

Quality Improvement

(Guidelines and Template)

All agencies are required to participate in a Quality Improvement (QI) program that fulfills the requirement under New York State Public Health Law Article 30 Section 3006.

Definition

QI is a program of systematic evaluation to ensure excellence. It requires the willing cooperation of all EMS System providers. It must recognize their common needs for education, structured feedback, professionalism, mutual respect and confidentiality.

QI is a continuous activity, which includes periodic review.

Some of the advantages of QI programs are:

1. **System** – review operational protocols
2. **Personnel** – review skills and credentialing
3. **Equipment** – review availability and use of equipment and medications
4. **Procedures** – review specific skills for the EMS service and individuals
5. **Documentation** – documentation standards

Some of the basic steps of QI programs are:

- Selecting different studies/topics to review (i.e.) *CPR's, controlled substances, DOA, refusals, patient c/c, incident reports, equipment failures, pediatric, respiratory, cardiac, MVA's, etc.*
- Developing criteria and standards
- Collecting data
- Identifying deficiencies or areas of excellence
- Take corrective action if necessary
- Evaluation

The **SREMS Quality Improvement PCR Form** is to be used as a guideline to review the completed PCR's. It is a short but thorough guideline that covers all-important aspects of the PCR. Once reviewed, they must be kept locked in a safe place for 7 years.

Please feel free to photocopy this template and use it

The **SREMS EMS Agency Quality Improvement Form** is to be completed and mailed/faxed or emailed to this office at the ***beginning of the month***. SREMS is required to keep a copy of your EMS Agency form on file.

Please feel free to photocopy this template and use it

Mailing address: Susquehanna Regional EMS Council, Inc.
Public Safety Facility
159 Lt. VanWinkle Drive
Binghamton, NY 13905-1559

Fax: 607-778-1182

Email: Pam@srems.com

Any questions or concerns, please feel free to contact our office for assistance.