**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: ___ 01/15/2026 ___

Revised Date: ___ 01/15/2026 ___
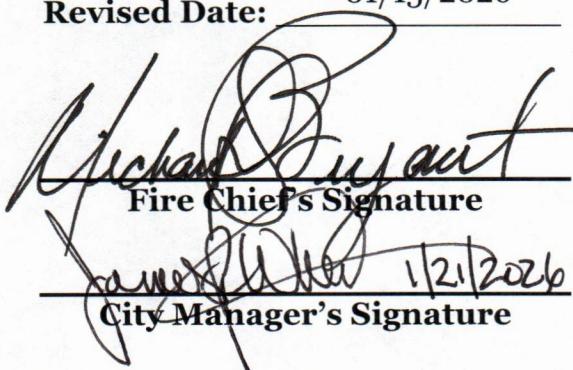
_____
Fire Chief's Signature
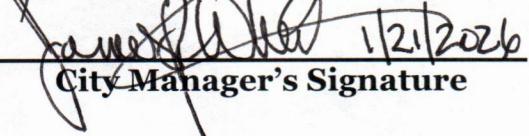
_____ 1/21/2026
City Manager's Signature

Quality Assurance/Quality Improvement

I. PURPOSE

The purpose of this policy is to establish a formal Quality Assurance and Quality Improvement (QA/QI) program for the City of Poquoson Fire and Rescue. This program is designed to ensure that all emergency and non-emergency operations are conducted in accordance with department protocols, applicable laws, professional standards, and that all associated documentation is accurate, complete, and timely

II. APPLICABILITY

All Career and Volunteer Personnel

III. POLICY

This policy applies to all members of the City of Poquoson Fire Department who are responsible for incident operations, patient care, report writing, and supervisory review. The QA/QI process shall include cross-shift review to promote consistency, accountability, and continuous improvement across the department.

IV. PROCEDURES

Cross-Shift Report Review

Officers and Acting Officers shall review incident and patient care reports generated by personnel from a different shift. This will be conducted in this order. The off going shifts reports will be QA/QI by the oncoming shift Officers.

Reviews shall include, but are not limited to:

1. Adherence to the department protocols and standard operating procedures.
2. Appropriate actions taken based on incident type and patient presentation.
3. Accuracy, completeness, and clarity of all documentation.
4. Proper use of terminology, timelines and required data fields. Compliance with local, state, and federal reporting requirements.

Identification of Issues

1. Any discrepancies, omissions, or deviations from protocol shall be documented.
2. Trends or recurring issues shall be identified and forwarded to the appropriate supervisory level.

Feedback and Corrective Action

Constructive feedback shall be provided to the involved personnel in a timely manner.

Corrective actions may include

1. Informal counseling or clarification.
2. Remedial training or continuing education.
3. Policy or protocol review and revision.
4. Serious or repeated deficiencies may be referred up the chain of

command for disciplinary actions.

Confidentiality

All QA/QI reviews and findings shall be handled in a professional and confidential manner, consistent with applicable laws and department policy.

Training and Education

The department shall use QA/QI findings to guide training initiatives, protocol updates, and professional development to improve overall performance and service delivery.

Documentation and Recordkeeping

1. QA/QI reviews and outcomes shall be documented as required by department policy.
2. Records shall be maintained in accordance with department retention schedules and applicable regulations.

Compliance

Failure to comply with this policy may result in corrective action in accordance with department policies and procedures.