



**PURPOSE:** The purpose of this policy is to outline a process for reporting non-sentinel event issues occurring within the EMS system.

**AUTHORITY:** Health and Safety Code, Division 2.5 Section 1797.220 & 1798 et seq.

**DEFINITIONS:**

“Unusual Occurrence” means any of the following:

- a. Breach of any standard of care or care outside scope of practice;
- b. Key equipment failure;
- c. Deviation from EMS policy that have potential to result in patient, EMS personnel, or public harm;
- d. Clinical treatment or medication administration errors that have potential to result in patient, EMS personnel, or public harm;
- e. Suspected violations of Health and Safety Code;
- f. Actual or potential injury to a patient or EMS personnel;
- g. Any occurrence that EMS personnel perceive as benefiting from a SJCEMSA review.

**POLICY:**

It the policy of SJCEMSA to maintain a reporting process of unusual occurrences within the EMS system to ensure effective process improvement and to reduce or mitigate future negative occurrences. EMS system participants shall report Unusual Occurrences to SJCEMSA in accordance with this policy.

**PROCEDURE:**

- I. This policy reflects the EMS Agency’s commitment of improvement through process ownership by all EMS system participants and involved parties. EMS system participants experiencing misunderstandings or disagreements in the course of field operations that do not rise to the level of Unusual Occurrence reporting to SJCEMSA (which may include emergency medical dispatch, on scene operations and hospital related operational issues) are expected to resolve such issues:
  - A. As soon as possible after the call;
  - B. In person or by telephone with the involved party or parties;
  - C. Among the participants;
  - D. At a mutually convenient time and location.
- II. EMS system participants shall report Unusual Occurrences to SJCESMA by completing and submitting an Unusual Occurrence Report Form (Appendix 6102A) online from the SJCEMSA website <https://www.sjgov.org/department/ems/unusual->



[occurrences-form](#) or scanned copy sent to the SJCEMSA Duty Officer email [emsdutyofficer@sjgov.org](mailto:emsdutyofficer@sjgov.org) within three (3) working days of the incident. EMS personnel submitting an Unusual Occurrence Report Form shall also include all applicable supporting documentation.

- III. Confidentiality: The EMS Unusual Occurrence Reporting Process is part of the CQI process and all interactions that occur under the guidance of this policy are confidential.