

PURPOSE: The purpose of this policy is to outline a process for addressing non-sentinel event issues occurring between individuals within the EMS system.

AUTHORITY: Health and Safety Code, Division 2.5 Section 1797.220 & 1798 et seq.

POLICY:

- I. This policy reflects the EMS Agency's commitment of improvement through process ownership by all EMS system participants and involved parties. Prehospital personnel experiencing misunderstandings or disagreements in the course of field operations (which may include emergency medical dispatch, on scene operations and hospital related operational issues) are expected to resolve such issues:
 - A. As soon as possible after the call;
 - B. In person or by telephone with the involved party or parties;
 - C. Among the participants;
 - D. At a mutually convenient time and location.
- II. Documentation: The individual, crew leader, or supervisor that made the initial complaint shall complete and submit the Unusual Occurrence Form (Appendix 6102A) to the complainant provider's CQI coordinator within three (3) working days of the incident. The provider's CQI coordinator shall review and submit the completed form to the EMS Agency's CQI Coordinator within five (5) working days of receipt of the form.
- III. Confidentiality: The EMS Unusual Occurrence Process is part of the CQI process and all interactions that occur under the guidance of this policy are confidential.