



**North Country
Regional Emergency Medical
Advisory Committee**

Policy Statement

Serving: St. Lawrence, Jefferson, and Lewis Counties

No. 08 - 02

Date: Updated 04/05/2021

Re: Quality Improvement

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Supersedes:

Any patient care issues/concerns should be forwarded to your agency medical director for review and development of remediation/suspension of ALS/BLS privileges as deemed appropriate per review.

Remediation is the responsibility of the service medical director and the agency. All remediation needs to be accurately documented and kept on file at the agency.

It is the function of the Regional Continuous Quality Improvement Committee to review any/all instances where there is an allegation of a patient care issue/concern and to develop corrective action as necessary if an issue is referred to the committee by a service medical director.

The Regional Continuous Quality Improvement Committee will support the agency with their remediation process, if needed, and reserve the right to implement additional remediation if needed.

This applies to patient care issues/concerns during interfacility and 911 operations.

Service Medical Directors should consider immediate restrictions of ALS privileges including, but not limited to, the following reasons pending review, investigation, and outcome as indicated for the following:

1. Unrecognized Esophageal Intubation
2. Patient Abandonment
3. Practicing Medicine without valid certification
4. Medication errors that cause patient harm

All written concerns received by the Program Agency will be forwarded to the Service Medical Director and will be handled on an individual basis depending on the severity of the complaint. North Country Program Agency Staff will request and review all relevant information about the case and in some instances will complete interviews with involved parties within 30 days of receiving a CQI request from the Service Medical Director. Upon review completion by the North Country Program Agency all documentation, including PCR will be forwarded to the Regional Medical Director and Service Medical director for review with recommendations for corrective action. The Regional Medical Director in collaboration with the Service Medical Director will decide whether recommendations made by Program Agency staff are sufficient or if the case requires full review at the next continuous quality improvement meeting.

At any time, a REMAC member or other interested party may request that a CQI issue be reviewed by the full REMAC CQI Committee.