

System Administration
Quality Assurance and Improvement**Date: 07/01/2024****Policy #1100****I. Purpose:**

- A. This policy identifies the primary responsibilities of all participants in the Imperial County EMS Quality Improvement (QI) Program and to ensure optimal quality of care for all patients who access the EMS system. The local EMS agency QI program is integrated with the state-level QI program and Core Quality Measures Project.

II. Authority:

- A. Health and Safety Code, Division 2.5 Section 1798. California Code of Regulations, Title 22, Division 9, Chapter 12 section 100400 - 10405.

III. Definitions:

- A. **Emergency Medical Services System Quality Improvement Program:** "Emergency Medical Services System Quality Improvement Program" or EMS QI Program means methods of evaluation that are composed of structure, process, and outcome evaluations which focus on improvement efforts to identify root causes of problems, intervene to reduce or eliminate these causes, and take steps to correct the process and recognize excellence in performance and delivery of care.
- B. **EMS Service Provider:** "EMS Service Provider" means an organization employing certified EMT-Basic, EMT-Advanced or licensed EMT-Paramedic personnel for the delivery of emergency medical care to the sick and injured at the scene of an emergency, during transport, or during interfacility transfer.

IV. Policy:

- A. The Imperial County EMS System will provide quality assurance to its system in order to ensure safe and quality treatment to its community. The system review will consist of all EMS system providers participating in the EMS Quality Improvement Program and will provide review,

monitoring and evaluation through:

1. Prospective - designed to prevent potential problems.
2. Concurrent - designed to identify problems or potential problems during the course of patient care.
3. Retrospective - designed to identify potential or known problems and prevent their recurrence.

4. Reporting/Feedback - quality assurance incidents should be reported to the Imperial County EMS Agency in accordance with the Imperial County Incident Reports Policy and the State EMS QI Program.

B. Local EMS Agency Responsibilities

The local EMS agency shall:

1. Develop and implement, in cooperation with other EMS system participants, a system-wide written EMS QI Program, as defined in Section 100400 of Title 22. Such programs shall include indicators, as defined in the California EMS System Core Quality Measures Instruction Manual, which address, but are not limited to, the following:
 - a. Personnel
 - b. Equipment and Supplies
 - c. Documentation
 - d. Clinical Care and Patient Outcome
 - e. Skills Maintenance/Competency
 - f. Transportation/Facilities
 - g. Public Education and Prevention
 - h. Risk Management
2. Review system-wide EMS QI Program annually for appropriateness to the system and revise as needed.
3. Develop, in cooperation with appropriate personnel/agencies, a performance improvement action plan when the EMS QI Program identifies a need for improvement.
4. Provide the EMS Authority with an annual update, from date of approval and annually thereafter, on the local EMS Agency's EMS QI Program. The update shall include, but not be limited to, a summary of how the local EMS Agency's EMS QI Program addressed the program indicators.
5. The local EMS Agency EMS QI Program shall be in accordance with the Emergency Medical Services System Quality Improvement Program Model Guidelines and shall be approved by the EMS Authority
6. The local EMS Agency EMS QI Program shall be reviewed by the EMS Authority at least every five (5) years.

C. EMS Service Provider Responsibilities

EMS Service Providers shall:

1. Develop, implement, and submit, in cooperation with other EMS system participants, a provider-specific written EMS QI program, as defined in Title 22, Chapter 12, Section 100400.
2. Such programs shall include indicators, as defined in the California EMS System Core Quality Measures Instruction Manual in coordination with the Quality Assurance Committee and Imperial County EMS QI program.

D. Base Hospital Responsibilities

Base Hospitals Shall:

1. Develop, implement, and submit, in cooperation with other EMS system participants, a provider-specific written EMS QI program, as defined in Title 22, Chapter 12, Section 100400.
2. Such programs shall include indicators, as defined in Section III and Appendix E of the Emergency Medical Services System Quality Improvement Program Model Guidelines in coordination with the Quality Assurance Committee and Imperial County EMS QI program.
3. Comply with all requirements set forth in the Imperial County Base Hospital Designation policy.

Oversight of the EMS System Quality assurance and improvement is the responsibility of the EMS Medical Director with advice from the Quality Assurance Committee utilizing the Imperial County EMS QI program.

APPROVED:

SIGNATURE ON FILE – DATE

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