

# ROCKY MOUNTAIN EMS

RUNNING BEAR RESCUE, INC.  
PO Box 5414  
Santa Fe, NM 87502-5414  
Phone 505-983-3573 Fax 505-983-4964

## Policy:

### **Continuous Quality Improvement**

To maximize quality in every aspect of RMEMS performance, it is necessary to review all areas of our activity. This process of review, known as CQI, allows each of us to recognize areas of excellence as well identify potential sources of error. The CQI process involves: active communication, documentation, case presentations, protocol reviews, the involvement of the Medical Director and medical community, continuing education emphasis and frequent reassessment of our goals and outcomes. Every employee is expected to take an active role in the CQI process.

In order to effect and ensure the CQI process fulfills it's purpose, a CQI form and guidelines have been provided. The form provides opportunities for feedback and follow up of specific cases and may be submitted by any employee with a concern or comment about a case or situation.

The Medical Director may request additional documentation for the purposes of gathering information about a call, event or procedure in question. Failure by an employee to participate fully with the Medical Director or management team in the CQI process may result in the withdrawal of medical direction for the party involved.

All run documentation must be completed, consistent with company, state and federal guidelines and regulations by the end of each shift. The shift supervisor will then review them and forward those which appropriate to the Medical Director for further review.

#### **Charts for mandatory Medical Director review:**

1. Failed airway attempts.
2. Difficult airway attempts.
3. Ventilator dependant cases.
4. Surgical Cricothyrotomy cases.
5. Medication errors or omissions.
6. Unresolved disputes with Physicians after one-on-one meeting.
7. EMS related patient deterioration or expiration.
8. Patient deterioration or expiration shortly after EMS intervention.
9. Protocol deviation.
10. Patient refusals.
11. Any transport that requires non-RMEMS staff to monitor drugs.
12. Any use of a 'Special Skill'.
13. Multi-system trauma cases.
14. Multi-systems failure cases.
15. Calls where RMEMS initiates a drug.
16. Unusual drug administration cases.
17. Any call where RMEMS staff adjust monitored drugs.

**You need to call the Medical Director any time you deviated from protocol; have a call**

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**'go bad'; you had problems, issues or questions about the call; or, there is any sort of 'adverse interaction' with another party that is not resolved by a one-on-one discussion with the other person(s).**

## CQI Report Form

Submitted by: \_\_\_\_\_ Date: \_\_\_\_\_

Names of Personnel on the call: \_\_\_\_\_

Division: LV / SF Run #: \_\_\_\_\_ 911 / Transfer / Refusal

Patient Name: \_\_\_\_\_

Patient Age: \_\_\_\_\_ Gender: M / F

Patient's Chief Complaint: \_\_\_\_\_

Were all procedures and medications according to protocol? Y / N If no, explain bellow.

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Report any other issues, problems or reasons why this chart is being submitted for review.

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Medical Director's comments:

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Operations: \_\_\_\_\_ Finance: \_\_\_\_\_ Administration: \_\_\_\_\_ Medical Director: \_\_\_\_\_  
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