
EMS SYSTEM NOTIFICATION FORM

PURPOSE To provide a single mechanism by which any system participant can request the attention of Continuous Quality Improvement by notifying the appropriate provider agency and the EMS Agency of a specific situation with the goal of system wide continuous quality improvement and education.

AUTHORITY Health and Safety Code, Title 22, Division 9
California Administrative Code, Chapter 4

RELATED POLICIES Continuous Quality Improvement # 2000 et seq.

POLICY EMS System Notification Forms shall be initiated by an individual or provider agency upon discovery of the events listed below. The events listed are examples and are not limited to the selections provided.

Only one provider agency or person needs to submit a request although anyone wishing to document the situation or incident may do so.

Positive Events (Level I)

The following positive events, are situations in which an EMS System Notification Form may be completed :

Good calls, field work, documentation, transport
decisions
Saves
Diagnostic coups
Other

Unusual occurrence without patient harm (Level II)

The following unusual occurrences are situations in which an EMS System Notification Form should be completed:

- Protocol violation
- Documentation issue
- MCI >10 patients
- Interagency/Interdepartmental issues
- Radio communications issues
- Treatment outside of scope of practice
- Line of duty injury or death to a responder
- Other

Unusual occurrence with patient harm (Level III)

The following are events that contributed to a negative patient outcome, and / or, issues that may potentially be a threat to public health and safety but did not necessarily contribute to a negative patient outcome. On discovery these incidents shall be reported immediately or as soon as possible to the EMS Agency.

- Patient treatment policy violation
- Harm to patient:
 - Unanticipated death of patient
- Inappropriate transport decision, diversion
- Reported misconduct in line of duty:
 - Personnel unfit for duty
 - Alleged criminal behavior
 - Negligence
 - Patient Abuse
 - Patient Abandonment
- Any Event Actionable Pursuant to Health and Safety Code Section 1798.200

PROCEDURE Discovery of one of these events requires the generation of a System Notification Review Form (SNF).

The SNF is sent to the agency which is responsible for the event. The provider which employs the involved responder (s) will: acknowledge the

receipt of the SNF; review the SNF; prepare a response to the SNF; submit the response to the SNF, to the involved parties and the EMS Agency.

This response should take into account: all available information; the providers CQI Plan; relevant county and state policies, procedures and regulations.

Responses should be completed and submitted within 30 days of receipt.

If this process does not result in a resolution satisfactory to the involved providers the issue will be forwarded to the EMS Medical Director and /or the closed session of the CQI Committee for final resolution.

The EMS Agency or Medical Director may also refer issues to the closed session of the CQI Committee.

The EMS Agency will notify all involved providers when the review process is completed and associated issues are resolved.