



EMERGENCY MEDICAL DISPATCH QUALITY IMPROVEMENT COMMITTEE

Effective: April 27, 2017
Replaces: NEW
Review: April 27, 2020

I. Purpose

The purpose of this committee is to monitor and trend quality issues that are reported by the Emergency Medical Dispatch (EMD) providers, discuss current trends/research in EMD delivery that have an impact on prehospital care, and review information developed through the use of EMD clinical indicators. The committee shall use a multidisciplinary approach for issue resolution, promote countywide standardization of the EMD Quality Improvement (QI) process with an emphasis on education, and provide timely feedback to all dispatchers/EMD program providers on issues/trends discussed by the committee.

II. Principles

- A. The scope of review to be conducted by the EMD QI Committee may include any aspect of the EMD process encountered in the Emergency Medical Services System of Santa Clara County.
- B. Process of Review – Performance Indicators
 - 1. The committee will develop an interval quarterly report of EMD QI activities to be presented at public meetings such as the Emergency Medical Care Committee.
 - 2. All issues shall be thoroughly investigated before presentation at the EMD QI Committee.
 - 3. Any reported issue that appears to be solely an agency/employment issue will be referred back to the provider agency for resolution.
 - 4. Data for analysis will be presented using charts, graphs and other formats, at each EMD QI Committee meeting to

generate discussion, evaluation, and potential solutions for any trends that are recognized.

5. The EMD QI Committee is expected to advise on systemic issues and/or trends to develop a system-wide approach to quality improvement.
6. The EMD QI Committee will be expected to develop information that will be disseminated to all EMD personnel in the system based on identified issues.
7. The size of the EMD QI Committee may necessitate formation of smaller subcommittees for discussion of some issues and solutions. Membership of these subcommittees will be on a voluntary basis.
8. Loop closure feedback will be provided to the QI Committee on issues referred back to any agency for follow up.
9. The Committee will annually develop indicators that will be approved by the EMS Medical Director.

III. EMD QI Committee Structure

- A. Membership of the committee shall consist of the following:
 1. EMS Agency Medical Director.
 2. At least one (1) EMD QI representative from each PSAP that provides EMD.
 3. At least one (1) EMS Program Manager or designated representative from each EMS Program (public safety, permitted ground ambulance, and air ambulance providers).
 4. EMS Agency staff.
 5. Provider Agency Medical Advisors.
- B. Meetings shall be held every other month.
- C. EMD QI Committee leadership shall consist of two (2) co-chairpersons, one of whom is a certified EMD-Q. Selections for co-chairpersons shall take place at the last meeting of the calendar year and the selected shall assume duties at the first meeting of the next year. Chairpersons shall serve for a period of two (2) years.

- D. The committee may identify occasional issues that may require formal recommendations to the EMS Medical Director. In these occasions, consensus of committee members will constitute a recommendation.
- E. Minutes of all meetings will be kept by the EMS Agency, and distributed to the committee members at each meeting. Due to the confidential nature of the EMD QI Committee, all minutes will be void of confidential information.
- F. At the discretion of the EMD QI Committee Chairpersons or the EMS Agency, other approved invitees may participate in the medical audit review of cases where their expertise is essential to make appropriate determinations.
- G. The EMD QI Committee may offer educational opportunities open to all EMS System Stakeholders.

IV. Confidentiality

- A. All proceedings, documents and discussions of the committee are confidential, and thus protected from discovery under sections 56.10 of the California Civil Code, 1040, 1157.5 and 1157.7 of the Evidence Code of the State of California. This prohibition relating to the testimony provided to the committee shall be applicable to all of the proceedings and records of this committee, which is one established by a local government agency as a professional standards review organization which is organized in a manner that makes available professional competence to monitor, evaluate and report on the necessity, quality and level of specialty health services, including but not limited to prehospital care services.
- B. Guests may be invited to the EMD QI Committee to discuss specific cases and issues in order to assist the committee to make final case or issue determinations. Guests may only be present for the portions of the meeting about which they have been requested to review or discuss.
- C. All participants shall sign a confidentiality agreement not to divulge confidential information that would have been obtained solely through the EMD QI Committee membership. Prior to an invited guest participating in the meeting, the EMS Agency is responsible for explaining, and obtaining, a signed confidentiality agreement from the guest.