



EMS EVENT REPORTING **DRAFT**

POLICY NO: **6003**

PAGE 1 OF 3

EFFECTIVE DATE:

REVISED DATE:

APPROVED: Bryan Cleaver
EMS Administrator

Dr. Mark Luoto
EMS Medical Director

AUTHORITY: California Health and Safety Code; California Code of Regulations, Title 22 and California Health and Safety Code section 1798.200.

6003.00 PURPOSE

- a. To establish a clear system of patient safety and EMS response related reporting for the purposes of review, data analysis, patient safety and EMS system performance.
- b. To define reporting requirements for events which have the potential to cause community concern or represent a threat to public health and safety.
- c. To define the reporting and monitoring responsibilities of all EMS system participants.

6003.01 POLICY

- a. EMS events shall be appropriately reported, reviewed and tracked to monitor, maintain and improve safety. Exemplary care may also be identified, tracked and acknowledged through this process. Reporting is encouraged from any individual who encounters or recognizes a situation in which a safety related or exemplary event occurred while a patient was being cared for.

6003.02 DEFINITIONS OF EMS EVENTS

- a. Any event that has resulted in or has the potential to lead to an adverse patient outcome. These events may be related to systems, operations, devices, equipment, medications or any aspect of patient care.
- b. Events that represent a threat to public health and safety as cited in Health and Safety Code 1798.200

6003.03 REVIEW PROCESS

- a. Involved agencies will review all reports generated and implement follow-up actions on all reported EMS events.
- b. The on-duty officer, supervisor or provider designated personnel shall verbally notify the LEMSA promptly of events that may cause public concern or immediately affects public health or safety.
- c. Involved agencies should review, and if appropriate, report EMS events to the LEMSA using the Coastal Valleys EMS Agency Electronic Reporting Form.

- d. Interagency review process
 - 1. To allow for prompt review and follow-up, communication of events should occur between the involved agencies. Each agency is responsible for its own internal review and follow-up. EMS Agency staff is available to assist all participants in seeking solutions to patient safety events that affect the EMS system.
- e. EMS events that require review by the LEMSA include:
 - 1. Any threat to public safety as defined by the Health and Safety Code 1798.200
 - 2. Medication related: incorrect drug choice, dosage, or route
 - 3. Equipment related: equipment problems, adverse events or failures related to patient care or EMS response
 - 4. Treatment or Procedure difficulties, unexpected events, adverse events inconsistent with expectations.
 - 5. Care delivered outside the EMT or Paramedic scope of practice.
 - 6. Verbal or physical event identified which resulted or had the potential for harm, insult, result in neglect or abuse the patient.

6003.04 RESPONSIBILITIES

- a. Pre-hospital personnel:
 - 1. Shall assure patient safety by immediately notifying the hospital staff at the receiving/base hospital (if involved), when an event impacts or has a potential to impact the patient.
 - 2. Immediately report event of concern to an on-duty officer or supervisor using the appropriate internal reporting structure.
 - 3. Complete the LEMSA EMS Event Form when mandated.
- b. Provider Agency:
 - 1. Will have a process of fact-finding, follow-up and tracking of EMS events.
 - 2. All reported events regardless of significance should be reviewed and tracked as part of the provider's quality improvement program.
 - 3. Assure patient safety first.
 - 4. Evaluate the event and notify the LEMSA promptly with issues involving public safety.
 - 5. Provide the LEMSA with additional written or verbal reports if requested.
 - 6. Take action to remediate the situation.
- c. Base Hospital
 - 1. Should notify the Paramedic Liaison Nurse (PLN) of any identified EMS events.
 - 2. The PLN will:
 - a) Assure patient safety, evaluate the event, complete an LEMSA EMS Event Form when mandated and forward to the involved agency(s) for review.
 - b) Notify the LEMSA if event meets prompt notification criteria.

EMS EVENT REPORTING **DRAFT**

POLICY NO: **6003**

Page 3 OF 3

Last Revised:

- c) Take action to remediate the situation if and when able.
- d. Receiving Hospitals:
 - 1. Will report any identified EMS events to the involved agency supervisor(s) or use the LEMSA EMS Event Reporting Form.
- e. EMS Agency:
 - 1. The Agency will acknowledge all EMS event reports received and ensure or facilitate the appropriate resolution of each event.