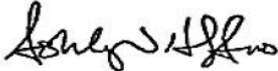


Methodist Health Services Corporation UnityPoint Health- Proctor EMS	Page # 1 of 3	Section:	Policy #: 36
	Approved by: 		Date: 2/2019 Review by: 2/2020
	Supersedes: Date Revised: 2/2019		
	Primary Responsible Parties: Dr. Ashley N. Huff Secondary Responsible Parties: Melissa Stokes		
	Joint Commission Standard:		
SUBJECT: EMS Quality Improvement			

I. PURPOSE AND STANDARD:

The purpose of this policy is to establish the requirement for a defined Quality Improvement process within the UnityPoint Health EMS System and with agencies holding medical control privileges. This policy provides a means for evaluation and improvement of protocol and EMS system components and design.

II. GENERAL INFORMATION:

A. Confidentiality Assurance

Information obtained for the purpose of Quality Review will be used to determine if the current protocols in the UnityPoint Health EMS System are being appropriately followed and to improve the protocols and the EMS system. Data is protected under 735 ILCS 5/8 Part 21.

In specific cases where EMS providers may require corrective actions, the emergency medical services personnel names may be given to the agency to address at the agency level.

B. Professional Standards Review Organization

1. The Professional Standards Review Organization (PSRO) of the UnityPoint Health EMS System is a review entity that is provided information or data regarding the physical or psychological condition of a person, the necessity, appropriateness, or quality of health care rendered to a person, or the qualifications, competence, or performance of a health care provider. The PSRO is a committee established by the UnityPoint Health EMS System for the purpose of improving the quality of medical care and oversight of appropriate protocol compliance within the EMS system.

2. Agencies shall develop institutional PSROs for the purpose of internal review and improvement. For the purpose of this protocol. PSRO is meant to refer to the PSRO of the UnityPoint Health EMS System.
3. The UnityPoint Health EMS System's designated PSRO shall perform the duties and functions related to complaints, investigations or quality improvement activities, both prospective and retrospective.
4. The PSRO may be comprised of UnityPoint Health EMS System employees and contract staff, EMS agency staff, hospital staff and other designated individuals when acting on behalf of, or at the direction of the UnityPoint Health EMS System when performing PSRO tasks.
5. All Quality Improvement activities shall be performed by the PSRO, and all documents collected for Quality Improvement activities shall be held by the PSRO subject to Illinois' peer review privilege.

C. Data Collection

1. Electronic Patient Care Reports (EPCR)

- a. The UnityPoint Health EMS System is authorized to obtain access to EPCR originating within their service area; this includes all scene responses, interfacility transfers and critical care transfers. The UnityPoint Health EMS Office may elect to receive reports on request.

D. NEMSIS

1. Providers and agencies are required to report per the National Emergency Medical Services Information System.
2. Agencies shall work in cooperation with the UnityPoint Health EMS System, under PSRO, to ensure the quality, consistency and accuracy of data submitted through NEMSIS.
3. The UnityPoint Health EMS System shall maintain access to the NEMSIS data and ensure that agencies are accountable for the submission of data.
4. NEMSIS data should be utilized as a tool for the evaluation of performance and function as a driving mechanism for quality improvement.

E. Other Electronic Data Collection

The UnityPoint Health EMS System is authorized to obtain electronic data and voice recordings from any and all EMS agencies and/or departments, and dispatch agencies with interaction with callers requesting a medical response within the UnityPoint Health EMS service area. This includes mutual aid responses into the UnityPoint Health EMS System service area. Data will be provided to the UnityPoint Health EMS System PSRO on a monthly basis or when individual records, recordings and reports are requested. The UnityPoint Health EMS Office may elect to receive electronic reports on a more frequent schedule.

F. Ownership of Records

Any documents or data relating to requests for service, records of provided services, records or refused services, dispatch reports and incident reports including all

aggregated reports for benchmarking and analysis which are submitted to the PSRO or generated by the PSRO are privileged. The PSRO holds ownership of only protected Quality Improvement documents. The submitting agency maintains ownership of any and all original records generated by their agency and personnel.

G. Incident Report Collection

1. Incident reports and requests for additional information directed to an individual provider or to an EMS agency/department requested by the UnityPoint Health EMS Office/PSRO must be submitted within 96 hours.
2. The UnityPoint Health EMS System may establish an online reporting system.

H. Data Review

1. Agency PSRO Responsibilities

Each agency or department licensed to provide prehospital care within the UnityPoint Health EMS System service area must develop and maintain a PSRO subgroup that reviews, either through a peer evaluation group or individuals tasked with peer review functions, and conducts audits requested by the UnityPoint Health EMS Office/PSRO.

2. Special Studies

All EPCR that include the use of equipment, skills, techniques or procedures that are currently under special study will be reviewed.

3. Unusual Occurrences

Any EPCR that are unusual and possibly one-time situations that may serve as a learning tool for other services in the future may be reviewed.

I. Problem Identification

1. Potential concerns in patient care may be brought to the attention of the PSRO.
2. Topic quality improvement reviews will be performed with results reported to the UnityPoint Health EMS Office.

J. Sentinel Event Reporting

1. The UnityPoint Health EMS System may designate specific items that must be reported.
2. Any intervention where it is reasonable to believe that harm to the patient may have occurred must be reported.

K. Legal Review

1. All situations that involving the death of a patient on scene or during transport, all sentinel events and any other event the UnityPoint Health EMS Office determines needs legal review will be sent to UnityPoint Risk Management for evaluation.

L. Quality Review Criteria

1. EMS System Protocols

- a. The current protocols in place at the time of the event will be used to review the EPCR selected.
- b. Any changes in protocols will not be used for the evaluation until the changes are approved and distributed.

2. Dispatch Policies

The review of the EPCR may address dispatch, location, response time or mutual aid/multi-agency problems.

M. Quality Improvement Actions

The Medical Director with the input of the PSRO will determine the severity of the incident and develop an action plan to address the matter. The action plan may include:

1. Revision of policies/procedures
2. Remediation of the individuals involved
3. Education recommendations for the System
4. Utilization of the EMS System Disciplinary Actions Policy
5. Modification of clinical privileges
6. Continued monitoring