Ì	POLICY:	500.20 EMS QUALITY CONTROL COMMUNICATION REPORT		
MORRIS	APPROVAL:	VICE PRESIDENT OF PROFESSIONAL SERVICES; MANAGER OF EMS;		
HOSPITAL 24 HEALTHCARE CENTERS	EFFECTIVE DATE: 2/16/2024			ORIGINAL EFFECTIVE DATE: 08/16
People You Know.				
Extraordinary Care.	DEPARTMENT SPECIFIC		EMERGENCY MEDICAL SERVICES	

## I. Purpose:

To serve as a tool to improve the quality of patient care and the functioning of the Morris Hospital Emergency Medical Services (EMS) System. To facilitate expedient resolutions to issues raised within the System and provide feedback to all involved participants. To facilitate communication between EMS System participants.

## II. Policy:

- **A.** Morris Hospital EMS System pre-hospital providers or hospitals can initiate an EMS Quality Communication Report (EMSQCR) when any of the following occur:
  - **1.** When unusual circumstances are verbalized or documented on the Patient Care Report or hospital log sheet or telemetry recording.
  - **2.** When there is an apparent discrepancy in pre-hospital treatment delivery and Medical Control orders, which may or may not constitute a violation of Standing Medical Ordcers.
  - 3. When Medical Control orders are not carried out by pre-hospital providers.
  - **4.** There is interference at the scene, which hampers the pre-hospital providers in the performance of their duties.
  - 5. There is any patient or provider injury sustained at the scene, during the course of treatment, or during transport.
  - **6.** There is a question or problem relating to errors in medication administration, missing medications or difficulties encountered in obtaining exchange medications or equipment at an Associate Hospital or Resource Hospital.
  - 7. Any other action or event that seems out of the ordinary, and that the personnel involved believe should be reported.
  - **8.** Any equipment malfunctions.

## III. Procedure:

- A. The Associate Hospital (AH) or Resource Hospital (RH) EMS Manager receives an EMS Quality Communication Report or receives information regarding a quality control issues.
- **B.** The following EMS Quality Control Communication Reports will be forwarded to the RH for investigation/resolution:
  - 1. All EMSQCRs that directly involve the AH EMS Coordinator or EMS Medical Director.
  - **2.** When care rendered by a pre-hospital provider may have resulted in or contributed to a poor patient outcome.
  - 3. Any EMSQCR alleging the pre-hospital provider to be impaired by drugs or alcohol.
  - **4.** Any EMSQCR in which, after investigation, any involved party is unsatisfied with the resolution/decision by the AH EMS staff.
  - 5. Any EMSQCR that involves concerns between two or more AHs related to EMS issues.

- 6. Any EMSQCR involving out of System providers and/or hospitals.
- 7. Any EMSQCR in which more input is needed.

## All other EMSQCRs can be handled by the Associate Hospital.

- **D.** The EMS Manager will conduct an investigation of the incident.
- **E.** The EMS Manager will discuss the findings of the investigation with the EMS Medical Director.
- F. The EMS Manager and/or EMS Medical Director will determine the resolution.
- **G.** The EMS Manager will document findings/resolution and communicate that information to all involved participants.
- **H.** The EMS Coordinator will report findings to the RH at the bi-monthly EMS Coordinators Meeting.

The EMS Quality Communication Report is a confidential quality improvement document. Do not copy it or make reference to its completion in the medical record or Patient Care Report.

**Approval:** 

James Kirchner Date Vice President of Professional Services

Kathleen Geiger MSN, RNDateManager of EMS & Emergency Management