



**Williamson County EMS System  
First Responder Organization  
Standard Operating Guidelines**

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# Williamson County EMS System First Responder Organization Standard Operating Guidelines

- Subject:** S.O.G. A1 Community First Responder Credential (CFR)
- Purpose:** To ensure Community First Responder Credential standard.
- Scope:** All non-credentialed WCEMS System FRO personnel seeking to obtain or maintain Community First Responder credentials.
- Procedure:** Standard process for Community First Responder Credential.

**A. Membership**

- (1) New personnel must be a current member in good standing with a WCEMS System FRO and in a new personnel process.
- (2) New personnel must have one of the following
  - (a) ECA certification
  - (b) NREMT Emergency Medical Responder (EMR)
  - (c) AHA Heart-Saver First Aid CPR (adult, child, infant) AED Course completion.
- (3) New personnel must be in good standing with the Texas Department of State Health Services.
- (4) FRO must be licensed and in good standing with the Texas Department of State Health Services.
- (5) CP must be notified of new personnel.
- (6) FRO will notify on-line CE provider of new personnel.

**B. Membership Termination by FRO**

- (1) CP must be notified of termination.
- (2) FRO will notify on-line CE provider of termination.

**C. Earning Credential**

- (1) New personnel already credentialed with CP and in good standing need not re-credential unless requested by their new FRO. (FRO-FRO transfer)
- (2) CP will assign new personnel to on-line CFR credentialing process and SOC test, both with a 30 day deadline unless otherwise requested by FRO. Didactic portions may be done in-person, in a group. Evaluative portions will remain on-line.
- (3) When all of the above are satisfied, the FRO EMS liaison and the new personnel will be notified of the new credentialing status.
- (4) The credentialing process will be completed within 60 days of its initial assignment.

**D. Maintaining Credential**

- (1) Passing score on annual SOC test as determined by Medical Director.
- (2) Maintain required state certification or AHA, CPR, AED, First Aid Course.
- (3) Complete regularly assigned CE.
- (4) Remain in good standing with their current FRO.
- (5) Remain in good standing with the WCEMS System Medical Director.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

**Subject:** S.O.G. A2 EMT-B Credential

**Purpose:** To ensure EMT-B Credential standard.

**Scope:** All non-credentialed WCEMS System FRO personnel seeking to obtain or maintain EMT-B credentials.

**Procedure:** Standard process for EMT-B Credential.

**A. Membership**

- (1) New personnel must be a current member in good standing with a WCEMS System FRO and in a new personnel process.
- (2) New personnel must have a current EMT-B certification and be in good standing with the Texas Department of State Health Services.
- (3) FRO must be licensed and in good standing with the Texas Department of State Health Services.
- (4) CP must be notified of new new personnel.
- (5) FRO will notify on-line CE provider of new new personnel.

**B. Membership Termination by FRO**

- (1) CP must be notified of termination.
- (2) FRO will notify on-line CE provider of termination.

**C. Earning Credential**

- (1) New personnel already credentialed with CP and in good standing need not re-credential unless requested by their new FRO. (FRO-FRO transfer)
- (2) CP will assign new personnel to on-line EMT-B credentialing process and SOC test, both with a 30 day deadline unless otherwise requested by FRO. Didactic portions may be done in-person, in a group. Evaluative portions will remain on-line.
- (3) Skills testing will be completed using the process provided by CP. Documentation of the skills testing will be sent to CP.
- (4) When all of the above are satisfied, the FRO EMS liaison and the new personnel will be notified of the new credentialing status.
- (5) The credentialing process will be completed within 60 days of its initial assignment.

**D. Maintaining Credential**

- (1) Passing score on annual SOC test as determined by Medical Director.
- (2) Maintain required state certification.
- (3) Complete regularly assigned CE.
- (4) Show proficiency in annual skills testing.
- (5) Remain in good standing with their current FRO.
- (6) Remain in good standing with the WCEMS System Medical Director.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

**Subject:** S.O.G. A3 AEMT Credential **S.O.G. A3**  
**Purpose:** To ensure AEMT Credential standard.  
**Scope:** All non-credentialed or credentialed WCEMS System FRO personnel seeking to obtain or maintain AEMT credentials.  
**Procedure:** Standard process for AEMT Credential.

**E. Membership**

- (1) New personnel must be a current member in good standing with a WCEMS System FRO and in a new personnel process.
- (2) New personnel must have a current AEMT certification or higher and be in good standing with the Texas Department of State Health Services.
- (3) FRO must be licensed as an ALS provider and in good standing with the Texas Department of State Health Services.
- (4) CP must be notified of new personnel.
- (5) FRO will notify on-line CE provider of new new personnel.

**F. Current EMT-B Credential, Non-New Personnel**

- (1) If already a system credentialed EMT-B, must have a current EMT-B certification and be in good standing with the Texas Department of State Health Services.
- (2) Must have no history of credential probation in the previous year.

**G. Membership Termination by FRO**

- (1) CP must be notified of termination.
- (2) FRO will notify on-line CE provider of termination.

**H. Earning Credential**

- (1) Those already credentialed with CP and in good standing need not re-credential unless requested by their new FRO. (FRO-FRO transfer)
- (2) Successfully complete all clinical aspects of WCEMS System AEMT Credentialing
  - (a) TIER 1 - AEMT Entry Exam
    - (i) Proctored at CP or FD
    - (ii) Used as an assessment of current understanding and baseline knowledge.
    - (iii) Will be scored with feedback to CP, FRO EMS Liaison, candidate, and evaluator when rides scheduled.
  - (b) TIER 2- Skills Verification/Equipment Familiarization
    - (i) 1-2 days, depending on number of individuals testing, location CP or FD with proper notice and planning
    - (ii) Airway Management: I-Gel, DSI, CPAP, BVM/Ventilation
    - (iii) Cardiac Management: Lucas Device, Pit Crew, AED
    - (iv) Medication Administration: IO, Medications applicable to what will be available to FRO at AEMT level.
  - (c) TIER 3- Ride Outs
    - (i) 112hrs, eight 14hr shifts. 24hr shifts may be utilized if necessary
    - (ii) Competency based
    - (iii) Task book completed by FTO and AEMT
    - (iv) 4-shift-(halfway) update report given to CP and FRO EMS liaison by evaluator. Update report also to be discussed with candidate.
    - (v) CP/FRO EMS liaison will coordinate and schedule additional ride outs if deemed necessary by evaluator.

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**Subject:** S.O.G. A3 AEMT Credential

Earning Credential-Continued

- (d) TIER 4- Scenarios w/CP & SOC EXAM
  - (i) Located at CP
  - (ii) SOC Exam
  - (iii) Scenarios are to target what was not achieved on ride outs
- (e) TIER 5- Dr. Jarvis Scenario
  - (i) 1 day, location CP
  - (ii) Dr. Jarvis Scenario/sign-off
- I. Maintaining Credential
  - (1) Passing score on annual SOC test as determined by Medical Director.
  - (2) Maintain required state certification.
  - (3) Complete regularly assigned CE.
  - (4) Show proficiency in annual skills testing.
  - (5) Remain in good standing with their current FRO.
  - (6) Remain in good standing with the WCEMS System Medical Director.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

- Subject:** S.O.G. A4 FRP Credential
- Purpose:** To ensure FRP Credential standard.
- Scope:** All non-credentialed or credentialed WCEMS System FRO personnel seeking to obtain or maintain FRP credentials.
- Procedure:** Standard process for FRP Credential.

**A. Membership**

- (1) New personnel must be a current member in good standing with a WCEMS System FRO and in a new personnel process.
- (2) New personnel must have a current Paramedic certification and be in good standing with the Texas Department of State Health Services.
- (3) FRO must be licensed and in good standing with the Texas Department of State Health Services.
- (4) CP must be notified of new new personnel.
- (5) FRO will notify on-line CE provider of new personnel.

**B. Current EMT-B Credential, Non-New Personnel**

- (1) If already a system credentialed EMT-B, must have a current EMT-P certification and be in good standing with the Texas Department of State Health Services.
- (2) Must have no history of credential probation in the previous year.
- (3) Must have no history of de-credentialing in the previous year.

**C. Membership Termination by FRO**

- (1) CP must be notified of termination.
- (2) FRO will notify on-line CE provider of termination.

**D. Earning Credential**

- (1) Those already credentialed with CP and in good standing need not re-credential unless requested by their new FRO. (FRO-FRO transfer)
- (2) Successfully complete all clinical aspects of WCEMS System FRP Credentialing Tiers
  - (a) TIER 1 - Paramedic Entry Exam
    - (i) Proctored at CP or FD
    - (ii) Used as an assessment of current understanding and baseline knowledge.
    - (iii) Will be scored with feedback to CP, FRO EMS Liaison, candidate, and evaluator when rides scheduled.
  - (b) TIER 2- Skills Verification/Equipment Familiarization 1-2 days, depending on number of individuals testing, location CP or FD with proper notice and planning
    - (i) 1-2 days, depending on number of individuals testing, location CP or FD with proper notice and planning
    - (ii) Airway Management: I-Gel, DSI, CPAP, BVM/Ventilation, Surgical Airway, Needle Thoracostomy
    - (iii) Cardiac Management: Lucas Device, Pit Crew, Pacing, Synchronized Cardioversion, Defibrillation, Pericardiocentesis
    - (iv) Medication Administration: IO, Medications applicable to what is available to FRO at FRP level.
  - (c) TIER 3- Ride Outs
    - (i) 140hrs, ten 14hr shifts. 24hr shifts may be utilized if necessary
    - (ii) Competency based
    - (iii) Task book completed by FTO and FRP
    - (iv) 5-shift-(halfway) update report given to CP and FRO EMS liaison by evaluator. Update report also to be discussed with candidate.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

**Subject:** S.O.G. A4 FRP Credential

Earning Credential (continued)

- (v) CP/FRO EMS liaison will coordinate and schedule additional ride outs if deemed necessary by evaluator.
  - (d) TIER 4- Scenarios w/CP & SOC EXAM
    - (i) Located at CP
    - (ii) SOC Exam
  - (e) TIER 5- Dr. Jarvis Scenario
    - (i) 1 day, location CP
    - (ii) Dr. Jarvis Scenario/sign-off
- E. Maintaining Credential
- (1) Passing score on annual SOC test as determined by Medical Director.
  - (2) Maintain required state certification.
  - (3) Complete regularly assigned CE.
  - (4) Show proficiency in annual skills testing.
  - (5) Remain in good standing with their current FRO.
  - (6) Remain in good standing with the WCEMS System Medical Director.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

**Subject:** S.O.G. A5 Probation, Demotion, De-Credential, and Re-Credential

**Purpose:** To ensure removal, renewal or probation of credentials during a disciplinary process.

**Scope:** All Williamson County EMS System FRO credentialed personnel.

**Procedure:** Standard process probation, demotion, de-credential, and re-credential.

## A. Probation

- (1) Notification of probation will be sent via email to the Medical Director, FRO EMS liaison, the Chief of the FRO, and to the affected personnel.
- (2) A PIP will be developed by the FRO and communicated to CP.
- (3) CP will assist in developing a PIP if requested.
- (4) Will last no longer than sixty days from the beginning of the PIP.
- (5) Any time-frame designated takes into account FMLA, military deployments, or other reasonable absence.
- (6) Credentials can be suspended during this period.

## B. Demotion

- (1) Credential level can be reduced from one level to another. Ex: FRP to EMT-B.
- (2) Communication protocol and cause follows that listed under De-Credential.
- (3) Credential level may be surrendered voluntarily.

## C. De-Credential

- (1) Will occur if a PIP is not completed to the satisfaction of the FRO and the Medical Director
- (2) Notification of de-credential will be sent via email to the Medical Director, FRO EMS liaison, the Chief of the FRO, and to the affected personnel.
- (3) De-credentialing can be complete or from one level to another. Ex: FRP to EMT-B.
- (4) Credential can be voluntarily surrendered regardless of whether a disciplinary process is present. May be surrendered completely or from one level to another. EX: FRP to EMT-B.

## D. Re-Credential

- (1) De-credentialed personnel must wait a minimum of one year before applying for re-credential. De-credentialed personnel with past due Texas DSHS certifications are exempted and have no wait time for re-credential.
- (2) Permission to re-credential will be given at the discretion of the FRO and Medical Director.
- (3) May occur in stages or all at once. Ex: FRP may start at EMT-B or be reinstated at FRP level at the discretion of the FRO and Medical Director.
- (4) Personnel may re-credential after the completion of the established credentialing process.
- (5) Other requirements specific to the individual re-credentialing may be placed to satisfy the FRO and Medical Director.
- (6) Notification of re-credential will be sent via email to the Medical Director, FRO EMS liaison, the Chief of the FRO, and to the affected personnel.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

- Subject:** S.O.G. B1 On-line Continuing Education
- Purpose:** To ensure the completion of all on-line education.
- Scope:** All Williamson County EMS System FRO credentialed personnel.
- Procedure:** For audio/visual training modules set to be completed on-line.

## A. Timelines

- (1) Based on the material and expected outcomes.
- (2) Allowances may be made and timelines adjusted for technological barriers with notification of appropriate staff to assist in resolution. No allowances will be made for tech issues within 48 hours of any deadline.
- (3) A grace period may be allowed for personnel on vacation, sick leave, or FMLA; it is the responsibility of personnel to alert their CP EMS liaison.
- (4) Reminder emails are generated automatically on the day of assignment, 7 days before due date, and the actual due date.
- (5) Assigners are encouraged but are not required to send email outside the CE system as reminders.

## B. Content

- (1) Will be provided by the CP.
- (2) Can be provided by FRO's for their own personnel or shared across the system.
  - (a) Clinical content requires screening by the CP.
  - (b) FRO productions are encouraged.
  - (c) Fire CE can be posted and shared county-wide without CP review.
    - (i) CP will provide technical assistance with county-wide sharing for Fire CE if needed.
- (3) Each course will have 3 opportunities to pass the CE exam.
- (4) CE will not be issued for exams failed more than 3 times.
- (5) The minimum score required to pass any CE exam will not be set above 80%.

## C. Non-Compliance

- (a) Applies only to CE required by CP. CE assigned by CP as a courtesy to FRO's will not be subject to CP monitoring.
- (b) Personnel will be minimally subject to the following in the event of incomplete, failed, or past due assignments:
  - (i) CP and the FRO EMS liaison will track non-compliant personnel.
  - (ii) FRO's will be responsible for notifying their non-compliant personnel.
  - (iii) FRO's will be responsible for ensuring their personnel's completion of CP required CE.
    1. Non-compliant personnel will have no more than 21 days to complete any late CE assignment from the past-due date.
    2. Failure to complete the assignment with a passing score in 21 days will result in probationary status in credentialing. Notification of probationary status will be sent by the CP via email to the individual, FRO EMS liaison, and the FRO Chief.
    3. 3 or more past due assignments requiring probation within 6 months shall result in de-credentialing.
    4. Allowances will be made for personnel with planned or unexpected absences.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

- Subject:** S.O.G. C1 Standards of Care
- Purpose:** To ensure adherence to WCEMS System SOC's
- Scope:** All Williamson County EMS System FRO credentialed personnel.
- Procedure:** For initial testing, retesting, and final retesting

**A. Initial Testing**

- (1) All testing must be proctored by the FRO EMS liaison, their designate, or CP personnel
- (2) Passing scores are determined by the Medical Director
- (3) Notification of SOC score may be pass/fail only
- (4) All exams will be reviewed by the Medical Director prior to the commencement of testing
- (5) CFR, EMT, & AEMT
  - (a) Medic-CE based
  - (b) Can be assigned by FRO EMS liaison
  - (c) A maximum of sixty days for initial testing
- (6) FRP
  - (a) Proctored by CP personnel
  - (b) In-person exam at CP to be administered with other system Paramedics

**B. First Retest**

- (1) Remediation assistance will be made available by CP at the request of FRO
  - (a) Retesting must occur within 14 days after initial testing
- (2) Inclusive of Initial Testing points 1-4
- (3) CFR, EMT, & AEMT
  - (a) Medic-CE based
  - (b) Can be assigned by FRO EMS liaison
- (4) FRP
  - (a) Proctored by CP personnel
  - (b) In-person exam at CP
- (5) Failed attempt
  - (a) Probation and Suspension of credentials
    - (i) Notification of Suspension
    - (ii) Personnel may practice at a lower credential level during this time.

**C. Final Retesting**

- (1) Inclusive of Retesting points 1-5
- (2) Failed attempt
  - (a) Notification of Demotion of credential
  - (b) Personnel must test at CFR, EMT, or AEMT level
    - (i) Testing must occur within 14 days after Demotion
    - (ii) Only a single test will be administered
    - (iii) Proctored by CP personnel
    - (iv) Additional failure will result in De-Credentialing

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

- Subject:** S.O.G. C2 Standards of Care (SOC's) Review
- Purpose:** To ensure adherence to WCEMS System SOC's
- Scope:** All Williamson County EMS System FRO credentialed personnel.
- Procedure:** For annual document review

A. Annual Document Review

- (1) Will be performed on an annual basis by the Medical Director.
  - (a) Interim adjustments to standards
    - (i) By Medical Directive
    - (ii) Applicable directives will be shared with FRO's
  - (b) The Medical Director reserves the right to sole editorship of the SOC's
- (2) A minimum 30-day window will exist prior to publishing for recommendations by FRO's.
  - (a) The draft SOC's will be shared with the EMS Committee
  - (b) Requests for changes will be collected by the WCEMS FRO Training Captain.
- (3) The finalized copy of the SOC's will be made available via digital file
  - (a) To the EMS Committee
  - (b) For download from the WCEMS website FRO Education page
  - (c) Within the online portions of credentialing

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

**Subject:** S.O.G. D1 Organizational Requirements To Allow Provision Of Medical Care

**Purpose:** To ensure organizational standard of capability to maintain medical providers.

**Scope:** All FRO's within the WCEMS System with medical providers.

**Procedure:** FRO capability requirements based on highest medical credential level within their department.

## A. Membership

- (1) Maintain FRO registration in good standing with the state of Texas.
- (2) FRO designated training officer that maintains credential equal to or higher than those in their charge.
- (3) Department policy reflects that which is outlined by CP.
- (4) The Medical Director reserves the right to approve or deny the purchase of medical equipment used under his license.
- (5) Provides annual plan for medical CE to CP.
- (6) Provides proof of annual skills verification for each member.
- (7) Updates CP and on-line CE provider within 14 days of the initiation of new personnel or the termination credentialed members.
- (8) Provides a proctored environment for on-line, annual SOC testing.
- (9) Ensures appropriate training in conjunction with CP when new practices are adopted from existing SOC's.
- (10) Consistently ensures the completion of all CE required by CP as outlined in SOG #1.01.
- (11) PCR's
  - (a) Utilize the WCEMS System PCR Charting SOG.
    - (i) Utilize the same PCR software system as WCEMS.  
OR
    - (ii) Provide access to PCR's when needed for call review.
    - (iii) Provide quarterly reporting of advanced procedures performed as outlined by CP.

## B. AEMT

- (1) Maintain ALS FRO registration in good standing with the state of Texas.
- (2) Have an internal mechanism for QM
- (3) Conduct and document annual skills testing as defined by Medical Director
- (4) Participate in clinical in-person training when provided by CP
- (5) Commit to providers annually testing SOC's at CP.

## C. FRP

- (1) Inclusive of AEMT requirements above
- (2) For those wishing to use scheduled medications AND the Medical Director's signature for licensing:
  - (a) Obtain DPS & DEA registration for each physical location where scheduled medications may be kept (including individual units).
  - (b) Registration must be in their own organization's name.
  - (c) Provide copies of licensing to CP.
  - (d) Utilize the WCEMS System tracking method for scheduled medications.
  - (e) Notify the Medical Director of any potential security breach as soon as it is recognized.

# Williamson County EMS System First Responder Organization Standard Operating Guidelines

**Subject:** S.O.G. E1 Definitions

**AEMT:**  
Advanced EMT, equal to EMT Intermediate

**Content, for education:**  
Any form of media or testing posted for on-line education.

**CP: Clinical Practices**  
Facilitates the practice of medicine as authorized by the Medical Director.

**Credential:**  
Status maintained by personnel, granted by the Medical Director. Credential is required to practice at EMT-B or higher under the license of the Medical Director. All system personnel provide medical service at the discretion of the Medical Director.

**De-Credential:**  
Status for personnel who cannot satisfy a PIP. Can also result from any issue stemming from probation. Can be immediate for certain felonies or intentional mistreatment of a patient.

**FRO EMS liaison:**  
The EMS personnel responsible for training and compliance employed by the FRO.

**FRP:**  
First Responder Paramedic

**Initial Credential:**  
First credential for new FRO personnel or upgrade of credential for existing personnel.

**PCR:**  
Patient Care Report

**PIP:**  
Performance Improvement Plan

**Probation:**  
Credentialing status for personnel on a PIP. Can result from quality of care issues, medical errors, customer service issues that affect medical care, or incomplete required training.

**QM:**  
Quality Management.

**Re-Credential:**  
Status for previously credentialed personnel who have satisfied the requirements of their FRO and Medical Director.

**Suspension:**  
A temporary revocation of credentials.