

Medical First Response

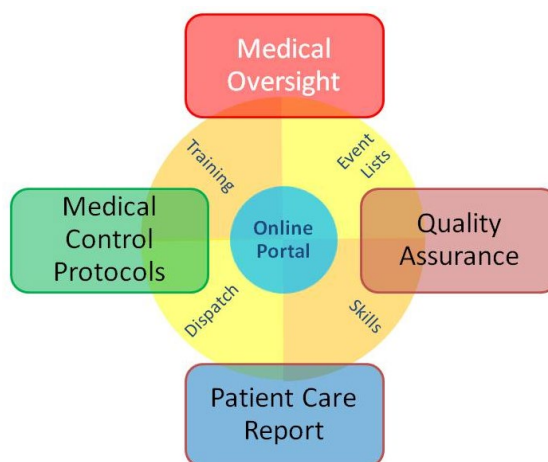
Key Messages

- Alberta Health Services has a provincial Medical First Response (MFR) Program to support safe, consistent and coordinated pre-hospital patient care
- MFR includes agencies that are trained and equipped to provide initial medical patient care and who are routinely dispatched using the 9-1-1 system
- Medical First Responders are valuable, key partners with Emergency Medical Services (EMS), that provide timely aid to patients and support EMS when requested
- Limited funding streams from AHS may be available to help offset some of the direct costs of providing MFR
- Becoming an MFR partner establishes an on-going relationship with AHS, clarifies response plans and ensures access to supports
- The MFR community in Alberta consists of diverse groups. Each agency is unique in the types of 9-1-1 calls they respond to and their ability to provide medical first response
- Agencies and their administration determine the types of calls they respond to and under what circumstances; There is no requirement to increase call volume
- The MFR Program enhances patient care and includes several supports available to agencies, municipalities and responders
- A Training Partner Agreement is in place with the Canadian Red Cross that may result in direct and significant cost-savings with Standard First Aid & CPR training for MFR partners
- Agencies that wish to respond to medical emergencies in their community start the enrollment process by contacting the MFR Program at MFR@ahs.ca

MFR Level of Service

- Local decision making by municipal councils and administrators determines an agency's level of service and related scope of practice
- The minimum level of service for MFRs is Standard First Aid with CPR and AED training.
- The MFR program supports five levels of service:

<ol style="list-style-type: none"> 1. <i>Standard First Aid (SFA)</i> 2. <i>First Medical Responder (FMR)</i> 	}	<i>College of Paramedics practice permit <u>is not required</u></i>
<ol style="list-style-type: none"> 3. <i>Emergency Medical Responder (EMR)</i> 4. <i>Primary Care Paramedic (PCP)</i> 5. <i>Advanced Care Paramedic (ACP)</i> 	}	<i>College of Paramedics practice permit <u>is required</u></i>
- Practice Permit requirements are determined by the Health Professions Act and managed by the Alberta College of Paramedics
- There is no requirement to up-train responders to a higher level of care beyond SFA



Requirement for MFR Agency	AHS Support
1) Medical Oversight - Agencies will have an approved Medical Director	- AHS provides a Medical Director free of charge or works with MFR Agencies to approve their own - Access to MFR Medical Director Committee & On-Line Medical Consultation (OLMC)
2) Medical Control Protocols (MCPs) - MFRs will follow approved MCPs	- Evidence-based patient care guidelines that support various levels of service - MCPs accessible by app for mobile devices
3) Quality Assurance - MFRs will participate in QA as part of medical oversight	- Provides framework for locally driven peer review - Provides a patient feedback mechanism
4) Patient Care Reporting (PCR) - MFRs will complete PCR's - PCRs will be submitted to the MFR program for QA and data collection	- MFR-focused, streamlined PCR - Completed directly online or bulk upload for larger organizations - Data collection standards - PCR submission and QA review process
5) Skills & Training - Agencies are responsible to provide appropriate medical training and necessary equipment for their level of service	- Support development of MFR-specific training opportunities - Free access to online training & educational modules - Instructor development opportunities - Annual medical Training & Equipment Fund - Limited direct financial support for qualifying partners - Replacement of routine medical supplies
6) Dispatch Response Plans - Agencies define a list of desired event responses & geographic area - Designate their dispatch centre - Share map data - Provide evidence of approval to provide MFR service from their administration	- Dedicated program personnel as point of contact - Local & collaborative response plan design - Program information to support local service bylaws - Ability to access and revise response plan details - MFR dispatch & communications process - Sharing of map data wherever possible
7) Online Portal - Agencies enroll with the MFR program and maintain up-to-date information through the online MFR portal www.AlbertaMFR.ca	- Web portal for key MFR program information - Support resources - Continuing education opportunities - Technical support, advice, consultation and engagement as a partner in community care