Alabama NEMSIS Reporting Software Compliance Policy
December 1, 2022

☐ Any NEMSIS reporting software vendor who wishes to gain and/or maintain authorization to provide reporting software sales and services for Alabama licensed Emergency Medical Provider Services (EMPS) must comply with the following:

1. MUST maintain NEMSIS/NEMSIS Technical Assistance Center (TAC) compliance and operate within NEMSIS guidelines. NOTE: NEMSIS TAC only accepts EMS data from EMS software vendors that are tested and certified as a NEMSIS compliant product. Vendors that do not adhere to the NEMSIS Compliance Policy will lose their compliant status.

2. MUST demonstrate the ability to submit 50 unique electronic patient care reports (ePCRs) with Schematron pass rate of greater than or equal to 90 percent to gain initial authorization.

   i. Vendors wishing to complete the Schematron pass evaluation should contact the Alabama Office of EMS at 334-290-3088 to arrange a trial.

3. MUST demonstrate the ability through performance review by Office of EMS (OEMS) data analysis to maintain a Schematron pass rate of greater than or equal to 90 percent in both individual client service reporting and total Alabama client service reporting.

   i. Review Process

      1. Each quarter (January, April, July, October) the Data Management & Analysis Section of the Alabama OEMS will perform a pass/fail review for each vendor providing services to Alabama client EMS services.

      2. Vendors will be evaluated on mean overall performance among clients and not individual client pass rates.

      3. Complaints against vendors lodged with the Alabama OEMS will be reviewed during quarterly evaluation and input from vendor clients regarding problem resolution weighed to affix the overall quarterly performance rating of each vendor.

   ii. Outcomes Process

      1. Vendors will receive quarterly grade reports outlining overall pass/fail and error statistics for electronic Patient Care Reports submitted within the previous quarter (i.e., April's report will include statistics for January-March).

      2. Vendors who demonstrate mean statistical Schematron pass rates of greater than or equal to 90% and with minimal or no client complaints will maintain authorization to provide products and services to Alabama licensed EMPS.

      3. Vendors who fail to demonstrate mean statistical Schematron pass rates of greater than or equal to 90% will be informed via the quarterly grade report of their deficits (pass/fail rates and error patterns of each EMPS utilizing their products and services) and notified of the need to improve their performance and/or provision of vendor support to clients.

4. Vendors who fail to perform within required guidelines for two consecutive quarters will be put on notice and their client EMPS informed of their performance deficits.
5. Vendors who fail to perform within required guidelines for three consecutive quarters will receive a warning and their client EMPS informed of the warning status in anticipation of finding alternate vendor services.
6. Vendors who fail to perform within required guidelines for four consecutive quarters will have their authorization to provide products and services to Alabama licensed EMPS retracted, and their clients informed of the retraction of authorization and necessity to find alternate electronic Patient Care Report vendor services.

iii. Disputation / Reinstatement Process
1. Vendors who wish to dispute authorization retraction may do so by submitting in writing a statement addressed to the Director of the Alabama Office of Emergency Medical Services (OEMS) outlining the rationale for disputation. The Director may reinstate authorization or retain retraction of authorization based upon review.
2. Vendors who wish to seek reinstatement of authorization may do so by submission for review of a detailed process description of measures taken to repair previously faulty reporting mechanisms. The Vendor may then gain permission to submit 50 unique testing ePCRs for each client being serviced at the time of authorization retraction (i.e., a vendor with 3 clients will be required to pass 150 unique test ePCRs). The submitted test ePCRs must pass the Schematron at a rate of greater than or equal to 95% for reinstatement to be authorized by the Director of the OEMS.

4. MUST transmit **ALL** ePCRs submitted by client EMPS personnel regardless of pass/fail status. No e-PCRs shall be held past allotted latency time (24 hours, EMS Rules 420-2-1-.21 (1, 2)).
5. MUST institute custom elements as specified by the Office of EMS. Example: EMSA elements must be grouped within the display page of the ePCR body to lessen confusion for reporters who are entering EMSA data per Alabama guidelines.
6. MUST maintain current knowledge of Alabama Schematron dynamics posted on the NEMSIS website and make consistent changes as necessary to maintain pass rate. The link below is specifically for Version 3. An identical requirement exists for any future version upgrade (i.e., Version 3.5).
   i. https://nemsis.org/state-data-managers/state-map-v3/alabama/