

Chapter	II	Operations
Subject	4	Emergency Medical Services
Topic	13	Continuous Quality Improvement (CQI)

Purpose

- A. Implementation of an EMS Quality Management Program

Scope

- A. Identify areas for improvement, evaluate system performance, prioritize development, establish system controls, monitor performance indicators, and re-evaluate system impact.
- B. Performance objectives are based on accepted industry standards and guidelines.
- C. Objectives will be developed system wide based on community needs and expectations, desired patient outcomes and available resources.

Goals

- A. Gather data to support the development of new policies; or conversely, to change policies already in existence.
- B. Provide guidance and education to improve patient care and reporting.
- C. Review EMS documentation for trends; and in turn, proposing solutions to improve efficiency.
- D. Propose remediation (corrective actions) to prevent recurrent oversights or errors in patient care or reporting.

Policy

- A. CQI requires the participation of medical direction, fire department, and emergency care providers, working cooperatively towards a common goal; overall improvement of the existing system.
- B. Members can expect to receive feedback, both positive and negative in regard to your patient care reporting, from **“MEDICAL REVIEW”**, on their email.
 - 1. Review comments of medical review.
 - 2. If the word **“REMEDIATION”** appears in the text of the email, you will be required to perform the proposed corrective action. In most cases this will involve a written explanation from the provider.
- C. **IMPORTANT:** anytime you receive an email from medical review, positive or negative, you must;
 - 1. Respond promptly in a return email verifying that you have read and understand the information.
 - 2. Failure to respond will cause the CQI case to remain open and may result in disciplinary action.
 - 3. Your Responses should remain professional.