

Quality Assurance/Improvement

Effective: June 15, 2008

Purpose:

To provide a procedure and guidelines for our Members and Quality Assurance director to follow, in order to perform proper quality assurance/improvement.

Policy:

Lyndon Station First Responders has developed a quality assurance plan for our quality assurance officer to follow. The purpose of quality assurance is to help improve our skills by monitoring in the field performance. By filling out a personnel and skills check off sheet, combined with the run report from the call, will allow us to monitor performance in the field and then improve on our skills in needed areas. The quality assurance officer can also answer questions about skills or procedures used on a call, and if needed, can contact our medical director to receive an answer to a question.

Procedure:

- A. Members will fill out run reports during a call
- B. Members also need to fill out a personnel and skills check off sheet, either during or after a call
- C. Personnel and skills check off sheet includes a check off of personnel on the call, and which skills were performed and by whom.
- D. Run reports and personnel and skills check off sheets will be attached together and put in the run report box in radio room
- E. Our quality assurance officer will receive a copy of the run report and personnel and skills check off sheet.
- F. Based on information provided by the above paperwork, our quality assurance officer will determine if any additional training is needed to correct a skills or performance deficiency.
- G. If in-house training is not enough to correct the problem, our medical director maybe contacted for additional training.
- H. If members have any questions about their skills they can ask either the quality assurance director or the training officer.
- I. Some run reports may also be used in trainings