

ARIZONA STATE UNIVERSITY STUDENT EMERGENCY MEDICAL SERVICES

STANDARD OPERATING PROCEDURES (NON-MEDICAL)



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I. INTRODUCTION

Arizona State University (ASU) Student Emergency Medical Services (SEMS) is an organization that provides emergency care to people on the ASU campus in Tempe, AZ. ASU SEMS supplements emergency medical care provided by the City of Tempe, County of Maricopa, and State of Arizona¹.

ASU SEMS is a nonprofit organization. All members of ASU SEMS are volunteers, and receive no monetary compensation for work performed.

II. NAME

This organization shall be called Arizona State University Student Emergency Medical Services. The preferred abbreviation is ASU SEMS. However, other acceptable terms by which ASU SEMS may be referred to are ASU Student Emergency Medical Services or Arizona State University SEMS.

III. AMENDMENT

In the event that these Standard Operating Procedures require addition, omission, revision, or any other type of amendment, the following procedures should be followed.

1. Any member in good standing of ASU SEMS may request an amendment.
2. The Chief will review the request, and if he/she agrees with the proposed amendment, will bring it before the Medical Director.
3. With the approval of both the Chief and the Medical Director, the amendment will become official.

¹ At the time of last revision, the City of Tempe Fire Department generally provides this care, with transportation provided by PMT Ambulance.

IV. ADMINISTRATION

ASU SEMS is an independent student organization that is registered with the Student Organization Resource Center. ASU SEMS shall have its own operations management as outlined in Article V, Management Structure. ASU's Campus Health Services Medical Director or his/her designee shall provide medical supervision.

V. MANAGEMENT STRUCTURE

The ASU Medical Director shall have the provide supervision and guidance over the operations of ASU SEMS. The Chief of ASU SEMS shall be the highest-ranking student position. The Chief shall directly oversee the Deputy Chief of Training and the Deputy Chief of Personnel. The Deputy Chief of Personnel shall oversee the Captains. The Captains shall oversee the Emergency Medical Technicians (EMTs). The Chief, Deputy Chiefs, and Captains are all considered “Officers”. The Chief and Deputy Chiefs are considered “Executive Officers”. See *Figure 1* for a pictorial layout.

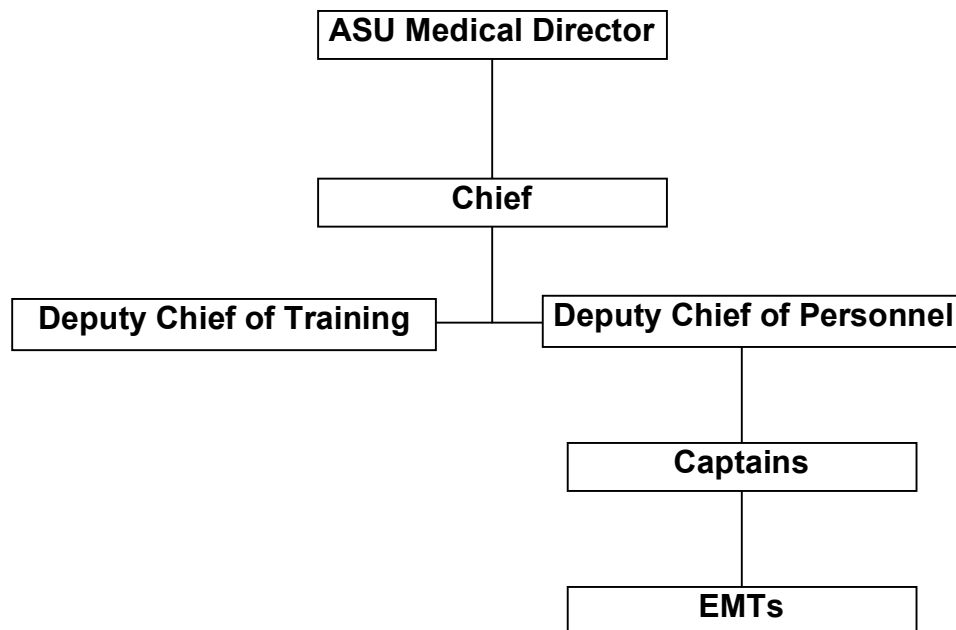


Figure 1, ASU SEMS Operations Organizational Chart

Chief

The Chief is responsible for overseeing such day-to-day activities of SEMS. The Chief is expected to report to HCSAC and the Medical Director at least once per semester. He/she should also make himself/herself available for other meetings upon the request of the Medical Director or the HCSAC. The Chief is also responsible for setting an example for the other members of ASU SEMS, and should attend as many training sessions, special events, and calls as possible. The Chief should also be present at interviews for new EMTs. The Chief is the primary contact person for general inquiries regarding ASU SEMS. The Chief has the authority to create sub-committees within ASU SEMS at his/her discretion, although he/she is encouraged to first meet with HCSAC. The Chief must be Arizona Department of Health Services certified at the level of EMT-B or above.

Deputy Chief of Training

The Deputy Chief of Training is responsible for organizing and overseeing training events that are relevant and pertinent to current SEMS issues. The Deputy Chief of Training should also advertise these training events to the other members of ASU SEMS, and encourage them to attend. Training events should incorporate general educational events that keep EMT-B skills at the national standard. In addition, the Deputy Chief of Training should hold special training events that might be unique to the collegiate setting. The Chief can give additional duties and responsibilities to the Deputy Chief of Training at his/her discretion. The Deputy Chief of Training must be Arizona Department of Health Services certified at the level of EMT-B or above.

Deputy Chief of Personnel

The Deputy Chief of Personnel is responsible for general management of Captains and EMTs. These duties include, but are not limited to: the advertisement of open positions within ASU SEMS; the scheduling of interviews; attendance at interviews; creating schedules; working with ASU SEMS members to resolve conflicts with other personnel; reviewing all Exception Reports; and maintaining Personnel Files. The Chief can give additional duties and responsibilities to the Deputy Chief of Personnel at his/her discretion.

Captains

Captains perform supervisory duties over the general EMTs who have no management title. These duties include, but are not limited to: assigning tasks to EMTs while on scene; assigning tasks to EMTs while on duty but not on a call; communicating with other SEMS, Fire Department, and Police Department personnel while on the scene of an active incident; and communicating with the public on incidents where no executive officers are present. There may be several Captains employed by ASU SEMS at any given time; exactly how many is at the discretion of the Deputy Chief of Personnel. All Captains must be Arizona Department of Health Services certified at the level of EMT-B or above.

Emergency Medical Technicians (EMTs)

EMTs are responsible for patient care. Each individual EMT is responsible for maintaining his/her CPR/AED certification, National Registry of Emergency Medical Technicians (NREMT) registration, and State of Arizona Department of Health Services (DHS) EMT-Basic certification.

Appointment of Officers

All Executive Officers are to be appointed by the Executive Officers serving at the time, and their appointment must be approved by the Medical Director. After being approved,

the Chief and the Deputy Chief of Personnel have the authority to appoint Captains. Captains do not have to be approved by the Medical Director.

Length of Officer Terms

Captains may serve as Captains for as long as the Executive Officers see fit. Captains must be reappointed every semester. Executive Officers will serve until the end of the academic year (as defined by the last day of final exams of the spring semester on the official ASU calendar) or until they resign. There is no limit to the number of terms any Officer can serve.

VI. MEMBERSHIP

All members of ASU SEMS must be students of Arizona State University, and must be in good academic standing, meaning they are not on probation with the University. Academic probation, as defined by ASU policy, is having a cumulative GPA less than 1.600 for students with 24 or fewer earned credit hours, less than 1.750 for students with 25-55 earned credit hours, or less than 2.000 for students with 56 or more earned credit hours. In order to be eligible to be an ASU SEMS member, students must have their advisor sign their application to verify that they are in good academic standing.

Members will be considered “in good standing” so long as they attend mandatory meetings and training sessions, comply with all these SOPs, and comply with the Medical Protocols.

While on duty, members shall:

- Be in approved ASU SEMS uniform.
- Be sober and mentally ready to work.
- Abide by HIPAA regulations.
- Act within the EMT-B scope of practice, as defined by the State of Arizona.

While on duty, members shall not:

- Be under the influence of any mind altering or intoxicating substance. Such substances include, but are not limited to: prescription drugs that affect mental acuity, alcohol, and illegal drugs.
- Use any tobacco products, including smokeless tobacco.
- Breach patient confidentiality.
- Render care above the level of an EMT-Basic, as defined by Arizona State law.
- Carry a firearm.
- Act in a manner that may reflect poorly upon ASU SEMS.

Suspension

If a member of ASU SEMS is found out to have acted in a way that violates these SOPs, the Deputy Chief of Personnel should review the infraction. If he/she feels that the member should be suspended, he/she should bring the issue to the attention of the Chief. If they both agree that the member should be suspended, they can agree on a length of suspension and the Chief will inform the member of his/her suspension. The maximum length of suspension shall be 14 calendar days. If the member being suspended disagrees and wishes to appeal the decision, he/she may do so. If the party petitions the suspension, then a meeting shall be scheduled with the Executive Officers, all Captains who have ever worked a shift with the party in question, the Medical Director, and the party in question. After discussion, the Chief and the Medical Director will agree on whether or not to lift the suspension. Their decision is final.

Voluntary Leave of Absence

A member shall be allowed to request a leave of absence if they will be unable to work for a period of more than 30 calendar days. While on leave of absence, members' standing shall be the same as their standing at the instant the leave of absence began (for example, if a member is in good standing when they begin their leave of absence, they will remain in good standing until their leave of absence is complete). Members shall not be allowed to work while on leave of absence, unless authorized by an Executive Officer.

Dismissal

If a member of ASU SEMS is found out to have acted in a way that violates these SOPs, the Deputy Chief of Personnel should review the infraction. If he/she thinks the infraction is serious enough to warrant permanent dismissal from ASU SEMS, he/she should meet with the Chief to review the infraction. If the Chief also believes that the action warrants dismissal, then the Chief and the Deputy Chief of Personnel shall meet with the party in question. If, after meeting with the party in question, the Chief and Deputy Chief of Personnel still believe a dismissal is necessary, then they will inform the party that they have been dismissed. There is no formal appeal process for appealing a dismissal.

Actions that may warrant dismissal include but are not limited to: acting outside of the scope of practice, breaching patient privacy, violating HIPAA policies, adding oneself to an incident while not on shift without first obtaining permission, or making statements to the public or the media without the written consent of Campus Health Service.

VII. CREW COMPOSITION AND DUTIES

Crews shall be composed of one Captain and one or two EMTs, depending on the availability and the discretion of the Deputy Chief of Personnel. Maximum crew size is one Captain and two EMTs. A minimum crew is composed of one Captain and one EMT, and a minimum of one complete crew must be available and on duty in order for the crew to be operational; if the crew is not complete, the members on duty shall not place themselves in service without the express permission of the Deputy Chief of Personnel or the Chief.

At the beginning of each shift, at least one member of the crew should verify all equipment for proper quantity, expiration date, charge, and fill, if applicable. Although these duties can be assigned to any crew member, it is ultimately the responsibility of the Captain to ensure that these duties are performed.

VIII. OPERATIONS

ASU SEMS will perform their duties in two fashions: emergency response and standby.

Emergency response consists of responding to medical emergencies on the ASU Tempe campus.

Standby is the assignment of crew(s) to events where event coordinators feel that those in attendance could benefit from the presence of EMTs. See Article IX for more information on standby service.

Working Shifts

ASU SEMS members must be scheduled to work or approved to work by an Executive Officer in order to work a shift. Members are not allowed to add themselves to an incident, even if they witness it occur. Off-duty members are encouraged to provide basic first aid if they witness an incident, but should keep in mind that while not on duty, they are not under the protection of ASU SEMS or its Medical Director. For this reason, their actions should be restrained to basic first aid techniques. When a crew is working, they can travel anywhere on the ASU Tempe campus. Crews should stay together at all times, and should never leave the campus without the express permission of an Executive Officer.

On-Call Executive Officer

Whenever a crew is working, an Executive Officer shall be on-call in case the crew needs any sort of assistance. The On-Call Executive Officer shall remain in uniform the entire time he/she is on-call. Crews should not hesitate to contact the On-Call Executive Officer for any reason.

Office Space

ASU SEMS shall have an office for general use. This office will contain a locking filing cabinet or other locking container in which to store private documents. Each Executive Officer will have a copy of the key to the office. If a crew needs to access the office (for example, to check in or check out of a shift, to restock medical supplies, or to pick up additional paperwork), they should contact the On-Call Executive Officer.

IX. STANDBY

Standby service will be provided at the request of event organizers. Event organizers should complete a Standby Request Form and submit it to ASU SEMS with at least 14 calendar days' advance notice, although they can still request service with less than 14 calendar days' notice. The ASU SEMS Chief can choose whether or not ASU SEMS can feasibly provide service to the group(s) hosting the event and has final say as to whether or not standby service will be provided.

While on standby duty, crews should not leave the general area of the event and should not respond to any other calls, unless directed to do so by an Executive Officer. If a patient requires medical assistance, crew members should treat the incident like any other incident to which they are dispatched.

X. DISPATCH

SEMS crews will be dispatched by the ASU Police Department. ASU PD is notified via the Phoenix Fire Department Regional Dispatch Center whenever a fire department unit is dispatched to the ASU Tempe campus. SEMS crews are notified via a public safety radio.

Responding

Crews should respond quickly and safely to the location given in the dispatch, unless information from a Police or Fire Department unit informs ASU SEMS of a different location. Crews should respond to the scene using whatever vehicle is assigned to them for that shift. These may include bicycles, golf carts, or other approved means of transportation.

Staging

If a unit is advised to stage by police or fire personnel, SEMS personnel should find a safe location that is close to the incident but out of sight and away from any clear dangers. Crews should remain staged until they are advised by police or fire personnel that the scene is safe to enter.

XI. ON SCENE

Once on scene, a crew member should record the on scene time on the Patient Care Report used for the dispatch and begin the normal sequence of events for providing care to a patient, beginning with scene size-up.

An Executive Officer may choose to add him/herself to the call at any time by informing the crew Captain, either by radio or in person, that he/she wishes to be added to the call.

Hazardous Scenes and Scene Safety

ASU SEMS will only enter a scene that is safe, meaning there is no apparent risk to ASU SEMS members. If a member feels at all uncomfortable about the safety of the scene, they should call for support from another agency. For example, if there is a violent person on scene or the patient is the victim of a violent incident, ASU SEMS members should immediately call the ASU Police Department and leave the scene until it can be secured by police.

ASU SEMS members should never enter a burning structure. ASU SEMS members are neither trained nor equipped for safety in a fire scene; this is the job of the local fire department. If someone reports a fire, smoke/flames can be seen, a fire alarm is sounding, or any other indications of a fire are present, ASU SEMS members should stage at a safe distance outside of the structure and should call the fire department.

The same applies for hazardous scenes; if chemicals or biological agents that may be hazardous are known or suspected to be present, ASU SEMS members stage at a safe distance and should call the fire department and notify them of a possible hazardous materials incident.

Scene Command

If ASU SEMS is the only unit on scene, the highest-ranking member shall be in command of the scene. This member is usually the Captain. However, if an Executive Officer adds himself/herself to the call, then the highest-ranking Executive Officer is in command, unless they choose not to be in command and inform the highest-ranking member directly below them of their decision. Executive Officer rank (while on scene), in order from highest to lowest, is Chief, Deputy Chief of Personnel, Deputy Chief of Training.

If a fire department member is on scene, he/she shall be given scene command. If the scene is crime-related, the police department should always be informed. If a police department member is on scene, he/she shall be given scene command.

Injuries, Illnesses, and Exposures

In the event of an injury or illness while on scene, the injured/ill crew member should immediately notify the Captain, who will notify the On-Call Executive Officer. If a crew member is exposed to a bodily substance from a patient, they should immediately notify the Captain. The crew member should also work with the Captain and the Deputy Chief of Personnel to follow up on any possible contagious diseases the patient may have. ASU exposure policy should be followed. ASU SEMS members should be seen at the Health Center if they suffer an exposure or an injury while working. If the incident occurs outside of normal Health Center hours, they should consider going to a hospital.

Equipment

On every single call, the crew shall bring the jump kit, the oxygen bag with a full oxygen tank, and all necessary BSI equipment,. A “full” tank of oxygen means it is filled to at least 1750 PSI, although it is recommended that the tank has at least 2000 PSI of oxygen. BSI equipment includes ten (10) pairs of gloves, two (2) pairs of disposable sleeves per crew member, two (2) pairs of safety glasses per crew member, and one (1) N95 mask per crew member.

XII. TRANSPORTATION OF PATIENTS

ASU SEMS may transport ONLY stable patients who have injuries/illnesses that can be treated at the ASU Campus Health Center, as defined by the Medical Director or a physician working at the health center at the time of the call. ASU SEMS can ONLY transport patients to the Health Center, and only during the Health Center's normal operating hours. Patients should only be transported in properly equipped golf carts. Under no circumstances should an ASU SEMS member attempt to transport a patient by bicycle. In any situation in which ASU SEMS cannot or should not transport the patient, PMT Ambulance is the standard transporting agency. They should be called via the Phoenix Fire Department Regional Dispatch Center alarm room.

XIII. REFUSAL OF TREATMENT/TRANSPORT

ASU SEMS has a duty to care for any and all people on the ASU Main campus. However, in some situations, a patient may not want to be treated or transported, and may refuse treatment or transportation. In order to refuse, the patient must meet ALL of the criteria defined below:

1. The patient is a legal adult (over the age of 18, or over the age of 17 if in the military), or a parent or legal guardian of the patient (verifiable by a birth certificate or court document) refuses treatment/transportation for the patient.
2. The patient does not have an altered level of consciousness.
3. The patient is not visibly or reportedly intoxicated by drugs or alcohol.

Before a patient can be allowed to sign a refusal, they must be strongly urged by the crew members at least three separate times to accept treatment and/or transport. If the patient still refuses, crew members are strongly encouraged (although not required) to call the Medical Director and allow the patient to speak with him/her. If the local EMS system has not already been activated, and a crew member strongly feels that the patient requires transport for his/her safety, the crew should request a fire department unit to come and evaluate the patient.

If all the steps above are followed and the patient still refuses treatment and/or transport, the patient should sign the refusal form, along with the crew Captain and a witness. A non-officer EMT can sign as the witness, or another emergency response professional can sign as the witness. Members are discouraged from having other people on scene, especially friends or family of the victim, sign as the witness.

If, however, a patient does not meet one of the three criteria listed above, but still refuses treatment after speaking with the medical director, the local police department should be called for assistance.

XIV. TRANSFER OF CARE

Often, it will be necessary to transfer patient care to other agencies. If ASU SEMS is first on scene and initiates patient care, but fire department members arrive later, ASU SEMS will transfer care to the fire department. If PMT Ambulance (or any other transporting agency) is going to transport the patient, care will be transferred to them. If ASU SEMS transports a patient to the Health Center, care will be transferred to the receiving physician or nurse. In all instances, it is necessary for the transfer of care to be documented on the Patient Care Report, and for the person to whom care is being transferred to sign the Patient Care Report in the designated area.

XV. INCIDENT REPORTING

If an incident occurs on scene that goes against these SOPs, or seems out of place to an ASU SEMS member, the captain should be immediately informed. In addition, it is sometimes necessary to inform the Executive Officers of these incidents.

The Executive Officer on duty should be immediately informed in the following situations via radio or phone:

- An ASU SEMS member becomes involved in any altercation, whether physical or verbal (it may also be necessary to consider calling ASU Police).
- An ASU SEMS member is carrying a firearm.
- An ASU SEMS vehicle is involved in a collision, or an ASU SEMS member is involved in a collision (with any vehicle, not just ASU SEMS vehicles) while on duty.
- An ASU SEMS member becomes unable to perform his/her duties.
- An ASU SEMS member exhibits behavior that suggests he/she may be under the influence of alcohol or a mind-altering drug.
- There is a major disagreement or conflict with another agency.
- There is a major incident, such as a fire or mass casualty incident. 911 should be called first, followed by the Executive Officer on duty.
- Damage of ASU SEMS equipment that renders the equipment immediately unusable.
- Any other issue for which an ASU SEMS member feels it is necessary to immediately inform an Executive Officer.

While not all incidents merit the immediate notification of an Executive Officer, some still require notification via writing or verbal follow up. For example:

- Repairs that need to be performed on ASU SEMS equipment that do not render the equipment immediately unusable.
- Patient complaints.
- Bystander complaints.
- Complaints from another agency.
- Minor disagreements or conflicts with another agency.
- Any other issue for which an ASU SEMS member feels it is necessary to inform an Executive Officer.

ASU SEMS members can make a written report about any other ASU SEMS person at any time by completing an Exception Report. The purpose of these reports is to give the Deputy Chief of Personnel a way to document specific instances in which members act outside of SOPs. This can be positive or negative, and it is important to indicate correctly on the Exception Report whether it is positive or a negative. It is mandatory that the Deputy Chief of Personnel reviews every submitted Exception Report, and that he/she reviews any Exception Reports with the Chief that merit further action.

XVI. EXECUTIVE OFFICER RESPONSE

As stated earlier, an Executive Officer may add himself/herself to any active incident at any time. The reasons for this policy are to:

- Assist crew members on scene with their standard activities.
- Coordinate the actions of ASU SEMS, especially when multiple agencies are on scene.
- Review adherence to SOPs, Scope of Practice, and any other applicable policy.

XVII. CREW MEMBER UNIFORM

Any time a crew member is on duty, he/she must be in full uniform. Crew members are absolutely prohibited from wearing any article bearing the ASU SEMS name or logo while not on duty, unless they have the express permission of an Executive Officer. If a crew member's uniform is incomplete or otherwise has a problem, he/she should contact an Officer to resolve the issue. Professionalism is one of the most important qualities of ASU SEMS members, and this starts with the appearance of the crew member when they first enter the scene. For this reason, crew members must maintain their uniforms in pristine condition at all times. If a crew member is unsure as to whether or not a certain article is acceptable, they should ask an Officer. ASU SEMS members should not wear apparel with the marking, insignia, or name of any other agency while on duty. The official, approved uniform is as follows:

Pants

Black EMT pants, black BDU-style pants, or black EMT shorts.

Shirt

ASU SEMS members should wear provided maroon polo shirts. Trainees must wear the light blue trainee shirts. In cold weather, crew members may wear a long sleeve shirt underneath their standard issue shirt if the undershirt is solid black, white, or maroon and has no markings. ASU SEMS issued jackets are also acceptable. No alterations should be made to the shirt without approval from an Executive Officer.

Footwear

ASU SEMS members are encouraged to wear sturdy shoes or boots. "Sneakers" or "tennis shoes" are also acceptable. Footwear should be mostly black or mostly white in color, and have few or no markings.

Headwear

The only approved headwear is the ASU SEMS ball cap. Crew members are not required to wear headwear.