



eLicensure Statewide Steering Committee

November 16, 2017
1:00 am to 2:30 pm
Room 212
653 West Pratt Street
Baltimore, Maryland

Meeting called by: Rae Oliveira, MIEMSS

Agenda Topics

1:00 Welcome, Introductions, and Roll Call

1:05 Accept prior meeting minutes

1:15 Update on known concerns

2:00 Member Roundtable

2:25 -2:30 Meeting Closure and Adjournment



eLicensure Statewide Steering Committee Meeting - November 16, 2017

Those attending in person: Tim Rostkowski, Baltimore County; Curtis Wiggins, Carroll County; Paul Massarelli, Cecil County; Charles Duran, Naval District; Venetia Roberts, LifeStar Response; Robert Henderson, CCBC; Dave Stamey, Rae Oliveira, and Pete Fiackos, MIEMSS.

Those attending on the phone: Cory Polidore, Anne Arundel; Collen Lull, Baltimore City; Heather Howes, Calvert County; Ryan Todd, Caroline County; Andy Robertson, Dorchester; Kathleen Harne, Frederick County; Wayne Tiermersma, Garrett County; Linda Dousa, Harford County; Lee Silverman, Montgomery County; Brian LeCates, Talbot County; April Johnson, College of So MD; Terrell Buckson, MIEMSS; and Rob Lewis.

Welcome, Introductions and Roll Call

Review minutes from September 21, 2017 meeting

- Motion to accept: Curtis Wiggins, Carroll County
- Second: Tim Rostkowski, Baltimore County

Update on Known Concerns:

- Contract with ImageTrend was revised this week. It will be resent to ImageTrend for signatures. Once returned, it will be presented to DoIT for approval.
- Reviewed status of Bullet Points List
 - o The request was made to develop a form that can be used to drop provider's affiliation- No need, Services will be able to delete personnel from their roster once the Service View is updated
 - o There will be a log of which applications were approved, when, and by whom
 - o FAQ feature is built, should be live in February 2018
 - o A request was made to synchronize the log-in credentials to all MIEMSS systems – Already in place between Licensure & LMS/Online Training Center. Will sync with eMEDS after Elite upgrade.
 - o Request to develop a method of removing deceased providers from the affiliation list- ImageTrend Script – request denied by ImageTrend. MIEMSS is working on cleanup of Lapsed and Deceased providers
 - o Group cited ability to sign-off ALS Refreshers in Licensure- Not sure what this pertained to. Possibly the pilot during the first full ALS renewal process in Licensure
- Affiliation application and BLS initial, reciprocity, and reinstatement with built in affiliation approval trigger motion
 - o MIEMSS requests a vote by committee members, yay or nay, on opening the Affiliation application effective January 1, 2018
 - o MIEMSS requests a vote by committee members, yay or nay, on including the affiliation component on BLS applications for initial, reinstatement, and reciprocity (similar to the corresponding ALS application processes).
 - o 16 of the 27 EMSOPS and 1 of the 4 Commercial Services voted yes for both motions = 55% Yes and 0% No.



Maryland Institute for Emergency Medical Services Systems

- 11 of the 27 EMSOPS did not vote and 3 of the 4 commercials did not vote= 45% abstained.

Round Table:

Rob Henderson, CCBC

- Requested an update on the issues faced with adding students to the course roster. Terrell was advised by ImageTrend that the issue was resolved and Lee Silverman added students to his roster this week and it worked better than ever.
- Asked if there was a way for colleges to verify affiliations. A screen shot by the student was suggested. – MIEMSS will look into the possibility of adding affiliation to the provider look up and the ability for services to see where else their providers are affiliated.

Lee Silverman, Montgomery: Requested an updated document listed what uploads are required in courses – MIEMSS to work on an updated document.

Cory Polidore, Anne Arundel County: There are providers with the wrong initial and expiration dates, ie cycle from 2020 to 2023. Terrell will look into bulk processing triggers.

Paul Massarelli, Cecil County: There is an incomplete application in his cue from several months ago. Terrell advised there is a scheduled task to send an email if an incomplete application has not been accessed in the past 10 days and it is to be deleted if no activity in the next 5 days. Incomplete apps should be deleted after 15 days of inactivity. Terrell will look into why this application has not been deleted.

Motion to adjourn: Paul Massarelli, Cecil County

Second: Curtis Wiggins, Carroll County

Next meeting: January 18th @ 1: 00 pm

3rd Thursdays of odd months

“Bullet Points” Retrieved from Easel Notes

First eLicensure Meeting

Status Update

11/16/2017

Service View SOW

- Contract with ImageTrend was revised this week. It will be resent to ImageTrend for signature. Once returned, it will be presented to DoIT for approval
- Group desires the ability to do a better provider search
- Clean up the data base used for searches
- The group requested a mechanism to have an activity log that will track when they took certain actions such as sign off on affiliations so they can track who/what they did
- The group also asked for increased ability to sort lists within Licensure
- Attendees asked that forms become/remain visible (admin for provider) so they can know who approved
- *Group voiced a desire to be able to see all of the provider jurisdictions (Companies ????) at one time rather than just being able to see the individual programs affiliation for the provider*
- *Increase ability to send notice to providers*
 - Protocols not done
 - Con-ed requirements not met
- The request was made to develop a form that can be used to drop provider's affiliation- **No need, Services will be able to delete personnel from their roster once the Service View is updated**
- There will be a log of which applications were approved, when, and by whom

Solutions in Progress

- Clarification and streamlining of ePins numbering and the ability to have a Non-Certified category associated with a provider number
 - **Solution in progress**
- Expand the Q&A/FAQ on website – Submission area, Living Document
 - **FAQ feature is built, should be live in February 2018**
 - Group requests a time line to address when Licensure items are appearing –Build a feeling of open communication
- A request was made to synchronize the log-in credentials to all MIEMSS systems – **Already in place between Licensure & LMS/Online Training Center. Will sync with eMEDS after Elite upgrade.**

- The group requested a user manual for both Admins and Providers
- Request to develop a method of removing deceased providers from the affiliation list
 - ImageTrend Script – request denied by ImageTrend. MIEMSS is working on cleanup of Lapsed and Deceased providers

Answered Requests

- Desire that more visibility to be available in regards to compliance issues
 - Compliance issues are not public (compliance office consulted), but public orders may be accessed (discussions regarding access procedures are ongoing)
- Group voiced a desire to be able to see all of the provider jurisdictions at one time rather than just being able to see the individual programs affiliation for the provider
 - Affiliations are part of provider's personal record, limited to jurisdictional view only (compliance office consulted)
- The group would like the system to have a mechanism to cancel or withdraw application by the provider
 - Process set up to withdraw incomplete applications (e.g. application initiated)
- A request was made to come up with a plan to auto suspend, or other action, if protocol update is not completed in a timely manner
 - Dr. Alcorta addressed (jurisdiction will handle)
- Attendees suggested a "Self" resolution to account suspensions
 - Security policy in place in case account is compromised
- Streamline protocol review sign-off –
 - College programs requested a mechanism where they can do the protocol review sign-off - Upload a letter for now
 - Addressed on a case by case basis, current system of providing letter of completion still valid
- Make method of setting up a course/course request clearer – Easier to change the instructor in an approved course
 - Nomenclature of who submits the form cannot be changed. However, instructor attribute has been added to the application and may be added or changed at any time.
- Increase ability to send notice to providers – Notification system is not specific to training records. Provider is responsible for tracking through Portal
- Eliminate the difference in visibility from jurisdiction to jurisdiction – Admin roles are consistent in licensure, so visibility based upon roles are consistent
- Allow providers to print their own cards, or proof of certification/licensure
 - Process currently exists in licensure
- The group was looking for a crossover that would allow Licensure reports to be available in eMEDS
 - When Service View SOW is finalized a Report Writer will be available through Licensure
 - Licensure reports cannot be completed in eMEDS, separate programs

- Update Licensure rule to some other app if lapsed EMT (example)
 - Can see initial application after lapsed one year

Requires Further Explanation

- Group cited ability to sign-off ALS Refreshers in Licensure- [Not sure what this pertained to.](#)
[Possibly the pilot during the first full ALS renewal process in Licensure](#)