



## Alabama NEMSIS Reporting Software Compliance Policy Updated January 15, 2025

This policy supersedes the previous policy of December 1, 2022.

### GENERAL

The policy stated herein is designed to promote the following among all parties concerned:

1. Optimum efficiency in the reporting, submission and accumulation of high-quality electronic data associated with EMS operation in the State of Alabama and applicable, peripheral areas where Alabama licensed Emergency Medical Provider Services (EMPS) operate.
2. Optimum quality of product and services made available to Alabama licensed EMPS, promoting reliability of data collection and operation, and reliability of submission while integrating NEMSIS-mandated, functional validation features designed to minimize warning and error-level data entry issues.
3. Optimum transparency of expectations for NEMSIS Reporting Software Vendors (hereafter referred to as "Vendor(s)") regarding Third Party NEMSIS Software sale - and service after the sale - to Alabama licensed EMPS.

### CHANGES/ADDITIONS

On December 17, 2024, at 10:17 AM EST the Alabama Office of EMS (OEMS) scaled back the number of error-level Schematron rules by greater than 50%, reverting 79 rules (153 associated asserts) down to warning-level issues. The error-level rules that remain are primarily the most vital to data quality. The rationale behind the edit was to maximize data delivery while still promoting reasonable data value. As a result, quarterly evaluations for Vendors and for EMPS will demonstrate warning pattern analysis which will replace error-failure performance measures. Herein, we define the fact that Alabama will heretofore expect prompt and efficient transitioning of Software versions to current NEMSIS versions. Additionally, we have outlined our intent to schedule video conferences with Vendors and between Vendors and their Alabama licensed EMPS clients to facilitate dialog as needed.

### POLICY

- ❑ Any Vendor who wishes to gain and/or maintain authorization to provide NEMSIS-reporting software sales and services for Alabama licensed EMPS must comply with the following:
  1. MUST maintain NEMSIS/NEMSIS Technical Assistance Center (TAC) compliance and operate within NEMSIS guidelines and must be listed on the NEMSIS website as a currently certified Vendor/Software Platform.
    - i. NEMSIS TAC stated policy is to only accept EMS data from EMS software platforms that are tested and certified as a NEMSIS compliant product.

- ii. Vendors that do not adhere to the NEMSIS Compliance Policy will have their complaint status revoked by NEMSIS TAC.
  - iii. NEMSIS compliance is required to serve Alabama licensed EMPS.
- 2. MUST operate within the NEMSIS Software Version specified as current by NEMSIS, specifically within 90 days of the NEMSIS Version change deadline (3-month grace period).
- 3. MUST (for initial approval or for renewal of approval) demonstrate the ability to submit 50 unique electronic patient care reports (e-PCRs) with Schematron pass rate of greater than or equal to 90 percent and in NEMSIS current Version to gain initial authorization.
  - i. Vendors wishing to complete the Schematron pass evaluation should contact the Alabama OEMS at 334-290-3088 to arrange a trial.
- 4. MUST demonstrate the ability through performance review by OEMS data analysis to:
  - i. Successfully submit and maintain a viable, current-NEMSIS-Version Client Demographic file for each Alabama EMPS client (Defined by OEMS EMPS License Number) and with that license number affixed in elements dAgency.01 and dAgency.02 identically. NOTE: EMPS License Numbers are in the numeric format XXX or XXXX with three-digit licenses NOT having a leading zero.
  - ii. 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.
  - iii. Maintain a Schematron warning rate of less than or equal to a defined proportional cut point. NOTE: While minimizations of all warnings and avoidance of all errors are crucial, the cut point subset of this policy will evolve over time following systematic analysis of submission reviews.
  - iv. Review Process
    - 1. Each quarter (January, April, July, October) the Data Management & Analysis Section of the Alabama OEMS will perform a pass/fail & warning review for each Vendor providing services to Alabama client EMS services.
    - 2. Vendors will be evaluated on mean overall performance among clients and not specific individual client pass rates. All EMPS will receive quarterly feedback and those with poor submission performance will be identified to their Vendor. Vendors are expected to support the performance needs of their clients.
    - 3. Complaints against Vendors lodged with the Alabama OEMS will be reviewed during quarterly evaluation and input from Vendor client EMPS regarding problem resolution weighed to affix the overall quarterly performance rating of each Vendor.
      - a. EMPS lodging complaints regarding Vendors will be encouraged to contact Vendors directly and may have messages sent by the OEMS on their behalf to contacts within the Vendor.
      - b. EMPS lodging repeated, unresolved complaints will be instructed to contact NEMSIS-TAC directly and will be given contact information by Alabama OEMS.
    - 4. Vendors may be requested to participate in video conferences (i.e., WebEx) with OEMS to discuss issues. Client EMPS representatives may also be

included in such conferences for the purpose of enhanced communication among stakeholders, Vendors and OEMS personnel.

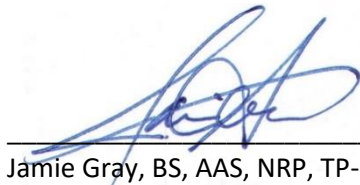
v. Outcomes Process

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 Vendor services.

vi. 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 e-PCRs 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 e-PCRs). The submitted test e-PCRs 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.
5. MUST transmit **ALL** e-PCRs 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)).

6. MUST institute custom elements as specified by the Office of EMS. Example: EMSA elements must be grouped within the display page of the e-PCR body to lessen confusion for reporters who are entering EMSA data per Alabama guidelines.
7. 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., later than Version 3.5).
  - i. <https://nemsis.org/state-data-managers/state-map-v3/alabama/>



---

Jamie Gray, BS, AAS, NRP, TP-C  
State EMS Director  
Alabama Department of Public Health  
Office of Emergency Medical Services