



County of Santa Cruz

HEALTH SERVICES AGENCY

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EMERGENCY MEDICAL SERVICES PROGRAM

Policy No. 1120
Reviewed 01/07

Emergency Medical Services Program

Approved

Medical Director

Subject: EMS QUALITY IMPROVEMENT PROGRAM

PURPOSE: To establish a system wide Quality Improvement (QI) Plan for evaluating the Emergency Medical System of Santa Cruz County in order to foster continuous improvement in performance and quality patient care. To assist the EMS Agency, EMS Providers, Receiving Hospitals and Base Hospitals in defining standards, evaluating methodologies and utilizing the evaluation results for continued system improvement.

AUTHORITY: California Code of Regulations, Title 22, Section 100136, 100141.2, 100166, 100167, 100168, and 100172. Health and Safety Code Division 2.5, Section 1797.220. California Evidence Code, Section 1157.7

DEFINITION: Quality Improvement (QI) means a method of evaluation of services provided, which includes defined standards, evaluation methodologies and utilization of evaluation results for continued system improvement. Such methods may include, but not be limited to, a written plan describing the program objectives, organization, scope and mechanisms for overseeing the effectiveness of the program.

This reference to Quality Improvement (QI) is comparable to State Regulations' reference to Continuous Quality Improvement.

PRINCIPLES:

- To be effective, a Quality Improvement (QI) Plan must foster a positive working relationship between all components of the emergency medical system.
- This document will allow each agency to continue meeting its own unique QI needs as well as providing an avenue for meaningful collaboration system wide. This QI Plan encourages the utilization of the processes that affect patient outcomes most significantly.

POLICY:

I. At a minimum, the QI Plan shall include:

- A. Statement of quality improvement program goals and objectives.
- B. Description of how the Quality Improvement Plan is integrated into the Santa Cruz County EMS system.
- C. Description of those processes used in conducting quality improvement activities, action plans and results.
- D. Methods to document those processes used in quality improvement activities.
- E. Common database from which to compare and contrast data system participants.
- F. Methods to retrieve data from participating non-base receiving hospitals regarding patient diagnoses and disposition.

II. BASE HOSPITAL CONTRIBUTIONS:

- A. Implementation and maintenance of a Quality Improvement (QI) Plan in conjunction with prehospital care providers assigned to the base hospital.
- B. Designation of a representative to participate in the Santa Cruz County EMS QI Committee.
- C. Collection of outcome data on patients brought to the Base Hospital as outlined in the EMS CQI Plan.

III. PROVIDER AGENCIES CONTRIBUTIONS:

- A. Implementation and maintenance of a Quality Improvement (QI) Plan in conjunction with assigned base hospitals and receiving hospitals.
- B. Evaluation of prehospital care performance standards.
- C. Designation of a representative to participate in the Santa Cruz County EMS QI Committee.

IV. EMS AGENCY CONTRIBUTIONS:

- A. Implementation and maintenance of a Quality Improvement (QI) Plan in conjunction with base hospitals, receiving hospitals, and provider agencies.
- B. Provide for a multidisciplinary team approach and provide staff support for the EMS QI Committee.
- C. Assist in ongoing monitoring and evaluation of clinical and organizational performance.
- D. Provide information to support system improvement of those processes that are important to the quality of patient care.
- E. Provide confidential patient outcome and informational system reports to assist in improving the functions targeted by the QI program.

V. EMS QUALITY IMPROVEMENT COMMITTEE

- A. The EMS Quality Improvement Committee membership shall consist of:

EMS Medical Director
EMS Program Manager
Physician from each Base Hospital
PLN from each Base Hospital
EMSIA QA Manager
AMR CES Coordinator
Other representatives of the Santa Cruz County EMS community as approved by the EMS Medical Director and Program Manager

- B. The EMS Quality Improvement Committee will meet monthly. The proceedings and records of this committee shall be free from disclosure and discovery. (CEC, Sect. 1157.7)
- C. The EMS Quality Improvement Committee will focus on system processes for improvement.
- D. The EMS Quality Improvement Committee will coordinate and compile focused studies/research on selected issues.
- E. At such time when the EMS Quality Improvement Subcommittees develop, the proceedings and records of the Subcommittees shall be free from disclosure and discovery. (CEC, Sect. 1157.7)

VI. INCIDENT REPORTING PROCEDURE

- A. A written account of the incident shall be made. This written account shall be forwarded to the appropriate personnel within each agency. Depending on the severity and complexity of an incident an investigation may be done.