

Standard Operating Procedures Manual
City of Poquoson Fire and Rescue



**City of Poquoson
Fire and Rescue**

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

EMS OPERATIONS

SOP#: EMS 11.00

Title: Quality Assurance/Quality Improvement

Effective Date: 06/06/2008

Revised Date: 06/06/2008



Fire Chief's Signature



City Manager's Signature



Operational Medical Director

**Quality Assurance/Quality
Improvement**

I. PURPOSE

The purpose of this policy is to define the mission and composition of the Quality Assurance/Quality Improvement Program of the City of Poquoson Fire/Rescue Department.

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

It shall be the policy of the Quality Assurance/Quality Improvement QA/QI Committee to meet no less than 6 times per year to review a random sampling of Pre-hospital Patient Care Reports.

IV. PROCEDURES

The QA/QI Committee shall consist of 6 members. The Operational Medical Director, the EMS Officer, and a Chief Officer shall maintain permanent positions on this committee. The 3 remaining positions shall be held by active field personnel (each shift will be represented) and shall be requested by Fire Administration to serve for one calendar year. Service is not mandatory.

The Committee shall meet every other month (January, March, May, July, September, and November) at a minimum. Additional meetings may be scheduled at the discretion of the OMD, EMS Officer, or a Chief Officer.

Reports for the QA/QI Committee to review shall be determined by the following criteria and will be pulled from the two months prior to the current meeting.

- Every 20th report (at random)
- Every call in which a drug box is opened or medication administered (excluding oxygen).
- 5 to 10 random reports dealing with a specific topic determined at the previous meeting. Examples include shortness of breath, chest pains, etc.

After each meeting, the EMS Officer shall provide the Fire Chief with a list of the Committee's findings. Each Shift Officer shall also be provided with a list of the Committee's findings which pertain to their shift.

This is not meant to be a punitive process and should be viewed as an opportunity to improve the quality of EMS care throughout the City of Poquoson. These reviews are meant to address any training issues before an incident can occur in the field.