



EMS EVENT REPORTING POLICY

PURPOSE

To give any person directly involved with a Yolo County EMS Event an opportunity to share comments, concerns, suggestions and recognition, with the goal in mind to improve the overall system. To give direction on reporting and evaluation, and to define the roles of the Yolo County Emergency Medical Services Agency (YEMSA), and Emergency Medical Services (EMS) Service Providers.

AUTHORITY

Health & Safety Code, Division 2.5, Chapter 4, Article 1, §§ 1797.204, 1797.220
Health & Safety Code, Division 2.5, Chapter 5, § 1798
Health & Safety Code, Division 2.5, Chapter 7, § 1798.200
California Code of Regulations, Title 22, Division 9, Chapter 4, Article 1, § 100144
California Code of Regulations, Title 22, Division 9, Chapter 4, Article 2, § 100147
California Code of Regulations, Title 22, Division 9, Chapter 4, Article 6, § 100167
California Code of Regulations, Title 22, Division 9, Chapter 4, Article 7, § 100169

DEFINITIONS

EMS Event: EMS Event is defined as: Any event deemed to have impact or potential impact on patient care, either positive or negative.

Non Event: Any occurrence that is reported but is deemed to have no patient care or system implications and does not require further investigation.

Adverse Event: Any event that does not necessarily breach any policies or procedures, but are felt by the individuals involved to be potentially detrimental and may require an investigation.

Reportable Event: Any event that falls outside the norms for patient treatment or system operation, but does not result in death, or serious physical or psychological injury to the patient, or risk thereof but does require investigation for the purpose of quality improvement.

Sentinel Event: As defined by the Joint Commission on Accreditation of Healthcare Organizations, is "...an unexpected occurrence involving death or serious physical or psychological injury, or risk thereof." The phrase "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.

POLICY

Any person directly involved in a Yolo County EMS Event, where they recognize impact or potential impact on patient care, either positive or negative, may submit the YEMSA EMS Event Reporting Form. All EMS Events reported will be, prioritized, investigated, and acted on accordingly. YEMSA will determine the review, resolution and tracking of EMS Events.



PROCEDURE

I. Initial Reporting:

- A. Any person directly involved in a Yolo County EMS Event, where they recognize a problem or have a concern, in a Yolo County EMS Event are encouraged to submit a YEMSA EMS Event Reporting Form to YEMSA as soon as possible, but no longer than the end of that shift, or within twenty-four (24) hours of the EMS Event, whichever is sooner.
 - 1. The YEMSA EMS Event Reporting Form is available to complete and submit online. This link can be found on the YEMSA website at (www.yemsa.org). The paper EMS Event Form can also be found on the YEMSA website and may be emailed, faxed, or hand delivered. If email or fax are used, then please put "CONFIDENTIAL" in the subject line. Emails should be addressed to: emscqi@yolocounty.org
 - 2. The submitting party may send or cc this to anyone they feel as appropriate, but YEMSA must be included.

II. YEMSA Responsibilities Upon Notification:

A. Event Categorization:

- 1. Upon receipt of the EMS Event Report, within two (2) working days the YEMSA Administrator will preliminarily categorize the incident as follows:
 - a. Non Event: requires no further investigation. Will be monitored for recurrence. Examples include: minor policy violations that do not involve patient care.
 - b. Adverse Event: may require an investigation and follow-up. Examples include: minor policy violations that do involve patient care.
 - c. Reportable Event: requires investigation and follow-up. Examples include: noncompliance with treatment protocols or policies without potential for patient harm, and care rendered or ordered outside the Scope of Practice as defined by YEMSA Policies and Procedures.
 - d. Sentinel Event: requires investigation and follow-up. May require certificate/accreditation/license review. Examples include: noncompliance with treatment protocols or policies with actual or potential for patient harm, suspected alcohol or drug abuse with the potential to affect patient care, criminal charges, and immediate threat to public safety as set forth in the Health & Safety Code, Division 2.5, Chapter 7, § 1798.200.

B. Assigns Investigator:

- 1. YEMSA is responsible for coordinating the EMS Event Review and retains the authority to become the Primary Investigator of any Sentinel, Reportable, or Adverse Event.
 - a. YEMSA will assign the case to an appropriate entity for investigation.
 - i. A Basic Life Support (BLS) or Advanced Life Support (ALS) Service Provider may be assigned investigations that are limited to their own department or company.
 - ii. A Hospital may be assigned investigations that are limited to their own facility.
 - b. YEMSA will notify the Provider CQI Representative.



Yolo County Emergency Medical Services Agency

Quality

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III. Investigation:

- A. Reports may be requested of any involved party. The investigating entity will notify all involved parties by telephone, fax or email. When documents containing protected health information are being transmitted by written or electronic mail, they must be marked "CONFIDENTIAL". The request for reports will be made to the Service Provider CQI Coordinator.
 - 1. These reports must be completed by the personnel involved in the incident and returned to the investigating entity.
- B. Incident investigation may include review of pertinent medical records including the Patient Care Report (PCR), Base Hospital Report form and recorded tape.
- C. YEMSA may require any personnel involved in the incident to attend an interview with YEMSA. Such a request will be made in writing and a copy sent to the CQI Coordinator of the involved Service Provider. This interview will not be considered to be a formal hearing.
- D. The evaluation report will be submitted to YEMSA within three (3) working days for a Sentinel Event, nine (9) working days for a Reportable Event and fourteen (14) working days for an Adverse Event.

IV. Investigation Resolution:

- A. YEMSA will conclude its report and coordinate the After Action Review and other meetings within five (5) working days of receipt of the requested report(s) from the involved entities.
- B. The YEMSA Medical Director will determine the resolution of all EMS Events.
 - 1. A copy of the findings, conclusions, and recommendations of the evaluation report will be sent to the CQI Coordinators of all involved agencies.
 - 2. The report will be confidential and copies will be collected at the end of the meeting and destroyed.
 - 3. Within five (5) working days of the receipt of the report from YEMSA, the Service Provider(s) involved will, if requested by YEMSA, submit their action plan to YEMSA.
- C. If the action plan(s) is/are considered being satisfactory by the YEMSA Medical Director, the case will be closed and a letter of acknowledgement, conclusion, and/or recommendation will be sent to all involved agencies.
- D. If further documentation is needed, YEMSA will make the request. This documentation must be submitted within five (5) working days of receipt for all events.
- E. YEMSA will return any reports that were provided by Provider Agencies to the respective agencies involved at the conclusion of the case. No copies of these reports will be kept by YEMSA. All subjective information gathered by YEMSA in the form of written reports or interviews or other means will be destroyed at the conclusion of the case.
- F. YEMSA will retain a record of its objective findings, its recommendations, and the remedial actions taken.