

Monterey County EMS System Policy



Policy Number: 6020
 Effective Date: 7/1/2024
 Review Date: 6/30/2027

UNUSUAL OCCURRENCE REPORTING

I. PURPOSE

- A. To prevent the occurrence or recurrence of a negative outcome by recognizing and reporting situations and incidents that may negatively impact patients or the EMS system.
- B. To establish a process to document, report, and review problems related to policies, personnel performance issues, and other incidents or occurrences.
- C. To establish reporting standards related to unusual occurrences, incidents, and outcomes.

II. POLICY

Overview of Unusual Occurrence Reporting		
Peer-to-Peer Reporting	Urgent Reporting	Immediate Reporting
<ul style="list-style-type: none"> • For minor interpersonal issues, misunderstandings, or operational issues not involving patient care. • Resolve as soon as possible after the incident, in person or by telephone with supervisors or management representatives. • If the issue cannot be resolved at this level, an Unusual Occurrence Report should be submitted. 	<ul style="list-style-type: none"> • Includes, but not limited to, incidents involving: <ul style="list-style-type: none"> Any deviation from EMS policy or protocol that had the potential to result in patient harm or a threat to public safety. Errors in treatment, medication administration, or other clinical errors that had the potential to result in patient harm. Equipment failure or malfunction that had the potential to result in patient harm. • Report to the EMS Agency within 24 hours. 	<ul style="list-style-type: none"> • Includes, but not limited to, incidents involving: <ul style="list-style-type: none"> The commission of any action that threatens public health and safety as defined by Health and Safety Code Section 1798.200(c). Any deviation from EMS policy or protocol that resulted in patient harm. Treatment, medication, or clinical errors that resulted or may result in patient harm. • Report to the EMS Agency immediately.

- A. It is the responsibility of everyone involved in the Monterey County EMS system to ensure a safe and effective EMS system. This responsibility extends to the reporting of incidents and outcomes as well as concerns regarding policies and procedures.
- B. Incidents, situations, and concerns are to be reported as outlined below.
- C. Types of Reporting

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1. Immediate Reporting due to Threat to Health and Safety

The following types of incidents shall be reported immediately to the employer and Monterey County EMS Agency:

- a. The commission of any action representing a threat to public health and safety as defined by Health and Safety Code Section 1798.200(c).
- b. Any deviation from EMS policy or protocol that resulted in patient harm.
- c. Treatment, medication, or clinical errors that resulted or may result in patient harm.
- d. Equipment failure or malfunction that resulted in patient harm.
- e. Technology or communications system errors or malfunctions that resulted in patient harm.
- f. On-duty death of any EMS personnel.
- g. On-duty arrest of any EMS personnel.
- h. Collision of any ambulance or vehicle used in EMS response that results in injury.

2. Urgent Reporting-Unknown Threat to Health and Safety

The following types of incidents shall be immediately reported to the employer and reported to the EMS Agency within 24 hours:

- a. Any deviation from EMS policy or protocol that had the potential to result in patient harm or threat to public safety.
- b. Errors in treatment, medication administration, or other clinical errors that had the potential to result in patient harm.
- c. Equipment failure or malfunction that had the potential to result in patient harm.
- d. Any event or circumstance that is or shall be reported to another regulatory or enforcement agency, including, but not limited to, any law enforcement agency, California EMS Authority, and California Occupational Health and Safety Administration.

3. Peer to Peer Reporting

If the issue cannot be resolved among the parties involved, an Unusual Occurrence Report should be submitted.

- a. Any incident or event such as minor interpersonal conflicts, misunderstandings, and demeanor issues that are unrelated to patient care activities or minor operational issues.

III. PROCEDURE

A. Immediate Reporting

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1. For any of the situations requiring immediate reporting, the following shall occur.
 - a. The EMS Duty Officer shall be contacted by phone for initial notification.
 - 1) The initial report will summarize the situation, ongoing threat risk, and any mitigation actions that have been taken.
 - b. A written report utilizing the EMS Unusual Occurrence Report online reporting portal will be submitted within 24 hours of the initial telephone report.
 - c. The EMS Agency shall lead all Immediate Report Reviews.
 - 1) All providers shall assist the EMS Agency and complete requests in the time frame determined by the EMS Agency.
 - 2) Provider agencies shall make available all personnel with or having knowledge of the incident for interviews by the EMS Agency.
 - 3) Provider agencies shall allow the EMS Agency access to all information directly pertinent to the review.
 - 4) All Immediate Reporting reviews shall be completed as soon as reasonably possible.
 - 5) The EMS Medical Director may take action as determined appropriate pursuant to the California Health and Safety Code Section Code Section 1798.200 et seq.
 - 6) The EMS Agency shall provide a report of the findings and actions to the reporting party. Reports will not disclose confidential or proprietary information collected during the review.

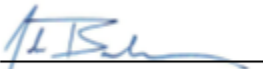
B. Urgent Reporting

1. For any of the situations requiring urgent reporting, the following shall occur.
 - a. A report to the relevant employer will be made as soon as possible.
 - b. A written report utilizing the EMS Unusual Occurrence Report online reporting portal will be submitted within 24 hours of the situation requiring Urgent reporting.
 - c. The report will summarize the situation and any mitigation actions that have been taken or planned to be taken by the relevant employer.

C. Peer-to-Peer Reporting

1. Interpersonal issues should be handled between the involved individuals. Should assistance be needed in managing the interpersonal issue, the next higher level of supervision within the employer's organization should be contacted for assistance.
2. An Unusual Occurrence Report should be submitted if the issue cannot be resolved at this leveled.

END OF POLICY


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