



## Charlottesville-Albemarle Rescue Squad Quality Assurance/Quality Improvement Program

### Purpose

To ensure quality patient care a Quality Assurance/Quality Improvement (QA/QI) program is required. This guideline describes the implementation of the QA/QI process.

### Guideline

1. In general the QA/QI process is designed to maintain quality patient care rather than educate or train new providers. The process is not designed to be punitive or unnecessarily negative. It is expected that the vast majority of call sheets will have no or minor QA/QI issues.
2. Occasionally there may be a patient care issue discovered in QA/QI that requires immediate action by the department. In these cases the QA/QI officer will provide as many details as possible to the training officer. The training officer will present the findings to the Clinical Review and Training Committee. The discussion to suspend a provider may be undertaken by the chief or the OMD and may be done in consultation or independently.
3. It is expected that 60 call sheets for any calendar month will be reviewed. Some types of call sheets will automatically be included for QA/QI. These will include:
  - Deaths in the field
  - EZ-IO attempts
  - Patient refusals
  - Advanced Airways (RSI, Adult & Pediatric Intubations, etc.)
  - Other topics as requested by the OMD/Training Officer
4. CRAT will maintain an electronic log of call sheets that have been selected for QA/QI. This is done by changing the status of the report to Reviewed (QA notes should be sent through the VPHIB software).
5. If the QA/QI officer finds an issue with a call sheet a QA/QI message should be sent to the provider through VPHIB so they can view the specific call. The QA/QI officer will describe the issues in the notification email. The AIC should respond in a timely manner to the QA/QI message via VPHIB to create a paper trail (within two weeks).
6. It is expected that most QA/QI officers will have no conflict reviewing the gross majority of call sheets. No QA/QI officer should review a call where they were AIC.