

## Alberta Medical First Response

### Key Messages

- Alberta Health Services has implemented a provincial Medical First Response (MFR) Program to support safe, consistent and coordinated pre-hospital patient care
- AHS does not charge fees to enrol or participate in the MFR Program
- MFR includes agencies that are trained and equipped to provide 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
- The MFR community in Alberta is made up of diverse groups with each agency unique in the types of 9-1-1 calls they respond to and their ability to provide medical first response
- Agencies and their administration will continue to determine the types of calls they respond to and under what circumstances. There is no requirement to increase MFR activity.
- A collaborative approach was used to design the MFR Program requirements and supports, including consultation with stakeholders and seven working groups. This ensures program elements will meet community needs by being flexible, structured and simple.
- The MFR Program enhances patient care and includes a number of supports available to agencies, municipalities and responders upon enrollment
- Implementation of the MFR Program is occurring in phases throughout 2015/2016

### MFR Level of Service

- Local decision making by municipal councils and administrators determines an agency's level of service and related scope of practice
- In consultation with industry stakeholders, the Alberta MFR Program's minimum level of service is Standard First Aid with Healthcare Provider CPR and AED training
- The MFR program supports five levels of service:
 

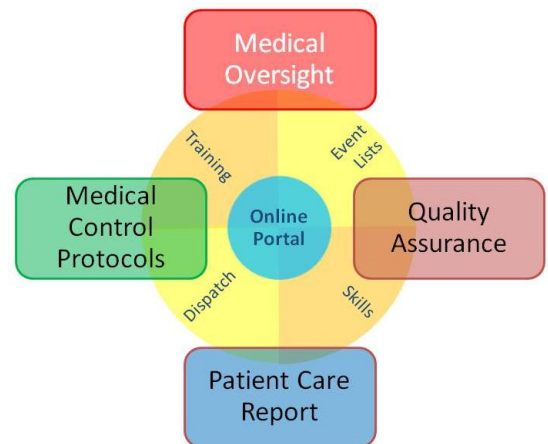
<ol style="list-style-type: none"> <li>1. Standard First Aid (SFA)</li> <li>2. First Medical Responder (FMR)</li> </ol>	}	Alberta College of Paramedics (ACP) registration <u>is not</u> required
<ol style="list-style-type: none"> <li>3. Emergency Medical Responder (EMR)</li> <li>4. Emergency Medical Technician (EMT)</li> <li>5. Advanced Life Support (ALS)</li> </ol>	}	ACP registration is required
- Practitioner registration requirements are determined by the Alberta College of Paramedics; AHS and the MFR Program have no involvement in these requirements
- Contact the MFR Program for more information about scope of practice and level of service
- There is no requirement to train responders to a higher level of care

Alberta Medical First Response Program

[mfr@albertahealthservices.ca](mailto:mfr@albertahealthservices.ca)

[www.AlbertaMFR.ca](http://www.AlbertaMFR.ca)

Toll Free: 1-866-786-1440



Requirement for MFR Agency	AHS Support
<b>1) Medical Oversight</b> - Agencies will have an approved Medical Director	- AHS provides a Medical Director or works with MFR Agencies to approve their own - Access to MFR Medical Director Committee & OLMC
<b>2) Medical Control Protocols</b> - MFRs will follow approved MCPs	- Provides up-to-date evidence-based patient care guidelines that support various levels of service - MCPs accessible by Smartphone/tablet application
<b>3) Quality Assurance</b> - MFRs will participate in QA as part of medical oversight	- Provides framework for locally driven peer review - Provides a patient feedback mechanism
<b>4) Patient Care Reporting</b> - MFRs will complete PCR's - PCRs will be submitted to the MFR program for QA and data collection	- MFR focused Patient Care Report Form - Data collection standards - PCR submission process
<b>5) Skills &amp; Training</b> - Agencies are responsible to provide appropriate medical training and necessary equipment for their level of service	- Supports development of MFR-specific training opportunities - Provide online training & education modules - Offer train-the-trainer opportunities - Provide a 'lost equipment' recovery process - Supplies and equipment replacement on a limited basis
<b>6) Dispatch &amp; Event Types List</b> - Agencies define a list of desired event responses & geographic area - Designate a dispatch centre - Share map data - Provide evidence of approval to provide MFR service from their authorizing administration	- Local & collaborative response plan design process - Program information to support local service bylaws - Ability to readily access and revise response plan details - MFR dispatch & communications process - Sharing of map data wherever possible
<b>7) Online Portal</b> - Agencies enrol in the MFR program and maintain up-to-date information with the online MFR portal <a href="http://www.AlbertaMFR.ca">www.AlbertaMFR.ca</a>	- Web accessible portal for key MFR program information, support materials & continuing education opportunities - Technical support, advice, consultation and engagement as a partner in community care