



CONTINUOUS QUALITY IMPROVEMENT (CQI) PROGRAM

PURPOSE

The purpose of the Yolo County Emergency Medical Services (YEMSA) CQI Program is to improve the quality and effectiveness of Emergency Medical Services (EMS) through standardization, coordination and evaluation.

AUTHORITY

Health & Safety Code, Division 2.5, Chapter 4, Article 1, §§ 1797.204, 1797.220

Health & Safety Code, Division 2.5, Chapter 5, § 1798

California Code of Regulations, Title 22, Division 9, Chapter 12, Articles 1 - 4

POLICY

YEMSA shall develop methods of evaluation that are composed of structure, process and outcome evaluations which focus on improvement efforts to identify root causes of problems, intervene to reduce or eliminate these causes and take steps to correct the process and recognize excellence in performance and delivery of care.

PROCEDURE

- I. EMS Service Provider Responsibilities
 - A. Develop and implement, in cooperation with other EMS system participants, a provider-specific written Emergency Medical Services (EMS) Continuous Quality Improvement (CQI) Program, as identified in the California Code of Regulations, Title 22, Division 9, Chapter 12, Article 1. Such programs shall include indicators, as defined in § III and Appendix E of the Emergency Medical Services Systems Quality Improvement Program Model Guidelines (Rev. 3/04), which address, but are not limited to the following:
 1. Personnel
 2. Equipment and Supplies
 3. Documentation
 4. Clinical Care and Patient Outcome
 5. Skills Maintenance/Competency
 6. Transportation/Facilities
 7. Public Education and Prevention
 8. Risk Management
 9. Other
 - B. Review the provider-specific EMS CQI Program annually for appropriateness to the system and revise as needed.
 - C. Participate in YEMSA's CQI Program that may include making available mutually agreed upon relevant records for program monitoring and evaluation.
 - D. Develop, in cooperation with appropriate personnel/agencies, a performance improvement action plan when the EMS CQI Program identifies a need for improvement. If the area identified as needing improvement includes system



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clinical issues, collaboration is required with the Provider Medical Director and the YEMSA Medical Director or his/her designee if the provider does not have a medical director.

- E. Provide YEMSA with an annual update, from date of approval and annually thereafter, on the provider EMS CQI Program. The update shall include, but not be limited to a summary of how the EMS provider's EMS CQI Program addressed the program indicators.
 - F. The EMS Provider's CQI Program shall be in accordance with the Emergency Medical Services System Quality Improvement Program Model Guidelines (Rev. 3/04), incorporated herein by reference, and shall be approved by YEMSA. This is to be tailored to the individual organization's quality improvement needs and is to be based on available resources for the EMS CQI Program.
 - G. The Provider EMS CQI Program shall be reviewed by YEMSA every five (5) years.
- II. Base Hospital Responsibilities
- A. Develop and implement, in cooperation with other EMS system participants, a hospital-specific written EMS CQI Program, as defined in the California Code of Regulations, Title 22, Division 9, Chapter 12, Article 3. Such programs shall include indicators, as defined in § III and Appendix E of the Emergency Medical Services Quality Improvement Program Model Guidelines (Rev. 3/04), which address, but are not limited to the following:
 - 1. Personnel
 - 2. Equipment and Supplies
 - 3. Documentation
 - 4. Clinical Care and Patient Outcome
 - 5. Skills Maintenance/Competency
 - 6. Transportation/Facilities
 - 7. Public Education and Prevention
 - 8. Risk Management
 - 9. Other
 - B. Review the Hospital-Specific EMS CQI Program annually for appropriateness to the operation of the Base Hospital and revise as needed.
 - C. Participate in the YEMSAs EMS CQI Program that may include making available mutually agreed upon relevant records for program monitoring and evaluation.
 - D. Develop, in cooperation with appropriate personnel/agencies, a performance improvement action plan when the Base Hospital EMS CQI Program identifies a need for improvement. If the area identified as needing improvement includes system clinical issues, collaboration with the Base Hospital Medical Director or his/her designee is required.
 - E. Provide YEMSA with an annual update, from date of approval and annually thereafter, on the provider EMS CQI Program. The update shall include, but not be limited to a summary of how the Base Hospital's EMS CQI Program addressed the program indicators.
 - F. The Base Hospital EMS CQI Program shall be in accordance with the Emergency Medical Services System Quality Improvement Program Model Guidelines (Rev. 3/04), incorporated herein by reference, and shall be approved by YEMSA. This is to be tailored to the individual organization's quality



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improvement needs and is to be based on available resources for the EMS CQI Program.

- G. The Base Hospital EMS CQI Program shall be reviewed by YEMSA at least every five (5) years.

III. YEMSA Responsibilities

- A. Develop and implement, in cooperation with other EMS system participants, a system-wide written EMS CQI program as defined in the California Code of Regulations, Title 22, Division 9, Chapter 12, Article 4. Such programs shall include indicators, as defined in § III and Appendix E of the Emergency Medical Services System Quality Improvement Program Model Guidelines (Rev. 3/04), which address, but are not limited to the following:
 - 1. Personnel
 - 2. Equipment and Supplies
 - 3. Documentation
 - 4. Clinical Care and Patient Outcome
 - 5. Skills Maintenance/Competency
 - 6. Transportation/Facilities
 - 7. Public Education and Prevention
 - 8. Risk Management
 - 9. Other
- B. Review the system-wide EMS CQI Program annually for appropriateness to the system and revise as needed.
- C. Develop, in cooperation with appropriate personnel/agencies, a performance improvement action plan when the EMS CQI Program identifies a need for improvement. If the area identified as needing improvement includes system clinical issues, collaboration is required with the YEMSA Medical Director.
- D. Provide the California Emergency Medical Services Authority (EMSA) with an annual update, from date of approval and annually thereafter, on the YEMSAs EMS CQI Program. The update shall include, but not be limited to, how YEMSAs EMS CQI Program addressed the program indicators.
- E. YEMSAs CQI Program shall be in accordance with the Emergency Medical Services System Quality Improvement Program Model Guidelines (Rev. 3/04), incorporated herein by reference, and shall be approved by the EMSA. This is to be tailored to the individual organization's quality improvement needs and is to be based on available resources for the EMS CQI Program.
- F. YEMSAs EMS CQI Program shall be reviewed by the EMSA at least every five (5) years.