

TIERED RESPONSE TO EMS PATIENT CARE CONCERNS AND SYSTEM ISSUES



In order to more rapidly address patient care concerns and/or EMS operating procedures, it is recommended that a tiered approach be used (**see figure A.6 on next page**). This will allow for a more immediate resolution of minor issues as well as a progressive and thorough evaluation of potentially greater issues regarding individual patient care events and/or EMS system performance.



Fig. A.6: Tiered Response

Tier One: Whenever a health care provider has a question regarding the care given a specific patient or the function of the EMS system responding to that patient, the question should be addressed immediately with the individuals or agencies involved. This will allow for many issues to be resolved by simply providing information not initially available to the questioning party as well as provide an immediate “feed back loop” for constructive real time education. Personnel are encouraged, in all cases, to exercise

Tier Two: Sometimes, circumstances may not allow the immediate response to a question or resolution of a patient care or system specific issue. In addition, the discovery of an issue may occur as part of a subsequent process. In these cases, the issue should be sent to the QI Committee in care of the Medical Program Director’s office for review. The Medical Program Director will refer these issues to the appropriate physician advisor or EMS Officer of the services involved to evaluate and report back in writing answers to any questions raised as well as actions taken to resolve any identified problems. Issues raised by other formal QI Committees will be responded to in writing.

Tier Three: In some circumstances, questions raised may require a review by the full EMS QI Committee to best assess our County Operating Procedures and/or specific Patient Care Protocols regarding their appropriateness for an individual EMS response. Also, issues dealt with within Tier One or Tier Two that do not appear to be satisfactorily resolved and issues that may have recurred should be brought before the full EMS QI Committee. EMS Officers of the involved agencies, as well as providers involved in specific events, should be invited to attend the committee proceedings to provide information and ensure accuracy of the facts. Issues raised by other formal QI Committees will be responded to in writing.