

# University of Rochester



## QA/QI Department

### Standard Operating Procedures Manual (2015-16)

QA/QI Chair  
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**1. Quality Assurance/Quality Improvement (QA/QI) Chairperson**

**1.1. Qualifications**

- 1.1.1. Must be certified as a New York State Dept. of Health EMT-Basic or hold a higher New York State Dept. of Health certification
- 1.1.2. Must be an RC MERT FTO or Crew Chief
  - 1.1.2.1. If no Crew Chief is available, then a qualified Crew Chief Trainee is eligible
- 1.1.3. Must have a current CPR certification
- 1.1.4. Must be elected by the general membership with a majority vote
- 1.1.5. Must be a member in good standing

**1.2. Duties**

- 1.2.1. Shall oversee the evaluation and revision of all Patient Care Reports (PCRs), as well as monitor adherence to NYS EMS and MLREMS protocols and RC MERT Standard Operating Procedures
- 1.2.2. Shall organize and oversee QA committee, and shall establish a weekly rotation for which crew chief on QA committee is responsible for reviewing PCRs
- 1.2.3. Shall report directly to the DOT on all matters concerning PCRs, including but not limited to: protocol deviations and Trainee and Crew Chief progress
  - 1.2.3.1. The Director of Operations and Assistant Director of Operations shall be informed of all protocol deviations, statistical reports, and any other situations requiring operations input
- 1.2.4. Shall provide the Training and Operations Departments with statistical analyses of call volume one per month and upon request
- 1.2.5. Shall assist the Training Department with any other tasks deemed necessary
- 1.2.6. Shall exercise voting privileges on the executive board

**1.3. Meeting Commitments**

- 1.3.1. Shall attend executive board meetings on a weekly basis
- 1.3.2. Shall attend all training committee meetings unless extraordinary circumstances arise
- 1.3.3. Shall attend any Crew Chief or Crew Chief Trainee meetings as deemed necessary by the DOT and ADOT

- 1.3.4. Shall attend all general membership meetings unless extraordinary circumstances arise

#### **1.4. QA Committee**

##### **1.4.1. Formation of Committee**

- 1.4.1.1. The QA/QI Chair will form a committee to assist in the process of reviewing PCRs
- 1.4.1.2. The QA/QI Chair will appoint between one and four members to be on the committee

##### **1.4.2. Qualifications**

- 1.4.2.1. Must be a crew chief
  - 1.4.2.1.1. If no Crew Chief is available, then a qualified Crew Chief Trainee is eligible

- 1.4.2.2. Must be a member in good standing

##### **1.4.3. Duties**

- 1.4.3.1. Shall review all PCRs to ensure that there are no deviations from Monroe Livingston Regional Emergency Medical Services (MLREMS) protocols

### **2. Quality Assurance, Quality Improvement (QA/QI)**

- 2.1. The Chairperson shall meet all qualifications and fulfill all duties listed in section 1.3
- 2.2. The QA/QI chair will operate under the QA/QI protocol set by the Training Department
  - 2.2.1. Each PCR submitted shall be reviewed by a member of the QA/QI committee
  - 2.2.2. PCRs will be evaluated for completion, clarity, content, standard formatting, and the quality of care given, especially noting deviations from protocol
- 2.3. The QA/QI chairperson will notify the DOT, ADOT, and ADO of any flagged PCRs, specifically those containing protocol deviations
  - 2.3.1. Meetings will be scheduled to rectify the matter as deemed appropriate by the ADO, DOT, and ADOT
- 2.4. The QA/QI chairperson will produce biannual reports outlining trends in the types of flags given, problems with quality of care, and any other information indicating that remediation is necessary on an agency level

### **3. Chart Flow**

- 3.1. Once a chart is created, it is in the “Initial Entry” phase or level S0.
- 3.2. Upon completion and locking of the chart, it will advance to level S1.

- 3.3. The QA committee described in section 1.4 will be assigned a schedule for examining charts on level S1.
  - 3.3.1. The 801s must log onto EMScharts and thoroughly examine each chart.
  - 3.3.2. If there is an issue with the chart, they will flag it and decide the appropriate manner of resolution.
    - 3.3.2.1. Issues can include but are not limited to; documentation errors, patient care mistakes, MERT procedure deviations, regional/national procedure deviations, training issues etc.
    - 3.3.2.2. The crew chief has 48 hours to answer the flag and resolve the issue. Disciplinary action may result if this deadline is missed.
  - 3.3.3. Once the QA is completed, the 801 will advance it to the next level, QA/QI Chair (level S2) within 48 hours of when the chart was locked.
- 3.4. The QA/QI chair will read every chart and may flag the chart for any of the above reasons.
  - 3.4.1. Once all flags are answered, the QA/QI chair will sign the chart and advance it to the next level, R9.
    - 3.4.1.1. The DO or ADO may also perform this function.
  - 3.4.2. R9 is at state-level and charts advanced to this level should have no unanswered QA flags and be considered polished and complete.
  - 3.4.3. No chart should be advanced for export with unanswered QA flags.

#### **4. emsCharts Security Roles**

##### **4.1. QA/QI Chair**

- 4.1.1. The QA chair shall have privileges necessary to perform their role. These privileges include viewing all charts, adding/removing/viewing all QA flags, and advancing/exporting charts.
- 4.1.2. The QA chair shall not have the ability to modify users, alter code tables, alter chart information, or have access to any ability that is not directly related to performing the QA role.

##### **4.2. QA Committee**

- 4.2.1. Members of the QA Committee shall be able to view all locked charts without patient demographic information. They also have the ability to add QA flags and advance charts.
- 4.2.2. Members of the QA Committee are not be able to demote charts, delete charts, delete QA flags, alter charted information or view patient demographic information.

#### **4.3. Non-QA Committee Crew Chiefs (801s) and Crew Chief Trainees (802s)**

- 4.3.1. Non-QA Committee 801s and 802s have no role in the QA process. They may only create, sign, and lock charts in level S0.
- 4.3.2. During the clearance process, 801s are responsible for teaching proper documentation in EMScharts.

#### **4.4. Director of Operations/Assistant Director of Operations (DO/ADO)**

- 4.4.1. The DO and ADO are to have full access to all patient records. They may view every chart including patient demographic information. They may also delete charts, demote charts, add/delete QA flags, advance charts, modify QA roles, and perform any other function in EMScharts.
- 4.4.2. The DO/ADO also have access to the code tables and may make changes to the QA process and security roles as the executive board sees fit.

### **5. Trainings**

#### **5.1. 801s**

- 5.1.1. The QA officer will arrange a meeting every semester to discuss issues and changes with QA and if necessary, implement changes to the system.
- 5.1.2. 802s should also attend this meeting if requested.

#### **5.2. 802s**

- 5.2.1. 802s will be trained in emsCharts by the training department upon acceptance into the 802 program.
- 5.2.2. Further instruction will occur while logging every call by the on-duty 801.

#### **5.3. QA/QI Officer**

- 5.3.1. The outgoing QA officer will train the new QA officer during Executive Board transition.
- 5.3.2. The outgoing DO and ADO should be present in this training to demonstrate the QA flow and give an introduction to the QA code tables. The incoming DO/ADO should also be present.