MCFRS EMS QA Inquiry Process Flow

Customer Inquiry

Received by*:
- EMSQA Officer
- Assistant EMSQA Officer

Initial Actions
- Acknowledge customer by phone ***ASAP!***
- Interview customer
- Initial Fact-Finding
- Gather Documents
- Start EMSQA Inquiry Control Sheet
- Start Database

Consult EMS Battalion Chief to Determine Direction

EMS Battalion Chief is the Gatekeeper for all EMS QA Inquiries

Level 1 Inquiry
- Provider is potential danger to patients
- Actions caused death or worsening in patient condition
- Potential for legal action
- COMAR Title 30 Prohibited Conduct

ACTION
- Consult MRC/IRB & EMSMD
- Suspend privileges
- Refer to EMSQA Officer
- Notify MIEMSS, SEMSMD, CoC

Level 2 Inquiry
- Complex issues
- Protocol variances
- Customer Complaints

ACTION
- Consult MRC/IRB
- Refer to EMSQA Officer/ Assistant EMSQA Officer
- Notify CoC

Level 3 Inquiry
- Simple issues
- Routine concerns

ACTION
- Refer to EMSQA Officer/ Assistant EMSQA Officer

Investigate

1. MUST Use Fact-Finding Guide
2. Acknowledge Customer / Patient in Writing
3. Protected Health Information Release from patient
4. Make all Notifications
5. Collect Written Statements (signed & dated)
6. Gather **FACTS** *Who / What / When / Where / Why / How*
7. Gather Supporting Documents
8. Keep database updated
9. MIEMSS 5-day Form

Investigate & Close

1. Gather **FACTS**
2. Remediation / Recommend System Improvements
3. CLOSE
4. Complete database
5. Forward Control Sheet to EMSQA Officer
6. ***Feedback*** to Customer
7. ***Feedback*** to EMS System
8. MRC review of trends

*Inquiries/Concerns come from many different sources including hospitals, patients, providers, ext.

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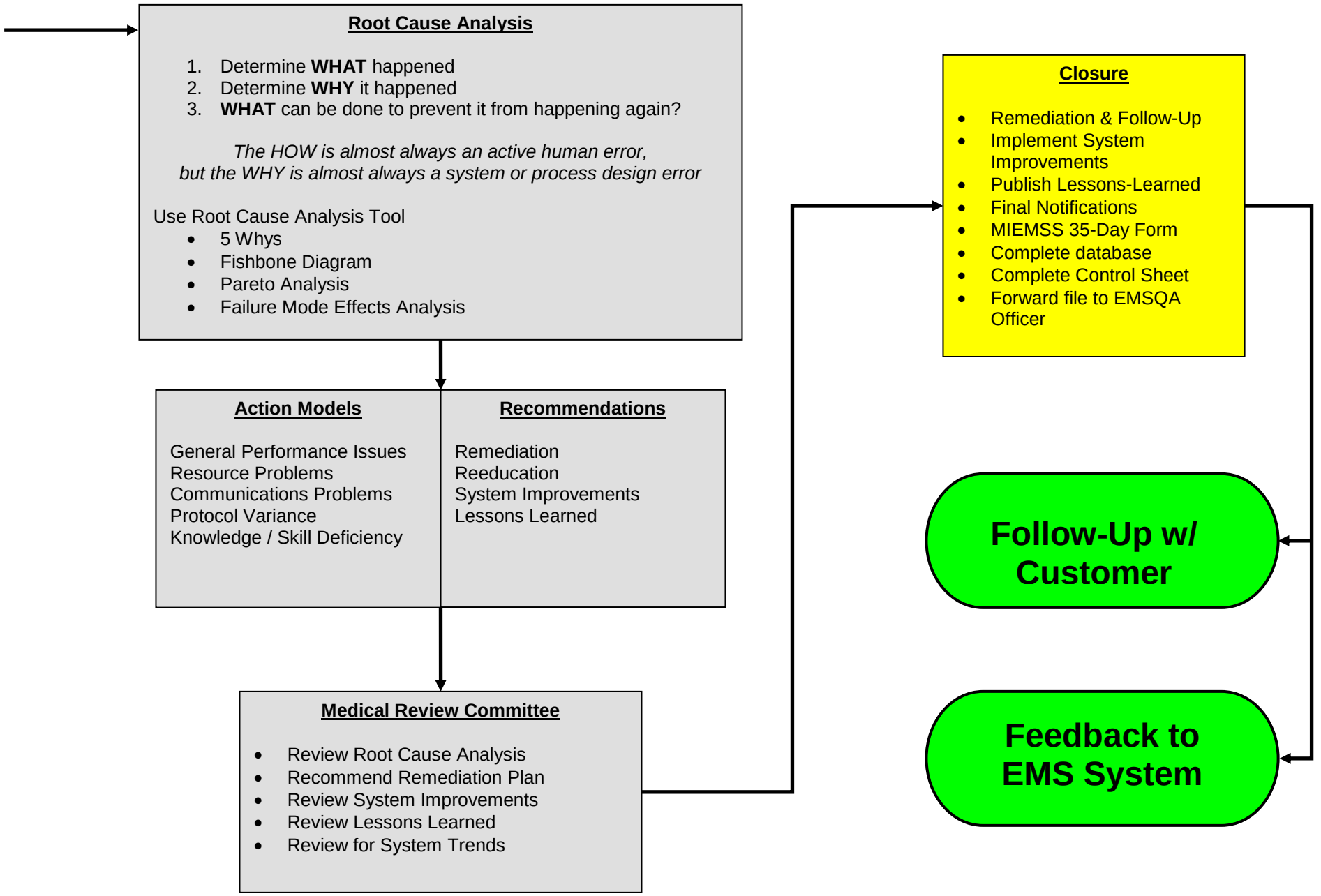
Root Cause Analysis
1. Determine WHAT happened
2. Determine WHY it happened
3. WHAT can be done to prevent it from happening again?
The HOW is almost always an active human error,
but the WHY is almost always a system or process design error
Use Root Cause Analysis Tool
5 Whys
Fishbone Diagram
Pareto Analysis
Failure Mode Effects Analysis
Action Models
General Performance Issues
Resource Problems
Communications Problems
Protocol Variance
Knowledge / Skill Deficiency
Recommendations
Remediation
Reeducation
System Improvements
Lessons Learned
Medical Review Committee
Review Root Cause Analysis
Recommend Remediation Plan
Review System Improvements
Review Lessons Learned
Review for System Trends
Closure
Remediation & Follow-Up
Implement System Improvements
Publish Lessons-Learned
Final Notifications
MIEMSS 35-Day Form
Complete database
Complete Control Sheet
Forward file to EMSQA Officer
Follow-Up w/ Customer
Feedback to EMS System