### EMS Standard Operating Procedures

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**Purpose:**

This guideline provides common definitions for terms used within the West Des Moines EMS Standard Operating Guidelines.

**Policy:**

**Definitions:**

1. **¾ - Time Staff (Regular Part-Time)** – ¾ time staff will be considered those staff members who work set shifts with partial benefits as defined in City policy. This is an employee who will normally work more than 30 hours, but less than 39.5 hours per week. Must request time off from regularly scheduled shifts. Work holidays if they fall on a scheduled shift and attend full-time staff meetings. These staff members are expected to be a leader within the department and take on additional projects.

2. **Medic In Charge** – Medic In Charge shall refer to the staff member, appointed by Senior Staff that is responsible for fulfilling the day-to-day duties of the Lieutenant in his absence.

3. **Administrative Staff** – Administrative Staff shall include the Chief, Assistant Chief, Deputy Chief, Lieutenants, and Billing Specialists.
4. Billing Specialist – That person who provides administrative support to the EMS Chief, processes ambulance patient accounts, accounts payables, as well as performing other administrative responsibilities.

5. Assistant Chief – The Assistant Chief shall refer to that person or persons who have been appointed by the Chief to assist in the overall management of the Emergency Medical Services Operations.

6. Career Staff – Full-time staff will be considered those staff members who work set shifts and full-time hours and have been certified under Civil Service

7. Chief - The Chief is the person appointed by and under the direction of the City Manager to supervise and manage the overall activities and operation of West Des Moines EMS

8. Command Staff – Command Staff shall include the Chief, Assistant Chief, Deputy Chief, and Lieutenants.

9. CPR Instructor: CPR Instructor shall refer to staff appointed by the Deputy Chief to assist with instruction in the areas of CPR / AED.

10. Department (EMS) - Refers to the City department responsible for providing pre-hospital emergency care in and for the City of West Des Moines.

11. Deputy Chief – The Deputy Chief is responsible for Quality Assurance and Quality Improvement and develops and monitors education for EMS staff. The Deputy Chief also monitors ECP’s certifications, training, and coordinates community classes.

12. Emergency Care Provider (ECP) - The Emergency Care Provider is that person appointed by the Chief to provide pre-hospital care for the City of West Des Moines. This person is certified or in the process of certifying at the Emergency Medical Technician-Basic, Intermediate, IA Paramedic, Paramedic Specialist or is a registered nurse as allowed by Section 147A.12, Iowa Code.

13. EMS Command – EMS Command shall refer to the EMS component of Incident Command. EMS command shall be responsible for the medical care and patient transport components of an incident.

14. Explorer - Explorer shall refer to a member of the Explorer Post 911 affiliated with West Des Moines EMS.

15. Field Evaluators – Field Evaluators are those ECP’s who evaluate the performance of new ECP’s while in the field during orientation.
16. Field Training Medic (FTM) – The FTM are those ECP’s who coordinate a new ECP’s orientation.

17. Incident Command – Incident command shall refer to the program designed for controlling, directing, and coordinating emergency response resources.

18. Lieutenant – Lieutenant shall refer to the person or persons who command with the day-to-day EMS operations and provide direct supervision of staff.

19. Medical Director – The Medical Director is a duly licensed physician under contract by the City. This person is responsible for overall medical direction of the service program and has been trained and is currently certified in advanced cardiac life support, as outlined in the American Heart Association Standards and as required by Section 641-131 and 641-132, Iowa Administrative Code.

20. Medical Director, Associate - The Associate Medical Director is a duly licensed physician who serves as a liaison to Iowa Health Systems Operations and is under contract by the City. This person is responsible for assisting in the overall medical direction of the service program and has been trained and is currently certified in advanced cardiac life support, as outlined in the American Heart Association Standards and as required by Section 641-131 and 641-132, Iowa Administrative Code.

21. Part-Time Staff – Part-time staff will be considered those staff members who are scheduled on a varying availability and varying shifts and receive no guaranteed hours.

21. Pool Medic: Part-Time employee who has been employed to work at a City aquatic center providing basic level EMS services.

22. PRN Staff – This status is obtained only with the approval of the Chief. They must be a licensed driver, be CPR certified and have been with WDM EMS for a minimum of ten years. They cannot provide advanced care. They must work 12 hours per year serving as a driver or participating in event activities. Must have consistently served the organization at a high level throughout their years of service.

23. Senior Command Staff – Senior Command Staff shall include the Chief & Assistant Chief.

24. Privacy Officer – The Privacy Officer is appointed by the Chief to oversee HIPAA compliance.

25. Iowa EMS Alliance - Iowa EMS Alliance is defined as a collaboration between Iowa Health Systems and The City of West Des Moines to provide emergent and non emergent transport services.