



PO BOX 9
 Heppner OR 97836
 Tel: 541-676-9133
 Toll Free: 1-800-737-4113
 www.morrowcountyhealthdistrict.org

07-26-22

Morrow County Sheriff's Office
 325 Willow View Drive
 PO Box 159
 Heppner, OR 97836

This NOTICE is sent to you pursuant to the Morrow County Ambulance Service Area Plan (ASA Plan) guidelines relating to matters involving Quality Assurance and Patient Safety. Enclosed is a copy of the Morrow County Health District (MCHD) DETERMINATION of April 27, 2022. The purpose of this notice is to inform you that the Morrow County Sheriff's Office (MCSO) has been operating outside of the guidelines set out in this Determination with respect to how calls for medical services are to be handled by dispatch.

All ambulance services in Morrow County are specifically governed under the enclosed ASA Plan, which was approved by the County Commissioners and the State of Oregon Health Authority. The Morrow County Health District was assigned the responsibility of monitoring the ASA Plan, administering it through the EMS Advisory Committee and assuring county emergency medical services are appropriately utilized on a county-wide basis.

Following a public meeting, held on March 31, 2022, the MCHD entered the enclosed Determination, informing the Sheriff's Office that its new method of dispatching Boardman Fire Rescue District to all emergency medical calls should cease. In spite of this Determination, following a review of all patient safety issues brought to light by these recent changes to dispatch procedures involving the Boardman Fire Rescue District, the Morrow County Sheriff's Office has ignored the MCHD Determination and continued following its new practice of dispatching BFRD in addition to the MCHD ambulance service to all medical calls of any kind.

As a result, the Quality Assurance Subcommittee (QA Subcommittee) procedures under the ASA Plan were triggered, and the matter was reviewed. The QA Subcommittee is responsible for investigating violations of the ASA Plan. When the QA Subcommittee identifies a problem involving compliance with the ASA Plan or conduct that fails to conform to established protocols, the QA Subcommittee shall: (1) Request any additional information necessary to establish whether a violation or failure occurred; (2) Contact the non-compliant organization in writing and identify the specific facts, laws, rules or protocols concerning the violation or failure to conform; and (3) Request that within thirty (30) days the non-compliant organization submit a written response and a plan to correct the deficiencies.

Please consider this NOTICE the ASA Plan QA Subcommittee's request for your written response and plan to address these deficiencies within 30 days from the date of this Notice. Upon receipt of these materials, the QA Subcommittee will review MCSO's response and written plan for resolution of the deficiency. Upon findings of compliance, the QA Subcommittee will monitor the plan for resolution of the deficiencies. Upon findings of non-compliance, the QA Subcommittee and the MCHD will need to take further action as described in the ASA Plan.

Thank you for your cooperation. Feel free to forward any questions or concerns you may have.

Pioneer Memorial Hospital & Nursing Facility	Pioneer Memorial Home Health & Hospice	Pioneer Memorial Clinic	Irrigon Medical Clinic	Ione Community Clinic	Morrow County Ambulance
P – (541) 676-9133	P – (541) 676-2946	P – (541) 676-5504	P – (541) 922-5880	P – (541) 422-7128	P – (541) 676-9133
F – (541) 676-2901	F – (541) 676-9017	F – (541) 676-9025	F – (541) 922-5881	F – (541) 422-7145	F – (541) 676-2901
TDD – (541) 676-2908					