



**REGION 11
CHICAGO EMS SYSTEM
POLICY**

Title: Resolving Regional or System Conflict
Section: Quality Improvement
Approved: EMS Medical Directors Consortium
Effective: December 6, 2023

RESOLVING REGIONAL OR SYSTEM CONFLICT

- I. The EMS Medical Directors of the EMS systems involved will review and develop a plan of action to resolve the conflict.
- II. Unresolved issues will be referred to IDPH for review and recommendations.
- III. If IDPH determines that a dispute exists between an EMS System, vehicle service provider, Advisory Committee, hospital, EMS MD or between any combination of any elements of these entities and the dispute causes an imminent threat to the availability or quality of emergency pre-hospital care within the State, then IDPH shall have the authority to resolve those disputes, if one party to the dispute requests IDPH intervention in writing. If IDPH receives and approves such a request, then each entity's duly authorized representative shall be given the opportunity to submit written arguments and evidence in support of any potential resolution. IDPH shall have the authority to hear oral arguments and testimony based upon the written submissions. Any decision by IDPH shall be issued in writing and state the basis for the decision, which shall be final and binding upon all parties to the dispute. IDPH will endeavor to issue a written decision within 30 days after receipt of all written submissions and verbal testimony, if verbal testimony is permitted.
- IV. This dispute resolution process is not applicable to EMS personnel or members of the public. This process is not applicable to any EMS System Suspension, Local Board of Review, or action by the State EMS Disciplinary Review Board or IDPH.
- V. The IDPH Practice and Procedure in Administrative Hearings (77 Ill. Adm. Code 100) shall govern all proceedings.
- VI. All final administrative decisions of IDPH hereunder shall be subject to judicial review pursuant to the provisions of the Administrative Review Law [35 ILCS 5/Art. III]. A decision by IDPH in accordance with this Section shall be considered an administrative review decision under Section 3.145 of the Act and shall be subject to judicial review.