

HEMS MCA
System Protocol

Professional Standards Review Organization Structure

Date: December 8, 2025

Revised Date:

Section: 8-29 (S1)

Professional Standards Review Organization Structure (PSRO)

Mission: The HEMS PSRO subcommittee exists to facilitate system-wide continuous quality assurance and improvement of EMS to ensure consistent, high-quality pre-hospital care in Wayne County, Michigan

Purpose: The PSRO of the MCA is a review entity that is provided information of data regarding the physical or psychological condition of a person, the necessity, appropriateness, or quality of health care rendered to a person, or the qualifications, competence, or performance of a health care provider. The PSRO is a committee established by the MCA for the purpose of improving the quality of medical care and oversight of appropriate protocol compliance within the EMS system.

Membership:

The PSRO may be comprised of members of the board, MCA staff and contract staff, EMS agency staff, hospital staff, committee members, and other designated individuals when acting on behalf of, or at the direction of the MCA when performing PSRO tasks.

1. MCA Staff
 - a. Medical Director
 - b. Assistant Medical Director
 - c. Executive Director
 - d. Director of EMS Operation
2. Hospital Members
 - a. Emergency physician appointed by each HEMS member hospital
 - b. Nurse Manager Chair or Designee
3. EMS Provider Members
 - a. ALS Provider
 - b. BLS Provider
 - c. Critical Care Paramedic

NOTE: EMS Provider Members must be from a Wayne County based life support agency that provides 24/7 primary 911 emergency services to at least one city, township or village within the HEMS area

4. Membership Requirements
 - a. All members must come from different LSA and Hospitals.
 - b. Required Attendance: in person 75% required attendance with semi-annual assessment
 - c. Appointments for chair, vice chair and membership shall be appointed by the Board of Directors for two-year terms.

MCA Name: HEMS, Inc (WW/DR)
MCA Board Approval Date: 2/12/2026
MCA Implementation Date: 4/1/2026
MDHHS Approval Date: 3/27/2026

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- d. Confidentiality Statement: Each PSRO member will be required to sign the HEMS PSRO confidentiality statement annually.

Selection Process:

For the EMS provider members, there will be an application process. All interested participants should submit the following to HEMS when the application period is open.

1. Resume
2. Letter of intent that answers the following questions:
 - a. Years of EMS experience at all license levels.
 - b. Why do you think you are right for this position
 - c. Experience with EMS Patient Care Record Review
 - d. Letter of recommendation from agency administrator

Meetings:

1. All PSRO meeting are closed meetings
2. The PSRO will follow Robert's Rules of Order
3. Quorum, consists of:
 - a. Two MCA Staff
 - b. One Provider
 - c. Two Physician
 - d. A minimum of 10 members at each meeting
4. Meeting schedule
 - a. Standard Meeting
 - i. At least monthly, as directed by PSRO
 - ii. Cancellation
 1. PSRO motion and vote
 2. Anticipated no quorum by PSRO chair or medical director
 3. No quorum at meeting
 - b. Sentinel Event Meeting
 - i. Scheduled, as needed for sentinel event incidents
5. Subject matter experts: Ad hoc, for subject specific advice to PSRO.
 - a. SME will be required to sign the PSRO confidentiality statement
6. Minutes
 - a. Minutes of all meeting will be prepared by MCA staff or designee
 - b. Minutes must be approved at the next scheduled meeting