Commission on Accreditation of Ambulance Services
Accreditation Standards Version 4.0 and 3.0 Crosswalk

SECTION and STANDARD NUMBERING			NEW VERSION 4.0 STANDARD/CHARACTERISTIC TITLES	VERSION 3.0 CROSSWALK
100			**ADMINISTRATION**	Previously Section 100 Organization
101			**ORGANIZATION**	Previously 101 Organization
	101.01		**Ownership**	Previously 101.01 Ownership
		101.01.01	Legal Organization	Previously 101.01.01 Legal Organization
		101.01.02	Mission and Values	NEW STANDARD
		101.01.03	Trade Names	Previously 101.01.02 Trade Names
		101.01.04	Parent Company	Previously 101.01.03 Parent Company
		101.01.05	Licensure	Previously 101.01.04 Licensure
		101.01.06	Licensure History	NEW STANDARD
	101.02		**Organizational Structure**	
		101.02.01	Internal Reporting Structure	Previously 101.02.01 Chain of Command
		101.02.02	External Reporting Structure	Previously 101.02.02 External Reporting
		101.02.03	Job Descriptions	Previously 101.02.03 Job Descriptions
102			**MANAGEMENT**	Previously Section 103 Management
	102.01		**Policies and Procedures**	Previously 103.01 Policies and Procedures
		102.01.01	Policies and Procedures	Previously 103.01.01 Policies and Procedures
		102.01.02	Policy Access	Previously 103.01.02 Policy Access
		102.01.03	Policy Changes and Archiving	Previously 103.01.03 Policy Changes
		102.01.04	Legal Review	Previously 103.01.04 Legal Review
		102.01.05	Clinical Review	Previously 103.01.05 Clinical Review
	102.02		**Strategic Planning**	Previously 103.02 Strategic Planning
		102.02.01	Strategic Planning	Previously 103.02.01 Strategic Planning
	102.03		**Leadership Development**	Previously 103.03 Management Development
		102.03.01	Management Training	Previously 103.03.01 Management Training

		102.03.02	Succession Planning	<mark>NEW STANDARD</mark>
	102.04		**Information Management**	Previously 103.04 Information Management
		102.04.01	Records Maintenance	Previously 103.04.01 Records Maintenance
		102.04.02	Technology Vulnerability Analysis	Previously 103.04.02 Data Back-up
		102.04.03	Technology Response Plan	Previously 103.04.03 Power Back-up
		102.04.04	Technology Response Evaluations	<mark>NEW STANDARD</mark>
103			**FINANCIAL MANAGEMENT**	Previously Section 104
	103.01		**Financial Policy**	Previously 104.01 Financial Policy
		103.01.01	Financial Authority	Previously 104.01.01 Financial Authority
		103.01.02	Delegated Responsibility	Previously 104.01.02 Delegated Responsibility
	103.02		**Budgeting and Financial Statements**	Previously 104.02 Budgeting and Financial Statements
		103.02.01	Budgeting and Financial Planning	Previously 104.02.01 Budgeting
		103.02.02	Monitoring Financials	Previously 104.02.02 Monitoring Financials
		103.02.03	Accountant Review	Previously 104.02.03 Accountant Review
	103.03		**Accounts Receivable**	Previously 104.03 Accounts Receivable
		103.03.01	Accounts Receivable Policies and Guidelines	Previously 104.03.01 AR Policies
		103.03.02	Financial Accounts Education and Training	Previously 104.03.02 Education and Training
		103.03.03	Financial Accounts Continuing Education	Previously 104.03.03 Continuing Education
	103.04		**Insurance**	Previously 104.04 Insurance
		103.04.01	Insurance Coverage	Previously 104.04.01 Insurance
104			**COMMUNITY RELATIONS AND PUBLIC AFFAIRS**	Previously Section 105
	104.01		**Community Education, Health Promotion, and Injury Prevention**	Previously 105.01 Community Education, Health Promotion & Injury Prevention
		104.01.01	Community Education	Previously 105.01.02 Community Education
	104.02		**Community Relations**	Previously 105.02 Community Relations
		104.02.01	Customer Feedback	Previously 105.02.01 Customer Feedback
		104.02.02	Complaints and External Conflicts	Previously 102.03.01 Conflict Resolution and 105.02.02 Complaints
		104.02.03	Donations	Previously 105.02.03 Donation Policy
		104.02.04	Community Resource and Support	Previously 105.02.04 Community Service
		104.02.05	Community Diversity	Previously 105.02.05 Community Diversity
		104.02.06	Special Populations	<mark>NEW STANDARD</mark>

		104.02.07	Implicit Bias	NEW STANDARD
	104.03		**Media Relations**	Previously 105.03 Media Relations
		104.03.01	Media Relations Plan	Previously 105.03.01 Media Inquiries and 105.03.02 Contacting Media
		104.03.02	Agency Use of Social Media	NEW STANDARD
		104.03.03	Tracking Media Coverage	Previously 105.03.03 Tracking Media Coverage
	104.04		**Marketing Relations**	NEW STANDARD
		104.04.01	Public Directories	Previously 105.01.01 Telephone Directories
		104.04.02	Advertising	Previously 105.01.01 Telephone Directories
105			HUMAN RESOURCES	Previously 106 Human Resources
	105.01		**Credentials**	Previously 106.01 Credentials
		105.01.01	Credentials	Previously 106.01.01 Credentials
	105.02		**Compensation Package**	Previously 106.02 Compensation Package
		105.02.01	Compensation Rules	Previously 106.02.01 Compensation Rules
		105.02.02	Compensation Description	Previously 106.02.02 Compensation Description
	105.03		**Discipline and Corrective Action**	Previously 106.03 Discipline/ Corrective Action
		105.03.01	Discipline and Corrective Action	Previously 106.03.01 Corrective Action
	105.04		**Internal Conflict Resolution**	Previously 106.04 Problem Resolution
		105.04.01	Internal Conflict Resolution	Previously 106.04.01 Problem Resolution
	105.05		**Recruitment, Hiring & Retention**	Previously 106.05 Recruitment and Hiring
		105.05.01	Recruitment	NEW STANDARD
		105.05.02	Position Announcements	Previously 106.05.01 Job Postings
		105.05.03	Diversity Plan	Previously 106.05.03 Affirmative Action/ Diversity
		105.05.04	Selection Process	Previously 106.05.02 Selection Process
		105.05.05	Employee Retention	NEW STANDARD
	105.06		**Employee Training and Development**	Previously 106.06 Employee Training & Development
		105.06.01	Orientation Training	Previously 106.06.01 Orientation Training
		105.06.02	Ongoing Training	Previously 106.06.02 Ongoing Training
	105.07		**Conduct**	Previously 106.07 Conduct
		105.07.01	Professional Conduct	Previously 106.07.01 Professional Conduct
	105.08		**Performance Feedback**	Previously 106.08 Performance Evaluations

		105.08.01	Performance Feedback	Previously 106.08.01 Performance Evaluation
	105.09		**Subcontractor Personnel**	Previously 106.09 Subcontractor Personnel
		105.09.01	Subcontractor Personnel	Previously 106.09.01 Subcontractor Personnel
106			**COMPLIANCE AND RISK ANALYSIS**	<mark>NEW SECTION</mark>
	106.01		**Compliance Program**	<mark>NEW STANDARD</mark>
		106.01.01	Compliance Risk Assessment	<mark>NEW STANDARD</mark>
		106.01.02	Compliance Program	<mark>NEW STANDARD</mark>
		106.01.03	Compliance Audit	<mark>NEW STANDARD</mark>
107			**ORGANIZATIONAL SAFETY**	<mark>NEW SECTION</mark>
	107.01		**Just Culture**	<mark>NEW STANDARD</mark>
		107.01.01	Just Culture	<mark>NEW STANDARD</mark>
		107.01.02	Evaluation of Safety Culture	<mark>NEW STANDARD</mark>
		107.01.03	Improving Safety Culture	<mark>NEW STANDARD</mark>
		107.01.04	Organizational Safety Plan	<mark>NEW STANDARD</mark>
		107.01.05	Safety Committee	Previously 202.01.01 Employee Safety
	107.02		**Adverse Event Reporting**	Previously 202.05 Incident Reporting
		107.02.01	Adverse Event Reporting	Previously 202.05.01 Incident Reporting
		107.02.02	Critical Failures	Previously 202.05.02 Critical Failures
		107.02.03	Sentinel Events	<mark>NEW STANDARD</mark>
		107.02.04	Medical Error Reporting	Previously 202.05.03 Medical Error Reporting
	107.03		**Loss Control**	Previously 202.06 Loss Control
		107.03.01	Loss Control	Previously 202.06.01 Loss Control
200			**CLINICAL**	Previously Section 200 Clinical
201			**CLINICAL STANDARDS**	Previously 201 Clinical Standards
	201.01		**Medical Oversight**	Previously 201.01 Medical Oversight
		201.01.01	Medical Direction	Previously 201.01.01 Medical Direction
	201.02		**Clinical Protocols**	Previously 201.02 Clinical Protocols
		201.02.01	Protocol Existence	Previously 201.02.01 Protocol Existence
	201.03		**Medical Records**	Previously 201.03 Medical Records
		201.03.01	Patient Care Records	Previously 201.03.01 Patient Care Records
		201.03.02	Distributing Patient Care Records	Previously 201.03.02 Distributing Medical Records
		201.03.03	Electronic Patient Care Records	<mark>NEW STANDARD</mark>

		201.03.04	Patient Care Documentation Education	NEW STANDARD
	201.04		**Staffing**	Previously 201.04 Staffing
		201.04.01	Staffing Requirements	Previously 201.04.01 Staffing
		201.04.02	Clinical Credentialing	Previously 106.01.01 Credentials
	201.05		**Clinical Quality Improvement**	Previously 201.06 Clinical Standards Performance Improvement
		201.05.01	Clinical Performance Improvement Program	Previously 201.06.01 Performance Improvement Program
		201.05.02	Clinical Indicators	Previously 201.06.02 Clinical Indicators
		201.05.03	Clinical Indicator Variations	Previously 201.06.03 Indicator Exceptions
		201.05.04	Other Clinical Issues	Previously 201.06.04 Other Clinical Issues
		201.05.05	Reporting Performance Improvement Outcomes	Previously 201.06.05 Reporting Performance Improvement Data
		201.05.06	Assessing Clinical Performance Improvement Effectiveness	Previously 201.06.06 Assessing Performance Improvement Effectiveness
		201.05.07	Clinical Performance Review Committee	NEW STANDARD
202			**MEDICAL EDUCATION**	NEW SECTION
	202.01		**Continuing Medical Education**	Previously 106.06 Employee Training and Development
		202.01.01	Continuing Medical Education	Previously 106.06.03 Continuing Medical Education
300			**OPERATIONS**	NEW SECTION
301			**INTER-AGENCY RELATIONS**	Previously 102 Inter-Agency Relations
	301.01		**Inter-Agency Communications and Relations**	Previously 102.04 Inter-Agency Dialogue
		301.01.01	On-Going Dialogue	Previously 102.04.01 On-Going Dialogue
	301.02		**Mutual Aid**	Previously 102.02 Mutual Aid
		301.02.01	Mutual Aid Process	Previously 102.01.01 Mutual Aid Process
		301.02.02	Mutual Aid Policies	Previously 102.01.02 Mutual Aid Policies
	301.03		**Hazard Preparation and Coordination**	Previously 102.02 Disaster Coordination
		303.03.01	Hazard Vulnerability Analysis	Previously 102.02.01 Disaster Plan
		303.03.02	Hazard Response Plans	Previously 102.02.01 Disaster Plan and 102.02.02 Disaster Resources
		303.03.03	Hazard Response Evaluations	Previously 102.02.03 Disaster Simulations
302			**OPERATIONAL RESPONSES**	NEW SECTION

	302.01		**Operational Response Plans**	Previously 201.05 Response Plan
		302.01.01	Operational Response Plan	Previously 201.05 Response Plan
		302.01.02	Triaging Service Requests	Previously 201.05.01 Triaging Service Requests
		302.01.03	Response Time Standards	Previously 201.05.02 Response Time Standards
		302.01.04	Response Time Reporting	Previously 201.05.03 Response Time Reporting
		302.01.05	Response Time Monitoring	Previously 201.05.04 Response time Monitoring
	302.02		**Radio Communications**	
		302.02.01	Portable Communications Abilities	Previously 204.01.05 Communications Abilities
303			**SAFE OPERATIONS**	Previously 202 Safe Operations and Managing Risk
	303.01		**Vehicle Safety**	Previously 202.01 Vehicle Safety
		303.01.01	Driving Standards	Previously 202.01.01 Driving Standards
		303.01.02	Safety Restraints	Previously 202.01.02 Safety Restraints
		303.01.03	Initial and Ongoing Driver Training	Previously 202.01.03 Driver Training
		303.01.04	Ongoing Driver Monitoring	NEW STANDARD
		303.01.05	Vehicle Contacts	Previously 202.01.04 Vehicle Crashes
	303.02		**Employee Safety**	Previously 202.02 Employee Safety
		303.02.01	Employee Safety	Previously 202.02.01 Employee Safety
	303.03		**Safe Patient Operations**	Previously 202.03 Patient Safety
		303.03.01	Safe Patient Operations	Previously 202.03.01 Patient Safety
	303.04		**Patient Personal Property**	Previously 202.04 Patient Personal Property
		303.04.01	Handling Patient Personal Property	Previously 202.04.01 Patient Personal Property
		303.04.02	Service and Non-Service Animals	NEW STANDARD
304			**EQUIPMENT AND FACILITIES**	Previously 203 Equipment and Facilities
	304.01		**Vehicles**	Previously 203.01 Vehicles
		304.01.01	Vehicle Standards	Previously 203.01.01 Vehicle Specifications
		304.01.02	Vehicle Cleanliness	Previously 203.01.02 Vehicle Cleanliness
		304.01.03	Vehicle Theft Prevention	NEW STANDARD
	304.02		**Vehicle Maintenance**	Previously 203.02 Vehicle Maintenance
		304.02.01	Daily Vehicle Inspection	Previously 203.03.02 Checking Equipment
		304.02.02	Scheduled and Unscheduled Maintenance	Previously 203.02.01 Preventive Maintenance and 203.02.02 Vehicle Maintenance Records
	304.03		**Medical Equipment and Supplies**	Previously 203.03 Medical Equipment

		304.03.01	Minimum Equipment and Supply Requirements	Previously 203.03.01 Minimum Equipment
		304.03.02	Inspection of Equipment and Supplies	Previously 203.03.02 Checking Equipment
		304.03.03	Securing of Equipment and Supplies	NEW STANDARD
		304.03.04	Securing of Medications	Previously 203.03.03 Locking Ambulances and ALS Supplies
		304.03.05	Temperature Extremes	Previously 203.03.05 Temperature Extremes
		304.03.06	Durable Medical Equipment Maintenance	Previously 203.04.01 DME Maintenance
		304.03.07	Single Use / Disposable Items	Previously 203.05.01 Disposable Items
	304.04		**Facilities**	Previously 203.06 Facilities
		304.04.01	Facility Space	Previously 203.06.01 Facility Space
		304.04.02	Showering Access	NEW STANDARD
		304.04.03	Walk-In Care Requests	Previously 203.06.02 Walk-in Care Requests
400			**SPECIAL/OTHER SERVICES**	NEW SECTION
401			**COMMUNICATIONS CENTER**	Previously 204
	401.01		**Communications Center Policies and Procedures**	Previously 204.01 Policies and Procedures
		401.01.01	Communications Center Policies and Procedures	Previously 204.01.01 Policies and Procedures
		401.01.02	Call Processing	Previously 204.01.02 Call-taking
		401.01.03	Communications Center Time Records	Previously 204.01.04 Times
		401.01.04	Communications Abilities	Previously 204.01.05 Communications Abilities
	401.02		**Contingency Planning**	Previously 204.02 Contingency Plans
		401.02.01	Contingency Plan	Previously 204.02.01 Contingency Plan
		401.02.02	Implementation/ Testing of Contingency Plan	Previously 204.02.02 Practice Plan
	401.03		**Preventative Maintenance**	Previously 204.03 Preventative Maintenance
		401.03.01	Communications Maintenance	Previously 204.03.01 Communications Maintenance
	401.04		**Communications Education and Training**	Previously 204.04 Training
		401.04.01	Initial and Ongoing Training	Previously 204.04.01 Training
	401.05		**Licensure**	Previously 204.05 Licensure
		401.05.01	Licensure	Previously 204.05.01 Licensure
	401.06		**Communications Inter-Agency Dialogue**	Previously 204.06 Communications Inter-Agency Dialogue
		401.06.01	Inter-Agency Dialogue	Previously 204.06.01 Inter-Agency Dialogue
	401.07		**Communications Performance Improvement**	Previously 204.07 Communications Performance Improvement Program
		401.07.01	Communications Center Performance Improvement Program	Previously 204.07.01 Communications Performance Improvement

		401.07.02	Communications Center Performance EMD PRS Indicators	<mark>NEW STANDARD</mark>
		401.07.03	Communications Center Performance Indicator Exceptions	<mark>NEW STANDARD</mark>
		401.07.04	Reporting Communications Center Performance Improvement Outcomes	<mark>NEW STANDARD</mark>
		401.07.05	Assessing Communications Performance Improvement Effectiveness	<mark>NEW STANDARD</mark>
		401.07.06	Communications Center Performance Review Committee	<mark>NEW STANDARD</mark>
402			**SPECIALTY CARE TRANSPORT**	<mark>NEW SECTION</mark>
	402.01		**Specialty Care Transport Programs**	Previously in Introduction Section
		402.01.01	SCT Programs	Previously in Introduction Section
		402.01.02	SCT Call Processing	Previously 204.01.03 SCT Call-taking
		402.01.03	SCT Dispatch Performance Indicators	Previously 204.01.03 SCT Call-taking
		402.01.04	SCT Medical Direction	Previously 201.01.02 SCT Medical Direction
		402.01.05	SCT Facility Education	Previously 105.01.03 SCT Facility Education
		402.01.06	SCT Utilization Review	<mark>NEW STANDARD</mark>
403			**SPECIAL RESPONSE UNITS**	<mark>NEW SECTION</mark>
	403.01		**Mobile Integrated Health / Community Paramedicine**	<mark>NEW STANDARD</mark>
		403.01.01	Mobile Integrated Health / Community Paramedicine Programs	<mark>NEW STANDARD</mark>
	403.02		**Specialty Teams**	Previously in Introduction Section
		403.02.01	Specialty Teams Programs	<mark>NEW STANDARD</mark>