

Madison County Department of Emergency Medical Services

Standard Operating Guideline



Title	QA-QI Program
Number	014
Adoption Date	1/1/07
Revision Date	1/25/09, 12/26/09
Approved by	Lewis Jenkins, EMS Director

Purpose:

Madison County Emergency Medical Services participates in the Quality Assurance / Quality Improvement program as required by the Virginia Office of EMS under regulation # 12 VAC 5-31-600 (Quality Management). This is done at the agency level by the QA / QI Officer who is the EMS Lieutenant or designee.

Every call is visually reviewed by the QA / QI officer ensuring all protocols are followed and proper patient care has been performed. Audits are done and documented by attaching a QA Flag to the chart within the EMS Charts program. The flags are reviewed by the Attendant in Charge (AIC) who then responds to the flag as requested. Any further investigation beyond the QA / QI Officer is performed by the agencies OMD or designee.

The following are some of the items that are looked for during the QA / QI review:

1. The original chart has been signed by the AIC.
2. Date & Incident # have been displayed.
3. Patient information has been documented.
4. Call information is complete.
5. Receiving facility is appropriate (if applicable).
6. Documentation about received care at the receiving facility.
7. Patient's chief complaint.
8. Reason for call.
9. MVA – appropriate vehicle information listed (speed, # of vehicles, position found, etc.).
10. Medical – onset, severity, and location of pain.
11. SAMPLE hx.
12. Narrative documented.
13. Procedures / Times appropriate per protocol.
14. Vital signs recorded every 15 minutes on stable patients, more often on critical patients.
15. Dispatch times are documented.
16. Time to scene less than ten minutes or documented reason if delay.
17. Rhythm listed with all ECG's and copy of strip attached.
18. Patient TX matches narrative (ex. chest pains – Aspirin withheld because it was already taken by the patient).
19. MEMS Run Log signed by physician if any IV's or meds are given.
20. Narcotics are wasted and documented properly.
21. Refusal forms are complete.