

Monterey County EMS System Policy



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QUALITY IMPROVEMENT

I. PURPOSE

To establish a system-wide quality improvement program to evaluate and improve upon the services provided in the Emergency Medical Services System.

II. POLICY/PROCEDURE

- A. The Monterey County Emergency Medical Services Agency shall be responsible for monitoring compliance of EMS Prehospital Programs with Emergency Medical Services System standards, policies and procedures. This shall be accomplished by the following:
1. Agreements with Base Hospitals requiring, but not limited to, the following:
 - a. Compliance with Emergency Medical Services system policies and procedures
 - b. Implementation and maintenance of a Quality Improvement (QI) Program which is in compliance with State of California Title 22 requirements and with Monterey County EMS Agency policies. Participation in the Monterey County EMSA system-wide Continuous Quality Improvement Technical Advisory Committee (CQI TAG).
 - c. Reporting of excellence/opportunities for improvement in the Base Hospital QI Program, as well as steps taken to recognize excellence or correct the opportunities for improvement.
 2. Agreements with EMT-Paramedic Service Providers requiring, but not limited to, the following:
 - a. Compliance with Emergency Medical Services system policies and procedures.
 - b. Implementation and maintenance of a Quality Improvement Program that is integral to the Base Hospitals Quality Improvement Program and the Monterey County EMS Agency systemwide CQI TAG.
 - c. Reporting of excellence/opportunities for improvement in the Service Provider's QI Program, as well as steps taken to recognize excellence or correct the opportunities for improvement.
 3. Agreements with Receiving Hospitals requiring, but not limited to, the following:
 - a. Compliance with Emergency Medical Services system policies and procedures.
 - b. Participation and coordination with the Monterey County QI Program and systemwide CQI TAG.

- c. Designating a Receiving Hospital Coordinator to act as a liaison between the EMS Agency and other QI representative.
 - d. Reporting of excellence/opportunities for improvement in the Receiving Hospital's QI Program as well as steps taken to recognize excellence or correct the opportunities for improvement.
 - 4. Agreements with participating First Responder Agencies requiring, but not limited to, the following:
 - a. Compliance with Emergency Medical Services system policies and procedures.
 - b. Participation in and coordination with the Monterey County QI Program and systemwide CQI TAG.
 - c. Designating an EMS coordinator to act as a liaison between the EMS agency and other QI representative.
 - d. Reporting of excellence/opportunities for improvement in the First Responder Agency's QI Program, as well as steps taken to recognize excellence or correct the opportunities for improvement.
- B. The Emergency Medical Services Agency shall:
 - 1. Monitor compliance of the Base Hospital, Receiving Hospital and Prehospital Care Provider agreements (MOU/Contracts), policies, procedures, and protocols.
 - 2. Examine Base Hospital, Paramedic Provider, First Responder, and Receiving Hospital quality improvement activities.
 - 3. Investigate and resolve all opportunities for improvement reported to the Emergency Medical Services Agency.
 - 4. Establish a systemwide CQI TAG.
- C. All participants in the Quality Improvement Program shall utilize the Quality Improvement Guidelines.

END OF POLICY



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