

# LENAWEE COUNTY MEDICAL AUTHORITY QUALITY IMPROVEMENT POLICY

## **Purpose:**

To coordinate and organize all quality improvement activities within the Lenawee County Medical Control Authority, (LCMCA). The LCMCA improvement activities are intended to be integrated with the quality improvement activities of the members and their agencies. All quality reviews are based on approved state protocols and best practice standards for EMS rescue activity. LCMCA quality activities are considered a confidential peer review of the LCMCA Medical Director. **The quality review is required to be completed annually prior to the renewal of an agencies state license to operate.** All information is to be used for quality improvement purpose only and is protected under MCL333.21515.

## **Procedure:**

1. Quarterly Quality Reviews of Run Reports:
  - A. Flight Agencies:
    1. All flights in to Lenawee County will be reported to LCMCA for review. A standard document will be provided on the LCMCA web site for submission.
    2. Information is confidential and will be reviewed for quality of care and safe transport for the patient.
  - B. EMS Agencies:
    1. Annually the LCMCA operations team will identify the quarterly topics, based on protocols, events or changes in standard of care or practice in the EMS field.
    2. Established review sheets are provided on the LCMCA web site.
    3. Compliance is defined by completion of quarterly reporting for the year. For reporting purposes the year will start on April 1 and run through March 31 with all reports due by April 30<sup>th</sup>.
    4. All EMS agencies will submit pre-established quarterly reports from randomly selected runs.
      - a. Agency with high volume of runs will submit a minimum of 100 runs on the established topic
      - b. Agency's who have less than 100 runs per quarter will evaluate all runs on the established topic
      - c. Agency reports will be submitted within 30 days of the quarters end, to the Director of PNR's emergency departments for review by the LCMCA's Medical Director. This may be submitted via e-mail or mail.
      - d. A status report of each agencies compliance will be presented at all LCMCA's meeting.
      - e. The LCMCA medical director will contact the individual agencies if after review there are recommendations for improvements. The agency leaders and LCMCA medical director will create an action plan for improvement and monitoring requirements for the agency.

- f. Agency's found not compliant will have formal communication sent to their governing body notifying them of their risk of licensure suspension or revocation.

C. Agency State License Renewal:

1. To be compliant for state renewal each agency must complete the quarterly quality review and if necessary complete any performance improvement plan recommended by the LCMCA Medical Director.
2. Submit a current annual agency roster of EMS personnel to the PSRO Chairperson by April 30<sup>th</sup> of the reporting year.
3. License signature request must be submitted to the Emergency Departments Nursing director or designee at least 30 days before due for submission to the state.
4. The ED Nursing Director will review the agencies compliance for quality and improvement plans. If the agency has met the requirements the license will be passed on to the Medical Director for signature and returned to the agency for state submission.
5. At the first LCMCA meeting of the new year a report of each agencies quality compliance will be submitted. Those agencies who have not completed their quality reviews will be informed that a letter will be sent to their governing body advising them that they have not meet the state/ county licensing requirements.
6. The agency will have 30 days to comply. **No** license will be approved unless the agency has completed the LCMCA's quality requirements for the prior year.
7. After the 30 day grace period a letter will be sent to the state by the LCMCA's medical director to inform state officials that the agency has not completed required quality reviews and recommend that the agency not be licensed by the state.

2. Run Audits and Ambulance Run Reports:

- A. Concerns regarding day to day runs may be submitted to LCMCA for review at the executive level.
- B. These concerns may be submitted by the nursing staff/ physicians in the emergency departments or another agency representative.
- C. All Concerns or Complaints need to be submitted to the LCMCA PSRO Chairperson within 48 hours after receipt of the complaint.
- D. Actions or recommendations will be documented and reviewed with the agencies involved.
- E. A written action plan may be requested by the executive team.
- F. An established log will be kept for to monitor trends or patterns of incident event concerns.
- G. The information will be reviewed in preparation for the annual LCMAC educational opportunities.