

Chapter: COUNTY OF SAN DIEGO EMERGENCY MEDICAL SERVICES
Key Words: Policy/Procedure/Protocol

SUBJECT: Reporting of Issues in
Patient Care Management

POLICY NO: S-409
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DATE: January 1, 2005

AUTHORITY: Health and Safety Code, Division 2.5, Sections 1797.220 and 1798.102.

I. PURPOSE

To establish the primary responsibilities of all participants in the County of San Diego, Emergency Medical Services (CoSD EMS) system for reporting to the CoSD EMS Medical Director issues of patient care management.

II. POLICY

A. CoSD EMS shall maintain agreements with Base Hospitals and CoSD EMS provider agencies requiring:

1. Reporting issues in medical management of patients to the CoSD 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 affects the public regard for prehospital emergency services.
3. Reporting CoSD EMS personnel or CoSD EMS provider agency trends indicating ongoing frequency of errors, or non-compliance with established policies, protocols, or standards of patient care.

B. CoSD EMS shall establish a Quality Improvement program in compliance with Policy S-004 "EMS System Quality Improvement".

C. Base Hospitals will implement their own Quality Improvement program in compliance with Policy S-004 "EMS System Quality Improvement". Patient care issues will be reported to the CoSD EMS through the Prehospital Audit Committee process.

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D. Each CoSD EMS provider agency will implement its own Quality Improvement program in compliance with Policy S-004 "EMS System Quality Improvement". Patient care issues will be reported to the agency's designated Base Hospital or the CoSD EMS Medical Director.

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