

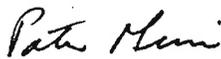
SUBJECT: **REPORTING OF ISSUES IN PATIENT CARE MANAGEMENT**

Date: 01/01/05

- I. **Authority:** Health and Safety Code, Division 2.5, Section 1797.220 and 1798.102.
- II. **Purpose:** To establish the primary responsibilities of all participants in the San Diego County's Emergency Medical Services System for reporting to the Medical Director of the County of San Diego Emergency Medical Services (EMS), issues of patient care management.
- III. **Policy:**
- A. The County of San Diego, Health & Human Services Agency, Emergency Medical Services Branch (EMS) shall maintain agreements with Base Hospitals and EMS provider agencies requiring:
1. Reporting issues in medical management of patients to the EMS Medical Director, including, but not limited to:
 - a. Actions outside of the scope of practice of prehospital personnel
 - b. Actions or errors that actually or potentially result in untoward patient outcomes, such as errors in administration of medications, invasive procedures, defibrillation/cardioversion, or other patient treatments.
 2. Reporting actions or behaviors that endanger the welfare of patients or adversely affect the public regard for prehospital emergency services.
 3. Reporting EMS personnel or EMS provider agency trends indicating on-going frequency of errors or non-compliance with established policies, protocols or standards of patient care.
- B. EMS shall establish a Quality Improvement program in compliance with Policy S-004.
- C. Base Hospitals will implement their own Quality Improvement program in compliance with Policy S-004. Patient care issues will be reported to the County of San Diego EMS through the Prehospital Audit Committee process.
- D. Each EMS provider agency will implement its own Quality Improvement program in compliance with Policy S-004. Patient care issues will be reported to the agency's designated Base Hospital or the County of San Diego, EMS Medical Director.

EMS prehospital personnel are expected to report significant issues in medical management of a patient to their agency, Base Hospital and/or County of San Diego EMS Medical Director.

Approved:



Administration



EMS Medical Director