
KITTITAS COUNTY EMERGENCY MEDICAL SERVICES

OPERATIONAL POLICY	EFFECTIVE DATE: February 3, 2011	NUMBER: 7	SUPERSEDES DATE: December 6, 2007	PAGE: 1
SUBJECT: QUALITY IMPROVEMENT PROGRAM				

I. PURPOSE

To provide the Medical Program Director (MPD) and the EMS personnel a comprehensive and consistent quality improvement program that promotes timely and appropriate delivery of emergency medical treatment for the ill and injured in accordance with the Office of Emergency Medical and Trauma System (OEMTS) Quality Improvement (QI) Plan for MPDs.

II. PROCEDURES

A. QI Committee and Special Projects Committees

1. Committee Structure

a. Prehospital QI Committee shall be composed of the MPD as chairperson, the EMS Coordinator, delegates, and certified EMS personnel in Kittitas County.

- Primary paramedics are required to participate in in-house QI sessions and provide a summary of their review to the MPD prior to the monthly paramedic meetings.
- In-house QI sessions are encouraged for all agencies.
- All county EMS personnel have the option of requesting membership to the QI Committee.
- Maximum membership is 15% of total EMS personnel or a total of 30 members.
- Duration of Committee is ongoing

b. Special Project QI Committees may be established as a collaboration between agencies to review the patient care process from call taking to receiving facility regarding general or specific types of cases or conditions within an identified project goal.

- Agencies to be represented on a committee will be identified and invited by the MPD.
- In addition to the Medical Program Director and EMS Coordinator, Special Project QI Committees may consist of agency appointed members from the following agencies; dispatch, law enforcement, fire, EMS, hospital, rehabilitation, higher education, prevention, and other approved by the MPD.
- Appointments must be submitted in writing to the EMS Office.

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- Maximum membership is two representatives from each discipline represented.
 - Duration of Special Projects QI Committees should be limited to an established project period for process improvement.
 - Upon project completion, continued QA should be conducted by the MPD, EMS Coordinator, and Prehospital QI Committee under MPD oversight, and/or internal agency QA.
2. Members and participants (non- members) in any QI meeting shall sign a confidentiality form (Attachment 1) to participate in the meeting.
 3. The QI Committee shall use national and state standards, curriculums, protocols, operational procedures and policies, call taking recordings and dispatch incident logs, and patient care reports as a source for QI evaluations.
 4. Incidents reviewed under the QI process may be selected randomly, per requested topics of the MPD, per areas of concern by delegates or EMS personnel, or as identified per Special QI Project Committee.
 5. Special QI Projects may be recommended to the MPD. MPD approved projects will be reviewed and co-approved by the EMS & Trauma Care Council for staff support.
 6. Instructions to members will be to review whether the patient received the appropriate level of care or instruction (BLS, ILS, or ALS), whether the care provided and transport decision (destination and type) were appropriate for the patient's condition, and whether dispatch, treatment and transport were timely.
 7. *Prehospital Quality Improvement Incident Report* forms (Attachment 2) will be made available through the Kittitas County EMS Division office or via office website.
 - Reports that meet the minimum threshold will be reviewed at the QI Committee.
 8. Members are held harmless when they function in accordance with RCW 18.71.215 (Attachment 3).

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B. Confidentiality

1. Patient confidentiality will be assured based on the participant's pledge (Attachment 2) on the sign-in roster.

3. Participants may be removed from committee by MPD for breach of confidentiality.

3. Access to information will be limited to participants in the QI process.

4. All documents regarding patient information are maintained in a confidential file, under the supervision of the MPD or staff.

C. Reporting

1. QI Memo: As needed, the MPD will issue a QI Memo consisting of a collective incident review for all providers.
 - The QI memo will identify findings made by the MPD and/or QI Committee during monthly reviews.
 - The information will be non-specific to incident, person, or agency.
 - The information will be "good to know" type information, not based on complaints and will fall below threshold determination.
 - The QI Memo will be sent out to all licensed agencies to share with EMS personnel.
 - The goal is to allow all providers (career and volunteer) an opportunity to benefit from the QI process with a minimal investment of time.

2. Individual QI Letters: As needed, the MPD will issue a QI letter to an individual regarding a QI finding that he/she feels warrants one-on-one attention. QI Letters are for situations that the MPD feels can be resolved with communication and fall below the threshold of determination.

3. OEMTS Reports:
 - The MPD provides the OEMTS with a monthly MPD Report that includes time spent on the monthly QI activities.

APPROVED BY KITTITAS COUNTY MPD:

Signature: _____

Name: **Jackson S. Horsley, MD**

RECOMMENDED BY KC EMS/TC COUNCIL:

Signature: _____

Name: **Craig McKee, Chairman**
Lee Hadden, Vice Chairman