

Initial: 1/1/04
Reviewed/revised:
Revision:

**MILWAUKEE COUNTY EMS
ADMINISTRATIVE POLICY
QUALITY ASSURANCE**

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POLICY: Milwaukee County EMS has an established Quality Management Plan to ensure provision of quality prehospital care through education, operations and data management.

Milwaukee County EMS personnel have access to and are authorized, at the discretion of the EMS Program Director and/or Medical Director, to conduct periodic evaluation tours of operational paramedic and/or paramedic first response units for continuous quality improvement projects, training, or special studies and/or projects.

The Incident Review Committee has been established to investigate and resolve any concern brought forward regarding the prehospital care provided by the Milwaukee County EMS System. Corrective action will be recommended as necessary to rectify and prevent future occurrences.

Incidents that require input from a higher level are reviewed with the Program Director.

Committee Functions:

- Investigate reported incidents
- Determine whether concerns reported warrant corrective action
- Gather and analyze data that support resolution of the incident
- Log the reported incidents, including the concern raised, the EMS providers involved, the investigation findings, the resolution and date of closure.

Procedure:

- The Quality Manager shall:
 - Collect, document and log all reported incidents
 - Collect relevant documentation to investigate the incident
 - Conduct interviews as necessary with EMS providers involved in the incident
 - Make recommendations to the Medical Director and Associate Medical Director regarding resolution and corrective action to be taken
 - Forward concerns to ALS and BLS providers, requesting resolution to all CQI inquiries in the timeframe established by Milwaukee County policy
 - Provide feedback of the resolution to the person reporting the incident
 - Generate an incident report to be presented to the EMS Council and Milwaukee County Medical Society EMS Committee on a monthly basis
 - Report trends identified and recommend corrective action
- The Medical Director and/or Associate Medical Director shall:
 - Review all documentation generated in the process of the incident investigation
 - Review and resolve all incidents involving medical control issues
 - Meet with EMS providers as necessary in the resolution process
 - Authorize corrective action to be taken

Confidentiality

- Information gathered will be reviewed and used for continuing quality improvement purposes only. The Quality Manager will maintain all data relating to incident resolution activities in a confidential manner. Records will be secured at the Milwaukee County EMS offices for six months after closure, and then destroyed in a confidential manner.