business of transporting sick, disabled, or injured individuals by ambulance to or from facilities or institutions providing health services, as described in s. 146.50(1)(c), Wis. Stats.
- (3) *Basic life support* shall mean emergency medical care rendered to a sick, disabled, or injured individual, based on signs, symptoms, or complaints, prior to the individual's hospitalization or during transport of the individual between health care facilities. This care shall be limited to use of knowledge, skills, and techniques received from training required for licensure as an emergency medical technician-basic, as described in s. 146.50(1)(d), Wis. Stats.
- (4) *Dispatch* shall mean receiving requests for emergency assistance, determining the nature and priority of the emergency, and sending appropriate responding emergency personnel and equipment.
- (5) *Emergency medical services* shall mean a comprehensive system providing for the arrangement of personnel, facilities, and equipment for the effective and coordinated delivery of services under emergency conditions (occurring either as a result of a patient's condition or natural disasters or similar situations). This system shall be administered by an entity having the authority and resources to provide effective administration of

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the system throughout the continuum of care and in an appropriate geographical area for health care services.

- (6) *Emergency medical services communicator* shall mean an individual who receives requests for emergency medical assistance.
- (7) *Emergency medical services council* shall mean the body as authorized and defined in section 97.07 of this Code.
- (8) *Emergency medical technician* shall mean an emergency medical technician-basic, emergency medical technician-intermediate, or emergency medical technician-paramedic, as described in s. 146.50(1)(e), Wis. Stats.
- (9) *Emergency medical technician-basic* shall mean an individual who is licensed, by the Wisconsin Department of Health and Family Services, to administer basic life support and to properly handle and transport sick, disabled, or injured individuals, as described in s. 146.50(1)(f), Wis. Stats.
- (10) *Emergency medical technician-intermediate* shall mean an individual who is licensed by the Wisconsin Department of Health and Family Services as an emergency medical technician-intermediate, as described in section 146.50(1)(g) of the Wisconsin Stats.
- (11) *Emergency medical technician-paramedic* shall mean an individual who is specially trained in emergency cardiac, trauma, and other lifesaving or emergency procedures in a training program or course of instruction prescribed by the Wisconsin Department of Health and Family Services and who has been examined and licensed as an emergency medical technician-paramedic, as described in s. 146.50(1)(h), Wis. Stats.
- (12) *First responder* shall mean a person who, as a condition of employment or as a member of a first responder service, provides emergency medical care to a sick, disabled, or injured individual, prior to the arrival of an ambulance.
- (13) *First responder service provider* shall mean any organization that provides pre-hospital emergency medical care, not including transportation.
- (14) *Inter-facility transport* shall mean the transportation of an ill individual from one medical provider facility to another medical provider facility, usually from a hospital to a skilled nursing facility or between hospitals or skilled nursing facilities.
- (15) *Medical director* shall mean a physician who trains; medically coordinates; directs; supervises; establishes standard operating procedures; designates physicians to direct and supervise emergency medical technicians; and reviews the performance of emergency medical technicians and ambulance service providers, as prescribed in s. 146.50(1)(j), Wis. Stats.
- (16) *Municipality* shall mean a village, town, city, or other entity licensed by s. 66.30, Wis. Stats. and organized for the purpose of providing fire and emergency medical services and holding a license issued by the state of Wisconsin, under the provisions of ch. 146, Wis. Stats.
- (17) *Paramedic first responder (PFR)* shall mean the county program which authorizes municipalities to utilize qualified licensed emergency medical technician-paramedics, recognized as paramedics within the county's emergency medical services system, to respond to 911 calls and, upon arrival at the scene in any appropriate vehicle properly equipped and supplied as defined by the medical director, perform services at a level consistent with the individual's license, as prescribed in chapter HHS 112 of the State of Wisconsin Administrative Code, including the provision of advanced life support measures.

The level of services shall be agreed upon and included in the contract between the county and the municipality. The contract between the county and the municipality, subject to county and municipal review and approvals, shall establish a mutually agreed upon level of participation in the PFR program. The zone of coverage

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for the PFR program shall be determined by the municipality and shall take into consideration mutual aid services for municipalities sharing common borders.

- (18) *Paramedic unit* shall mean a medical transport vehicle, operated by a municipality within contractual terms established by the county and municipality, which is staffed and equipped with proper paramedic personnel, supplies, and equipment. The paramedic unit's zone of responsibility, which may or may not conform to the political borders of the municipality, shall be determined by the section of emergency medical services, upon consultation and approval by the county's council on emergency medical services.
- (19) *Private provider* shall mean any non-public provider of emergency medical services, as licensed under the provisions of ch. 146, Wis. Stats.
- (20) *Protocol* shall mean a written statement, developed and distributed by the section of emergency medical services and approved by the program's medical director, listing and describing steps to be followed by any individual involved in the dispatch and provision of emergency medical services utilized in assessing and treating a patient.
- (21) *Public agency* shall mean the state, county, city, village, or town or any agency of the state, county, city, village or town.
- (22) *Special event plan* shall mean the document, mandated by the Wisconsin Department of Health and Family Services and submitted to the county section of emergency medical services for review and approval, outlining the delivery plan for emergency medical services at events where large numbers of individuals are expected to attend.

#### **97.04. Authority.**

- (1) The section of emergency medical services shall:
  - (a) Address any and all issues pertaining to the delivery and coordination of emergency medical services by public and private entities within the county, including but not limited to the development, review, approval, implementation, monitoring, and filing of the regional state plan, as required by s. 146.55(2), Wis. Stats.;
  - (b) Develop and conduct training courses for the purpose of developing and maintaining the skills of emergency medical technician-paramedics and/or, in coordination with other educational institutions, other courses which pertain to the delivery of emergency medical services within the county;
  - (c) Manage and operate the county emergency medical services communication system and coordinate access and use of this system, in conjunction with other emergency and/or other county communication systems and in cooperation with providers;
  - (d) Maintain access to pertinent data from public and private entities which are licensed as ambulance service providers and which provide services within the county and from health-care receiving facilities, with the overall goal of enhancing and providing quality services to county residents, by reviewing the delivery of emergency medical services, conducting quality assurance reviews, and performing incident investigations;
  - (e) Coordinate, with the state of Wisconsin, the delivery and coordination of emergency medical services within the county, including the forwarding of performance and licensure issues, as identified by the county emergency medical services council, to the state of Wisconsin;
  - (f) Serve as the lead and coordinating agency within the county for public awareness and education in the use of 9-1-1 for medical emergencies, in conjunction with other municipalities and public safety agencies;

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- (g) Serve as the lead and coordinating agency within the county for the identification of public health and public safety issues and trends related to emergency medical services;
  - (h) Provide or arrange for the provision of emergency medical services through the establishment of contractual arrangements with providers; and
  - (i) Upon request, provide emergency medical services, utilizing properly licensed county employees, at special events expected to have large spectator or patron attendance.

#### **97.05. Administration and structure.**

- (1) *Appointment of program manager.* The director of the division of county health related programs shall appoint an individual to serve as the program manager for the section of emergency medical services, following the county's civil service and appointment rules.
- (2) *Duties of program manager.* The program manager shall be responsible for the overall operation of the emergency medical services program.
- (3) *Appointment of medical director, associate medical director, assistant medical director.* The director of the division of county health related programs shall recommend to the county board the procedure by which the medical director, associate medical director, and assistant medical director for the emergency medical services program and medical director for the emergency management program, as defined in chapter 99 of this Code, shall be appointed. The director of the division of county health related programs shall be directly responsible for the oversight and management of medical direction.

#### **97.06. Roles, powers and duties.**

- (a) *Role of municipality.* Municipal providers form the infrastructure of the EMS system. Each Milwaukee County municipality shall be responsible for determining the level of participation by the municipality and/or private service provider(s) within the county's emergency medical services program. The level of service provided within the municipality shall be in conformance with any emergency medical services contract between the county and the municipality and in conformance with the state plan. Municipalities shall designate a department within the municipality that shall be responsible for working with the section of emergency medical services.
- (b) *Service delivery plan.* All municipalities within the county shall annually review and, if necessary, submit revised service delivery plans to the section of emergency medical services indicating the minimum level of BLS and/or ALS services the municipality will directly provide or the manner in which those services will be provided within the municipality by other providers. Revisions to a service plan may require mutually agreed upon revisions to any contract between the county and the municipality, prior to implementation. Upon review by the section on emergency medical services for consistency and congruence with the overall regional plan, the municipality's submitted plan shall be incorporated into and made part of the emergency medical services plan for the county. Contracts between municipalities and private entities for the provision of emergency medical services shall include contractual language permitting and allowing the county unfettered access to emergency medical services' dispatch and patient care information. Municipalities may revise or otherwise change their designated service delivery models, upon notification to the county and subsequent required state of Wisconsin approval of any revisions to the county's emergency medical services program plan.
- (c) *Training.* The section of emergency medical services shall collaborate with municipalities in the operation of the training program; scheduling, delivery and conducting of training classes or field experiences; collection and input of data necessary for the operation of the section of emergency medical services; and the

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communications base or other areas deemed by the director of the division of county health related programs to be critical to the operation of the emergency medical services program.

- (d) *Training programs.* The section of emergency medical services shall provide or coordinate with other educational institutions for the provision of classes and other educational programs for the purpose of training an individual as an emergency medical technician-paramedic. Classes required to maintain relevant skills, dispatch training courses, and other educational programs deemed critical to the functioning of the emergency medical services program in the county shall be furnished, subject to conformity with a coordinated county, regional or statewide plan and eligibility requirements established by the section of emergency medical services. The following priorities shall apply in the training of personnel:
- (1) Personnel designated by the county's municipalities or county personnel, with a priority for those municipalities operating paramedic transport units;
  - (2) Personnel of private ambulance operators, industrial rescue units, and other entities having participation agreements with the county and providing services to the residents of the county;
  - (3) Personnel designated by municipalities, located outside the county's boundaries but within the metropolitan area, having mutual aid agreements with municipalities within the county; and
  - (4) Personnel designated by municipalities located outside the county and outside the metropolitan area or individuals that meet the training program's admissions requirements.
- (e) *Training cost recovery.* The section of emergency medical services shall propose, for inclusion in the county's annual budget, recommendations regarding rates for training services.
- (f) *Training schedules and course content.* The section of emergency medical services shall be solely responsible for the establishment of training schedules, course guidelines, supervised field experience, and other administrative policies meeting state of Wisconsin requirements pertaining to classroom work and clinical training deemed necessary by the section of emergency medical services. Entities utilizing the section of emergency medical services' training program's educational resources shall agree to fully cooperate with the county in scheduling and conducting training opportunities in a cost-effective and efficient manner, including the arrangement of time schedules for class meetings, clinical observations, and field instruction.
- (g) *Dispatcher training.* Each municipality operating an emergency medical system or 911 public safety answering point (PSAP), as described in chapter 91 of the county code of ordinances, shall take all necessary steps to insure that all persons staffing the municipality's PSAP or dispatch center have been properly oriented and trained in emergency medical service screening, dispatch protocols, and referrals, as determined by the section on emergency medical services.
- (h) *Role of private service providers.* Private ambulance service providers, licensed by the state under the provisions of ch. 146, Wis. Stats., are an integral part of the delivery of emergency medical services within the county. The section of emergency medical services shall request that private ambulance service providers enter into participation agreements with the section of emergency medical services, establishing the basis of the private service providers' operations within the county and reflecting the county's emergency medical service plan, as filed with the state. A private ambulance service provider shall be authorized to provide services consistent with the terms of the private provider's state license and any established municipality/private provider agreement, as reflected in the county's emergency medical services plan.
- (i) *Role of medical director.* The medical director shall provide patient advocacy, medical direction, and consultation on all aspects of the Milwaukee County Emergency Medical Services System, in accordance with state of Wisconsin rules and regulations. The medical director's appointment, qualifications, duties, responsibilities, and compensation shall be defined in a contractual agreement approved by the county board and administered by the director of county health related programs.

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- (j) *Basic life support (BLS) and advanced life support (ALS) services.* The county shall review, for the purpose of assuring consistency, uniformity, and equity, basic and advanced life support service plans that have been developed and proposed by municipalities. These plans shall describe the manner, scope, service boundaries, equipment, protocols, or other issues associated with the delivery of emergency medical care by the municipality on behalf of the county.
- (k) *Coordinated communications.* The director of county health related programs shall coordinate overall communications for the emergency medical services system. All radio equipment related to the emergency medical services program shall be compatible with the county's system and in conformance with the state's emergency medical services communications plan.
- (l) *Review of service delivery.* The section of emergency medical services shall review the delivery of basic life support and advanced life support services by any entity providing services to county residents on a routine basis. The section of emergency medical services shall be responsible for addressing concerns regarding quality of services and for establishment of action plans to resolve concerns and avoid repeat occurrences. Resolution of concerns shall be treated as confidential matters involving the section of emergency medical services, the reporting party, and the emergency medical service provider. With the exception of violations of state statutes and/or state rules or regulations relating to the licensure of individuals acting as emergency medical services technicians at any skill level or the licensure of an ambulance service provider, information regarding complaints and resolution of complaints shall be treated as confidential matters and related materials shall not be released to any individual, agency, or organization. The section of emergency medical services shall establish quality standards. Data collected during the course of quality reviews shall be considered confidential information. Reporting of outcomes from this collection shall be aggregated in such a manner as to maintain the confidentiality of the source. All state and federal guidelines related to confidentiality of information will be maintained.
- (m) *Data collection and reporting.* The section of emergency medical services shall be responsible for overseeing the collection and reporting of data related to emergency medical services and provided by public and private entities, as predetermined by contractual agreements. Each municipality shall be responsible for cooperating with the county in the collection of information necessary for reporting purposes or for the collection of service invoices.
- (n) *Medical direction.*
- (1) *Municipalities.* The section of emergency medical services shall provide medical direction for all public advanced life support units and, if requested, dispatch centers operating within the county and may provide medical direction and on-line medical control to any municipality choosing to operate basic life support units under the control of the municipality. Municipalities choosing to utilize other medical direction and on-line medical control resources shall take the necessary steps to insure that utilized policies, procedures, and protocols are in conformance with the county's protocols, policies, and procedures and that services conform to the municipality's emergency medical services plan on file with the county.
- (2) *Private entities.* Private ambulance entities may request the provision of on-line medical control from the section of emergency medical services for the operation of their services. The section of emergency medical services shall develop standard agreements to establish contractual relationships, roles, liabilities, and other responsibilities and costs. Private ambulance service providers shall be responsible for any and all costs associated with obtaining and operating communications equipment required to provide this service.
- (o) *Special event plans.* The section of emergency medical services shall review and approve all special event plans, as required by the Wisconsin Department of Health and Family Services.
- (p) *Community education and public awareness.* In conjunction with the county emergency medical services council, the section of emergency medical services shall be responsible for the coordination of community

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education activities surrounding access to the emergency medical services system and development of public awareness activities and programs.

### **97.07. Emergency medical services council.**

- (1) *Creation.* There is hereby created a county emergency medical services council, which shall have the primary responsibility for assisting the section of emergency medical services and other emergency medical providers and agencies within the county. Assistance shall include:
  - (a) Planning for EMS services;
  - (b) Reviewing and evaluating the operation of emergency medical service delivery systems functioning within the county;
  - (c) Making recommendations regarding the operation of the emergency medical service delivery systems to the section of emergency medical services and to the health, equity, human needs and strategic planning committee of the county board of supervisors;
  - (d) Recommending policy relating to the coordination, oversight, and delivery of emergency medical services within the county; and
  - (e) Acting as the coordinating body for all pertinent local, state, or federal grant applications pertaining to the provision of emergency medical services.
- (2) *Medical advisory committee.* The emergency medical services committee of the medical society of Milwaukee County shall serve as the medical advisory committee to the Milwaukee County EMS Council.
- (3) *Membership of council.* The council shall consist of not more than twenty-one (21) voting members and two (2) ex-officio members who shall have the experience, background, and interest in emergency medical services. Members shall be appointed by the county executive and approved by the county board. Members of the council shall include the following:
  - (a) One (1) representative of Milwaukee County's division of emergency management;
  - (b) Two (2) fire chiefs from suburban municipalities hosting paramedic unit services;
  - (c) Two (2) fire chiefs from municipalities providing only BLS or PFR services;
  - (d) The fire chief from the City of Milwaukee, or a designee;
  - (e) One (1) county board supervisor who shall be appointed by the county executive and who shall serve as the council's presiding officer;
  - (f) Five (5) community representatives;
  - (g) Medical director of Milwaukee County's EMS system (ex-officio);
  - (h) One (1) physician recommended by the medical society's EMS committee;
  - (i) Two (2) private providers of emergency medical services;
  - (j) One (1) representative of the Wisconsin hospital association's metropolitan office;
  - (k) Two (2) licensed paramedics active in the county's delivery of emergency medical services;
  - (l) Two (2) representatives of the intergovernmental cooperation council;
  - (m) Director of Milwaukee County's health related programs (ex-officio); and
  - (n) One (1) representative from Milwaukee area technical college's basic life support education program.

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- (4) *Term of office.* Each voting member of the council shall serve for a term of two (2) years, with the exception that any elected official appointed to the council shall serve for the term of his/her elected office.
- (5) *Vacancies and alternates.* A vacancy occurring because of resignation or other valid reason will be filled, for the unexpired term, by appointment of a successor, in the same manner that council members are appointed.
- (6) *Duties and powers of council.*
- (a) The council shall have the following duties and powers, recognizing that the county board of supervisors reserves the right to review all policies and programs:
1. Advise, assist, coordinate, and recommend approval to the section of emergency medical services on matters relating to the county-wide plan for emergency medical services;
  2. Act as the county's coordinating, approval, and resource agency, under state and regional plans for emergency medical services;
  3. Evaluate the comprehensive system for delivery of services covered by the state plan, including determining, evaluating effectiveness, and establishing priorities in meeting such needs;
  4. Forward recommendations to the committee on health, equity, human needs and strategic planning or other appropriate county committees regarding needs of the emergency medical services program; status of existing programs designed to meet those needs; and new programs and services which may be needed to meet the county's needs;
  5. Review pertinent data and projections to help in the county planning process;
  6. Indicate need for particular legislation and make available to the county board, through the committee on health, equity, human needs and strategic planning or other appropriate committees, information and research relating to the effects of proposed legislation;
  7. Assist in obtaining technical assistance for service providers;
  8. Act as the mechanism through which the general public is able to be heard on any and all issues relating to the provision and functioning of emergency medical care in the community;
  9. Report activities to the county board and the committee on health, equity, human needs and strategic planning, county executive, and all Milwaukee County municipalities, as required; and
  10. Provide administrative and clerical support to the council.
- (b) *Open meetings.* All meetings of the council and its standing committees shall be publicly announced and open to all citizens, as required by s. 19.82 et seq., Wis. Stats.
- (c) *Standing committees.* In order to accomplish its work, the EMS council shall have the following standing committees: operations; medical advisory (medical society of Milwaukee); quality assessment and improvement; public education; and executive. Committee membership may include council members and/or nonmembers, but each committee shall be chaired by a member of the council. The presiding officer may appoint other select committees as he or she deems necessary.
- (d) *By-laws.* The council shall adopt appropriate by-laws incorporating Robert's Rules of Order, Revised Edition. Elected officers shall serve for a term, as determined by the council's by-laws. A majority of the voting members of the council shall constitute a quorum.

#### **LEGISLATIVE HISTORY**

All sections effective upon passage and publication unless otherwise indicated.



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**Ch. 97**Repealed and Recreated - December 21, 2000, J. Proc. p. 1718-37, published January 11, 2001.

**97.07**Amended - March 25, 2021, J. Proc.

**97.07(3)**Amended - July 27, 2006, J. Proc.

**97.07(3)(f)**Created - July 27, 2006, J. Proc.

**HISTORY NOTE**

( Ord. No. 21-5, § 7, 3-25-21 )