

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 27, 2017

Forms:

Approved By: Darren L. Stevens, Fire Rescue Chief

PURPOSE

To establish in policy a uniform 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. Other agencies operating in Fauquier County may participate in this program by written request.

I. 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. The program manager will appoint three call review members, after confirmation with the appropriate battalion chief. One of the members will be identified as the CQI Coordinator.
 2. EMS reports will be reviewed based on all facets of the report, including thoroughness, accuracy, protocol compliance, and clarity of narrative.
 3. EMS reports will be reviewed based on a quarterly topic. The topics for the year will be provided to the Department by the program manager on or before December 31 of the preceding year. The program manager will reserve the right to change the topic as necessary to accommodate department need.
 4. All high acuity calls (i.e. CPR, Medevac, etc.) will be reviewed for compliance.
 5. 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.

Desire to Serve

Ability to Perform

Courage to Act

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- 6. All high acuity calls will be reviewed by the CQI Coordinator in addition to the reviewer assigned the shift on which the call took place.
 - 7. Call reviewers may not perform formal review of their own calls.
 - 8. All information pertaining to any calls reviewed remains protected by HIPAA.
- 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 CQI coordinator, provider’s supervisor and training division as may be necessary, to develop a plan to correct any deficiencies. Corrective action, if necessary, will be dealt with on a case-by-case basis.
- 1. Providers having reports in need of corrections will be notified using the built in messaging feature through Image Trend.
 - 2. Any quality review messages initiated by one of the reviewers, will also be copied to the program manager and provider’s supervisor.
 - 3. Providers receiving a message notifying them of corrections needed for a patient care report, will have one (1) on duty shift to make the necessary correction.
 - 4. Lack of compliance with this may be grounds for disciplinary action under Human Resources Policy Section 3, Code of Conduct.
 - 5. The CQI coordinator will provide a synopsis to the program manager of any positive and negative trends identified in the patient care reviews. This report will be provided every other month, and will be disseminated to the Department as a whole upon approval from the program manager.