

- a) Contra Costa County EMS Event Report Form
 - b) Contra Costa County EMS Event-QI Review Paper or Electronic Form
- B. Interagency EMS Events:** 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.
- C. EMS events that require review 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 related such as:**
 - a) Difficulties, problems and unexpected events associated with procedures (e.g. known esophageal intubation)
 - b) Events related to patient assessment or application of treatment guidelines (e.g. multiple attempts at interventions outside the number recommended by treatment guidelines)
 - c) Events related to interventions or procedures done that are not consistent with paramedic primary impression).
 5. **Scope related:** situations in which an EMT or Paramedic scope of practice was not properly followed.
 6. **Patient Interaction related:** Verbal or physical event identified which resulted or had the potential for harm, insult, neglect or abuse of the patient.

V. RESPONSIBILITIES

A. Prehospital personnel:

1. Assure patient safety by immediately notifying the hospital staff at the receiving facility and the 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 chain of command.
3. Complete the EMS event form. Include verification of verbal reports on the form.
4. Recommendations for corrective actions from the individuals involved are encouraged.

B. Provider Agency: Each agency shall have a process of fact-finding, follow-up and tracking of EMS events. All reported events regardless of significance should be reviewed and tracked as part of the provider's quality improvement program.

1. **Assure patient safety first.** Assure medical providers involved in the patient's care at the receiving hospital and base station (if involved) have been informed of events that have the potential to impact patient care.
2. **Evaluate the event** and notify the EMS Agency promptly regarding issues of public concern or that require urgent investigation.
3. **Provide** the EMS Agency with additional written or verbal reports if requested.
4. **Take action** to remediate the situation. Develop remediation programs (eg: individual performance improvement plans) that offer appropriate and timely feedback, skills review and competency training.

5. Patient safety reporting data may be requested by the EMS Agency at regular intervals in order to assist the EMS Agency in evaluating system and operations issues.

C. Base Hospital:

Base hospital staff should notify the Base Coordinator or designee of any identified EMS events. The Base Coordinator will:

1. **Assure patient safety**
2. **Evaluate the event**
3. **Complete** the EMS event form and forward to involved agency(s) for review
4. **Notify EMS Agency if event meets prompt notification criteria**
5. **Take action** to remediate the situation.

Patient safety reporting data may be requested by the EMS Agency at regular intervals in order to assist the EMS Agency in evaluating system and operations issues.

D. Receiving Hospitals:

Receiving hospitals should report any identified EMS events to the involved agency supervisor(s) if possible. Hospitals may fax EMS events to the EMS Agency to be distributed to the appropriate agency.

- E. **Other Reporting:** Any other system participants or individuals, including receiving hospital personnel, are encouraged to report EMS events to the EMS Agency.
- F. **Anonymous reporting:** EMS events may be reported anonymously to a provider agency representative or to the EMS Agency directly. Anonymous reporting should never be discouraged.