

# CONTINUOUS QUALITY IMPROVEMENT PROVIDER AGENCY RESPONSIBILITIES

## PURPOSE

To establish for provider agencies to use when establishing their Continuous Quality Improvement plans.

## AUTHORITY

Division 9 of the California Code of Regulations, Chapter 4, Article 6, Section 10016 (b) requires that "each EMT-P service provider...shall have a quality assurance program approved by the local EMS Agency."

## DEFINITION

- A. "Quality Assurance' or 'QA' means a method of evaluation of services provided, which includes defined standards, evaluation methodology(ies) and utilization of evaluation results for continued systems 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." (Definition is from Health and Safety Code, Division 9, Chapter 4, Article 1, Section 100141.)
- B. A "template" is a pattern or guage to be used as a guide. In this setting, it is meant to provide a base for the development of a plan which will detail how that agency will accomplish the items listed.

## POLICY

- A. The Quality Assurance/Improvement program shall include, but not be limited to the following categories of activities:
  1. Prospective activities designed to prevent potential problems
  2. Concurrent activities designed to identify problems or potential problems during the course of patient care
  3. Retrospective activities designed to identify potential or known problems and prevent their occurrence
  4. Reporting/feedback activities to assure that system issues are identified and addressed as appropriate.

## TEMPLATE

- A. Prospective activities
  1. Education for new and current employees
    - a. Orientation of new personnel to the EMS system
    - b. Field care audits
    - c. Continuing education offerings are based on perceived or demonstrated need
    - d. Method for problem identification and trend analysis
    - e. Procedure for obtaining input from and informing personnel of system changes
  2. Licensure/accreditation activities--establish procedures, based on Marin County policies, regarding

- a. Initial licensure/accreditation
  - b. Continuing accreditation
  - c. Required training or activities as specified
3. Evaluation
    - a. Establish criteria for new employee evaluations and for on-going evaluations of individual performance, including "ride-along" evaluations
    - b. PCR review/tape review/review of other documentation as available
    - c. Establish standardized remedial action plans
  4. Define desired participation with development and change of county-wide system (committee membership, etc.)
- B. Concurrent activities
1. Establish procedure for evaluation of EMT-Ps utilizing performance standards through direct observation.
  2. Provide availability of qualified personnel and/or quality assurance liaison personnel for consultation/assistance.
  3. Provide patient information to the base hospital to facilitate obtaining patient follow-up information from receiving hospitals.
- C. Retrospective analysis
1. Develop a process for retrospective analysis of field care.
  2. Develop performance criteria for evaluating the quality of care.
  3. Comply with reporting and other quality improvement requirements as specified by EMS policy and/or contract
- D. Review and update the CQI plan every two years, notifying the Marin County EMS Agency of changes made.