

Out of Hospital Care Provider Policy

Title: Quality Assurance/Quality Improvement

Effective Date: September 27, 2000

POLICY:

As part of a continuing effort to insure that quality care is rendered to patients in the prehospital setting, the Office of Prehospital Care at the Erie County Medical Center will routinely provide a quality assurance review of the care provided for patients transported to the Erie County Medical Center Emergency Department. It is widely recognized that an aggressive quality assurance/quality improvement program is essential to maintaining a quality emergency medical services system.

PROCEDURE:

Each week the Office of Prehospital Care at the Erie County Medical Center will review PCR's for patients transported to the Erie County Medical Center Emergency Department. Patient care reports will be randomly selected to undergo a detailed Quality Assurance review. Each PCR will be reviewed for completeness, legibility, and, most importantly, the appropriateness of the care rendered to the patient. Current NYS and WREMS patient care protocols will be utilized when making an analysis of the patient care that was rendered. Additionally, a detailed patient follow-up will be conducted to compare the prehospital care providers' assessment with the actual condition that was determined by the Emergency Department staff. All quality assurance will be documented on quality assurance/quality improvement form (see attachment A) and a copy will be sent to the prehospital care provider for his/her review. In the event that any questions should arise concerning the quality assurance report, all questions should be directed to the Office of Prehospital Care at 898-3525.

Each Month PCR's will be submitted according to the monthly focus topics which are sent out quarterly.