


SOG# 505-15	Standard Operating Guideline	Administrative		
	<h2 style="text-align: center;">Cumberland Road Fire Department Inc.</h2> <div style="border: 1px solid black; padding: 5px; text-align: center;">EMS Quality Assurance</div>	Approved By Steven W. Parrish		
		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Effective Date</td> <td style="width: 50%;">Revised Date</td> </tr> <tr> <td>February 19, 2012</td> <td>June 17, 2021</td> </tr> </table>	Effective Date	Revised Date
Effective Date	Revised Date			
February 19, 2012	June 17, 2021			

PURPOSE:

To ensure all department personnel who possess a North Carolina Office of Emergency Medical Service (NCOEMS) credential remain in an active, functioning status. To monitor and evaluate the standard of care, treatment, and procedures provided to patients by department personnel during response calls, thus ensuring that all care provided complies with accepted and approved NCOEMS and Cumberland County EMS protocols and within the accepted standard of care. Policy enforcement and compliance shall be the responsibility of the EMS Quality Assurance Officer.

QUALITY ASSURANCE OFFICER:


Quality Assurance (QA) Officer shall be accountable for enforcement and compliance with the Quality Assurance Policy. QA Officer shall be appointed by the Chief of the Cumberland Road Fire Department. QA Officer responsibilities shall include but not limited to:

1. Ensure active members maintain an active, valid credential with NCOEMS.
2. Complete a monthly review of high acuity and a random selection (50%) of EMS response calls by the Cumberland Road Fire Department.
3. Ensuring all care provided by active, functioning members was within established protocols, procedures, and standards of care set forth by NCOEMS, Cumberland County EMS Medical Direction, and Cumberland Road Fire Department.
4. Upon discovering protocol deviation and/or standard of care concern(s), notify the appropriate personnel (Cumberland Road Fire Department Chief Officers and Cumberland County EMS System Administration Representative) as set forth by policy.
5. In conjunction with notified personnel, develop a corrective action plan to prevent and deter future occurrences with a 30 day scheduled action plan review.

CREDENTIAL STATUS:

All Cumberland Road Fire Department members who are credentialed by NCOEMS and wish to function with their credential, with the maximum recognized functioning credential as an Emergency Medical Technician (EMT), must maintain an active status NCOEMS. Verification of functional status is that of the QA Officer, with verification being obtained electronically from the EMS Performance Improvement Center (www.emspic.org) through the Continuum platform. To function, credentialed personnel must comply with and meet the following requirements:

1. Copy of current, active credential and verification record must be on file with both the Training and Administrative Divisions of the Cumberland Road Fire Department.

SOG# 505-15	Standard Operating Guideline	Administrative		
	<h2 style="text-align: center;">Cumberland Road Fire Department Inc.</h2> <p style="text-align: center;">EMS Quality Assurance</p>	Approved By Steven W. Parrish		
		<table border="1"> <tr> <td>Effective Date</td> <td>Revised Date</td> </tr> <tr> <td>February 19, 2012</td> <td>June 17, 2021</td> </tr> </table>	Effective Date	Revised Date
Effective Date	Revised Date			
February 19, 2012	June 17, 2021			

2. Copy of current, active American Heart Association (AHA) BLS (formerly referred to as CPR) credential must be on file with both the Training and Administrative Divisions of the Cumberland Road Fire Department.
3. Credentialed members must attend approved, scheduled continuing education classes and have obtained the minimum number of hours set forth by NCOEMS for re-credentialing.
4. Credentialed member is responsible and accountable for ensuring all necessary and required documentation is submitted within 90 days of the expiring credential.
5. Credentialed members shall be required to attend any mandatory scheduled training established by the Cumberland Road Fire Department Training and/or Administrative Divisions.

Verification of all established requirements noted above shall be the responsibility of the Cumberland Road Fire Department QA Officer as indicated in the QA Officer responsibility section.


QUALITY ASSURANCE MONTHLY REVIEW:

The QA Officer no later than the 15th of each month shall complete a quality assurance review of emergency medical calls responded to by the Cumberland Road Fire Department in which patient care was rendered the preceding month and meeting the following criteria:

- High acuity/priority patients such as cardiac/respiratory arrest, unresponsive, overdoses, live birth, and/or any deemed by the QA Officer or having been suggested for review by any member of the Cumberland Road Fire Department.
- Randomized, 50% selection of remaining emergency medical calls responded to by the Cumberland Road Fire Department.

Review of calls may also be completed anytime following the call and before the 15th of the following month. The QA review shall include but not limited to the following areas/topics for each report reviewed:

- Evaluation of call times, ensuring response times are with an accepted time frame as established by Cumberland Road Fire Department Standard Operating Guidelines and/or policies.
- Evaluation of rendered care by credentialed members, ensuring all care provided was within established NCOEMS protocols and procedures.
- Evaluation of rendered care by credentialed members, ensuring rendered care was appropriate for patient complaint(s) and was within the accepted standard of care.

SOG# 505-15	Standard Operating Guideline	Administrative		
	<h2 style="text-align: center;">Cumberland Road Fire Department Inc.</h2> <div style="text-align: center; border: 1px solid black; padding: 2px;">EMS Quality Assurance</div>	Approved By Steven W. Parrish		
		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Effective Date</td> <td style="width: 50%;">Revised Date</td> </tr> <tr> <td>February 19, 2012</td> <td>June 17, 2021</td> </tr> </table>	Effective Date	Revised Date
Effective Date	Revised Date			
February 19, 2012	June 17, 2021			

- Evaluation of report documentation, ensuring documentation was completed by the primary care provider and appropriate to include correct spelling and grammar. Any change(s) noted with documentation was completed by the credentialed member initially completing the report. All additions and/or changes were completed as an amendment to the original report.


PROTOCOL DEVIATION/STANDARD OF CARE ISSUE:

Medical Control should approve any deviation from protocol at Cape Fear Valley Health Emergency Department. Medical Control may be contacted via radio, or public service by the credentialed member requesting protocol deviation with the credentialed member ensuring the report documentation includes the requested deviation, approved or denied, and the Emergency Department Physician who was consulted.

Any deviation from protocol and/or standard of care issues that are discovered during the QA review process and/or are reported/requested for review shall be forwarded to the following:

1. Cumberland Road Fire Department Chief Officers
2. QA Officer (if previously not notified)
3. Cumberland County Emergency Medical Services System Administration Representative
4. Cumberland County Medical Direction (if necessary)

Upon discovery or report of issue/concern, the QA Officer shall initiate an inquiry with all personnel associated with the call directly and/or indirectly. With the inquiry, the QA Officer shall be accountable for evaluating the credentialed member's reasoning for deviation of protocol and/or standard of care issue/concern. Upon completing the inquiry, the QA Officer will forward inquiry findings to the Cumberland Road Fire Department Chief Officers and Cumberland County EMS System Administration Representative for review. The QA Officer, credentialed member(s), Cumberland County EMS System Administration Representative, and if necessary, Cumberland County EMS Medical Direction may meet to discuss the finding and render any disciplinary and/or corrective actions deemed necessary. Any actions taken may be solely at the discretion of the QA Officer. If a corrective action plan is required to be completed by the credentialed member(s), the action plan must be submitted by the credentialed member(s) within five (5) days of notification. Failure to submit as required may result in further actions to include suspension of the credentialed member(s) ability to function under the approval of Cumberland County EMS Medical Direction.

SOG# 505-15	Standard Operating Guideline	Administrative		
	<h2 style="text-align: center;">Cumberland Road Fire Department Inc.</h2> <div style="border: 1px solid black; text-align: center; padding: 2px;">EMS Quality Assurance</div>	Approved By Steven W. Parrish		
		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Effective Date</td> <td style="width: 50%;">Revised Date</td> </tr> <tr> <td>February 19, 2012</td> <td>June 17, 2021</td> </tr> </table>	Effective Date	Revised Date
Effective Date	Revised Date			
February 19, 2012	June 17, 2021			

CORRECTIVE ACTION PLAN(S):


Corrective action plans are completed by credentialed members involved directly with a discovered and/or reported protocol deviation and/or standard of care issue/concern. The corrective action plan is designed to enable a credentialed member to recognize the issue/concern noted and develop an individual process (or procedure) that will assist the credentialed member (and possibly other members) in avoiding future occurrences of the same (or similar) incidents. In addition, corrective action plans function as training tools. Corrective actions plans shall include but not limited to the following:

- Description of the protocol deviation and/or standard of care issue/concern discovered through the review process or reported.
- Reasoning (explanation) for the deviation and/or standard of care issue/concern by the credentialed member.
- Steps or procedures the credentialed member will implement in his/her actions to ensure compliance with established NCOEMS protocols and procedures and accepted standard of care with future medical calls responded to as a credentialed member of the Cumberland Road Fire Department.
- Feedback and/or recommendations as provided by the QA Officer and, if necessary, input provided by the Cumberland County EMS System Administration Representative and Cumberland County EMS Medical Direction.

Upon completing the corrective action plan, the QA Officer will review the documentation with a response being provided back to the credentialed member(s) involved. Following the review, the credentialed, affected member(s) may receive remediation training regarding the deviation and/or standard of care concern and/or receive a suspension from functioning as a credentialed member of the Cumberland Road Fire Department. The QA Officer's length of suspension shall be outlined in conjunction with input from the Cumberland County EMS System Administration Representative and Cumberland County EMS Medical Direction. Sixty (60) days after notification to the credentialed member(s), a second review with the credentialed, involved member(s), and the QA Officer shall be completed to review the corrective action plan for understanding and compliance. A final review report shall be provided to the Cumberland County EMS System Administration Representative for documentation purposes.

APPELLATE PROCESS:

Credentialed members who have received a suspension of functioning capabilities by the QA Officer may appeal the decision to the Chief Officers of the Cumberland Road Fire Department. The credentialed member will have three (3) days from notification of the suspension to submit the appeal in writing to the Chief Officers. The Chief Officers do have a right to deny the request presented by the credentialed member. Within three (3) days of receiving the appeal, the

SOG# 505-15	Standard Operating Guideline	Administrative								
	<p style="text-align: center;">Cumberland Road Fire Department Inc.</p> <p style="text-align: center;">EMS Quality Assurance</p>	<table border="1"> <tr> <td colspan="2" data-bbox="1031 136 1432 151">Approved By</td> </tr> <tr> <td colspan="2" data-bbox="1031 151 1432 186">Steven W. Parrish</td> </tr> <tr> <td data-bbox="1031 212 1230 233">Effective Date</td> <td data-bbox="1230 212 1432 233">Revised Date</td> </tr> <tr> <td data-bbox="1031 233 1230 268">February 19, 2012</td> <td data-bbox="1230 233 1432 268">June 17, 2021</td> </tr> </table>	Approved By		Steven W. Parrish		Effective Date	Revised Date	February 19, 2012	June 17, 2021
		Approved By								
Steven W. Parrish										
Effective Date	Revised Date									
February 19, 2012	June 17, 2021									

Chief Officers will, if granted, notify the credentialed member of a scheduled date and time for the appeal. At that time, the member shall have the opportunity to present his/her case. Following the presented appeal, the credentialed member shall be notified in writing and, within three (3) days, the decision of the Chief Officers. The decision by the Chief Officers will be considered the final decision with no further appeal options available for the credentialed member. Suspensions initiated by the Cumberland County EMS Medical Direction shall not be submitted for an appeal to Cumberland Road Fire Department Chief Officers. Any suspension initiated by the Cumberland County EMS Medical Direction shall only be appealed to the Cumberland County EMS Medical Direction in compliance with their established procedure.