

Oakland County Medical Control Authority
System Protocols
PROFESSIONAL STANDARDS REVIEW ORGANIZATION (PSRO)
EMS QUALITY IMPROVEMT PROGRAM (EQIP)

June, 2018

Section 8.27.6

EMS Quality Improvement Program (EQIP)

Purpose: The Oakland County Medical Control Authority (OCMCA) is responsible for verification of skills and knowledge of EMS personnel. To that end, the purpose of the EMS QI Program (EQIP) is to provide direction to Life Support Agencies (LSAs) with respect to quality improvement and verification of skills and knowledge. EQIP will provide a uniform, standardized, systematic, and responsible quality improvement program through education and OCMCA support.

I. EQIP Components

The Program consists of three components:

1. Skill and knowledge verification process

- a. Education: All OCMCA LSA's will provide EMS skill and knowledge education to their personnel as directed by the OCMCA. All LSA's will be provided with the necessary education materials to complete the training requirements.
- b. LSA Verification: All LSA's will submit an OCMCA EQIP CE Completion form that signifies that all skill and knowledge education was conducted as described by the OCMCA PSRO Committee. This standardized form will acknowledge that the training was successfully completed, and all related skills and knowledge have been verified by the LSA. LSA's will maintain all related training records for a minimum of five (5) years.
- c. OCMCA Verification: OCMCA will verify the completion of all skills and knowledge education as dictated by the OCMCA PSRO Committee by reviewing each LSA's OCMCA EQIP CE Completion Form. Any LSA that does not complete skills and knowledge education as dictated by the PSRO Committee will be subject to an OCMCA EQIP CE Audit. In addition, all LSA's are subject to a random OCMCA EQIP Audit to verify that the training was conducted completely and that adequate records were maintained.

2. Required data reporting – Quarterly

- a. All OCMCA LSA's will provide a quarterly report (provided in template form) to the PSRO that verifies the following data:
 1. Comparison of e-PCR forms submitted to LSA's vendor with MI-EMSIS, to include:
 - Number of runs in LSA's vendor and number of MI-EMSIS runs.
 - Other, as requested by PSRO.
 2. 100% of cardiac arrests submitted to CARES.
 3. 100% Multiple Casualty Incident (MCI) PCRs.
 4. 100% of requested information pertaining to PSRO studies.

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3. Measurement of protocol knowledge

- a. The PSRO will analyze the protocol knowledge assessments methods and results to determine the most appropriate assessment parameters for each EMS license level (MFR, EMT-Basic, Paramedic).
- b. 100% of all OCMCA LSA EMS personnel will participate in a protocol knowledge assessment. This assessment will be a multiple-choice test created and administrated by the OCMCA PSRO Committee, and kept confidential.

II. EQIP Compliance

1. All OCMCA LSA's and their EMS personnel must comply with all EQIP components. Any LSA and/or EMS personnel that do not comply with EQIP components are subject to PSRO review
2. Any LSA that fails to send a representative to any mandatory EQIP in-service, without prior notification, will be subject to PSRO review and possible sanctions.

All information presented to PSRO is confidential professional/peer review Quality Assurance information of the OCMCA Board. It is protected from disclosure pursuant to the provisions of MCL 333.21518, MCL 333.20175, MCL 333.21515, MCL 333.531, MCL 331.533 and other state and federal laws. Unauthorized disclosure or duplication is absolutely prohibited.