

EMS EVENT REPORTING

I. PURPOSE

- To establish a clear system of patient safety and EMS response-related reporting for the purposes of review, data analysis, patient safety and EMS system performance.
- To define reporting requirements for events that have the potential to cause community concern or represent a threat to public health and safety.
- To define the reporting and monitoring responsibilities of all EMS system participants.
- To recognize exemplary prehospital care in the EMS system.

II. AUTHORITY

California Health and Safety Code; California Code of Regulations, Title 22 and California Health and Safety Code section 1798.200.

III. POLICY

EMS events shall be appropriately reported, reviewed and tracked to monitor, maintain and improve safety. Exemplary care may also be identified, tracked and acknowledged through this process. Reporting is encouraged from any individual who encounters or recognizes a situation in which a safety related or exemplary event occurred while a patient was being cared for.

Definitions of EMS Events

- A. Any event that has resulted in or has the potential to lead to an adverse patient outcome. These events may be related to systems, operations, devices, equipment, medications or any aspect of patient care.
- B. Great Catches: Events that are recognized and prevented before they actually occur. A “great catch” includes recognition of provider action that contributes to the prevention of negative or adverse patient outcomes. Near miss events are included in this category.
- C. Community events that may cause public concern, (either positive or negative): Examples of potential community concerns could include: bomb threats, toxic exposures, multi casualty incidents, infectious outbreaks or exposures, and EMS system operational issues.
- D. Exemplary care in the field deserving of recognition or commendation.
- E. Events that represent a threat to public health and safety as defined by 1798.200, as listed on the back of the EMS event report form.

IV. REVIEW PROCESS

- A. The involved agency(ies) will review and take any indicated follow-up actions on all reported EMS events.
 - 1. The on-duty officer or supervisor shall verbally notify EMS Agency promptly of events that may cause public concern.
 - 2. Involved agencies should review, and if appropriate, report EMS events to the EMS Agency using the instructions and forms on the Contra Costa County EMS website at www.cccems.org.
 - a. Contra Costa County EMS Event Report Form
 - b. Contra Costa County EMS Event-QI Review Paper or Electronic Form

B. Interagency EMS Events

To allow for prompt review and follow-up, communication of events should occur between the involved agencies. Each agency is responsible for its own internal review and follow-up. EMS Agency staff is available to assist all participants in seeking solutions to patient safety events that affect the EMS system.

C. EMS events that require review include:

1. Any threat to public safety as defined by the Health and Safety Code 1798.200
2. Medication related: incorrect drug choice, dosage, or route
3. Equipment related: equipment problems, adverse events or failures related to patient care or EMS response
4. Treatment or Procedure related such as:
 - a. Difficulties, problems and unexpected events associated with procedures (e.g. known esophageal intubation)
 - b. Events related to patient assessment or application of treatment guidelines (e.g. multiple attempts at interventions outside the number recommended by treatment guidelines)
 - c. Events related to interventions or procedures done that are not consistent with paramedic primary impression
5. Scope related: situations in which an EMT or Paramedic scope of practice was not properly followed.
6. Patient Interaction related: Verbal or physical event identified which resulted or had the potential for harm, insult, neglect or abuse of the patient.

V. RESPONSIBILITIES

A. Prehospital personnel

1. Assure patient safety by immediately notifying the hospital staff at the receiving facility and the base hospital (if involved), when an event impacts or has a potential to impact the patient.
2. Immediately report event of concern to an on-duty officer or supervisor using the appropriate chain of command.
3. Complete the EMS event form. Include verification of verbal reports on the form.
4. Recommendations for corrective actions from the individuals involved are encouraged.

B. Provider Agency

Each agency shall have a process of fact-finding, follow-up and tracking of EMS events. All reported events regardless of significance should be reviewed and tracked as part of the provider's quality improvement program.

1. **Assure patient safety first.** Assure medical providers involved in the patient's care at the receiving hospital and base station (if involved) have been informed of events that have the potential to impact patient care.
2. **Evaluate the event** and notify the EMS Agency promptly regarding issues of public concern or that require urgent investigation.
3. **Provide** the EMS Agency with additional written or verbal reports if requested.
4. **Take action** to remediate the situation. Develop remediation programs (e.g., individual performance improvement plans) that offer appropriate and timely feedback, skills review and competency training.

5. **Patient safety reporting data** may be requested by the EMS Agency at regular intervals in order to assist the EMS Agency in evaluating system and operations issues.

C. **Base Hospital**

Base hospital should notify the Base Coordinator or designee of any identified EMS events. The Base Coordinator will:

1. **Assure patient safety**
2. **Evaluate the event**
3. **Complete** the EMS event form and forward to involved agency(s) for review
4. **Notify EMS Agency if event meets prompt notification criteria**
5. **Take action** to remediate the situation

Patient safety reporting data may be requested by the EMS Agency at regular intervals in order to assist the EMS Agency in evaluating system and operations issues.

D. **Receiving Hospitals**

Receiving hospitals should report any identified EMS events to the involved agency supervisor(s) if possible. Hospitals may fax EMS events to the EMS Agency to be distributed to the appropriate agency.

E. **Other Reporting**

Any other system participants or individuals, including receiving hospital personnel, are encouraged to report EMS events to the EMS Agency.

F. **Anonymous Reporting**

EMS events may be reported anonymously to a provider agency representative or to the EMS Agency directly. Anonymous reporting should never be discouraged.