

# Southern Illinois Regional EMS System

## C-1 QUALITY ASSURANCE

### Definition:

- Quality Assurance provides a mechanism by which patient care is reviewed and evaluated to insure that quality patient care is being provided.

### Reviewable Components:

- Patient care reports
- EMS System occurrence reports
- Radio logs and recordings
- Complaints

### Review Criteria:

- Cardiac/respiratory arrest
- Chest Pain
- Stroke
- Multi system trauma
- Pediatrics
- Overdose
- Refusal
- Requested review
- Unusual circumstances
- Exceptional performance

### Corrective Measures:

- Plan and conduct educational activities
- Create policy and procedures
- Amend policy and procedures
- Take disciplinary action