

SAN JOAQUIN COUNTY  
EMERGENCY MEDICAL SERVICES AGENCY



**TITLE: EMS UNUSUAL OCCURENCE REPORTING PROCESS**

EMS Policy No. **6102**

**PURPOSE:**

The purpose of this policy is to outline the process for reporting unusual occurrence events within the EMS system.

**AUTHORITY:**

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

**DEFINITIONS:** See EMS Policy No. 1100, POLICY DEFINITIONS.

**POLICY:**

This policy reflects SJCEMSA's commitment to improvement through process ownership by all EMS system participants and involved parties. It is the policy of SJCEMSA to maintain a reporting process of unusual occurrences within the EMS system for situational awareness, to ensure effective process improvement, and to reduce or mitigate future negative occurrences. EMS providers shall report unusual occurrences to SJCEMSA in coordination with EMS Policy No. 7001, On Call EMS Duty Officer Notification, and in accordance with this policy.

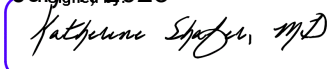
**PROCEDURE:**

- I. EMS system participants shall report unusual occurrences to their supervisors, and EMS provider supervisors shall report to SJCESMA unusual occurrences by completing and submitting an Unusual Occurrence Report Form (6102A) online from the SJCEMSA website or scanned copy sent to the SJCEMSA Duty Officer email [emsdutyofficer@sjgov.org](mailto:emsdutyofficer@sjgov.org) within twenty-four (24) hours of the incident. EMS personnel submitting an Unusual Occurrence Report Form shall also include all applicable supporting documentation.
- II. An unusual occurrence involving EMS personnel death or serious physical injury shall be reported to the EMS Agency Duty Officer upon discovery, however, notification shall not exceed two (2) hours after becoming aware of the event.
- III. EMS providers, hospitals, non-emergency ambulance providers, and dispatch centers shall participate in unusual occurrence follow-up, investigations, and/or requests for information as requested by the SJCEMSA.
- IV. EMS system participants experiencing interpersonal misunderstandings or disagreements during field operations that do not rise to the level of unusual

Effective: May 1, 2026

Supersedes: July 1, 2023

Approved:

  
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 Medical Director

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 EMS Administrator

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occurrence reporting to SJCEMSA (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 party or parties involved.
- C. Among the participants with supervisory staff to facilitate.
- D. At a mutually convenient time and location.

V. Confidentiality: The EMS Unusual Occurrence Reporting Process is part of the CQI process and all interactions that occur under the guidance of this policy are confidential.

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Approved:

*Katherine Spady, MD*  
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 Medical Director

Page 2 of 2

DocuSigned by:  
  
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 EMS Administrator