


Section: Medical Operations General
Subject: QUALITY ASSURANCE
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1. Each Battalion Chief/Shift Commander will ensure that **all** ePCRs for their battalion are closed and submitted in compliance with the HCFR Standards of Documentation requirements every shift.
2. All medical procedures which require critical care interventions will be reviewed by the Quality Assurance Officer, Quality Management Chief, Rescue Division Chief, and/or Medical Director.
3. Any questionable treatment or documentation discovered during the routine assessment of treatment records will be discussed between the appropriate Rescue Division personnel, Battalion Chief/Shift Commander and the member(s) involved.
 - a. Serious medical issues, or significant quality improvement opportunities, will be forwarded to the Quality Management Chief and/or the Rescue Chief for further review.
 - b. In addition, any inquiries from independent sources (i.e., the Trauma Agency, citizen complaints, hospitals, private providers etc.) will be facilitated and reviewed by the Quality Management Chief.
4. The QA Committee may review incidents brought to its attention by the Quality Management Chief.
 - a. These may include, but are not limited to, issues referred by the Trauma Audit Committee, medical care concerns and medical documentation.
5. After review by the Quality Management Chief, Rescue Division Chief, Medical Director and/or the QA Committee, incidents that are determined to need further review may be scheduled for one of the following types of meetings:
 - a. *Quality Assurance Meeting* - This is an informal meeting chaired by the Quality Assurance Officer and/or Quality Management Chief.
 - i. This type of meeting is used to determine if quality improvement or training opportunities exist that can be addressed without the need for disciplinary action.
 - ii. No Discipline can result from a QA Meeting.
 - iii. Union representation is at the employee's discretion.
 - b. *Fact Finding Meeting* - This is a meeting which is more formal than a QA meeting and is chaired by the Personnel Chief, Rescue Chief or Quality Management Chief.
 - i. This type of meeting is used to determine if there are any policy or protocol issues that need to be addressed.
 - ii. Discipline *may* result from this type of meeting.
 - iii. Union representation is at the employee's discretion, but will be strongly encouraged.
6. In compliance with Florida Statute 401.411 (Disciplinary action; penalties) any violations of state rules or regulations will be reported to the Florida Department of Health Bureau of EMS for their review.
 - a. They may, at their discretion, initiate an independent investigation without the involvement of our department.