PURPOSE

To define the goals and the procedures of pre-hospital Quality assurance monitoring.

MISSION / VALUES RATIONALE

This policy is aligned with the Mission and Values for Amita Health. Our mission calls us to provide compassionate, holistic care with a spirit of healing and hope for all persons in the communities we serve. Our ministry is an enduring sign of our Core Values of HOPE, to instill us with integrity, inspire us to interconnect with each other, encourage us to honor diversity and dignity of each individual and empower us to always strive for exceptional performance to our patients/residents and to best serve those in need.

SPECIAL INSTRUCTIONS/FORMS TO BE USED

N/A

PROCEDURE

The Presence St. Mary’s EMS System will be responsible for monitoring its Provider Agencies to ensure the delivery of appropriate patient care for both the adult and pediatric population.

I. Goals and Objectives

A. Establish a mechanism which will allow the System to detect and address deficiencies.

B. Formulate positive solutions.

C. Enhance and reinforce the overall quality of performance by System Providers.

II. Pre-Hospital Patient Care Report Forms Reviews

A. The Pre-Hospital Patient Care Report Forms from System Providers will be reviewed and data elements collected, according to the requirements of the Illinois Department of Public Health.

B. Monthly and quarterly reports will be generated for review and analysis by the Presence St. Mary’s EMS Department and System Providers.
C. Review of field skill performance, documentation, and objective evaluation of appropriateness of pre-hospital patient care will be conducted according to criteria as stipulated by the Presence St. Mary’s EMS System and Medical Director.

D. Results of any monthly, quarterly review and analysis will be generated, published and made available to the System.

E. Deficiencies in all areas of skill performance for specific Provider agencies and personnel will be addressed on an individual basis.

F. Provider Agencies and/or individuals not maintaining the System standard will be counseled and monitored for improvement.

G. Provider Agencies and/or individuals consistently cited for poor performance over three (3) consecutive review periods will be placed in a probationary period to be determined by the Medical Director. During this time, a developmental plan will be instituted by the EMS Medical Director and EMS System Coordinator clearly defining expected outcomes and the timeframes for those outcomes to be achieved.

III. Continuing Education Approval

A. Is an extension of the QI program that monitors the overall quality and content of continuing education offerings conducted in the System by Provider Agencies for all levels of EMTs, ECRNs, Pre-hospital RNs, etc.

B. The Medical Director must approve of any continuing education programs and the instructors held in the Presence St. Mary’s EMS System. This approval will allow uniformity and consistency for System wide continuing education, the ability to identify and address any potential issues of concern, and assurance that all instructors follow educational policies and guidelines.

C. The Presence St. Mary’s EMS System will submit for approval and provide continuing education that may be used by all system provider agencies. The list of topics and all training references will be posted annually. It is each provider’s responsibility to ensure delivery and track their personnel and hours.
NOTE: Policies with original signatures are on file in Administration.