

	3507	Training Provider Inspection
Nor-Cal EMS Policy & Procedure Manual	Documentation and Quality Improvement	
Effective Date: 3/1/2023	Next Revision: 3/1/2026	
Approval: Jeffrey Kepple MD – MEDICAL DIRECTOR	SIGNATURE ON FILE	

Authority

Health and Safety Code Division 2.5, California Code of Regulations, Title 22, Division 9. Sections 1797.107, 1797.172, 1797.174, 1797.175, 1797.185 and 1797.194, Health and Safety Code. Reference: Sections 1797.7, 1797.172, 1797.185 and 1797.214, Health and Safety Code; and Section 15376, Government Code.

Purpose

To establish procedure for conducting annual and unannounced inspections to review EMS training provider programs for compliance with Nor-Cal EMS and State Requirements Per Health and Safety Code Division 2.5, California Code of Regulations, Title 22, Division 9.

Policy

Nor-Cal EMS representatives will conduct inspections of all levels of training provider programs (PSFA, EMR, EMT, AEMT, Paramedic, CCP, Continuing Education) within the NorCal EMS region. The inspections will occur as scheduled or any time without prior notice if unable to contact.

Procedure

Inspections

1. A Nor-Cal EMS representative will contact the training program provider contact to schedule review. If no contact is returned by the training provider agency, the inspection will go forward.
2. The Nor-Cal EMS representative will notify the supervisor/management of the provider agency the intent to conduct an inspection and provide adequate time for preparation.
3. The inspection will consist of a completed check of program materials and records, and facility and training materials requirements.
4. The Nor-Cal EMS representative will also require optional scope records for trained personnel.
5. In the event an emergency call comes in and it is necessary for the unit to respond, the review will discontinue.
6. The training program will remain valid during the review. All review results will follow protocol.

General Information:

Training Program Provider Disapproval and/or Noncompliance:

- A. Noncompliance with any criteria required for training program approval, use of any unqualified teaching personnel, or noncompliance with any other applicable provision of this policy may result in denial, probation, suspension, or revocation of training program approval.
- B. Notification of noncompliance and action to place on probation, suspend, or revoke shall be carried out as follows:
 - a. Nor-Cal EMS will notify the approved training program principal instructor in writing, by certified mail, electronically, or in person of the provision of this policy with which the training program is not in compliance.
 - b. Within 15 working days of receipt of the notification of noncompliance, the approved training program shall submit in writing, by certified mail, electronically or in person to Nor-Cal EMS one of the following:
 - Evidence of compliance with the provisions of this policy, or
 - A plan for meeting compliance with the provisions of this policy within 60 calendar days from the date of receipt of the notification of noncompliance

- C. Nor-Cal EMS will notify the California EMS Authority and the approved training program in writing, by certified mail or in person, of the decision to accept the evidence of compliance, accept the plan for meeting compliance, place on probation, or suspend or revoke training program approval:
1. Within 15 working days of receipt of the response from the approved training program, or
 2. Within 30 calendar days from the posting date of the noncompliance notification if no response is received from the approved training program.
- D. Notices of suspension, revocation, or probation will include:
1. the beginning and ending dates of the probation or suspension and,
 2. the terms and conditions for lifting of the probation or suspension or
 3. the effective date of the revocation, which may be less than 60 calendar days from the date Nor-Cal EMS' letter of decision to the California EMS authority and the training program
- E. Non-approved programs and Programs in Noncompliance shall not begin trainings, and/or suspend trainings immediately.
- F. Initial applicants and previously approved training programs may appeal to the Nor-Cal EMS Board of Directors, decisions by Nor-Cal EMS staff to deny approval or take action against a training program

CE Programs:

- (a) Noncompliance with any criterion required for CE provider approval, use of any unqualified teaching personnel, or noncompliance with any other applicable provision of this Chapter may result in denial, probation, suspension or revocation of CE provider approval by the CE approving authority.
- (b) Notification of noncompliance and action to place on probation, suspend or revoke shall be carried out as follows:
1. A CE approving authority shall notify the approved CE provider program director in writing, by certified mail, of the provision of this Chapter with which the CE provider is not in compliance.
 2. Within fifteen days of receipt of the notification of noncompliance, the approved CE provider shall submit in writing, by certified mail, to the approving authority one of the following:
 - (A) Evidence of compliance with the provisions of this Chapter, or
 - (B) A plan for meeting compliance with the provisions of this Chapter within sixty days from the date of receipt of the notification of noncompliance.
 3. Within fifteen days of receipt of the response from the approved CE provider, or within thirty days from the mailing date of the noncompliance notification if no response is received from the approved CE provider, the CE approving authority shall notify the EMS Authority and the approved CE provider in writing, by certified mail, of the decision to accept the evidence of compliance, accept the plan for meeting compliance, or place on probation, suspend or revoke the CE provider approval.
 4. If the CE provider approving authority decides to place on probation, suspend or revoke the CE provider's approval, the notification specified in sub-section (b)(3) of this section shall include the beginning and ending dates of the probation or suspension and the terms and conditions for lifting of the probation or suspension or the effective date of the revocation, which may not be less than sixty days from the date of the CE approving authority's letter of decision to the EMS Authority and the CE provider.
- (c) If CE provider status is suspended or revoked, approval for CE credit shall be withdrawn for all CE programs scheduled after the date of action.
- (d) The CE approving authority shall notify the EMS Authority of each CE provider approved, placed on probation, suspended or revoked within its jurisdiction within thirty calendar days of action.
- (e) The EMS Authority shall maintain a list of all CE providers that are approved, placed on probation, suspended or revoked and shall post the listing on the EMS Authority's website.