



# EMSAR AUDITOR



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EMSAR QUEENSLAND AUSTRALIA

**\_SITE AUDITOR POLICIES**

**2015.01.02**

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**TITLE:** Site AUDITOR

**Date Issued:** 1/2015

**Date Approved:** 1/2015

**GENERAL DESCRIPTION:** Under the direction of EMSAR COMMITTEE.

**BASIC FUNCTION AND RESPONSIBILITIES:** This position, while under formal contract, will conduct, document and report a formal EMS/SERVICE/TRAINING transport service site survey on behalf of EMSAR.

**CHARACTERISTICS DUTIES:**

1. Maintains current employment or involvement in medical transport service activities, or prehospital care education services and training.
2. Complies with EMSAR Policies and Procedures.
3. Assists the Managing Director/EXECUTIVE Director in coordination of schedules and materials for each assigned site survey.
4. Represents EMSAR in a positive manner during all site survey activities.
5. Facilitates a positive relationship with the medical transport service during the site audit by:
  - a. Communicating in a positive, open manner
  - b. Representing a positive image of EMSAR by presenting self in a professional manner.
6. Maintains current knowledge of Accreditation Standards and participates actively in recurrent training and revisions of these standards.
7. Documents appropriate and accurate information during all site audits according to EMSAR AUDIT Report Guidelines with no personal interpretation of these standards.
8. Completes a comprehensive AUDIT report and Compliance Assessment after the site audit within fourteen (14) days to ensure timely completion for EMSAR COMMITTEE to make accreditation decisions.
9. Assists with the financial aspect of the site audit in order to keep within the budget.
10. Notifies the EMSAR COMMITTEE immediately if a potential conflict of interest may be present once assigned to a particular site audit.

11. Complies with policy not to enter into a consultation relationship with any program which he/she has AUDITED while under contract with EMSAR.
12. Performs duties only as a site AUDITOR and will not act as a spokesperson for EMSAR.
13. Fulfills a Term of Contractual Agreement for two (2) consecutive years.
14. Performs other related duties as requested by the EMSAR COMMITTEE.

**MINIMUM QUALIFICATIONS:**

1. Four (4) years of air/ground/clinical medical experience and currently employed with an air/ground/prehospital training/medical service /ground critical care **OR** recent experience (within four (4) years), and currently involved in air medical or ground interfacility service activities. Or appropriate medical qualifications as determined by EMSAR. MUST complete FIELD TRAINING OFFICER program as minimum requirement.
2. Preferred experience in two (2) of the three (3) following areas of expertise: *Must have well rounded experience or broad knowledge associated with managing a medical transport service.*
  - a. Emergency Medical Evacuation/HEMS/EMS ambulance service
  - b. Administrative/emergency medical training
  - c. Medical transport
3. Effective communication/interpersonal skills to interface with all services.
4. Must be available to conduct a minimum of two (2) audits per year pending available site audits, in order to maintain audit skills.
5. Written permission from supervisory authority (as appropriate) of primary employer for time off as auditor.
6. Successful completion of the EMSAR Site Auditor Training Program.

*POSITION DESCRIPTION*  
*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**TITLE:** Site Audit Team Leader

**Date Issued:** 1/2015

**Date Approved:** 01/2015

**GENERAL DESCRIPTION:** This position, while under formal contract as site auditor will fulfill the site auditor role, assist the Managing Director/Executive Director in coordination of site audit activities, facilitate the activities and discussions, and be a resource to other auditors during site visits.

**CHARACTERISTIC DUTIES:**

1. Meets all requirements as a site auditor.
2. Establishes and maintains communication with the EMSAR Executive Assistant and the administrator of the program being surveyed to arrange specific details and schedules for the site visit.
3. Maintains communication with assigned site surveyors on specific details of assigned survey with assistance of the EMSAR Executive Assistant.
4. Serves as the moderator and facilitator for discussions during the opening and closing conferences in order to provide a neutral environment to clarify issues and questions.
5. Assists the Executive Director/Associate Executive Director in keeping the site audit costs to a minimum.
6. Completes a site audit evaluation for each new audit to be forwarded to the Site Audit Committee.
7. Acts as a resource person for the other site auditors during an audit.
8. Completes a Standards Compliance Tool after each audit.

**MINIMUM QUALIFICATIONS:**

- Must have successfully completed and reported on a minimum of two (6) site audits.

**SUBJECT:** Site AUDITOR Selection Process

**POLICY:** Site auditors will be selected according to the following guidelines:

**GUIDELINES:**

- A. The EMSAR committee will announce the requests for site auditors to member organizations and on the web site.
  - 1. Requests for site auditor applicants will be ongoing based on demand and training program scheduling.
- B. Applicants respond by deadline and must meet criteria in order to be considered for a site auditor interview and position. Application materials required will include:
  - 1. Standard application.
  - 2. Letter of interest from applicant.
  - 3. Copy of resume or curriculum vitae.
  - 4. Two letters of recommendation (addressing interpersonal skills, professionalism and areas of expertise).
  - 5. Letter of permission from primary employer.
- C. EMSAR Managing Director and Executive Director will select qualified applicants who meet the criteria and formulate a list of all qualified applicants to be interviewed by telephone interview by the Auditor Selection Committee &/or Board Members.
- D. EMSAR Office will arrange for the interviews.
- E. EMSAR Managing Director, Executive Director and Assessor Selection Committee will select the qualified applicants who were interviewed and present the potential Site Auditors to the Board of Directors depending on:
  - 1. Total number of auditors required.
- F. Term of Agreement (reference "Site AUDITOR Agreement") for a site auditor will be one year. The site auditor may sign on annually as long as he/she continues to meet the criteria and quality of work required by the assessor through the performance evaluations.

- G. The EMSAR Office will notify the site auditors of their appointment and will send the information regarding the Site Auditor Training Program.

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site AUDITOR Selection Committee

**POLICY:** The Auditor Site Selection Committee of the board of directors will function according to the following guidelines:

**GUIDELINES:**

- A. Committee works directly with the Managing Director/Executive Director and the Chair of the Committee.
- B. Committee will consist of two to three members of the Board of Directors.
- C. Committee Responsibilities:
  - 1. Review each Site Auditor application by:
    - a. Review each applicant's packet - (must meet criteria and submit all required materials.)
    - b. Conduct reference checks.
    - c. Interview potential applicants in person or by telephone interview.
    - d. Formulate and present a complete, initial list of potential site auditors to the Board of Directors for approval.
- D. Committee will participate in evaluating specific issues regarding site auditors.
- E. Committee will participate in identifying future site auditors needs.



*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site Auditor Training Program

**POLICY:** Site auditor will be required to complete an initial training program according to the following guidelines and consisting of the outline below:

**GUIDELINES:**

- A. Individual applicants selected for the training program will be scheduled by the EMSAR office.
- B. Travel and daily expenses for the training will be paid by EMSAR as outlined by policy. The site auditors will need the support of their employers and will need to volunteer their time to attend the training program (unless individual program chooses to provide financial support for their time).
- C. There will be a three (1) day training program using EMSAR Site Auditor Training Manual. A blended program may also be provided for all potential Auditors, with the EMS FIELD TRAINING OFFICER mandatory completion as a minimum requirement.
- D. The training program will consist of the following outline:
  - 1. Introduction to EMSAR/ An Overview.
  - 2. History of EMSAR.
  - 3. Mission Statement/Goals.
  - 4. Purpose of Accreditation.
  - 5. Objectives of Training Program and Schedule
  - 6. Review of Policies and Procedures of EMSAR.
  - 7. Criteria for Site auditors.
  - 8. EMSAR Term of Agreement.
  - 9. Job Description of Site auditor/Team Coordinator.
  - 10. Review of Site auditor Process.

11. Accreditation Decisions.

12. Thorough Review of Accreditation Standards.

13. Review of Summary Report to be documented for the EMSAR committee and Directors following a Site audit.

14. Mock Site audit/Assignment

15. Evaluation of Site audit Training Program

E. Training program will be located in a central location for easy access.

F. Selected committee members and other persons invited by the committee will provide training.

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Utilization of Site Auditors

**POLICY:** Site auditorss will be assigned by the EMSAR Office in consultation with the Managing Director, Executive Director and/or Site auditor Selection Committee when needed. Assignments to conduct site surveys will be based on the following guidelines:

**GUIDELINES:**

- A. Availability of Site auditor
- B. Geographic location - will assign site auditors based on location. In order to avoid conflict of interest issues, the auditor must currently be from another state and also from outside the service area (pertains to service areas bordering multiple state lines or a major metropolitan service area covering more than one (1) state). (Service area may be defined as 150 miles radius for rotor-wing and ground inter facility services and 300-500 miles radius from base of operation for fixed-wing services).
- C. Pilot and maintenance site auditros who are currently employees of Part 135 Operators (who provide air medical services) or equivalent CAO/CAA AOC requirements, will not be scheduled to visit other programs that are serviced or provided by their employer.
- D. Size or complexity of program
- E. Organizational structure/uniqueness (type of service - vendor vs. 135 air carrier certificate, FW vs. RW, G, hospital based, public safety, neonatal transport, satellite bases).
- F. Material and data identified in the Audit requirements - to identify priority issues/concerns to be reviewed per board meeting and during site audit.

Pre-reviews of the audit will identify areas that require special attention, eg., aviation safety/ambulance safety procedures - to help make site auditor assignments specific to that need while another survey area may require a more general review.

- G. Specific Board of Directors' expertise may be requested in the pre-review of the audit.
- H. Site auditors must complete a minimum of one (1) audit per year, pending available site audits in order to maintain a high, current level of survey skills and involvement. If the site auditor is unavailable for a year or more or EMSAR is unable to use the site auditor for that period of time (no available audits), the site auditor may be required to attend another training program.

- I. Site auditors will be selected as far in advance as possible.
  1. The EMS medical transport program will be notified (as soon as possible) of the name(s) of the site auditor(s). The specific arrangements on exact dates will be made between the local Program Director, Site auditor(s) and the EMSAR Office names and backgrounds of potential site auditors are approved by the program in order to determine potential conflicts of interest before a site auditor is assigned.
  2. Additionally, the program has the right to request a change in the auditor(s) assigned stating the reasons for their request provided the request to change is made in writing within five (5) working days of receipt of the notification of site team members. Upon review of the request for change in auditor(s), the Managing Director/Executive Director will attempt to rearrange the schedule accordingly.

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site Auditor Term of Agreement

**POLICY:** Selected Site Auditors are required to sign an agreement for a minimal one-year term of commitment with no term limit with EMSAR according to the following guidelines:

**GUIDELINES:**

- A. The site auditor will continue to meet the eligibility criteria in policy 2015.01.02
- B. The site auditors will consistently perform the duties and responsibilities listed in the "Site Auditor Position Description
- C. Demonstrate professionalism/ confidentiality by complying with the "Image of the Site Auditor" policy
- D. The site auditor will receive favorable site survey evaluations.

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Conflict of Interest

**POLICY:** In order to preclude a potential conflict of interest with site auditors, the following guidelines will be adhered to:

**GUIDELINES:**

- A. The site auditors will not accept an assignment in which he/she has had a previous capacity (employment) in a staff or consultant capacity.
- B. The site auditors will not accept an assignment to survey any program where the assessor has special knowledge or personal relationships which could preclude the program from receiving an unbiased evaluation.
- C. The site auditors will not accept an assignment to conduct a survey in a program of a fellow site auditors who recently completed a assessment at his/her program.
- D. A site auditors will not be assigned to conduct a assessment:
  - 1. In his/her own state.
  - 2. In the same service area bordering multiple states or major metropolitan areas (as previously defined).
- E. The site auditors will not enter into a consultation relationship with any program for the purpose of assisting a program in completing the EMSAR process unless contracted as a EMSAR consultant or unless assisting his/her own program The site auditors will also not enter into a consultative relationship for any purpose with a program which he/she surveyed while under EMSAR contract and also until that program has had another survey.
- F. Upon notification, if the assessor feels that a potential conflict of interest may be present, he/she should contact the EMSAR office immediately.
- G. A EMSAR board of director, while serving on the board, may serve as a site auditors under special circumstances such as a monitoring visit.
- H. Site auditors will complete and sign a conflict of interest form (see addendum a) and return it to the Executive Assistant prior to reviewing the PIF.

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- I. Previous conflicts of interest as listed above *may* continue to be considered a conflict for a time frame of up to five years and will be determined on a case by case basis in discussion with the EMSAR office and site auditor.

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site auditors Confidentiality Statement

**POLICY:** Site Auditors shall comply with EMSAR Confidentiality Policy and Statement, as set forth in Policy 05.09.00.

**GUIDELINES:**

Site auditors shall maintain the confidentiality of all Confidential Information, as defined in Policy 05.09.00, except when permitted or required to disclose such information as provided in Policy 05.09.00.

Site auditors are prohibited from disclosing Confidential Information to third parties. This includes, but is not limited, the sharing or disclosure of information acquired during a Site Survey, Supplemental Site Survey, or Monitoring Visit with employees or agents of the Program undergoing the visit.

EMSAR may terminate the contract of a Site auditors who violates the Confidentiality Policy and Statement.

Site auditors shall return all Confidential Information to EMSAR following the conclusion of the accreditation process. In the alternative, Site Auditors may be requested and instructed to destroy the Confidential Information by the Managing Director/Executive Director.

Site Auditors shall sign the Confidentiality Statement attached hereto and shall submit an original copy of the same to the EMSAR Office.

Site auditors shall contact the Managing Director/Executive Director if and when he/she receives a request to produce Confidential Information or a request for access to Confidential Information. If a Site auditors is served with a subpoena or with a court order, he/she shall forward the subpoena to the Managing Director/Executive Director as soon as practicable.

**SITE AUDITORS CONFIDENTIALITY STATEMENT**



**EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION**

*an independent EMS vetting and accreditation peer review organization, respects the rights to confidentiality of the Emergency medical transport service concerning patient records, dispatch forms, employee records and information included in the Program Information Form. Each site auditors involved in a specific review is responsible for maintaining the confidentiality of the information submitted and requested; protecting it against loss, defacement, tampering, access or use by unauthorized individuals.*

**Confidential Information.**

- Confidential Information includes, but is not limited to, the following: - Patient health care information: All information and records related to the health of a patient prepared by or under the supervision of a health care provider, e.g. diagnosis, treatment, prognosis, condition, or other information contained in medical records, photographs, video tapes, or verbal reports. This includes personal information such as patient name, address, phone number, admission and discharge dates, physician's name, family or social information.
- Employment Information: Employee address, telephone number, personnel file, job application, performance appraisal, discipline, termination, investigations, compensation and benefits.
- Business Information: Confidential business information of a proprietary nature related to the operations, finances, marketing or strategic plans. Proprietary information obtained through verbal or written internal communication is confidential unless it is made public by the service. Such information may include but is not limited to transport statistics, marketing plans, patient/customer feedback or terms of contracts.
- Accreditation information: All materials submitted by a Program in the course of the accreditation process, including but not limited the PIF and addendums to the same, and information accumulated by Site Auditors during a Site Visit, Supplemental Site Visit, or Monitoring Visit.

I understand that my signature below signifies that I:

- i. Acknowledge my obligation to comply with EMSAR Confidentiality Policy and Statement, as set forth in Policy 05.09.00.
- ii. Acknowledge that my contract with EMSAR may be terminated for violation of EMSAR Confidentiality Policy and Statement.
- iii. Acknowledge that I have read and understand Policy 02.08.00 ("Site Auditor Confidentiality") and Policy 05.09.00 ("Confidentiality Policy and Statement").

Site auditors Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Program # \_\_\_\_\_

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Committee Member and Observer Confidentiality Statement

**POLICY:** Committee Members who conduct site visits or act as Observers during a site visit shall comply with EMSAR Confidentiality Policy and Statement, as set forth in Policy 05.09.00.

**GUIDELINES:**

Committee Members shall maintain the confidentiality of all Confidential Information, as defined in Policy 05.09.00, except when permitted or required to disclose such information as provided in Policy 05.09.00.

Committee Members are prohibited from disclosing Confidential Information to third parties. This includes, but is not limited, the sharing or disclosure of information acquired during a Site Survey, Supplemental Site Survey, or Monitoring Visit with employees or agents of the Program undergoing the visit.

Committee Members shall return all Confidential Information to EMSAR following the conclusion of the accreditation process. In the alternative, Committee members may be requested and instructed to destroy the Confidential Information by the Executive Director.

Committee Members shall sign the Confidentiality Statement attached hereto and shall submit an original copy of the same to the EMSAR Office.

Committee Members shall contact the Executive Director if and when he/she receives a request to produce Confidential Information or a request for access to Confidential Information. If a Committee Member is served with a subpoena or with a court order, he/she shall forward the subpoena to the Executive Director as soon as practicable.

# **EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION**

*An independent vetting and EMS accreditation peer review organization, respects the rights to confidentiality of the emergency medical transport service concerning patient records, dispatch forms, employee records and information included in the Program Information Form. Each Committee Member involved in a specific review is responsible for maintaining the confidentiality of the information submitted and requested; protecting it against loss, defacement, tampering, access or use by unauthorized individuals.*

- Confidential Information.
- Confidential Information includes, but is not limited to, the following: - Patient health care information: All information and records related to the health of a patient prepared by or under the supervision of a health care provider, e.g. diagnosis, treatment, prognosis, condition, or other information contained in medical records, photographs, video tapes, or verbal reports. This includes personal information such as patient name, address, phone number, admission and discharge dates, physician’s name, family or social information.
- Employment Information: Employee address, telephone number, personnel file, job application, performance appraisal, discipline, termination, investigations, compensation and benefits.
- Business Information: Confidential business information of a proprietary nature related to the operations, finances, marketing or strategic plans. Proprietary information obtained through verbal or written internal communication is confidential unless it is made public by the service. Such information may include but is not limited to transport statistics, marketing plans, patient/customer feedback or terms of contracts.
- Accreditation information: All materials submitted by a Program in the course of the accreditation process, including but not limited the PIF and addendums to the same, and information accumulated by Site Surveyors during a Site Visit, Supplemental Site Visit, or Monitoring Visit.

I understand that my signature below signifies that I:

- i. Acknowledge my obligation to comply with EMSAR Confidentiality Policy and Statement, as set forth in Policy 05.09.00.
- ii. Acknowledge that my Board position with EMSAR may be terminated for violation of EMSAR Confidentiality Policy and Statement.
- iii. Acknowledge that I have read and understand Policy 02.08.00B (“Board Member and Board Observer Confidentiality Policy”) and Policy 05.09.00 (“Confidentiality Policy and Statement”).

Committee Member/ Observer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Program # \_\_\_\_\_

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site auditors Performance Evaluation

**POLICY:** The Managing Director, Executive Director, and EMSAR Office Staff will monitor the performance of individual Site Auditors according to the following guidelines:

**GUIDELINES:**

- A. A Site auditors Performance Evaluation will be completed and returned to the EMSAR Office on each site auditors (in a timely manner) by the emergency medical transport program. The EMSAR Office must receive the Site Survey Performance Evaluation prior to the Board meeting to allow enough time to contact the program to review issues, concerns or problems with the program's Site Survey. A medical transport program must turn in the evaluations prior to the Board meeting or the Board of Directors will not deliberation on the program. This will be made clear in writing to the medical transport program. All evaluations will be reviewed by the Executive Director or Associate Executive Director and all pertinent information shared with the Site Surveyor Selection Committee and the Site Surveyor.
- B. Site Auditors will receive feedback in order to assist them in improving their survey and communication skills, understanding of Accreditation Standards and survey procedures. The EMSAR Office will send a copy of Site auditors Performance Evaluation to the Site Auditor and call him/her to review the evaluation. The EMSAR Office will follow up using the EMSAR QM process to establish the need for overall education, process change or development of a new policy.
- C. The Managing Director and/or Executive Director will keep the Board of Directors up to date on the general feedback of the evaluations addressing positive comments, concerns, issues or problems. In addition, the Executive Director/Associate Director will also review a specific Site auditors Performance Evaluation with the EMSAR Board of Directors, if pertinent to an accreditation outcome prior to making an accreditation recommendation for the emergency medical transport program. (Appendix E)
- D. Upon completion of a survey, the Lead Site auditors will provide feedback for a new Site auditors on their first hands-on site visit.
- E. Open communication is encouraged with the EMSAR office in order to make changes when necessary and prevent minor annoyances from becoming major problems.

**SUBJECT:** Assessor Status and Progressive Discipline

**POLICY:** Site Auditors may be released from a contractual relationship with EMSAR under the following guidelines:

**GUIDELINES:**

- A. The independent contractor relationship between the site auditors and the EMSAR Board of Directors may be terminated by either party for the following reasons/conditions:
  - 1. The site auditors is unable to provide the time commitment of availability for two (2) surveys per year.
  - 2. The site auditors decision to leave the medical transport profession and is no longer involved in any capacity.
  - 3. Negative objective evaluations on the site auditors's performance which is of such a significant or repetitive nature that the site auditors seems unwilling or unable to change even after the evaluation and feedback process. (See D. below for disciplinary process)
  - 4. The site auditors breaches the confidential relationship between the EMSAR Board of Directors and the medical transport program by sharing privileged information with parties other than EMSAR, including other site auditors, and current medical transport program colleagues, etc.
  - 5. The site auditors acts as a private consultant regarding accreditation during the term of contractual agreement for the EMSAR.
- B. Significant infractions of policy suggesting the Site auditors is disregarding confidentiality/conflict of interest issues or engaging in improper conduct may result in immediate suspension. A final decision of termination is by a majority vote by either the Executive Board via conference call or at a meeting of the Board of Directors, depending on which one comes first.
- C. Site Auditors that are no longer employed in the medical transport profession or who do not participate on medical transport committees or organizations, and do not attend annual site surveyor meetings will be reviewed. He/she may be placed on an "inactive" list after 1 year or will be removed from the Site auditors list depending on discussion with the Assessor and the judgment of the Site auditors Selection Committee. On a case by case basis, the Managing Director, Executive Director and Site auditors Selection Committee may decide to allow a current Site auditors that just left the profession to accept a job outside of medical transport, to remain as a Site auditors. This will be reviewed and decided upon each case; based on how long the individual remained in medical transport (i.e., 15 years, National Organizations), how many years he/she participated as a Site

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Assessor (i.e., 10 years), received favorable evaluations and he/she fulfilled all Site Surveyor responsibilities during site surveys.

### D. The Disciplinary Process consists of:

1. An initial negative evaluation of a site auditor may result in discussion, counseling, guidance, additional training, or supervised visit to improve skills.
2. A second negative evaluation of site surveyor will result in further counseling, a written warning and perhaps probation for a prescribed time frame of no less than 6 months.
3. A third negative evaluation may result in termination. A final decision of termination is by a majority vote of either the Executive Board via conference call or a meeting of the Board of Directors, depending on which one comes first.

**SUBJECT:** Image of the Site auditors

**POLICY:** A assessor must have demonstrated commitment to the principles and future advancement of emergency medical transport systems. The Site auditors's interaction with the medical transport program during the survey will reflect directly on the EMSAR and the accreditation process.

**GUIDELINES:**

A. The Site auditors must demonstrate the following characteristics/attributes during the entire survey:

1. High level of professionalism
2. Confidentiality
3. Objectivity
4. High level of positive interpersonal communication skills
5. Open, warm and friendly manner; genuineness
6. Initiative
7. Accountability
8. Knowledge Base
9. Moral Integrity
10. Enthusiasm

B. Ultimately, the Site auditors represents the EMSAR and must demonstrate a high level of professionalism and integrity. How the surveyor is perceived by the emergency medical transport program during the course of the survey will affect how EMSAR will be perceived in the future.

C. The site auditors must conduct a thorough evaluation and demonstrate that he/she is there to assist the organization to identify its strengths and weaknesses in terms of Accreditation Standards. The surveyor must establish him/herself as knowledgeable, yet sensitive to the unique interests, needs and problems of a particular program. The surveyor must build a climate to facilitate his/her role as a catalyst in helping the emergency medical transport program's staff to understand the relationship between what they are reviewing and the Accreditation Standards.

D. During the site survey, it is important for the assessor to refrain from referring to their own program in applying the Accreditation Standards with words like: "I think" or "In my program, we...". Phrases like: "We believe", "It is our finding", "I have observed other programs meeting the standard by...." are encouraged instead, in order to emphasize the EMSAR as the frame of reference, not an isolated program or person.

E. The Site auditors may play the role of educator to assist the emergency medical transport program in understanding the Accreditation Standards during the Site Survey. The Assessor may explain why the standard was implemented and provide examples of evidence of how the program may meet the standard. These examples of evidence may be generic, objective and unique examples of how other medical transport programs have met compliance with the Accreditation Standards. The Assessor should not apply subjective interpretations to the Standards.

F. How the Site auditors is perceived by all of the individuals at the medical transport program during a site visit will directly reflect the image of the EMSAR Board.

G. Site Auditors must clearly separate their role as Site Auditors from other involvements they may have in emergency medical transport services adhering to the following general guidelines:

1. A site auditors should only identify himself/herself as officially representing the EMSAR when the EMSAR has assigned him/her to a site survey or other EMSAR activity.
2. When the site auditors is functioning in the role of a formal EMSAR assignment, there should be no perception that the assessor is trying to represent or market his/her own consulting capabilities, or the products or services of another entity.
3. Questions by the program about a assessor's credentials should be referred to the EMSAR office.

H. Other activities during a site survey which might be perceived as negative to a proper code of conduct by the EMSAR might include:

1. Providing detailed descriptions of a service or product.
2. Providing solicited/unsolicited handouts, brochures or business cards of any kind.
3. Encouraging post-site survey contact regarding any service or product with which the site surveyor is directly or indirectly involved and which would cost the program money to obtain.



*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site auditors Reimbursement

(for training, initial, reaccreditation, supplemental, monitoring and consult visits)

**POLICY:** Site auditors will be reimbursed according to the following guidelines:

**GUIDELINES:**

- A. Reasonable advance travel, daily room and board incurred directly relating to training programs, site surveys, supplemental, monitoring and consult visits. (First class travel and luxury hotel/meal expenses will not be reimbursed -refer to Policy II., L.) Extra nights stay at the hotel may be reimbursed (on a case by case basis) if the site surveyor arranges for a Saturday stay-over resulting in substantial savings on the air fare.
- B. An honorarium of \$300.00 per day on location will be paid to each Site auditors for initial and reaccreditation site visits. An honorarium of \$500 for the first day and \$500 for each additional day on location will be paid to the Consultant.
- C. The Lead Site auditors will receive an additional \$350.00 for coordinating and facilitating the survey, and completing the Standards Compliance Report & PowerPoint Board Report. This report must be submitted < or = 14 days. After 14 days, the Lead Site auditors receives only \$100.00 for that survey report. For supplemental or monitoring visits, the site auditors will receive \$100.00 for completing the report within 14 days of the visit. Consultants are not paid an additional fee for the consultation report.
- D. No honorarium will be paid during the Site auditors Education Program.
- E. A "Travel Day" reimbursement of \$200.00 per day must be pre-approved by the EMSAR office according to the following guidelines:
  - 1. Travel to the required destination is in such a remote area that the travel requires more than three flight legs to arrive at the survey/main base/administrative office/city unless approved by the EMSAR office.
  - 2. Travel to the survey/city/administrative office will be more than 10 hours of travel time.
  - 2. Travel to the survey/city/administrative office not only requires a flight to a city (airport hub), but an additional drive of two hours or more to arrive at the final destination.

3. An emergency necessitates an available site auditors to assist the EMSAR to complete a survey departing from a different location.
  5. A travel day or additional site visit day will not be paid for the purpose of holding over to complete the Site auditors report unless there are unusual circumstances or pre-approved by the EMSAR office.
- F. Travel days beyond the Australasian/North American continent are reimbursed at \$250.00 each way.
- G. If the site surveyor is conducting back-to-back surveys at the EMSAR's request, EMSAR will provide a travel day reimbursement of \$250.00.
- H. Any unusual circumstances regarding travel days and reimbursement will be approved on a case by case basis by the Managing Director or Executive Director. This may be due to weather, delayed or canceled flights, etc.
- I. Expenses must be submitted within seven (7) days of travel back to home.
- J. Receipts may be original or scanned receipts, submitted electronically provided the submission is legible.
- K. Reimbursement Limitations:
1. Air travel - Reimbursement is limited to the lowest appropriate rate via the most direct safe route, except under extenuating circumstances. For international travel, requiring more than a 6 hour flight, premium economy/ business class will be required. All travel arrangements must be completed at least fourteen days prior to travel.
  2. Private Auto - If private auto is used, reimbursement will be made at the current national/ federal guidelines for mileage.
  3. Hotel - Reimbursement will be made for reasonable lodging expense (single occupancy rooms, not a suite). If a member of the traveler's family shares a room, the equivalent single occupancy charge should be included on the report for reimbursement. A copy of the hotel statement must accompany the Travel Expense Report. Personal phone calls, room service and movie rentals are not reimbursable.
  4. Meals – There is a \$50.00 per day per diem rate paid for each day on site and for travel days if traveling the day before and/or the day after the site visit. This per diem is for meals and tips.

5. Taxi - Reimbursements are made for necessary taxi (to and from airport, and hospital/administrative office, and nearby restaurants, for example). Use of courtesy van or multi passenger transport is required when available.
6. Telephone – Telephone calls are reimbursed only if applicable to the survey process.
7. Rental car – Ordinarily, a rental car will be pre-arranged by the travel agent. If a site auditors wishes to keep a rental car for personal travel before or after the site visit, the site auditors is responsible for the daily rate during that time frame.
8. Other - Site auditors are reimbursed for purchases such as printing of materials, and shipping of materials etc. The EMSAR is not responsible for "overnight" shipping costs (will pay at the regular rate) if a site auditors is late in submitting a report unless there were extenuating circumstances or if specifically requested by the Managing Director/ Executive Director.
9. Mileage allowance – Mileage charges for travel to and from the home airport are the responsibility of the site auditors unless the distance is greater than 50 miles one way. Mileage is reimbursed at the current national/federal re for each mile over 50 miles.

*EMERGENCY MEDICAL SERVICES ACCREDITATION AND RECOGNITION*

**SUBJECT:** Site auditors Materials

**POLICY:** Site auditors will utilize the following materials while conducting a site visit.

**GUIDELINES:**

A. Site auditors Board Report Materials:

1. Standards Compliance Tool

Comments and observations (pertinent to specific accreditation standards) will be documented under Site auditors Comments in the tool. Site auditors will answer all questions under the Pre Review comments. The Assessor will also score each standard in each section that applies to the program.

2. Aircraft/Ambulance/Personnel Vetting Checklists - The checklists documenting which aircraft and/or ambulances/personnel vetting, were checked including the hard medical equipment and other specific items in the aircraft/ambulance/vetting will be completed during the site visit.

3. Site Visit Statement (Miranda) and signed Confidentiality Statement.

4. A digital camera or disposable camera will be used as follows:

a. Site Auditors will use a digital camera or coordinate the purchase and use of a disposable camera.

b. Site Auditors are strongly encouraged to take pictures as needed and avoid identifying logos or program identifiers as much as possible. When processing film, duplicates are made so that each Board Reviewer receives a copy of each picture. If digital pictures, a copy of all pictures are to be sent to the board member reviewing the program. The board members address will be provided by the office as needed. Pictures imbedded in the reports may not get through – too large a file. No pictures should include patients.

c. Site auditors are not expected to take pictures of subjects/items that show compliance with the Standards unless there is something so outstanding or unique that it would be of interest to the Board.

d. Appropriate subjects/items for taking pictures would include:

e. Subjects/items/issues that are a concern and/or are in direct conflict with Accreditation Standards

- Subjects/items/issues that may be hard to describe in writing.
- All pictures taken during the site visit should be included and referenced in the site surveyor report. Please label pictures accordingly such as the “crew quarters at the airport.”

B. The following documents should be submitted to the Managing Director/Executive Director within fourteen (14) days of the site visit.

1. The Standards Compliance Tool with Site Surveyor comments, answers to questions and highlighted answers and scoring under each set of standards will be sent electronically.
2. Aircraft/Ambulance/Personell vetting Checklists for each of the services reviewed.
3. A tape recording of the closing conference or a written summary as directed.
4. Attachments obtained from the program are to be labeled and referenced in the Standards Compliance Tool by a number or letter, in consecutive order with the Standards. Attachments with more than one page should be paper clipped and not stapled together.
5. When processing film, please have duplicates made so that each Board Reviewer receives a copy of each picture. If digital pictures, please send pictures via disc to the board members reviewing the program. All pictures need to be labeled and indexed. The pictures need to be referenced in the Standards Compliance Tool (under Site auditors comments) by the label or index number.

C. Attachments collected on site are not to be duplicated for site auditors's personal use. All attachments are to be numbered and referenced in the Standards Compliance Tool.

D. Disposal of Confidential Information:

- Disc copies of the PIF will be destroyed and paper attachments will be shredded AFTER a review and Accreditation Award/Action has been awarded. This may be delayed due to the Appeal Process, or Deferred Action so it potentially could take place over several Board

meetings or after an Appeal process. The Executive Director or Associate Executive Director will provide the Site Surveyor with guidance of how and when to dispose of the PIF. Due to the Appeal Process timeline, the EMSAR Office may request the Site auditors to maintain their confidential copies until the final accreditation decision. The original PIF on computer disc will be maintained by the EMSAR office.