



**PARAMEDIC FULL PRACTICE ACHIEVEMENT**  
Operational Policy

**Paramedic Full Practice Achievement**  
An intern must complete 3 months minimum internship, but the company officer has the option to extend the intern phase for as long as necessary.

**Meaningful Evaluations:**

- Detailed comments to include:
  - Types of runs
  - Performance as Team Lead
  - Strengths and weaknesses
  - Goals for next shift
  - Equipment competency
  - Documentation

**Medical Direction Meet & Greet** may be completed at any point during Intern Phase, includes EMS Fellows and OEM

**Progression Report**

- Progression of experience
- Progression of competency
- Proficiency with equipment
- Review any concerns with performance

**Quality Assurance**

- Protocol deviations
- Intern CQIP submission review and feedback
- Kudos/Pt safety events
- High profile / High risk incident

**FD Recommended Action Plan**

- Suggestions to make intern successful

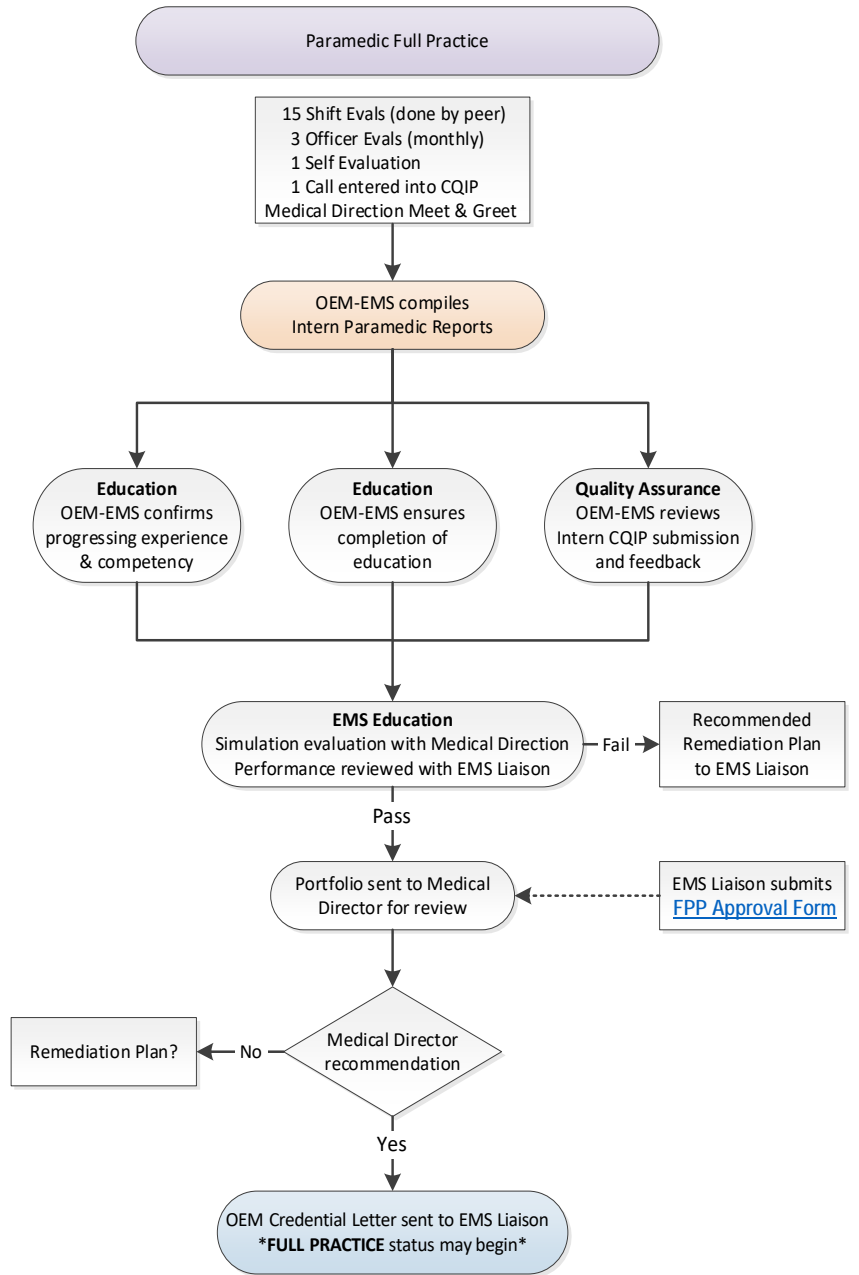
**Simulation evaluation with Medical Direction:**

- Intern must act as Team Lead:
  - Hands on assessment
  - Develop working assessment
  - Directs all team members
  - Develop treatment plan
  - Perform treatment interventions
  - Provide radio report
  - Choose appropriate destination
  - Provide hand off report
- Simulation includes both medical and trauma scenarios
- May use any reference material normally available

**Portfolio:**

- Shift evaluations submitted by officer(s)
- Self evaluations submitted by intern
- Intern CQIP submission sent to quality email by intern (see [FPP CQIP submission guide](#))
- Simulation evaluation performance by OEM/Med Dir
- [FPP Approval Form](#) submitted by EMS Liaison (see [intern checklist](#) for FD internal tracking)

**Full Practice Status: maintenance of full practice status requires current certification in NREMT, ACLS, and PALS, as well as state of Wisconsin Paramedic licensure**





# FULL PRACTICE CQIP CASE SUBMISSION GUIDANCE

EMS Liaisons,

Below is guidance for our intern providers sending their full practice submission to QA:

1. We operate via the 'Just Culture' model:
  - a. A values-supportive system of shared accountability where health care/EMS is accountable for the systems they have designed and for responding to the behaviors of their staff in a fair and just manner
  - b. Improves patient safety by empowering employees to proactively monitor the workplace and participate in safety efforts in the work environment
  - c. Reduces risk with focus on managing human behavior and redesigning systems
  - d. Article about EMS Just Culture: <https://www.ems1.com/paramedic-chief/articles/just-culture-basics-for-ems-YJyp48gNvT33OELL/>
2. Providers should report cases for their Full Practice Submission that meet the following criteria:
  - a. The intent is to engage providers in the continuous quality review process. Everyone encounters cases where they had a quality concern. Think of cases where you've asked yourself these questions: Did we do the right thing? Did we provide the best care? What else should we have done? Were the appropriate medications and doses given? Should we have done more for the patient? What was the actual cause of the patient's medical emergency?
  - b. Incident occurred within the past 60 days
  - c. Case is chosen by the EMS intern
3. Guidance for submitting the request to the DL QUALITY email:
  - a. Include a brief paragraph explanation of why this case interests you and what questions and/or concerns you may have
  - b. Specify the date, incident number, and your responding unit
  - c. Send to the OEM quality email (includes QA & medical direction teams): [qualityems@milwaukeecountywi.gov](mailto:qualityems@milwaukeecountywi.gov)
  - d. Copy your EMS QA liaison on your submission
4. What to expect after case submission:
  - a. Notification that case was submitted into our CQIP database, including link to the entry and embedded documents
  - b. All members of the crew are included in the review
  - c. FD EMS liaison is included in the entry notification and links
  - d. Hospital EMS liaison may be included in review process
  - e. Providers can continue to add information and comments to the entry via the CQIP Inquiry Provider/Partner Link in the email notification. Providers do this regularly when they receive a CQIP entry notification. We add this information to the CQIP entry.
  - f. We review cases in the first 21 days with a goal of closure in 30 days, extending to 60 days for cases when a PIR (post incident review) is scheduled
  - g. We use the CQIP for KUDOS cases as well
  - h. Some cases will have 'No Safety Event' after review
  - i. Follow up notification of 'closure' follows, with link to final entry with medical director comments and Just Culture/Taxonomy review. Embedded in entry is a 'Closure form' pdf.



## FULL PRACTICE CQIP CASE SUBMISSION GUIDANCE

5. Some additional information about CQIP cases:
  - a. We enter ALL cases submitted to us by various EMS partners – hospitals, providers, civilians, EMS liaisons, medical direction, OLMC, etc.
  - b. QA Team includes all ePCRs, ECGs, OLMC recordings, and any guidelines/policies in the submission for you to easily review
  - c. Our medical direction team reviews and adds comments to EVERY case
  - d. All CQIP cases are reviewed at our monthly CQIP meeting with our FD, OEM, and MCW EMS partners
  - e. Options for review include: PIR review, EMS Liaison Crew Review, In-person review, Phone review, Email review via CQIP closure notification
  - f. PIR Reviews are typically 15 mins and we do our best to include as many crewmembers as able. We work with your FD EMS liaison for scheduling.
6. CQIP by the numbers for 2021:

333	2021 CQIP Cases
115	ZOOM Meeting PIR review
25	EMS Liaison review
255	Email, Phone, Other
0	In person review



# Milwaukee County Office of Emergency Management

## New Hire Onboarding and Intern Checklist

Name: \_\_\_\_\_ Department: \_\_\_\_\_

### Onboarding Phase

Onboarding 1

	Complete Department Onboarding
	Create Target Solutions account with Fire Department
	Affiliate with Milwaukee County EMS in <a href="#">NREMT</a>
	Onboarding education assignment and HSPT assignment complete
	Onboarding Registration Form completed — <a href="#">FORM</a>

Date Onboarding 1 complete:

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Onboarding 2

	Onboarding Credential Letter received
	FD creates OPIQ account/fingerprint
	Name/EMT-P status in ePCR

Date Onboarding 2 complete:

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Date Onboarding Phase complete:

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### Intern Phase

	15 Shift Evaluations complete — <a href="#">FORM</a>
	3 Monthly Officer Evaluations complete — <a href="#">FORM</a>
	1 Self Evaluation complete — <a href="#">FORM</a>
	1 Call Entered into CQIP — <a href="#">GUIDANCE</a> <a href="#">QI EMAIL</a>
	Meet and Greet with Medical Director attended
	Full Practice Simulation Complete — <a href="#">SCHEDULE</a>
	Full Practice Request Form complete — <a href="#">FORM</a>
	Full Practice Letter received

Date Intern Phase complete:

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