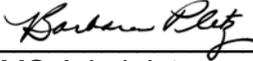




CLINICAL INCIDENT REPORTING, INVESTIGATION, RESOLUTION

Authority: Division 2.5 Health and Safety Code and Division 9 Title 22 California Code of Regulations

APPROVED: 
EMS Medical Director


EMS Administrator

1. Definitions

EMS Authority - The Director of the State EMS Authority

EMS Medical Director - The San Mateo County EMS Medical Director

EMS Agency - San Mateo County EMS Agency Administrator or designee

2. Non-clinical Issues

This policy only applies to clinical issues. Non-clinical issues are addressed in the policy entitled "EMS System Issue Resolution Process - Documentation - 1."

3. Reporting, Investigation, and Actions

Procedures and processes for reporting, investigation, remediation and/or referral for certification/licensure actions are outlined in the flowcharts contained in this policy.

4. Licensure/Certification Actions

4.1 EMT

4.1.1 EMS Medical Director is responsible for:

- investigating clinical incidents.
- investigating potential grounds for EMT certification actions as listed in 1798.200 of the Health and Safety code.
- taking action on EMT certificates including suspension, revocation and/or placing the EMT on probation with conditions.
- determining a performance improvement plan and evaluating results upon completion of the plan.

4.1.2 If an EMT's certificate is suspended or revoked, the EMS Medical Director will notify the EMS Authority.

4.2 Paramedic

4.2.1 EMS Medical Director is responsible for:

- investigating and evaluating clinical incidents.
- investigating potential grounds for actions on paramedic licensure as listed in section 1798.200 of the Health and Safety code.
- immediately suspending a paramedic's license as outlined in section 1798.202 of the Health and Safety Code.
- notifying the State EMS Authority when a paramedic's license has been suspended
- referring cases to the EMS Authority when initial investigation determines them to possibly meet grounds for actions on paramedic licensure as listed in section 1798.200 of the Health and Safety code.
- determining, when appropriate, a performance improvement plan and evaluating results upon completion of the plan.

4.2.2 The EMS Authority is responsible for:

- sustaining, or lifting, the EMS Medical Director's immediate suspension of a paramedic license
- conducting investigations and taking actions on paramedic licenses

5. Determine Levels and Reporting Incidents

All clinical incidents that are Level I or Level II will be reported to the LEMSA. The following guidelines will assist providers in reporting and investigating requirements.

Level I Minor Incident

Minor deviation from established policy or protocol in which the action or inaction would unlikely to result in harm to patient.

Level II Moderate Incident

Deviation from established policy or protocol in which such action or inaction may result in harm to a patient.

Multiple minor errors in a single incident or repeated minor errors within a twelve month time period.

Level III Major Incident

Deviation from established policy or protocol in which such action or inaction would likely produce harm to a patient.

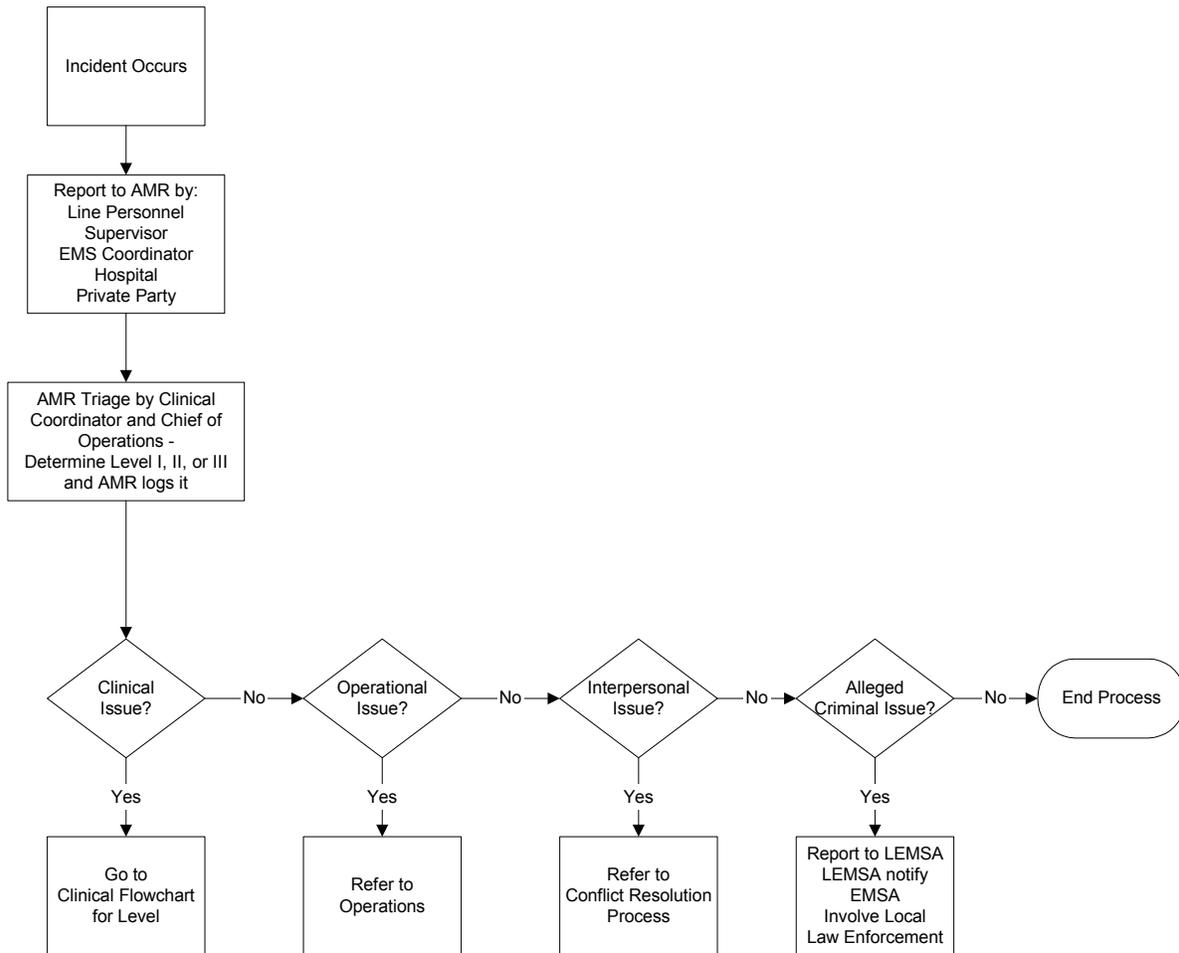
An alleged incident involving physical or emotional abuse of a patient or theft.

Multiple moderate errors in a single incident or repeated moderate errors within a twelve month time period.

6. The EMS Medical Director may consult with the Provider's Medical Director.
7. If the EMS Medical Director prescribes a Performance Improvement Plan for an EMT/Paramedic, the EMT/Paramedic may appeal to the Quality Leadership Committee which will advise the EMS Medical Director of its recommendation which will not be binding on the EMS Medical Director.

**Countywide Ambulance
Contractor
and Its Subcontractors**

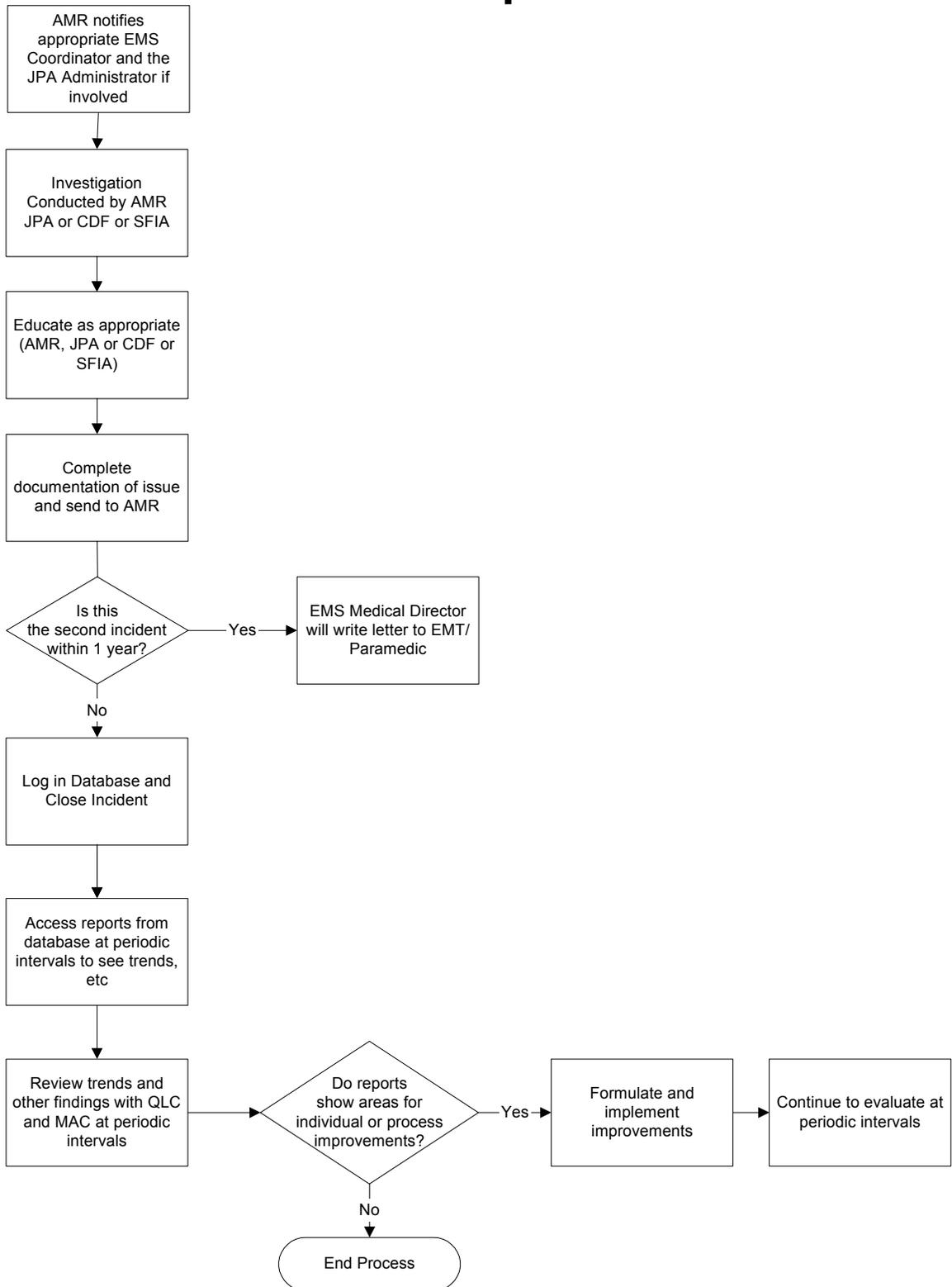
Clinical Incident Review Flowchart



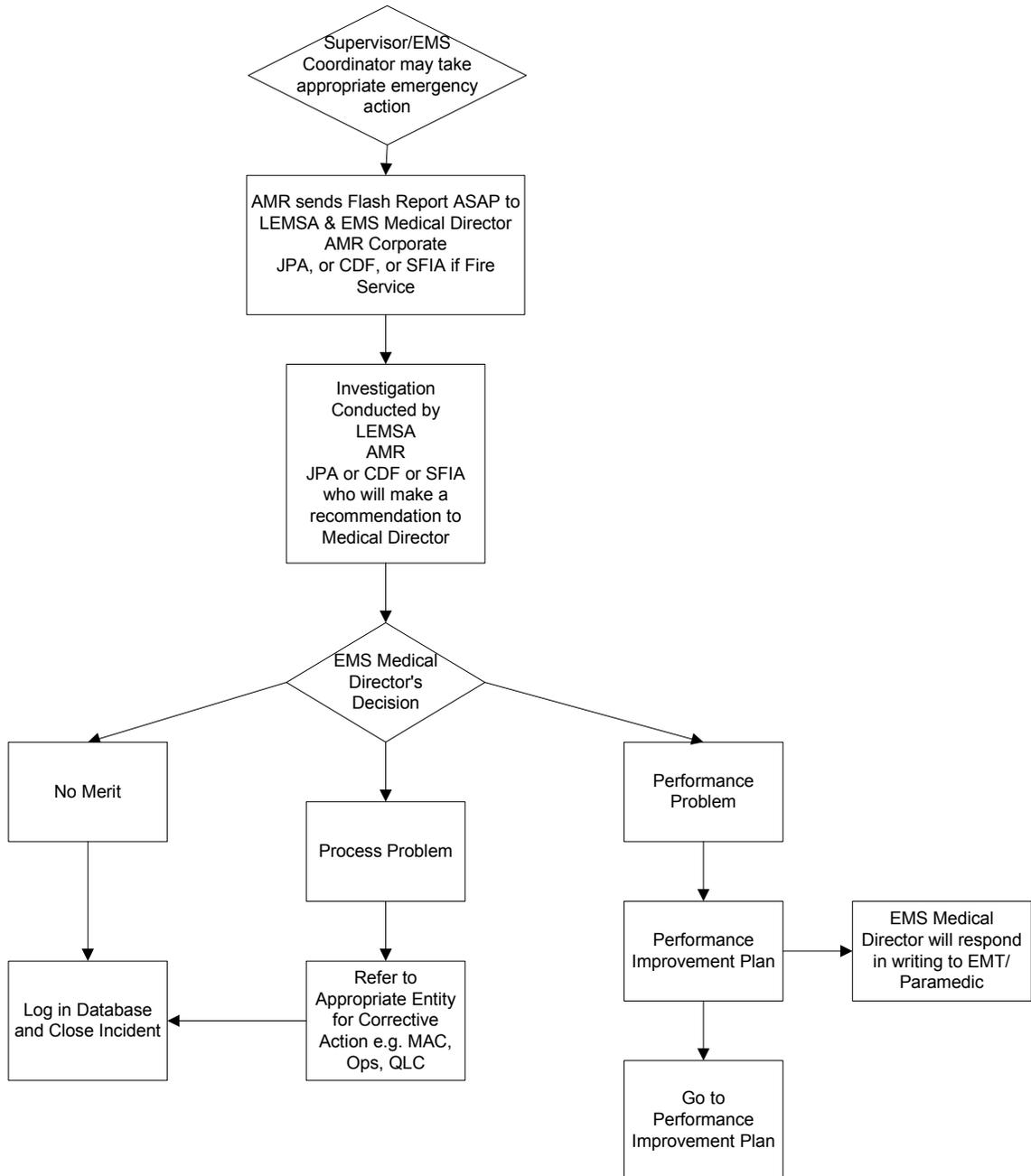
Definitions:

Field personnel - prehospital care personnel that are employees of AMR, the JPA, CDF, or San Francisco Fire Department (at SFIA)
 EMS Coordinator - Assigned EMS Coordinator (JPA, CDF, SFIA)
 Supervisor - AMR Field Supervisor
 LEMSA - San Mateo County EMS Agency
 EMSA - State EMS Authority

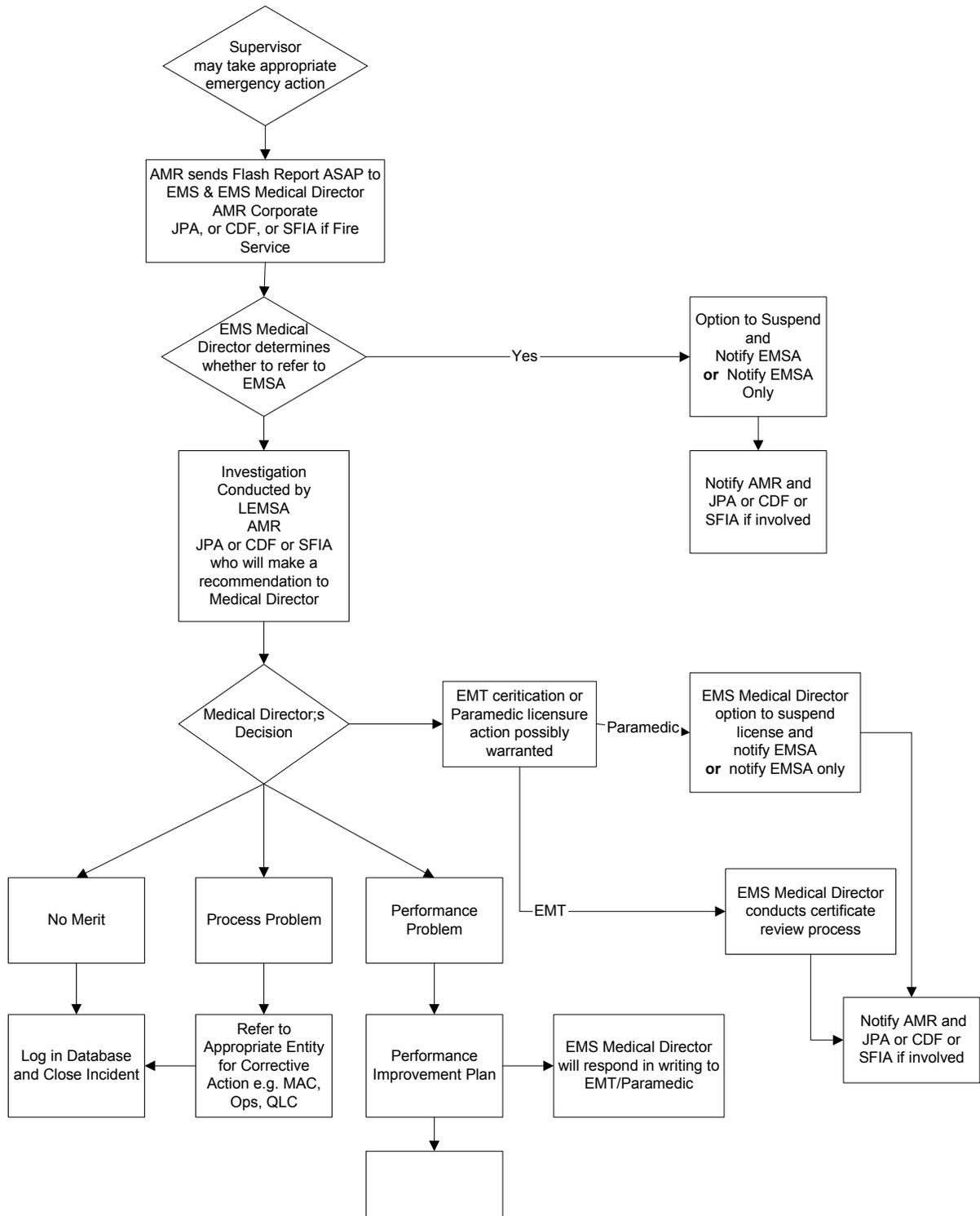
Clinical Issue Level I Specific



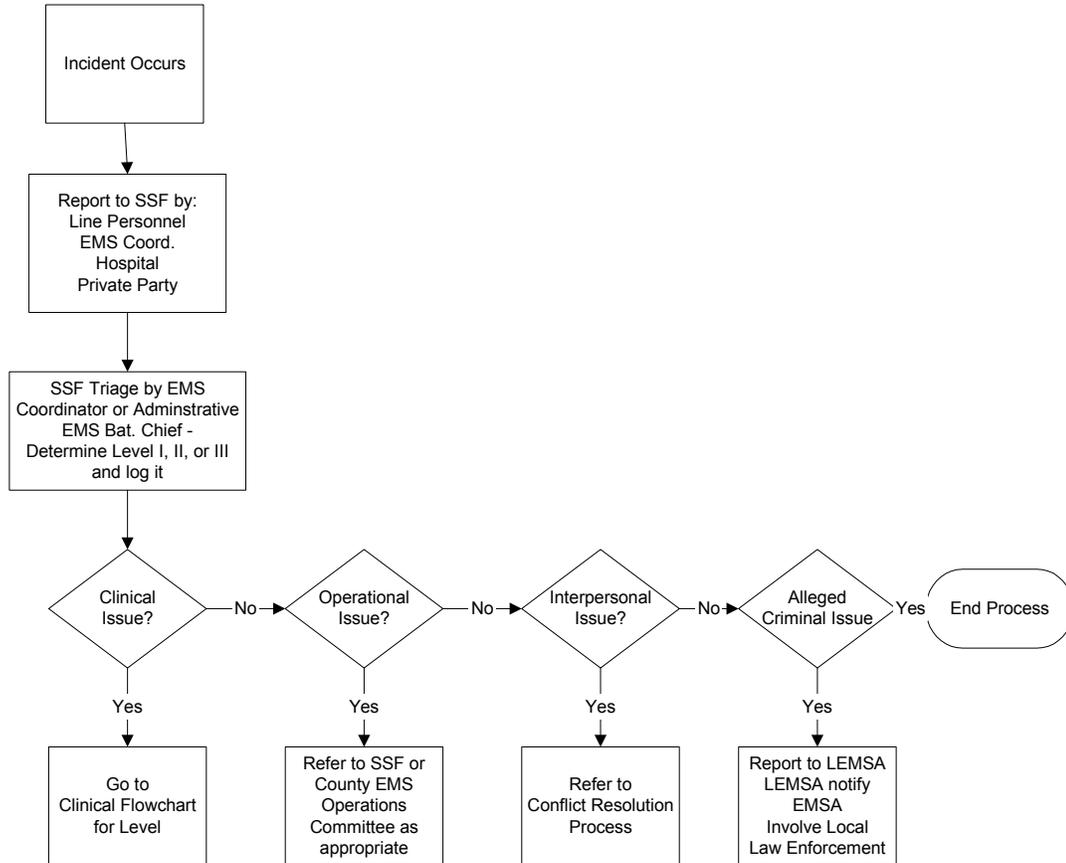
Clinical Issue Level II Specific



Clinical Issue Level III Specific



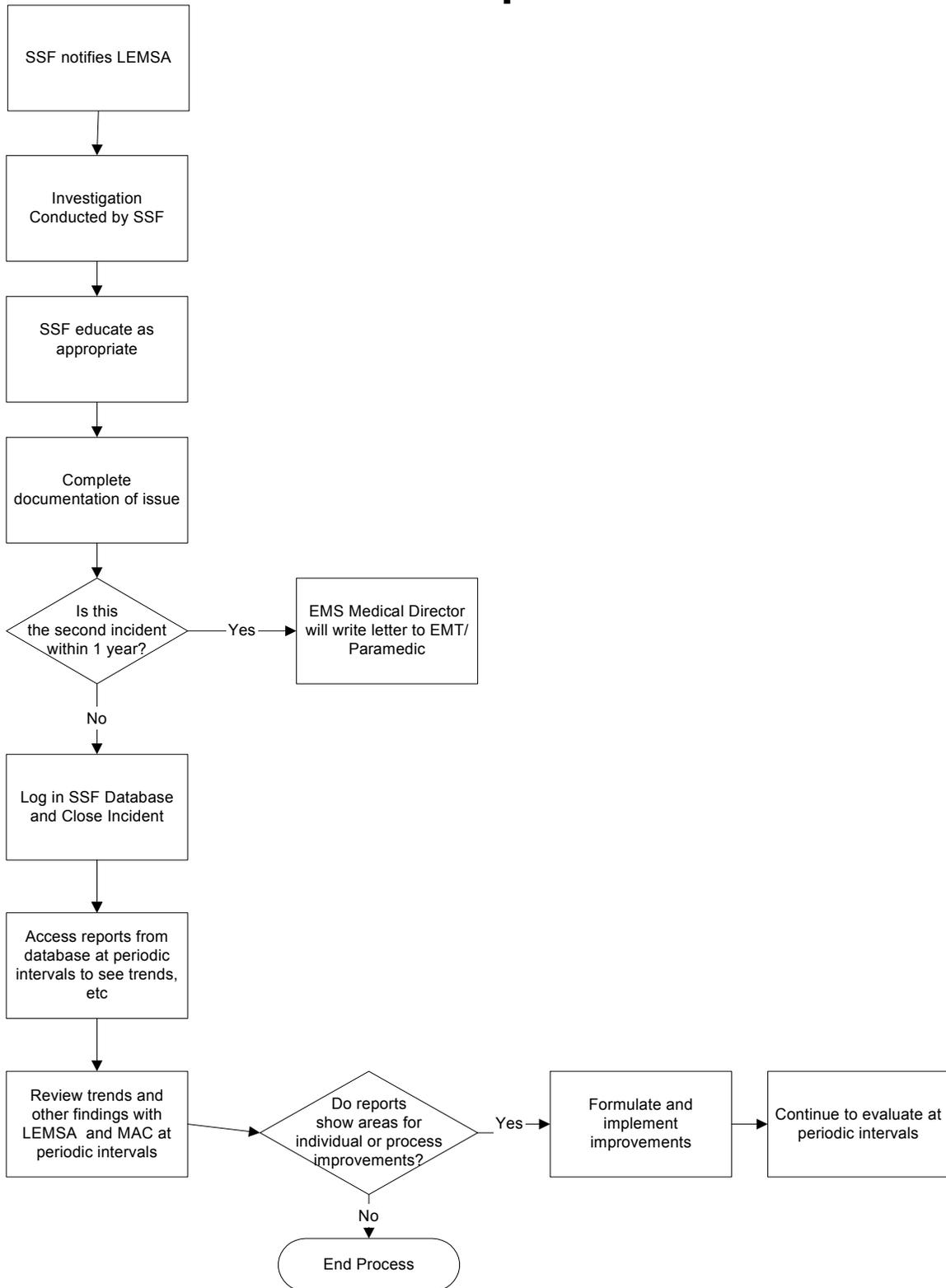
Clinical Incident Review Flowchart



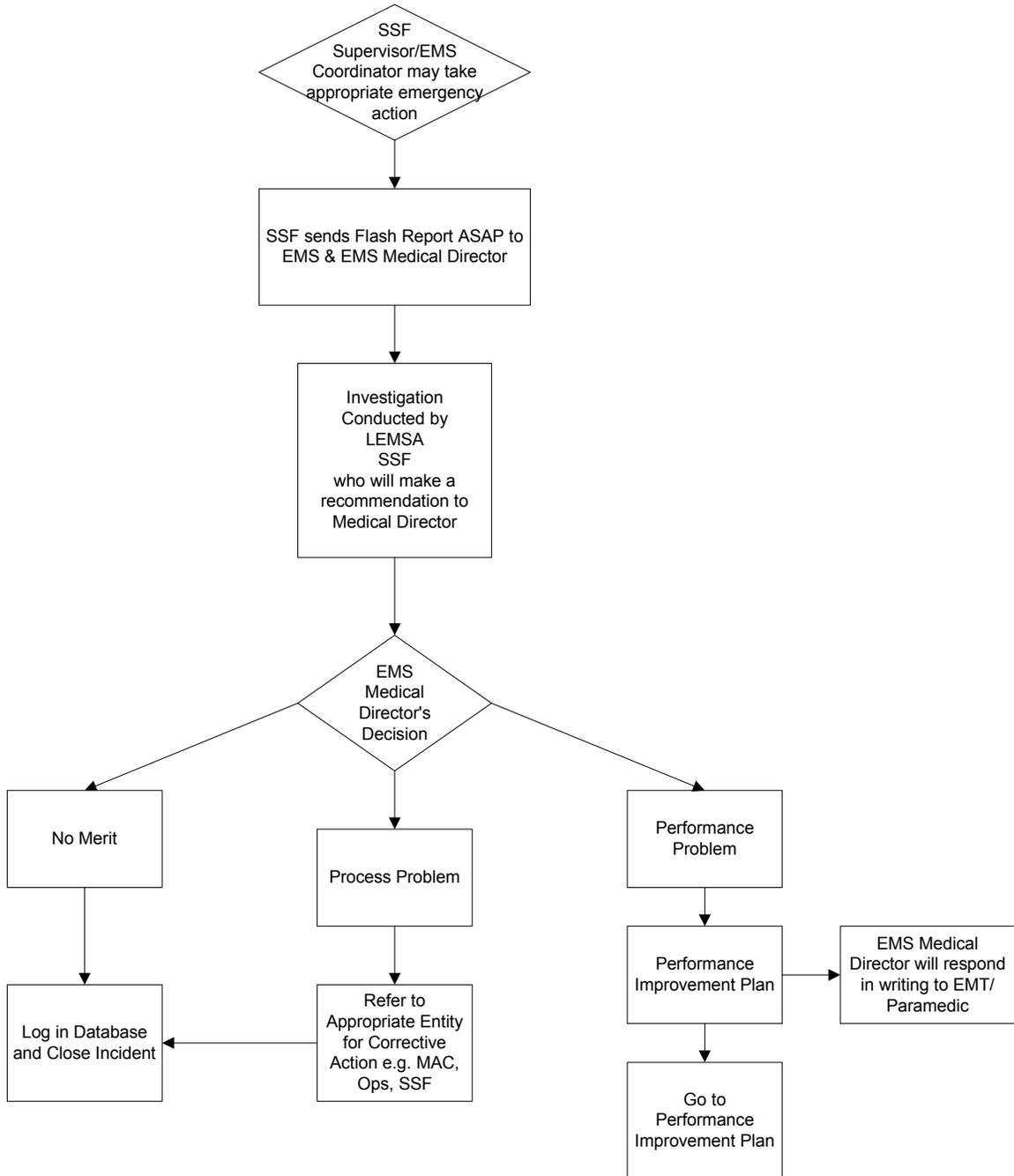
Definitions:

SSF - City of South San Francisco Fire Department
 Field personnel - prehospital care personnel that are employees of AMR, the JPA, CDF, or South San Francisco Fire Department
 EMS Coordinator - SSF Assigned EMS Coordinator
 LEMSA - San Mateo County EMS Agency
 EMSA - State EMS Authority

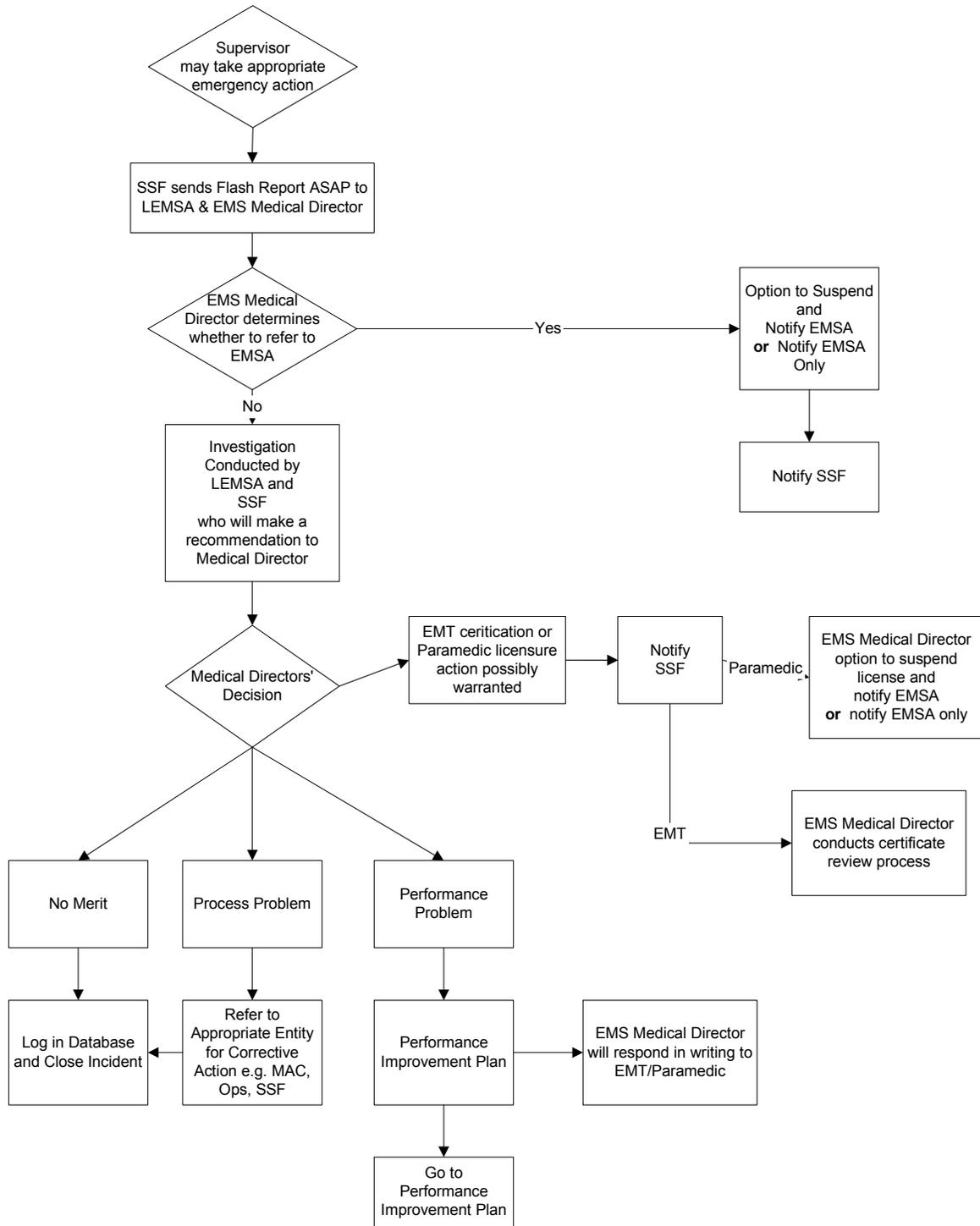
Clinical Issue Level I Specific



Clinical Issue Level II Specific



Clinical Issue Level III Specific



AMERICAN MEDICAL RESPONSE

Clinical and Educational Services

Clinical Quality Management: FLASH REPORT **Page 14 of 14**

Notice: This report is intended for the San Mateo County EMS Agency's Prehospital Quality Assurance process and is not to be included in the patient's medical record. Do not refer to this report in the patient's medical record.

Date of Report:
Issue:
Reporter:
Date of Service:
Provider Agency:
Unit:
Time of Service:
Case/Incident No:
Details:

Confidentiality notice: the information contained in this e-mail message is intended only for the personal and confidential use of the designated recipient(s) named above. If the reader of this message is not the intended recipient or any agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution or copying of this message is strictly prohibited.