



Orange County Emergency Services

Standard Operating Guidelines

SOG Name: Medical Disciplinary Procedure

SOG Number: EMS-027

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I. OBJECTIVE

1. To define the procedure for disciplinary action and due process for the suspension of medical practice privileges of Orange County Emergency Medical Services System personnel.

II. SCOPE

1. This guideline applies to all Orange County personnel participating in the Orange County EMS system.

III. POLICY REQUIREMENTS

1. Practicing within the authority delegated by the Orange County Emergency Services Medical Director is the individual responsibility of each medical practitioner.
2. The Medical Director has ultimate authority for the medical care provided by Orange County Emergency Services system personnel.
3. The Orange County Personnel Ordinance defines the disciplinary process for incidents or issues not involving medical care.

IV. DISCIPLINARY PROCESS PROCEDURE

1. The disciplinary review process begins with identification of a potential issue such as (but not limited to):
 - a. Noncompliance with protocol
 - b. Deviation from medical care policy
 - c. Medical incompetence
 - d. Adverse patient outcome
 - e. Unusual or unexpected patient problem
 - f. Poor medical decision-making
 - g. Complaint about medical care
2. Once an issue has been identified, the Orange County Emergency Services EMS Operations Manager will review available information as noted below (but not limited to):
 - a. Review of the first-person narrative of the situation by all responding personnel
 - b. Review of written complaints from patients or the public
 - c. Review of patient care report (PCR)
3. Within 5 calendar days of the investigation commencement, the Director of OCES shall be provided a written brief of the process to include:

- a. Incident description
- b. Crew members involved
- c. PCR
- d. Possible outcomes
4. Following review by the OCES Director, the report will be forwarded to the Medical Director for review and action.
5. Once the investigation is complete, the outcome may include one or more of the following:
 - a. No action required
 - b. Supervisory guidance, Remediation plan
 - c. Medical Review Panel

V. MEDICAL REVIEW PANEL:

1. The medical review panel shall consist of 3 of the following:
 - a. Orange County Emergency Services System personnel:
 - Assistant Medical Director
 - EMS Medic from Peer Review
 - The EMS Operations Manager
 - The OCES Training Coordinator
 - b. A panel member may request to the Chair to be released from a specific review for extenuating circumstances.
2. Duties
 - a. Review all material gathered during the investigation
 - b. Request additional material as needed
 - c. Meet as a panel with the Orange County System person involved
 - d. Meet as a panel with any other person as required to obtain a complete and unbiased account of the issues
 - e. Make a recommendation regarding action which may include (but is not limited to):
 - No action required
 - Supervisory guidance; Remediation Plan
 - Disciplinary action as described in agency's written guidelines
 - Medical director action
 - f. A formal written summary of the findings of the panel shall be provided to the OCES EMS Medical Director within 3 working days of the date of the meeting of the peer review panel.
 - g. Within 5 days of the creation of the formal summary, the OCES EMS Operations Manager shall provide a report to the OCES Director with a recommendation for further action.
4. The Medical Director
 - a. Cases referred to the medical director for action shall constitute the most serious of offenses
 - b. The medical director will do the following as determined to be necessary:
 - Initiate medical remediation plan; which may include a repeat of preceptorship
 - Oral Medical Practice Warning

- Written Medical Practice Warning
 - Suspend practice privileges
 - Terminate practice privileges
- c. If the ALS practice privileges of an individual technician are terminated by the Medical Director, the NC Office of EMS shall be notified in writing of the circumstances and decision within 7 calendar days of the final determination.
 - d. Suspension by the medical director may be appealed to the EMS Peer Review Committee Chair in writing within 7 calendar days as per NCAC 13.0408(7).
 - e. The medical director will provide a formal written summary of the findings and recommendations to the OCES Director following completion of the medical director's review.
 - f. The medical director will provide the personnel in question with a written review of the medical director's decision within 7 calendar days following completion of the medical director's review.

VI. NOTES

1. Suspension of practice privileges may result in further disciplinary action being taken against an individual based on the Orange County Personnel Ordinance or the agency's written guidelines.
2. Although the most highly certified medical person on scene is ultimately responsible for the care provided by Orange County EMS, all technicians on scene share in the responsibility for providing excellent patient care.
3. EMS Practice includes assessment, treatment, and the interpersonal skills necessary to appropriately interact with patients, families, bystanders, and other medical professionals.