

MCFRS EMS Stretcher/Stair Chair Incident Reporting Protocol

The following protocol should be used to investigate, report, and document cases in which an incident occurs involving an EMS Stretcher or EMS Stair Chair. This includes patient drops, mechanic/human failures, equipment malfunctions, or complaints etc.

- The EMS Stretcher or EMS Stair Chair will be immediately placed out of service. Request additional resources as necessary.
- Immediately report the incident to the affected station supervisor.
- The EMS Duty Officer and the Safety Officer will initiate a cooperative investigation to determine and document facts and obtain statements.
- The Safety Officer is responsible for completing an Rmap (Loss) report (General Liability) to document the incident so a claim can be generated and sent to VFIS. The device photos, model number, and serial number are required. The associated apparatus information (photos, VIN number, unit number, stock number) must also be documented in the report. This must be completed within 24-hours of the incident.
- The EMS Duty Officer will work with the Safety Officer to attach any EMS procedural QA findings to the Rmap. This way all documents are located in one location. Attachments are not part of the claim to VFIS unless specifically requested.
- The Safety Officer will ensure that the affected Battalion Chief is updated and communicate what resource deficiencies need to be addressed to return the unit to service.
- The EMS Stretcher or EMS Stair Chair will be clearly marked OOS and identified as being involved in a potential failure requiring follow-up by the Public Safety Logistics (PSL) section staff.
- The station supervisor will enter a defect report to include the unit, device, serial number, and model number.
- The EMS Stretcher or EMS Stair Chair will be delivered to PSL Door A-9 during normal business hours. Outside of normal business hours the device will be delivered to the PSL reserve apparatus bay. The Safety Officer will make sure the PSL staff understand the device was involved in a potential failure incident and the proper documentation, reporting, inspection, and follow-up is required.
- A PSL and FERNO approved vendor will perform the necessary inspection/repairs and if necessary complete the MEDWatch report.
- PSL staff will provide a completed copy of the inspection/repair work order to the Safety Officer to be attached to the associated Rmap.
- If there was an actual failure, PSL staff will provide a copy of the inspection/repair work order and the Ferno MedWatch report to the EMS Chief for verification purposes.
- Once all follow-up documentation and fact finding is complete, the Safety Officer in cooperation with the EMS Duty Officer will update Rmap's Investigators Findings & Recommended Corrective Actions.
- Any questions should be directed to the Health & Wellness Assistant Chief