

Alberta Medical First Response Program

By **Alberta Health Services**

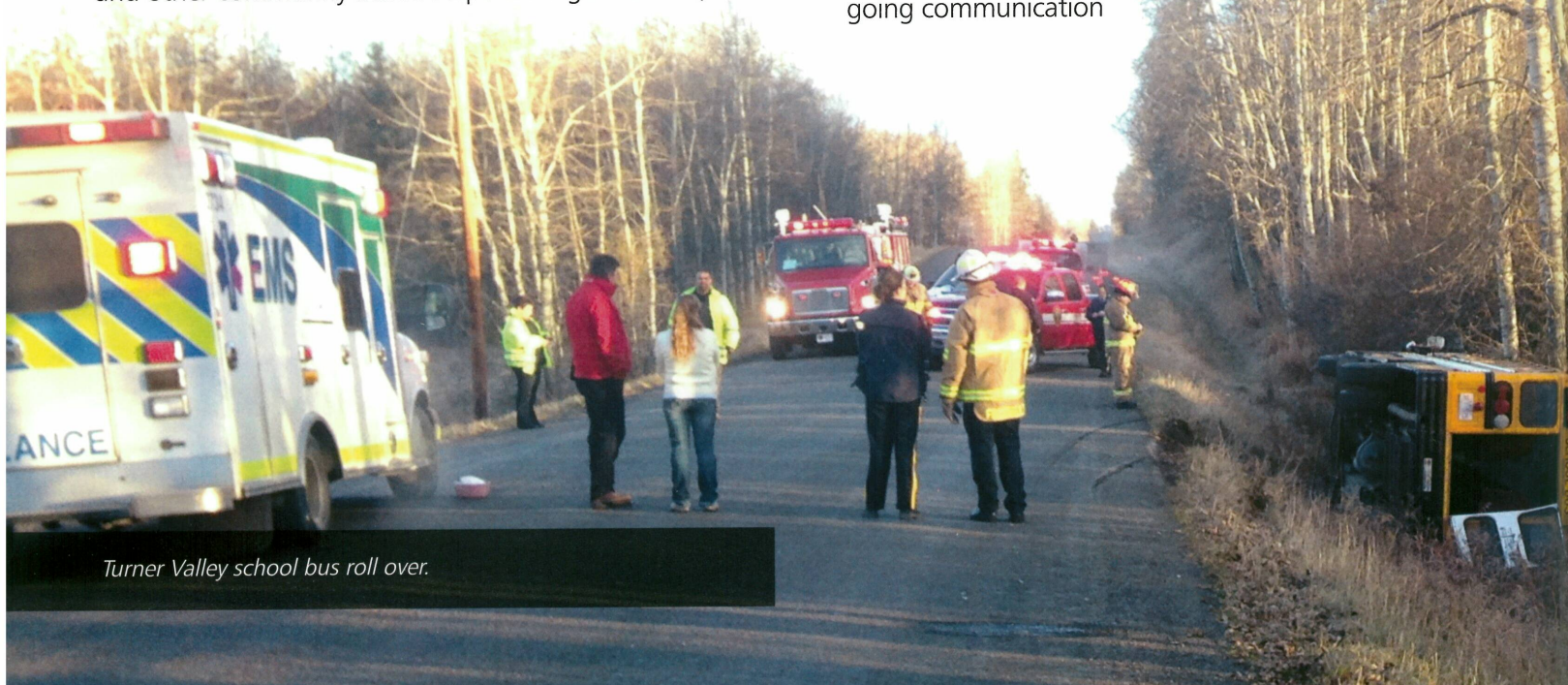
Fire service organizations in Alberta have a long history of partnership with Emergency Medical Services (EMS), providing timely and valuable aid to members of the public when emergencies happen. In many of these situations, responders are providing medical care to patients prior to the arrival of EMS or have been called to provide additional assistance at an emergency scene. There are hundreds of agencies in Alberta already engaged in this activity but often without access to valuable resources such as medical oversight, patient care guidelines, patient care documentation or quality assurance processes.

To support the agencies and responders providing this care, Alberta Health Services (AHS) launched the Alberta Medical First Response (MFR) Program in April 2015. Development of the MFR Program was a collaborative effort involving Alberta Health and many other provincial and local stakeholders. It is recognized that fire services and other community-based response organizations,

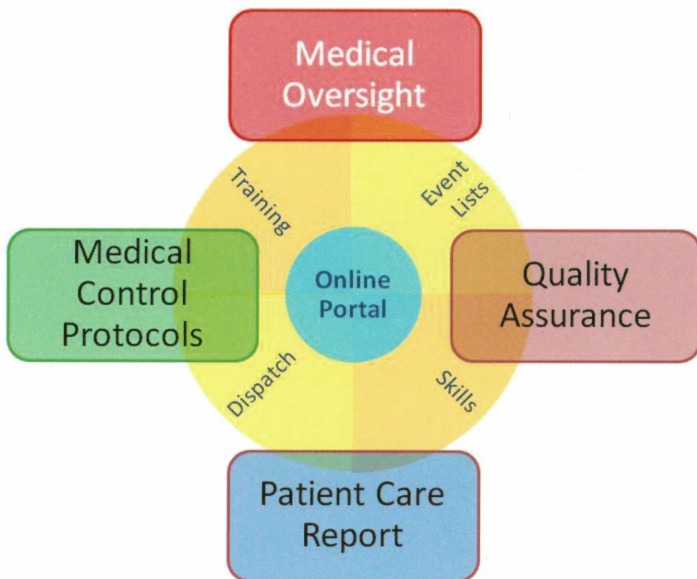
contribute a vital role in promoting public safety and providing care to patients in the pre-hospital setting. The Alberta MFR Program establishes minimum standards for MFR, provides a framework of supports and promotes continued partnership between MFR agencies and EMS services.

The MFR Program focuses on the following areas to support delivery of patient care by MFR groups:

- Medical oversight with an assigned Medical Director
- Comprehensive patient care guidelines for different levels of service
- Patient care documentation resources and a quality assurance process
- Training supports for MFR-specific skill development
- Online enrollment, definition of response plans and on-going communication



Turner Valley school bus roll over.



The Alberta MFR website at www.AlbertaMFR.ca is a hub for agency enrollment, learning about upcoming MFR information sessions and accessing resources. Enrollment begins when a username and password credentials are issued to begin collection of contact information and agency details. The user-friendly enrollment process continues with guidance from one of the MFR team members when needed.

One of the primary benefits of MFR enrollment is the ability for agencies to define and readily review the medical event types they respond to. Agencies select event types, identify coverage areas and other local factors that impact response. These details are then linked to the respective Dispatch Centres for implementation. The decisions about level of service, call volume and the types of events responded to remain with the

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community. Each MFR agency, along with their local administration (municipal officials and councils) defines these parameters.

The MFR Program is flexible in support of various levels of service from Standard First Aid (SFA) to Advanced Care Paramedic. The program has defined the minimum level of training for a medical first responder to be SFA certification with Health Care Provider Cardio-Pulmonary Resuscitation (HCP CPR) and Automated External Defibrillator (AED). The MFR agency and their administration may choose to provide a level of service exceeding SFA at their discretion but it is not required in order to participate. The MFR Program has worked with Alberta Health and the Alberta College of Paramedics to clearly define which skills are restricted to registered practitioners (EMR, EMT, EMT-P) and which are not. This has resulted in the addition of several basic clinical skills that may be safely performed by non-registered responders (i.e. SFA), provided they are appropriately trained and equipped. Part of the medical oversight model includes Medical Control Protocols that are regularly revised. They are extensive and provide clear direction for responders who are providing patient care prior to EMS arrival.

An MFR-focused Patient Care Report (PCR) has been developed and trialed with several MFR agencies from



Medical response team works with fire fighters on the scene of a collision.

“An MFR-focused Patient Care Report (PCR) has been developed and trialed with several MFR agencies from all regions of the province providing valuable feedback.”

all regions of the province providing valuable feedback. The MFR PCR is available for use and submission online or in hard-copy paper format. The MFR Program is also preparing to support MFR-specific skill development through the use of online modules and a train-the-trainer network for in-person learning opportunities.

The MFR Program continues to collaborate with stakeholders including the Alberta Fire Chiefs Association. MFR information sharing was recently featured at many of the AFCA regional spring meetings throughout the province and AHS will participate in the AFCA 2015 Convention in Red Deer including an address to the Convention delegates on May 27th. AHS proudly supports agencies and responders as a partnership with EMS for the benefit of all Albertans. Contact the Alberta MFR Program at MFR@albertahealthservices.ca or call toll free 1-866-786-1140. The Alberta MFR portal is located at www.AlbertaMFR.ca.



Motor vehicle collision, Fairmont Drive Dr. and Flint Rd., SE Calgary.