

# SOLANO EMERGENCY MEDICAL SERVICES COOPERATIVE

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Date: 12/12/03  
  
To: ALS Provider CQI Coordinators  
Base Hospital Coordinators  
  
From: Michael Frenn, EMS Agency Administrator   
  
Re: Policy Memorandum For Policies 2201 and 2203

In an effort to clarify process regarding Quality Assurance, the following shall be immediately in effect:

1. Issues may be identified by either a base hospital coordinator or an ALS service provider coordinator.
2. When an issue is initially reported, either to an ALS service provider coordinator from a base hospital coordinator, or to a base hospital coordinator from an ALS service provider coordinator, the receiving party shall have 30 days to investigate and report back to the originator. This report may be either verbally or in writing, but should be to the mutual satisfaction of both parties.
3. Issues that are in excess of 90 days from occurrence shall be forwarded directly to the EMS Agency for review and direction.
4. It shall be the responsibility of the party receiving the initial report of an issue to obtain the records necessary to review the issue.

This policy memorandum should be attached to Policies 2201 and 2203 until such time as those policies are rewritten to incorporate these changes. A clean copy of this memorandum will be sent to you under separate cover.

Please feel free to contact me with any questions or concerns.

Cc: CQI Committee

Solano EMS Cooperative

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### EMERGENCY MEDICAL SERVICES

POLICY MEMORANDUM #2201

EFFECTIVE DATE: 20 APRIL 1998

APPROVED BY:

A handwritten signature in black ink that reads "Thomas L. Charron, M.D." followed by "mp".

THOMAS L. CHARRON, M.D., M.P.H., SOLANO COUNTY HEALTH OFFICER, EMS MEDICAL DIRECTOR

REVIEWED BY:

A handwritten signature in black ink that reads "Allen Morini, D.O."

ALLEN MORINI, D.O., F.A.C.E.P., ASSISTANT EMS MEDICAL DIRECTOR

**SUBJECT: EMS QUALITY IMPROVEMENT (Q.I.) PLAN – BASE HOSPITALS**

AUTHORITY: HEALTH & SAFETY CODE 1797.204, 1797.220; ADMINISTRATIVE CODE, TITLE 22, DIVISION 9, CHAPTER 4, SECTION 100141.2, 100166

#### **PURPOSE/POLICY:**

To establish specific Quality Improvement Requirements for the Base Hospital components of the Solano EMS System.

#### **I. INTRODUCTION**

- A. Each Base Hospital servicing Solano County shall have a quality improvement program approved by the Local EMS Agency.
- B. Each Base Hospital servicing Solano County shall have a written agreement to participate in the County's ALS program and to comply with all applicable State Regulations and local Policies and Procedures including participation in the Local EMS Agency's Q.I. System.
- C. Each Base Hospital providing on-line medical control within the Solano County EMS System shall maintain a comprehensive Quality Improvement Program designed to interface with the Local EMS Agency's Quality Improvement Program.

**1. GOALS**

- a. Delivery of optimal pre-hospital care.
- b. Assure optimum clinical performance of caregivers within the base hospital EMS System.

**2. OBJECTIVES**

- a. High quality care.
- b. Consistency in Medical Control by individuals within the Base Hospital.
- c. Open, honest dialogue among EMS Providers, Base Hospitals and SEMSC.
- d. Accurate data collection.
- e. Individual and system improvement, including tracking and trending.
- f. Provide and promote high quality continuing education.
- g. 100% compliance with licensure, accreditation and certification requirements.
- h. Promote customer focus.
- i. Base hospitals will have active involvement in the committee process.

**II. BASE HOSPITAL Q.I ACTIVITIES**

Quality Improvement duties shall be accomplished and shared by the Base Hospital Liaison and Medical Director for each Base Hospital. These individuals shall perform, at a minimum, the following functions:

- A. Audits of pre-hospital calls to include, but not limited to the following:
  - 1. Patient contact by Air Ambulance.
  - 2. All calls that required ALS intervention prior to Base contact or where Base contact was not made.
  - 3. Incomplete documentation on the MICN form.
  - 4. Difference between pre-hospital assessment versus M.D. diagnosis/impression.
  - 5. Additional items as mutually agreed upon by the Base Hospital and the EMS Agency.
- B. These audits shall include visual review of records and as appropriate, audio review of radio tapes as specified in Solano County EMS Policy #7100.
  - 1. Additional Quality Improvement Activities will include:
    - a. Investigation of all unusual occurrences as referred by the EMS Agency. Investigations shall take no longer than five (%) working days or a limited time mutually agreed upon by the Base Hospital and EMS Agency and the results shall be reported directly back to the EMS Agency.

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- b. Weekly review of pre-hospital medical records to insure PCRs are completed correctly and medical records are timely received and appropriately distributed.
  - c. Perform all required orientations of new EMT-P's and MICN's as specified in Solano County Policy #3600.
  - d. Assure attendance of a Base Hospital representative at Pre-Hospital Critical Care Committee (PCC), Continuous Quality Improvement (CQI), and Emergency Medical Care Committee (EMCC) meetings as required by the EMS Agency.
  - e. Infection Control – Base Hospitals servicing Solano County shall develop and strictly enforce policies for infection control and contaminated materials disposal to decrease the chance of communicable disease exposure as well as ensure appropriate follow-up to EMS personnel exposure reports per Solano County EMS Policy Memo #6170.

### **III. CONTINUING EDUCATION AND TAPE AUDIT REVIEW**

- A. Base Hospitals servicing Solano County shall provide tape audit reviews and continuing education as specified in Memorandum of Agreement (MOA)/Contract.
- B. Base Hospitals servicing Solano County shall develop and properly orient all hospital employees who carry on EMS business over MED-NET or MED-COMM/Communications to include:
  - 1. Radio Operations
  - 2. Run documentation
  - 3. Base Hospital Communications
  - 4. Initiation of a retrospective audit of any EMS call in which care is in question.

### **IV. CERTIFICATION**

All MICN's employed by the Base Hospitals servicing Solano County shall maintain Advanced Cardiac Life Support (ACLS) Certification. The Base Hospital shall retain on file at all times, copies of the current and valid certifications of all MICN's performing services under this agreement..

### **V. PREPARATION FOR MULTI-CASUALTY AND HAZ-MAT RESPONSE**

Base Hospitals servicing Solano County shall train all MICN's in their respective roles and responsibilities under the County Multi-Casualty Incident Plan (MCI Plan) which is on file at the County EMS Agency.

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## VI. QUALITY IMPROVEMENT ACTIVITY REPORTS

Base Hospitals servicing Solano County shall submit the following elements of their Q.I. activities on a monthly basis (unless otherwise indicated) to the EMS Agency:

- A. Audit elements as described in Section II, paragraph 1, items a – 3.
  - B. Unusual Occurrence Forms (within 5 days of being notified by the EMS Agency).
  - C. Attendance Roster of EMS tape reviews.
  - D. MCI/Disaster Incident Command System (ICS) Patient Logs for follow-up of mass casualty situations (within 72 hours of the event).
  - E. Participate in the annual hospital facility assessment survey as required by 1797.103 of the Health & Safety Code.
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