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MILWAUKEE COUNTY
EMERGENCY MEDICAL SERVICES
ADMINISTRATIVE POLICY
SENTINEL EVENT
MANAGEMENT STAFF RESPONSIBILITIES

Approved by: Kenneth Sternig, MS-EHS, BSN, EMT-P
Reference:
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POLICY: A Milwaukee County EMS System incident will be reviewed as a "sentinel event" when any of the following occurs:

- A non-system alert event is posted to WI-Trac
- A bed poll is requested from the field
- A Mutual Aid Box Alarm System for EMS is requested
- 3 or more ALS units are dispatched to a single event
- An event not meeting above criteria, with more than one patient, in which a problem is identified.
- High profile case

DEFINITIONS AND RESPONSIBILITIES OF MANAGEMENT TEAM:

The Program Director is responsible for the daily operations of Milwaukee County EMS System.

The EMS Supervisor is responsible for the operations of the Milwaukee County EMS Communications Base.

The Health Information Manager is responsible for the management of Milwaukee County EMS System patient care data.

The Quality Manager is responsible for the management of quality assurance for the Milwaukee County EMS System.

The Medical Director is responsible for providing medical oversight and control for the Milwaukee County EMS System.

A short-term event is defined as an event lasting eight hours or less.

An intermediate-term event is defined as an event lasting more than eight hours, up to 24 hours.

A long-term is defined as an event lasting longer than 24 hours.

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MANAGEMENT STAFF RESPONSIBILITIES

SHORT-TERM EVENT (LESS THAN 8 HOURS) MANAGEMENT RESPONSIBILITIES:

Program Director:

- Shall be notified by EMS Communication Base or EMS Supervisor of the sentinel event.
- Will respond to the communications base to provide administrative support if needed.
- Will update Milwaukee County Health Programs administration of event and provide briefings to administration as needed.

EMS Supervisor:

- Shall notify the EMS Program Director of sentinel event.
- Reports to the EMS Communication Base to oversee operations, provide assistance and call in additional communications staff as needed.
- Provides an update to Program Director on at least an hourly basis.

Health Information Manager:

- Shall provide support on patient care data collection to fire departments responding to the sentinel event in the management of increased volume of patient care records.

Quality Assurance Manager:

- Logs the sentinel event for review following the completion of the event. Begins the data collection process for review at a later period.

Medical Director:

- Is informed of the sentinel event by EMS communication staff.
- Responds to Emergency Operations Center of responding municipality or Milwaukee County as needed.
- Provides consultation to EMS Communications Base.

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INTERMEDIATE-TERM EVENT (MORE THAN 8 BUT LESS THAN 24 HOURS) MANAGEMENT RESPONSIBILITIES:

Program Director:

- Shall be notified by EMS Communication base or EMS Supervisor of the sentinel event.
- Will respond to the communications base to provide administrative support.
- Will update senior Milwaukee County Health Programs administration of event and provide briefings to administration as needed.

EMS Supervisor:

- Shall notify the EMS Program Director of sentinel event.
- Reports to the EMS communication base to oversee operations, provide assistance and call in additional communications staff as needed.
- Monitors the impact the event may be having on the communicators.
- Oversees the rotation of EMS communications staff.
- Assures that off-going communication staff members are provided with support services as needed.
- Provides update to Program Director.

Health Information Manager:

- Shall provide support on patient care data collection to fire departments responding to the sentinel event in the management of increased volume of patient care records.

Quality Assurance Manager:

- Continues to gather data regarding the responsibilities of Milwaukee County EMS in relation to the sentinel event.
- Monitors the sentinel event's collateral affects on the Milwaukee County EMS system.

Medical Director:

- Provides consultation to EMS Communications Base.
- Provides update to Program Director and begins developing preliminary transition plan to Long-term disaster/Pandemic operations plan with Program Director.

LONG-TERM EVENT (MORE THAN 24 HOURS) MANAGEMENT RESPONSIBILITIES:

All Management Staff

- Meet with the Program Director to initiate the transition to Long-Term Disaster / Pandemic Operations Plan if there is the anticipation that the sentinel event will last more than 24 hours.