



NORTHAMPTON COUNTY

Department of EMERGENCY MEDICAL SERVICES



STANDARD OPERATING GUIDELINES

TOPIC: Quality Assurance Program	SOG #: 2.19
Status: ACTIVE	Written: 10/01/2004
Written by: Hollye B. Carpenter	Revised: 01/01/2013
Approved by: Hollye B. Carpenter	Adopted: 01/01/2013

PURPOSE

To establish guidelines concerning Quality Assurance in patient care and EMS charting, contact of the Operational Medical Director and disciplinary actions relating to the provision of patient care.

SCOPE

All department EMS personnel

CONTENT

EMS Charting

1. A quality assurance program has been established through EMS Charting. Chart Review shall be completed per NCEMS "Chart Review Responsibilities".
2. Quality Assurance Specialists are responsible for ensuring all information is entered correctly, the level of patient care is appropriate, protocols are followed, and clinical documentation is complete. These reviews are completed on daily basis;
3. Each EMS provider will receive "QA Flags" requesting missing information to be added in an addendum, as necessary;
4. Critical missing information or continued incomplete documentation will be reviewed with the employee and addressed as necessary;
5. Concerns regarding patient care rendered will be handled by the EMS Captain and investigated as necessary.

Tidewater EMS Council Referral

Any EMS provider may utilize the regional quality assurance/quality monitoring programs, as they feel is appropriate. The regional referral forms are provided with this Standard Operating Procedure or they may be accessed online via the following web addresses:

1. Non-Trauma Quality Improvement Referral Form
http://tidewater.vaems.org/Patient_Care/EMS_QI_Form.htm



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2. Trauma Triage Quality Improvement Referral Form
http://tidewater.vaems.org/Trauma/trauma_triage_QI_Referral.htm

Medical Director Contact

Any EMS provider, at any time, may contact our operational medical director to discuss issues relating to the provision of patient care, application of patient care protocols, operation of EMS equipment used by our agency, training issues, etc.

Operational Medical Director

Richard Hatch, MD
9213 Bayside Road
Franktown, VA 23354
Home: (757) 414-0339
Email: esfishdoc@verizon.net

Disciplinary Actions Relating to Patient Care Issues

1. Receipt of a verbal complaint relating to patient care issues;
2. The complainant will be directed to put this complaint in writing, relaying as much information as possible, including date, time, employee(s) in question, witnesses, events/actions;
3. Employee(s) shall be notified, while on duty, of the complaint and informed an investigation will be conducted;
4. The EMS Director will gather and document all information concerning this event;
5. The EMS Director will immediately notify and provide all documentation to the Operational Medical Director for review, if the following exist:
 - a. There was a duty to act,
 - b. There were actions performed at a level below the standard of care (a breach of duty),
 - c. There was damage to the patient or other individual,
 - d. The breach was the proximate cause of the damage;
6. If the Operational Medical Director deems it necessary or if this action is in direct violation of the Virginia Rules and Regulations, the EMS Director will notify the Program Representative, or another appropriate individual, of the Virginia Office of EMS, as soon as possible;
7. Appropriate disciplinary actions will be taken, with direction from the Operational Medical Director and County Administrator, in accordance with Northampton County Personnel Policies and Procedures.