	<b>Maryland Institute for Emergency Medical Services Systems</b>		
	<i>Policy: EMRC/SYSCOM Data Verification</i>		
	<i>Originator: EMRC/SYSCOM</i>		
	Policy Number	Effective Date	Revision Date
390.01	November 7, 2016	n/a	

**Purpose:** To assure the information collected by staff in EMRC/SYSCOM and provided to MIEMSS, MSPAC, and jurisdictional medical review personnel is accurate and, secondarily, to reduce the editing effort required when correcting data entry issues.

MIEMSS and MSPAC utilize mission data in operational decision-making and in justifying operations and related funding to our legislators, citizens and emergency services stakeholders.

### **Flight Vector (FV) Review and Helicopter Utilization Database (HUD) Review**

The FV Review and HUD Review shall be completed by the MIEMSS EMRC /SYSCOM supervisor twice daily - when the supervisor comes on duty and just before the supervisor goes off duty. Periodic review shall take place during the work period as workload permits.

MIEMSS' staff primary focus shall be on EMS Missions (scene, and interfacility as well as EMS Response Team activity). MIEMSS staff shall assist the MSP Duty Officer (DO) in their review process of non-EMS missions which occurs at 05:00 and at 17:00 hours.

#### **1. FV Medical Mission Review**

The EMRC Supervisor shall review all closed missions for the prior 12-hour period for completeness and accuracy of reports at the commencement of each shift. *See images further below for areas to review (Section 2.c.).*

- a. Special attention shall be given to the following:
  - i. For missions marked as "Mission Complete," there needs to be a record of the flight plan appropriate for the mission.
    - Correct mission legs shall be shown along with times.
  - ii. For Mission Complete, Declined (Missed) and Cancelled Missions, there shall be a patient record for each patient transported or intended to be transported.
    - Exception: Mission marked as "Cancelled, Release from Standby" do not need a patient record.
  - iii. Disposition codes (type and subtype) shall match the Reference Card ("FV Codes Cancelling and Aborting Mission").
  - iv. FV Jurisdiction shall be selected for each mission.
  - v. FV Priority shall be set to "Emergent" for missions changed from standby to an actual request.
  - vi. Known errors shall be corrected as soon as possible. If an error cannot be corrected, the EMRC/SYSCOM Director and/or the MIEMSS Chief of IT and Communications shall be notified of the error along with the Mission Number and incident date.



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- b. Corrections in FV to Medical Missions shall be coordinated with the on-duty MSPAC DO to ensure concurrence in corrective action.
- c. FV Medical Mission Review – All areas highlighted in **Yellow** shall be provided when available.

**Mission Information**

Mission Number: [Redacted] Second Mission ID: [Redacted] Dispatcher: Adams, Jr.

Run Date: [Redacted]/2014 Linked with: None 911 Call Time: Oct 30 2014 19:03:5 911 Number: 19999

Call Type: EMS-Scene Trauma MVC Jurisdiction: Carroll County

Priority: Emergent Night Flight Day Flight

Disposition: Mission Complete

Notes: EARLY HELICOPTER ACTIVATION; REPORTED TO BE SUBJECT TRAPPED UNDER TRACTOR.

Patient Miles: 29.9 nm 34.4 sm  
Total Miles: 46.8 nm 53.9 sm

Sending/Receiving | Ground Transportation | Patient Data | Flight Information | Flight Plan | Position Reports | Pager Log | Closest Assets | Custom... | History

**Requesting Facility:** Carroll County 911  
Address: 225 North Center Street, Room 20  
Westminster, MD 21157  
Call Back: DEMSTEL - 911-2070

**Receiving Facility:** RAC Shock Trauma Center  
Address: 22 South Greene St.  
Baltimore, MD 21201  
Call Back: (410) 328-8869

Scene  
Latitude: 39°35'46"N State: MD - Maryland  
Longitude: 077°06'19"W City: Westminster  
Description: 998 Parkway Road, Westminster, MD 21158, USA Zip: 21158



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Mission Information

Mission Number: [Redacted] Second Mission ID: [Redacted] Dispatcher: Adams, J

Run Date: [Redacted] / 2014 Linked with: None **911 Call Time:** Oct 30 2014 19:03:5 **Print** **OK**

**Call Type:** EMS-Scene Trauma MVC **911 Number:** 19999 **Mission Log** **Save**

**Priority:** Emergent  Night Flight  Day Flight **Jurisdiction:** Carroll County **Cancel**

**Disposition:** Mission Complete

**Notes:** EARLY HELICOPTER ACTIVATION; REPORTED TO BE SUBJECT TRAPPED UNDER TRACTOR.

Patient Miles: 29.9 nm 34.4 sm  
Total Miles: 46.8 nm 53.9 sm

Sending/Receiving Ground Transportation **Patient Data** Flight Information Flight Plan Position Reports Pager Log Closest Assets Custom... History

Patients: [Redacted] (Unknown Category) [Redacted]

Passengers:

Editing Patient [Redacted]

**About**

Name: Flown M Patient  
Weight: 0 lbs  
DOB: 12 / 30 / 1999  
Age: 99 years  
Sex: Male  
SSN: [Redacted]  
Address: [Redacted]  
County: United States  
State: MD - Maryland  
City: [Redacted]  
Zip: [Redacted]  
Phone: [Redacted]  
Subnumber: [Redacted]

**Medical Condition**

Trauma Category: Unknown Category (as per requestor)  
Medical Priority: Not Provided (as per requestor)  
Trauma Category: Unknown Category (as per flight crew)  
Medical Priority: Not Provided (as per flight crew)

**Report:** FARM TRACTOR VS. PICKUP TRUCK WITH ENTRAPMENT OF RIGHT LEG. 26YR OLD MALE, RIGHT LEG TRAUMA.

Blood Pressure: [Redacted]  
Heart Rate: [Redacted]  
Respirator: [Redacted]  
SP<sub>o2</sub>: [Redacted] % @ 0 liters  
LDC: [Redacted]

Medications: [Redacted]  
IV Drips Running: [Redacted]  
Miscellaneous: [Redacted]

EMRC Consult  
 Consult Done  
Location: MD RAC Shock Trauma Center  
Outcome: Fly to trauma/specialty center  
Dropoff: RAC Shock Trauma Center

Requestor: Carroll County 911  
Call Back: DEMSTEL - 911-2070

Receiver: [Redacted]  
Call Back: (410) 328-8869

Outcome: [Redacted]

Enter Page Mode **OK** **Cancel**



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The screenshot displays the 'Mission Information' window of a software application. It includes fields for Mission Number, Second Mission ID, and Dispatcher (Adams, h). The Run Date is set to 2014. Call details include Call Type (EMS-Scene Trauma), Priority (Emergent), and Disposition (Mission Complete). A note indicates 'EARLY HELICOPTER ACTIVATION: REPORTED TO BE SUBJECT TRAPPED UNDER TRACTOR.' Mileage information shows Patient Miles (29.9 nm, 34.4 sm) and Total Miles (46.8 nm, 53.9 sm). A 'Flight Plan' tab is active, showing a timeline of events: 19:17 (3-Frederick/FDK), 19:31 (Westminster, MD 21158, USA), 19:51 (RAC Shock Trauma Center), and 20:03 (3-Frederick/FDK). Vertical bars represent crew members: Snelby, Jan; Lyles, James; Jansen, William; and Zullick, Russell H.

## 2. HUD Review

MIEMSS staff shall review the HUD report for the prior 12-hour period for completeness and accuracy at the beginning of each shift. All FV Missions that are Completed, Aborted, Declined (Missed), or Cancelled (with the exception of Release from standby) shall be included in HUD. Availability checks (coded in FV as Release from Standby) in HUD shall not be reported. *See images further below for areas to review (Section 3.b.).*

a. Special attention shall be given to the following:

- i. Accuracy of date/time information. Special attention shall be given to 911 Call Date/Time, Request Date/Time and Date/Time of Request.
- ii. Comments and description of mechanism/event shall be sufficiently detailed to allow reviewers of the report to understand the nature of the event.
  - If a patient is transported to a local ED for stabilization and subsequently becomes a “Hot ED”, that information shall be included in the comments.
    - a. “Hot ED” patients are those typically transported by the aircraft originally assigned to the scene medevac mission.
- iii. The following elements shall be included in the same HUD report:

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- All aircraft and patients involved;
  - The Patient's Priority, Final Jurisdictional Request Reason, MSP Priority, and MSP Reason/Category; and
  - The FV Mission Number in the comments section for any helicopter request declined during consult.
- iv. Corrections shall be made for any identified issues. If an issue cannot be corrected due to lack of accurate information, the EMRC/SYSCOM Director and/or the MIEMSS Chief of IT and Communications shall be notified of the issue along with the Mission Number and mission date.
- v. HUD records requiring deletion or editing after they are locked shall be sent via email to the MIEMSS IT Data Management Director, the EMRC/SYSCOM Director and the MIEMSS Chief of IT and Communications together with the SYSCOM Run Number (FV Mission Number), the “requestID” (found in the URL of a HUD record) and the incident date.
- Ex: <http://www.miemss.org/hud/UpdateRequest.aspx?requestID=15466>
- b. HUD Review – All areas highlighted in **Yellow** shall be provided when available.

**911 Call Date/Time** 10/30/2014 00:32

**Request Date/Time** 10/30/2014 00:49

**Requesting Jurisdiction** Allegany County

**Requesting EMS Unit** 0338

**Number of Helicopter** 1

**Number of patient** 1

**County Incident Number** 14099999

**Incident Location** 21000 Barney Rubble Drive Northeast, Flintstone, MD

**Comments and description of mechanism/event**  
 0043 availability only burns to face arms chest. pt enroute to firestation. keroseen burn 0049 request flight

**Helicopter Dispatch** Patient

Enter Helicopter Dispatch Information

**Helicopter 1**

**SYSCOM Run Number** 1409999

**Helicopter name** Trooper 5 Cumberland

**Date/Time of request** 10/30/2014 00:49

**Date/Time of dispatch** 10/30/2014 00:49

**Dispatched prior to EMS arrival?**  No  Yes

**Date/Time of airborne** 10/30/2014 01:00

**Date/Time landed on scene** 10/30/2014 01:09

**Date/Time departed scene** 10/30/2014 01:28

**Date/Time arrived at destination** 10/30/2014 02:07

CANCEL DISPATCH



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911 Call Date/Time: 10/30/2014 00:32  
Request Date/Time: 10/30/2014 00:49  
Requesting Jurisdiction: Allegany County  
Requesting EMS Unit: 0338  
Number of Helicopter: 1  
Number of patient: 1  
County Incident Number: 14099999  
Incident Location: 21000 Barney Rubble Drive Northeast, Flintstone, MD

Comments and description of mechanism/event  
0043 availability only burns to face arms chest. pt enroute to firestation. kerosene burn 0049 request flight

Helicopter Dispatch | Patient

Enter Patient Information


Patient 1

SYSCOM Run Number: 1409999  EMRC Consult Remove  
Patient's Priority: Not Provided  
Final Jurisdictional Request Reason: Burn  
Consult Done?:  No  Yes  
MSP Priority: Not Provided  
MSP Reason/Category: Burn  
Patient Destination: Bayview Burn Unit, Johns Hopkins

### 3. EMRC Log Review

The EMRC Review shall be completed by the respective EMRC operators each time there is an operator change. In completing the review, each operator shall:

- Ensure that the correct EMRC Region is selected in the FV EMRC Log;
- Ensure the correct date is selected; and
- If data has been entered under an incorrect region or an incorrect date by the prior operator, the EMRC/SYSCOM Director and/or the MIEMSS Chief of IT and Communications shall be notified of the Date and Region affected as soon as possible.

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**4. eMEDS<sup>®</sup> and Flight Vector Reconciliation**

MIEMSS, in conjunction with MSPAC, will periodically reconcile FV Medevac Missions with eMEDS<sup>®</sup> Patient Care Reports. The MIEMSS Chief of IT and Communications, or designee, will perform/coordinate this activity. The reconciliation will occur at least annually at the close of the fiscal year. Results of the reconciliation shall be reviewed by both agencies prior to public release (Annual Reports, Legislative Presentation etc.).

**Public/Private Designation: Public** - This document is approved for publication and unrestricted distribution.

Policy approved by MIEMSS:

Signature: Patricia Gainer  
 Patricia Gainer, JD, MPA  
 Acting Co-Executive Director

Date: 11-1-16

Signature: Richard L. Alcorta MD  
 Richard L. Alcorta, MD, FACEP  
 Acting Co-Executive Director

Date: 11/22/16