

State of Alabama Quality Assurance/Quality Improvement (QA/QI) Plan

As with any industry, Emergency Medical Services should continuously check its professional compasses to ensure we are providing an expected high quality level of care. Therefore, the OEMS is requiring that all services draft and utilize a QA/QI Plan. If you do not currently adhere to a QA/QI plan/process, the content below may be used as a guide to ensure you have a comprehensive plan. Feel free to add any other sections you that may strengthen your service's level of patient care.

Quality Control Coordinator (QCC)

- The QCC should be a knowledgeable member of the service's administrative staff.
- The QCC should communicate with the service's Off-line Medical Control Director (OMCD) on a regular basis.
- Ideally, the QCC also serves as the company's training officer. If not, he/she should communicate with the training officer to ensure QA/QI Plan findings are targeted for service training sessions.

Off-line Medical Control Director

- Name and contact information for service's OMCD.
- Communicate with the service's OMCD at least once per week.
- Maintain a record of the method of communication, topic of conversation, and when it took place.
- Involve the service's OMCD in service related activities, such as trainings and planning meetings.
- Include Patient Care Report (PCR) reviews in service contracts with the OMCD.
- The OMCD should perform regular reviews on these reports and provide feedback to those who responded to the calls. These reviews may be pulled at random, or set aside for them, if a specific incident is in question.
- These reviews and feedback should cover all of the following:
 - Quality of documentation.
 - Quality of patient care provided.
 - Suggestions on types of trainings, if necessary.

Specific Incident Management

- A review sheet should be drafted and utilized for each type of response. Examples are as follows: cardiac arrest, difficulty breathing, motor vehicle accident, seizure, stroke, etc.
- The review sheet should include the resources used (equipment, medications, etc.) and the outcome/patient response.
- The crews involved in these projects should document results as accurately as possible, both positive and negative.

Complaint Reviews

- Complaints from patients, family, or other medical professionals should be documented.
- If the complaint is directly related to a medical response, the PCR and QA/QI report for that incident should be reviewed by the QCC and the OLMD.

- If the complaint is valid, the findings should be discussed with the responder(s) with any suggestions for improvement.
- An after action report should include suggested/required trainings.

Special Projects

- If a service is participating in an OEMS or Regional EMS special project, extra care should be taken.
- In such situations, a service may be provided with instructions as to how to document findings, such as electronic files for documentation purposes.