Policy:
EMS Provider Credentialing

Purpose: To ensure consistent credentialing of EMS Providers caring for patients in the UTSW/Parkland BioTel ("BioTel") EMS System.

Inclusion Criteria: Any EMS Provider beginning service for a BioTel EMS agency

Exclusion Criteria: None, unless specifically authorized in writing by the Medical Director

Refer to: Return to Duty and Re-credentialing Policies

I. Policy Overview:

A. Credentialing is the process whereby EMS Providers obtain local system authorization from the Medical Director to work within the UT Southwestern/Parkland BioTel ("BioTel") EMS System.

B. All EMTs and Paramedics must comply with Texas Department of State Health Services (DSHS) EMS certification or licensure rules, including National Registry of EMTs (NREMT) certification requirements, in order to be eligible to care for patients in the BioTel EMS System.
   1. Only Texas State certified or licensed EMTs and Paramedics shall be considered for credentialing to care for patients in the BioTel EMS System.

C. A credential to work as a BioTel EMS Provider shall be issued as a letter from the Medical Director.
   1. The EMS Provider’s BioTel EMS Agency may also issue a department ID or credential.

II. Policy Specifics, Effective Immediately Upon Implementation of This Policy:

A. Existing Providers: All EMS Providers employed by and in good standing with a BioTel EMS System agency at the time of the adoption of this policy shall be issued a credential in 2018, as funding permits.

B. Newly Hired Providers: A newly hired EMS Provider shall be issued a credential upon receipt by the Medical Director’s office of all three of the following documents:
   1. Written confirmation from the EMS Agency Chief or his/her designee that the newly hired Provider is certified or licensed by the State of Texas; and
   2. Written confirmation from the EMS Agency Chief or his/her designee that the newly hired Provider has been trained and educated and evaluated by a Medical-Director-approved, written BioTel EMS System examination on all UTSW/Parkland BioTel EMS System Clinical Practice Guidelines (CPGs)/Protocols, Policies and Procedures (refer to Section VIII below); and
   3. The EMS Provider’s signed Attestation of Understanding of the Medical Director’s Philosophy of Patient Care (under development).

III. Policy Specifics, Beginning in 2019 and Every Two Years Thereafter:

A. Beginning in 2019 and every two years thereafter, all credentialed BioTel EMS Providers shall be required to undergo biennial re-credentialing, as funding permits.

B. BioTel EMS Providers shall be re-credentialed if they meet ALL of the following criteria:
   1. Continued employment in good standing by a BioTel EMS Agency;
   2. Recommendation by the BioTel EMS Agency for re-credentialing;
   3. Successful passage of a Medical-Director-approved, written BioTel EMS System examination on all UTSW/Parkland BioTel EMS System Clinical Practice Guidelines (CPGs)/Protocols, Policies and Procedures (refer to Section VIII below);
   4. Demonstrated competency for a set of Medical-Director-specified clinical patient care skills;
   5. Provision of documentation confirming successful completion of any refresher training and/or continuing education required by the Medical Director since the previous credentialing approval; and
   6. Submission of a signed Attestation Understanding of the Medical Director’s Philosophy of Patient Care (under development).

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IV. Credential Probation:

A. The Medical Director may issue a probationary credential or place an existing credential on probationary status should a clinical performance issue be identified. The Provider and his/her employer shall be notified of the probationary status of the credential, along with the time period of the probationary status and any performance improvement actions that must be completed in order to end the probationary period. An EMS Provider may request a review by the Credential Review Board of the decision to place a credential on probation.

V. Credential Suspension:

A. The Medical Director may suspend the credential of a BioTel EMS Provider at any time should there be a concern that the Provider is not able to care for patients safely and effectively. The Provider and his/her employer shall be notified of the suspension of the credential as well as of the means to reinstate the credential, on either probationary or unrestricted status. Following a fact-finding Quality Management process, the suspension will be lifted, maintained or revoked. EMS Providers may request a review by the Credential Review Board of a credential suspension.

VI. Credential Revocation:

A. The Medical Director may revoke the credential of any BioTel EMS Provider at any time should he/she believe that the Provider is no longer qualified to safely and effectively care for patients in the BioTel EMS System. The Provider and his/her employer shall be notified of the revocation of the credential, the reason(s) for the revocation, as well as of the process under which the credential may be reinstated. The Credential Review Board shall review ALL revocations of an EMS Provider’s credential.

VII. Credential Review Board:

A. The Medical Director shall establish a voluntary board of 3 Texas EMS physicians not employed or substantively related to the BioTel EMS system. The Board shall review all credential revocations. The Board shall also review any credentialing issue requested either by an EMS Provider or by the Medical Director. Following review, the board will recommend in writing to the BioTel Medical Director whether to uphold or change the status of the Provider’s credential.

VIII. Written Credentialing Examination:

A. A written examination, approved by the Medical Director, shall be administered to all newly hired EMS Providers (refer to Section II.B.2) and to those seeking biennial re-credentialing (refer to Section III.B.3) covering all aspects of Patient Care in the current BioTel EMS System Clinical Practices Guidelines, including specific clinical practices guidelines (CPGs), as well as system policies and procedures.

B. Successful passage of this examination will be required for the initial credentialing of newly hired EMS Providers and for the biennial re-credentialing of existing EMS Providers in the BioTel EMS System.

IX. Ultimate Credentialing Decision-Making Authority:

A. The ultimate authority regarding credentialing of an EMS Provider to care for patients in the BioTel EMS System rests with the Medical Director.

X. Credentialing Issues Not Specifically Covered Under This Policy:

A. Any credentialing issues not specifically covered under this policy shall be addressed on a case-by-case basis.