



**OVERVIEW
OF
THE QUICK RESPONSE SERVICE RECOGNITION
PROGRAM**

**Pennsylvania Department of Health
Emergency Medical Services Office**

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Introduction

This overview has been prepared by the Emergency Medical Services Office to provide information to an entity in the Commonwealth of Pennsylvania, which wants to participate in and be recognized under the Voluntary Quick Response Service Recognition Program. It describes the requirements including the requirements for submitting an application and the requirements for personnel, data collection, vehicle and equipment and supplies. It is not a document by which standards may be set and it does not have the force of law and a Quick Response Service (QRS) is encouraged to review the most current copy of the EMS Act and its regulations. A QRS should also contact the regional EMS council in its area for any additional information and assistance.

Application Process

Process Requirements

1. An applicant must have Internet access, e.g., library, service location or at any other location.
2. An applicant must have an e-mail address.

Process Steps:

A. Log In and Registration:

1. Log onto the web address www.health.state.pa.us/emso
2. If you have never registered on the website for continuing education, applications for an ambulance service license, QRS recognition, medical command accreditation or voluntary rescue service certification, you must register on the Department of Health/EMS web application. “Click” the register button and complete the profile information section on the website, which includes creating both a User Name and a Password. Think of a User Name that you will be able to remember easily and a Password that is also easy to remember, but hard for someone else to guess. If you have previously registered, you will already have a User Name and Password. Make sure you safeguard and secure the login information.

NOTE: If you are the first individual to start a new QRS application, then by default you become a user with administrative rights for the service. This will allow you to grant access to the QRS application information to any other registered user of the system.

3. After completing the profile, click on the register button and you should have a message stating “Registration successful. Please login below”.
4. Login the system with your username and password in the field directly above the text “Login” and “Click” on the login button.

B. Completion of the Application:

1. After you log in successfully, you will automatically be taken to the next screen which will contain a list of all the electronic applications on the website.
2. Proceed to the Quick Response Services (QRS) icon and click on this application and you will automatically be taken to the “QRS Recognition Portal” page.
3. Click on “Start a new application” link.
4. In the field next to the text “**Name**”, type in the name of the QRS, or the affiliate number, type this number in the field which says ID that you wish to start an application that has already been assigned to the service. A majority of the services are recognized by the Department and are maintained in a listing on the system. Simply click the “**Search**” button and the search results will be displayed, and if the name is correct, click on the button that says “**Update QRS**” button and **NOT** the button that says **New QRS**.
5. If the QRS does not exist on the system, in order to start a new application for one that does not exist on the current list, click on “**New QRS**” button.
6. After clicking any of these buttons, you will then be taken to the QRS application form.
7. The QRS name will be pre-populated based on the selection made.
8. All sections of the application must be completed and all required fields will have an * next to them. Help on any question can be obtained by moving the mouse (hover) over the field. **NOTE: Make sure you have all of the information needed to complete the application, e.g., personnel information which will include certification level, certification numbers, expiration date and vehicle information, including make, model, year, VIN number and license plate number and primary service areas**
9. When all sections have been completed, the applicant should then hit the submit button at the bottom of the application which will automatically forward the application to the regional EMS council where the applicant maintains its administrative headquarters for the county indicated on the application.

C. Regional EMS Council Review

1. The regional EMS Council will review the submitted application. If changes or corrections are required, the regional EMS council will identify the changes and corrections and return the application. The applicant would then make the required changes or corrections and resubmit the application.
2. The regional EMS council will review the application again and if complete and accurate, will forward the application to the EMS Office.

D. EMS Office Review

1. The EMS Office will review all applications forwarded from the regional EMS councils. Once an application is complete and accurate, the EMS Office will authorize an inspection and change the status on an application accordingly.

Inspection

1. After the regional EMS Council receives notification that the application has been approved by the EMS Office, it will change the application status to scheduled for inspection. The regional EMS council will contact the applicant and schedule a time and date for the inspection. The inspection shall be performed within 45 days.
2. The regional EMS Council will conduct an onsite inspection of the applicant to determine whether the applicant satisfies the regulatory criteria for QRS recognition. This inspection will include all equipment and supplies required. At the inspection, the applicant will be required to provide the inspector a signed copy of the approved application. The regional EMS council will forward this signed copy of the application and the inspection results to the EMS Office and change the status of the application to recommend approval.

Recognition

1. The EMS Office will receive notification that the regional EMS council has completed the inspection and has submitted its recommendation.
2. The EMS Office will review the inspection results forwarded by the regional EMS Council and change the application status to approved. A certificate of recognition, valid for a period of three years, a cover letter and decals for each vehicle that will be used by the service will be issued.

Personnel Requirements

A QRS must respond with at least one individual who possesses the minimum qualifications of a prehospital practitioner, which includes:

1. Ambulance Attendant
2. First Responder
3. Emergency Medical Technician (EMT)
4. EMT-paramedic
5. Prehospital Registered Nurse (PHRN)
6. Health Professional Physician

Vehicle Requirement

Although a QRS is not required to have a vehicle to respond to emergencies, if it does, the vehicle being used on the highways of Pennsylvania must conform to all applicable requirements of the Pennsylvania Vehicle Code. If the QRS will not be using a vehicle, it must provide information on how it will transport both its personnel and its equipment and supplies to the scene of an emergency.

Patient Data Collection Requirements

All QRS are required to collect, maintain and report reliable patient data and information for calls for assistance in either a paper or electronic format provided by the Department of Health. All patient care reports (PCRs) will be maintained in a secure area and access to these reports must be limited to authorize personnel of the QRS.

Required Equipment and Supplies

The following is a listing of the equipment and supplies, which are required for an entity wishing to participate in the Voluntary Quick Response Service (QRS) Recognition Program. The equipment and supplies must be carried and readily available and in working order for use by a recognized QRS. Some patients and service members may have an allergy to latex and it is recommended that where possible, latex free supplies and equipment be carried.

1. Rechargeable Portable Electric Suction Unit with wide-bore tubing with a lumen of at least 7 mm. It must be able to achieve a vacuum of 300mm/Hg or 11.8” of water in 4 seconds. A manual suction unit may be considered in place of the electric unit provided the QRS submit a justification for its use and can guarantee it can provide the required suction.
2. Suction Catheters, pharyngeal as follows:
 - a. Rigid
 - b. 6 flexible, sizes 6 and 8 (1 each), 10 or 12 (2 each) and 14 or 16 (2 each)
A total of 6 and FR is the size for each
3. Airways:
 - a. Oropharyngeal-6 different sizes including at least 1 pediatric.
 - b. Nasopharyngeal-5 different sizes
4. Sphygmomanometer;
Small, Medium and Large (1 each). Interchangeable cuffs are permitted
5. Stethoscope (1)
6. Penlight (1)
7. Portable Oxygen Unit:
 - a. Cylinder with a capacity of at least 300 liters/D size/500 psi
 - b. Yoke
 - c. Non-sparking wrench/tank opening device

- d. Gauge/flow meter which is not gravity dependent and capable of delivering 0-25 liters per minute
 - e. Full spare cylinder with a 300-liter capacity
8. Oxygen Delivery Devices:
- a. Nasal cannula, adult and pediatric (1 each)
 - b. High concentration mask capable of providing 80% or greater concentration. Pediatric, infant and adult (1 each)
 - c. Pocket mask with a one way valve and oxygen port (1 each)
 - d. Bag Valve Mask Devices, hand operated, adult (1), infant (1) and pediatric (450-700cc) (1). **Must be capable of 100% oxygen delivery**
9. Dressings:
- a. Multi trauma (10" x 30") (4)
 - b. Occlusive (3" x 4") (4)
 - c. Sterile gauze pads (3" x 3") (25)
 - d. Soft self adhering (6 rolls)
10. Adhesive Tape, 4 rolls, one of which must be hypoallergenic.
11. Immobilization Devices-Rigid/semi-rigid neck immobilizer, S, M, L and pediatric (1 each)
12. Sterile Burn Sheet (4' X 4"), (2)
13. Cold Packs, chemical (4)
14. Sterile Water/Normal Saline (2 liters)
15. Triangular Bandages (8)
16. Sterile OB Kit (1)-Must be sealed and sterile, with contents listed
17. Separate Bulb Syringe (1)
18. Activated Charcoal (50 grams)
19. Bandage Shears (1)
20. Triage Tags (25)
21. Blankets (2)
22. Instant Glucose (45 grams)
23. Emergency Jump Kit, capable of holding all supplies

24. Splinting Devices, padded board splints, sizes 15", 3' and 4.5' (2 each)
25. Hard Hat, 1 per crew member
26. Gloves, leather, 1 pair per responding crewmember
27. Emergency Response Guidebook, current edition
28. Radio Communications Equipment:

Equipment, per regional requirements, and capable of communicating with a public safety answering point (PSAP) and ambulance services within the response area of the QRS. A cellular phone may only be used as a backup means of communication.
29. Automated External Defibrillator (AED) (for authorized QRS) which meets the specifications set forth by the Department, including FDA approval, and includes 2 sets of disposable, non-polarized, self-adhesive gelled electrode pads and spare batteries. (2 per device.
30. Epinephrine auto injectors (for authorized QRS) which includes 0.3mg/0.3ml of 1:1000 solution for adult use (2) and 0.15mg/0.3ml of 1:2000 solution for pediatric use (2).
31. Personal Infection Control Kit, 1 set/pair per responding crew-member, consisting of:
 - a. Eye protection
 - b. Face mask
 - c. Gown
 - d. Surgical cap
 - e. Foot coverings
 - f. Double barrier gloves
 - g. Biological waste container or 3 disposable red bags
 - h. Infection control plan