

Fauquier County Department of Fire Rescue

OPERATING PROCEDURE

No. 302



Continuous Quality Improvement

Effective Date: May 30, 2017

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Revision Date: June 11, 2020

Forms: 943

Approved By: Darren L. Stevens, Fire Rescue Chief

A handwritten signature in black ink, appearing to read 'Darren L. Stevens'.

PURPOSE

To establish in policy a standardized method for the review of patient care documentation when calls for emergency medical services are answered by members of the Department, in order to assure compliance with the medical protocols under which we provide care.

SCOPE

This procedure applies to all members of the Department of Fire, Rescue and Emergency Management. Other agencies operating in Fauquier County may participate in this program by written request.

PROCEDURE

- A. Oversight of the program will lie with the battalion chief charged with EMS program management, who will serve as the program manager. It shall be their job to ensure member compliance, and serve as a liaison to the Operational Medical Director and the training division, when their involvement may become necessary.
 1. EMS Supervisors will function as the reviewers for their shifts.
 2. One of the EMS Supervisors will be identified as the CQI Coordinator responsible for maintenance of the CQI program and establishing quarterly topics.
 3. EMS reports will be reviewed based on all facets of the report, including thoroughness, accuracy, protocol compliance, and clarity of narrative.
 4. EMS reports will be reviewed based on a quarterly topic. The topics for the year will be based on the needs of the Department and current identified trends.
 5. All high acuity calls (i.e. CPR, Medevac, Pediatrics, etc.) will be reviewed for compliance, per the procedure identified in Policy 18 of the Fauquier County Fire Rescue Medical Treatment Guidelines.
 6. All Critical Procedures will be reviewed by the Operational Medical Director for compliance.

Desire to Serve

Ability to Perform

Courage to Act

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7. In addition to the calls identified above, any member or officer of the Department may request review of a call by providing an email to the program manager, stating the incident number and reason for the review. These calls will be forwarded to the coordinator for review, utilizing FRF 943
8. Call reviewers may not perform formal review of their own calls.
9. All information pertaining to any calls reviewed remains protected by HIPAA.
10. The EMS Captains will deliver the results of any reviews to the appropriate provider on their shift.
11. Shift officers will be responsible for ensuring that any performance recommendations made are completed as scheduled, and the EMS Captain notified upon their completion.

B. If the call reviewers identify trends with either individual providers or the Department as a whole, it shall be the job of the CQI coordinator to identify the trend to the program manager and the provider’s supervisor. The program manager will work with the shift EMS Supervisor, provider’s supervisor and training division as may be necessary, to develop a plan to train on any identified deficiencies. Corrective action above and beyond station-level training, if necessary, will be the responsibility of the program coordinator and shift battalion chief.

C. CQI Alerts and Processing

1. Providers having reports in need of corrections will be notified using the automated CQI feature developed within Image Trend.
2. Any CQI Alerts initiated by one of the reviewers, will have one on-duty shift to make the corrections.
3. The shift EMS Supervisors will provide a report, every 2 months, to the Program Manager for dissemination to the Command Staff