



Informational Bulletin

Continuous Quality Improvement

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Approved By: Darren L. Stevens, Fire Rescue Chief

EMS reporting now has a built in semi-automated Continuous Quality Improvement module. The build out of this module has been an on-going project in the development process over the last 3-4 months, and will go live on January 1, 2019.

The obvious goal with the activation of this module, is to put into place a method for improvement of the service that we provide to the customers that we serve. The secondary goal is the development of the module in such a way that it can become a fluid progress, with the ability to evolve rapidly as changes to the system take place in the future.

The activation of this new CQI module is going to create some changes in the current way that call reviews are handled. The method by which providers both receive and respond to Quality Improvement messages within the system is going to change, and the attached training will review those changes. These changes will not only provide more timely feedback to the provider, but will also allow for the better identification of system needs. Needs to be addressed could be either in the form of necessary protocol revisions, more targeted training on a specific subject area, or other changes necessary for the support of the primary goal.

The training is going to be delivered via a short Power Point presentation, and providers shall have the training completed by December 21, 2018.

Questions regarding this bulletin should be directed to Captain Rob Smith or Battalion Chief Arft.