

 <p>EDUCATIONAL BULLETIN 17-001 Topic: Inner-Agency QA/QI Recommendations</p>	<p>Issued (Date): February 02, 2017</p> <ul style="list-style-type: none"> • Dr. Tony Bonfiglio MCA Medical Director • Luke Bowen, MBA, EMT-P I/C MCA Operations Manager
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Pursuant to an evaluation conducted by Dr. Bonfiglio of the QA/QI (Quality Assurance/Quality Improvement) activities of the LSA's (Life Support Agencies) in Macomb County, and being sensitive to available resources within the various LSA's, the following recommendations are made:

- Each LSA will assure that each provider has current credentials pursuant to State of Michigan and Macomb MCA requirements (with a tracking process to assure no expirations occur)
 - EMS credential (MFR, EMT, AEMT/Specialist, Paramedic)
 - Either the LSA has a method to track required CE's for re-licensure, or a clear rule/expectation is in place that the employee/provider is solely responsible.
 - CPR credential (A valid CPR card must be a course for Medical Professionals and issued by the American Heart Association, the American Red Cross, ASHI, or AAOS/ESCI).
 - PARAMEDICS:
 - Advanced Cardiac Life Support (AHA course with both didactic and practical components; may be the hybrid on-line/face-to-face mega code option).
- Each LSA shall designate one or more employees the responsibility (may be rotationally assigned) to conduct the following recommended QA/QI activities
 - PCR (patient care record) reviews as follows:
 - For patients assessed by the provider and determined to be critical (priority one), 100% reviewed
 - For patients assessed by the provider and determined to be emergent (priority 2) or urgent (priority 3), ____ % reviewed
 - For all PCR reviews, a method shall exist to track:
 - Documentation accuracy and completeness
 - Protocol compliance
 - Feedback to provider including actions taken
 - Recurring issues of documentation or protocol compliance with same provider
 - For PCR reviews that identify significant breaches in documentation clarity and accuracy or serious issues with protocol compliance, it is recommended that the LSA report these instances to the MCA PSRO (Professional Standards Review Organization) Committee for review.
 - Review of clinical metrics TBD by LSA
 - Suggestions: Time to 1st defibrillation, time to 1st 12-Lead ECG, Scene time (trauma patients), frequency/success of clinical procedures, etc.
- RECOMMENDED PROVIDER EDUCATION:
 - Each LSA provide the "Just Culture" training to each provider as distributed by the Medical Control Authority
 - Training materials to include PowerPoint presentation, support materials, and CE documents for agency submission (Objectives, Outline, etc. for a 30-minute training session).