

Guideline Name: Medical Inquiry Procedure		Department: Orange County Emergency Services
Effective Date: March 1 st , 2020	Revised: November 17 th , 2022	Approval(s): Kim Woodward, EMS Operations Manager 

Medical Inquiry Procedure

I. Objective

- To define the process and procedure for inquiry actions of Orange County Emergency Medical Services System personnel in an effort to improve individual and EMS System performance.

II. Scope

- This guideline is applicable to all clinical care providers of the Orange County EMS System.

III. Policy Requirements

- To review medical practice related items, or identify job performance items
- Practicing within the authority delegated by the Orange County Emergency Services Medical Director is the individual responsibility of each medical practitioner.
- The Medical Director has ultimate authority for the medical care provided by Orange County Emergency Services Personnel.

IV. Purpose

- To establish guidelines for conducting administrative inquiry of commendations and / or potential violations of Orange County Emergency Medical Services System Protocols, Procedures, Policies, and / or Standard Operating Guidelines.
- To ensure that any person or entity who is the subject of an administrative inquiry is afforded appropriate recognition, and a fair, thorough and impartial inquiry.

V. Review Process Procedure

1. The review process begins with identification of actions such as (but not limited to):
 - commendable actions or care provided
 - patient praise, partner agency compliment, or OCES kudos
 - innovative initiatives benefiting the System or Agency
 - non-compliance with protocol
 - deviation from medical care policy
 - practicing outside scope of practice
 - patient abandonment or neglect
 - falsification of patient records
 - adverse patient outcome, resultant from provider care
 - poor medical decision-making
 - complaint about medical care
 - routine QA reviews

2. Once a need for review and inquiry is established, the official request must come from either the System Administrator or the Medical Director in writing. Inquiry suggestions may be recommended or requested by any provider within the system
3. Once initiated, the Orange County EMS Quality Assurance Coordinator or, in their absence, a member of the EMS Administrative Team, will perform an inquiry and review available information as noted below:
 - Review ePCR
 - Review of incident reports by all personnel involved (if applicable)
 - Review of documented accounts from patient or public
 - Review outcome or hospital data (if available)
 - Review first person accounts of those involved (including outside agencies on scene)
 - Review any other relevant information that pertains to the event
 - Notification and Consultation with Direct Supervisor or applicable Officer
4. Within five (5) business days of the inquiry initiation, the EMS Quality Assurance Coordinator will provide a written brief for review by the Medical Director and EMS System Administrator to include (but not limited to):
 - Crew members involved
 - Event description
 - Call Review and Outcome Findings
 - Root cause analysis
 - Recommendations
5. Once the inquiry is complete, the outcome may include one or more of the following as decided by the Medical Director and EMS System Administrator:
 - Commendation
 - No action required
 - Case / Call Review, which may include
 - Non-disciplinary coaching
 - Performance improvement recommendations not requiring a remediation plan
 - Additional discussion of even in detail
 - A System Improvement Plan
 - Individual Remediation Plan without Medical Review Board
 - QA Coordinator, Training Coordinator, and Provider's direct Supervisor (or applicable Officer) will work together to draft appropriate, opportunity specific plan
 - The Medical Director will approve this plan prior to execution
 - The definition of a Remediation Plan is included at the end of this policy
 - Work performance concern - referral to EMS Operations Manager or applicable Officer
 - Medical Review Board
6. After completion of the Inquiry and an outcome has been rendered, providers – and their direct supervisor – will be notified, in writing, of the decision within five (5) business days.

7. Definition of a Remediation Plan

- Remediation is a “deliberate educational activity designed to correct deficits identified during formal and informal evaluations” per National Guidelines for Educating EMS Instructors
- A Remediation Plan:
 - Must identify error or deficiencies
 - Must identify factors that lead to the issue
 - Consequences or potential consequences of action
 - How the issue can be prevented in the future?
 - Actions to be completed
 - Timeline and deadline
 - Identify the opportunity for improvement
 - Establish a corrective plan of action
 - Execute the plan with deadlines
 - Measure the outcome
 - Approval from Medical Director