



CHARLOTTESVILLE-ALBEMARLE RESCUE SQUAD

STANDARD OPERATING GUIDELINE

TOPIC: Continuous Quality Improvement Program	S.O.G. # 2.7
Approved by: Lair D. Haugh, Chief	Revised: 12/1/2007 Approved: 12/1/2007

PURPOSE: The purpose of this policy is to establish a Continuous Quality Improvement (CQI) program to promote, enhance, and ensure the quality of pre-hospital emergency medical care delivered by EMS providers practicing at the Charlottesville-Albemarle Rescue Squad (CARS).

Policy: CARS shall participate in a Continuous Quality Improvement program in compliance with the Virginia Office of Emergency Medical Services regulation 12 VAC 5-31-600 (Quality Management) and the Thomas Jefferson EMS Council (TJEMS).

Guideline:

1. CARS shall promote prospective initiatives designed to train its providers to deliver quality and efficient pre-hospital care.
 - A. Education
 1. Orient members to organization policies and procedures.
 2. Participate in continuing education courses.
 3. Develop educational goals to meet deficiencies observed during training.
 4. Participate in bi-annual regional skills competencies.
2. CARS shall promote concurrent initiatives designed to identify problems during patient care.
 - A. Ride-Along- This is an established collection process that allows a senior EMS provider the opportunity to directly observe and supervise junior provider's utilization of established protocols.
3. CARS shall provide retrospective analysis of critical clinical events, monthly selective incidents, and infrequent skills performed.
 - A. Evaluate agency providers for retrospective analysis of pre-hospital care.
 - B. Evaluate identified trends in the quality of pre-hospital care delivered within the agency.
 - C. Monitor and evaluate the Clinical Incident Review Process.
 - D. Take appropriate action with agency providers that do not follow established guidelines for delivering care.
4. CARS shall report its review findings to its providers.
 - A. Evaluate clinical incident reports that are submitted from agency/regional providers.
 - B. Provide feedback to providers when after a quality improvement incident has been reviewed.
 - C. Submit data to local regional council for system analysis.
 - D. Review agency's clinical policies and procedures to reflect best practices in pre-hospital care based on regional system analysis.
 - E. Recognize and reinforce exemplary performance of agency providers.