

BODEGA BAY FIRE PROTECTION DISTRICT
STANDARD OPERATING GUIDELINE

WRITTEN BY: NEWMAN

APPROVED BY: 

NUMBER: 62

SUBJECT: QA-QI REPORTING/TRACKING

DATE: 17JAN97

UPDATED: 10APR06

PURPOSE

The purpose of this policy is to allow personnel to provide feedback and input into the operation of the EMS system. A QI report affords the EMS agency, providers and hospitals a process to document and review policies, personnel performance issues and other positive, negative or unusual incidents. This policy needs to be utilized in order to keep incident reports, tracking reports and file numbers coordinated with the EMS agency, provider agencies and hospitals.

PROCEDURES

1. When a BBFPD member witnesses a QA-QI incident with another BBFPD member, another agency or hospital, the staff member will contact the BBFPD Pre-Hospital Liaison Officer (PLO). After speaking with the PLO, the reporting member must complete a Sonoma county Quality Improvement Report. This report must be submitted to the PLO or designated alternative within 24 hours or by the end of the shift. The PLO will determine if the incident is emergent or non-emergent. If the incident is emergent, the Fire Chief will be immediately notified as well as the Sonoma County EMS agency. A non-emergent incident will remain at the level of the PLO/PLN. The report will then be submitted to the appropriate agencies and the author of the report will be notified of the outcome. **NOTE: Any QA-QI incident involving the BBFPD PLO should be routed directly to the Operations Officer or Fire Chief.**

2. When another agency or hospital witnesses a QA-QI incident with a BBFPD member, they will contact their respective Pre-Hospital Liaison Nurse (PLN) or PLO and submit a Sonoma County Quality Improvement Report. At that time, their PLO/PLN will contact the BBFPD PLO and route the report and the Sonoma County QI tracking form. The BBFPD PLO will talk with the affected member and write all pertinent information on the tracking form. After initial investigation, the BBFPD PLO and affected PLO/PLN will determine what steps will be taken to mitigate the incident. The staff member in question will be advised of the outcome as soon as possible.

ADDITIONAL

The BBFPD member who witnesses an incident must be sure that it is a QA-QI issue (Skills, procedures and protocols) and not a personnel issue (Attitude or behavior). All personnel issues must be submitted to their appropriate Captain. If a questionable situation is routed to the BBFPD PLO and it is determined to be a personnel issue, the report will be sent to the appropriate Captain for further evaluation. The reporting member will be notified of the change in report routing.

PLO

The PLO for BBFPD is Firefighter/Paramedic James Levy.