



Emergency Medical and Integrated Healthcare Services



CCDES.ORG



2019 Annual MCFRS Line Officers Meeting



Processes Defined

- **"Quality Improvement"** is systematically engaging actions or changes that lead to measurable improvement in medical services and the health status of our patients.
- **"Quality Assurance"** is the process of maintaining and ensuring high quality prehospital care by constantly measuring the effectiveness of our folks' work.





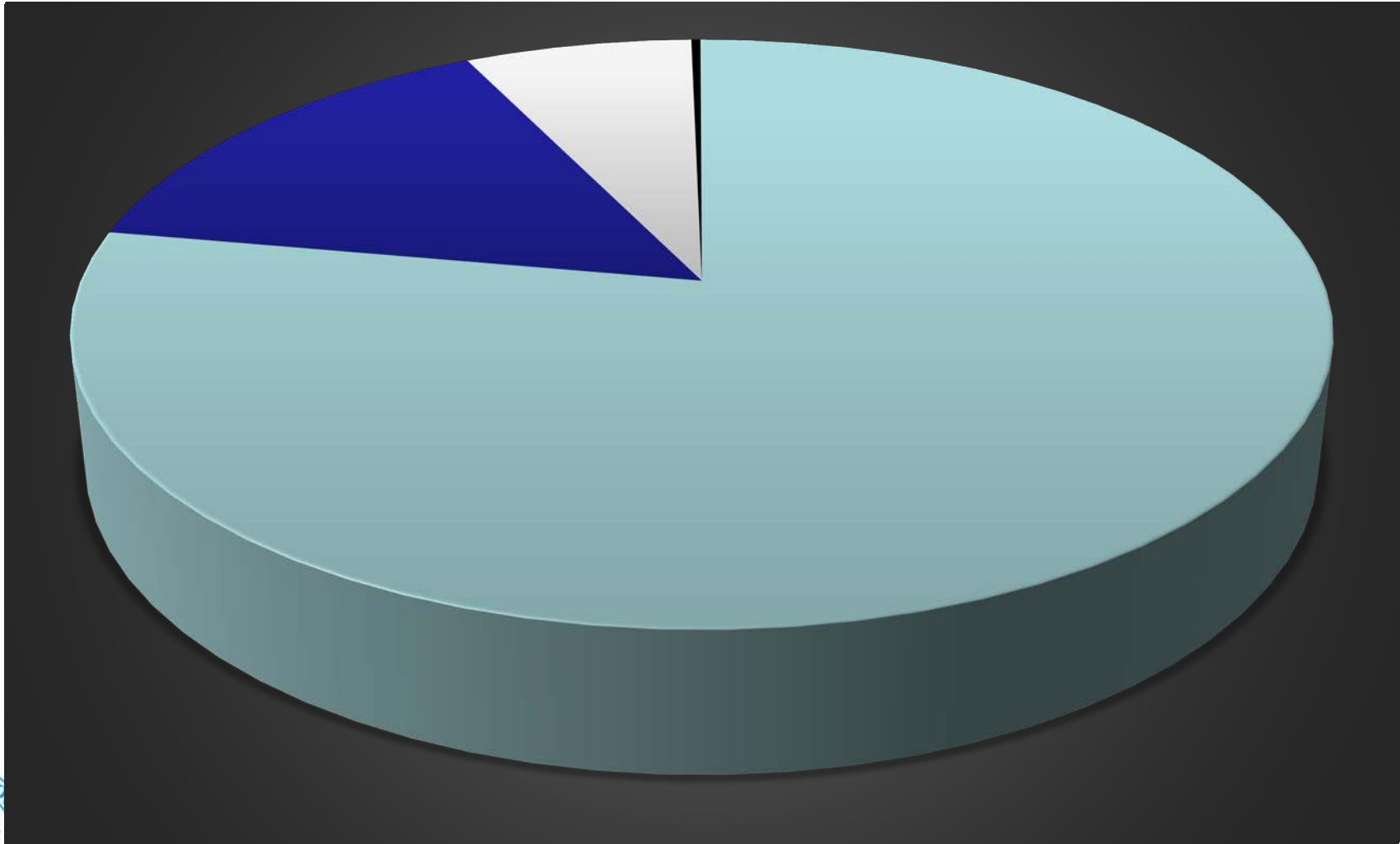
What We Need From You

- **Continued Patience and Understanding**
- **Monitor for adherence to policies, procedures, directives, and medical protocols.**
- **Review with your folks the basic expectations of effective patient care reports.**
- **Refamiliarize yourself with Policies 21-04 (EMS Quality Management Plan," 02-01AMIII (Incident Reporting Requirements and Records Management), and your Maryland Medical Protocols.**
- **Take a sustained and keen interest in what your folks are doing on EMS locals.**





By the Numbers



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