



PROCEDURES MANUAL

SUBJECT: Continuous Quality Improvement

NUMBER:

204.13

APPROVED:

[Signature]

FIRE CHIEF

TYPE:

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204.13 Continuous Quality Improvement (CQI)

PURPOSE

- A. Implementation and revision of the and EMS Quality Management Program
- B. Overall improvement of the existing EMS system

SCOPE

- A. Performance objectives are based on:
 - Current accepted industry standards
 - National EMS guidelines
 - State of Ohio EMS guidelines
 - The most current edition of local EMS protocols

GOALS

- A. Gather data to support the development of new policies; or conversely, to change policies already in existence.
- B. Provide guidance and education to improve patient care and reporting.
- C. Review EMS documentation for trends; and in turn, proposing solutions to improve efficiency.
- D. Propose remediation (corrective actions) to prevent recurrent oversights or errors in patient care or reporting.
- E. Identify areas for improvement
- F. Evaluate system performance
- G. Prioritize development
- H. Establish system controls
- I. Monitor performance indicators
- J. Re-Evaluate system impact
- K. Identify potential "Sentinel Events" and serious safety events

POLICY

- A. CQI requires the participation of medical direction, fire department, and emergency care providers, working cooperatively towards the common goals listed.
- B. Members can expect to receive both positive and negative feedback, regarding your patient care and/or reporting.
- C. Notification of any CQI issue will be sent via email from the current CFD EMS reporting software from any of the following:
 - CFD Medical Directors and staff
 - EMS Fellows
 - CQI Administrators/Medical Review
 - CFD ALS Supervisors
 - CFD Administration
- D. Anytime notification of a CQI issue is received from the current EMS report software, all members SHALL:
 - a. Respond promptly within the most current CFD EMS reporting software system verifying they have read and understand the information.
- E. Failure to acknowledge/respond to the CQI issue within 30 days of receipt may result in disciplinary action.
- F. Company officers are accountable for their assigned members compliance with this section.
- G. All responses shall remain professional.