University of Rochester
River Campus Medical Emergency Response Team
Department of Operations

University of Rochester
CPU Box 273155
Rochester, NY 14627
www.security.rochester.edu/mert

Quality Assurance/Quality Improvement Standard Operating Procedures (SOPs)

1. Chart Flow
    1.1. Once a chart is created, it is in the "Initial Entry" phase or level 0.
    1.2. Upon completion and locking of the chart, it will advance to level 1.
        1.2.1. Level 1 is also called 801 review.
    1.3. At the end of each month, the QA/QI chair will divide up all level 1 charts between the active 801s.
        1.3.1. The 801s must log onto EMScharts and thoroughly examine each chart.
        1.3.2. If there is an issue with the chart, they will flag it and decide the appropriate manner of resolution.
            1.3.2.1. Issues can include but are not limited to; documentation errors, patient care mistakes, MERT procedure deviations, regional/national procedure deviations, training issues etc.
            1.3.2.2. The crew has three days to answer the flag and resolve the issue. Disciplinary action may result if this deadline is missed.
        1.3.3. Once the QA is completed, the 801 will sign the chart and advance it to the next level, QA/QI Chair (level 2).
    1.4. The QA/QI chair will read every chart and may flag the chart for any of the above reasons.
        1.4.1. Once all flags are answered, the QA/QI chair will sign the chart and advance it to the next level, R0.
            1.4.1.1. The DO or ADO may also perform this function.
        1.4.2. R0 is at state-level and charts advanced to this level should have no unanswered QA flags and be considered polished and complete.
        1.4.3. No chart should be advanced for export with unanswered QA flags.
2. EMScharts Security Roles
    2.1. QA/QI Chair
        2.1.1. The QA chair shall have privileges necessary to perform their role. These privileges include viewing all charts lacking patient demographic information, adding/removing/viewing all QA flags, and advancing/exporting charts.
        2.1.2. The QA chair shall not have the ability to view patient demographics, delete charts, modify users, alter code tables, demote charts to a lower level, alter chart information or have access to any ability that is not directly related to performing the QA role.
    2.2. Crew Chiefs (801s)
        2.2.1. Crew Chiefs shall be able to view all locked charts without patient demographic information. They also have the ability to add QA flags and advance charts.
        2.2.2. Crew Chiefs are not be able to demote charts, delete charts, delete QA flags, alter charted information or view patient demographic information.
    2.3. Crew Chief Trainees (802s)
        2.3.1. 802s have no role in the QA process. They may only create, sign, and lock charts in level 0.
        2.3.2. During the clearance process, 801s are responsible for teaching proper documentation in EMScharts.
    2.4. Director of Operations/Assistant Director of Operations (DO/ADO)
        2.4.1. 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.
        2.4.2. 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.
3. Trainings
    3.1. 801s
        3.1.1. The QA officer will arrange a meeting every semester to discuss issues and changes with QA and if necessary, implement changes to the system.

       3.1.2.   802s should also attend this meeting.

3.2. 802s

       3.2.1.   802s will be trained in EMScharts by the training department upon acceptance into the 802 program.

       3.2.2.   Further instruction will occur while logging every call by the on-duty 801.

3.3. QA/QI Officer

       3.3.1.   The outgoing QA officer will train the new QA officer during Executive Board transition.

       3.3.2.   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.