

	Department of Public Safety	
	Standard Operating Guidelines	
	Subject:	Quality Improvement Program
	Section:	Administration
	Guideline Number:	228
	Effective Date:	January 1, 2012
	Reviewed Date:	October 1, 2024
Signature of Approval:	Charles R. Pruitt Director Public Safety 	

PURPOSE

The Quality Improvement Program exists to build organizational excellence in patient care, education and research. The focus is on patients, customers and staff. This is accomplished through the application of quality improvement processes, tools and techniques. Utilizing quality improvement allows us to meet the organization's mission, vision, values, and goals.

DEFINITIONS

Status/Report Status: Indicates the level of review processing in the ePPCR. The five (5) conditions of status are:

- In progress: Condition of report from patient contact through posting to service bridge.
- Ready for Review: Report is complete; however, not yet reviewed
- Needs Crew Attention: Report has been examined by a reviewer and flagged for area of concern.
- Medical Director Review: Report has been examined by a reviewer and requested the report be reviewed by the Operational Medical Director.
- Reviewed: Report has been reviewed and no flagged conditions exist.

Addendum: An addition to the ePPCR after a call has been locked.

Attachment: A separate document or file that can be added to the ePPCR.

QA/QI Note: The means of notification that a report has been flagged.

Lock/Unlock: Controls designed to control editing of completed reports.

Flagged: A report with an error, omission or item of question.

SPECIFIC GOALS

- a. Review ALL EMS calls with a patient identified
- b. To meet the Virginia Department of Health Office of EMS rules and regulations
- c. To assure that patient care is of the highest quality and meets community, state and national standards
- d. To assure that patient care, practice, and professional performance are regularly, validly and reliably evaluated
- e. To assure that all staff involved in the program are working toward common goals and learns from the group's experiences
- f. To prevent and correct identified problems
- g. To facilitate proactive system planning, education and early resolution of emerging issues
- h. Validation of pre-hospital care reporting to the Virginia Department of EMS
- i. Minimize total EMS calls requiring follow-up
- j. Reduce EMS calls in need of protocol consultation

CONFIDENTIALITY

Confidentiality is vital to effective management of the quality improvement process and patient care activities. All participants in the review of medical records and/or personnel information for the purpose of quality improvement will be educated on the confidentiality requirement of the Department.

QUALITY IMPROVEMENT PROGRAM (QIP)

The function of the QIP is to evaluate and improve the quality of pre-hospital emergency medical care.

Quality Assurance Review

Designated members on each shift will review EMS calls for protocol, data and procedure variances. The 1st through the last day of the month will be the review period. All prior month reviews shall be completed by the 5th of the following month.

Using the QA/QI Action Flag, the reviewing member will identify infractions on the ePPCR and send an email using the internal service bridge system to the provider in question.

- Data problems, validity and documentation shall be identified as DOCUMENTAION (DOC)
- Medical, patient care and protocol issues shall be identified as PROTOCOL DEVIATION (PRO)

When a patient care issue occurs, a QA/QI report will be generated and forwarded to the appropriate Battalion Chief for review and corrective action. The Director shall be notified on matters deemed as “serious” by the Battalion Chief requiring intervention and or disciplinary action. The Medical Director shall be notified when a situation warrants.

The Captains are responsible for the QA/QI of ALL ePPCR’s occurring during their 24-hr shift. The Captain assigned to Oak Hall will be responsible for stations 7, 9, and 12. The Captain assigned to Onancock will be responsible for stations 2, 20, 21 and DPS3. DPS3 will assume the responsibility of reviewing calls when the Captains are off.