

JORDAN VALLEY EMS AUTHORITY POLICY

POLICY #:202.5.3

SUBJECT: MEDICAL ERROR REPORTING

CAAS STANDARD: 202.5.3

SCOPE: ALL EMPLOYEES AND VOLUNTEERS

PURPOSE:

The purpose of this policy is to provide a guideline for reporting errors in medical treatment

POLICY:

In cases where an employee becomes aware of an error in medical treatment committed by themselves, any other employee, or an outside agency, they are required to report the error to the Authority for investigation. The error must also be reported to the medical control authority and the receiving facility. This procedure details the process for reporting errors in medical treatment.

PROCEDURE:

DEFINITIONS OF A PATIENT ERROR

This list is not all inclusive but will serve as examples of medical errors that need reported. If an employee suspects there has been a medical error that is not listed in this section they should report the situation anyway for investigation

1. Errors in medication administration including, wrong patient, wrong dose, wrong route, wrong time, wrong concentration, wrong medication
2. Errors in procedures including
 - a. IV administration
 - b. Airway management
 - c. Assessment
 - d. Electrotherapy
3. Patient drops
4. Errors in documentation

SELF REPORTING

If an employee discovers that they have committed a medical error they need to do the following

1. Report the error to medical staff at the receiving facility
2. Document the error in their run report
3. If the run report has already been completed then the employee must do an addendum
4. The employee will report the incident to the paramedic on duty
5. The paramedic will report the incident to the EMS Director.
6. The employee will complete an incident report and turn it in to the EMS Director
7. All documents will be confidential in nature and consider part of a Professional Review Standards Organization.

ERRORS DISCOVERED BY OTHER EMPLOYEES

Employees are obligated to report patient care errors they are aware of that were committed by other employees.

1. Report the error to the EMS Director
2. Complete an incident report
3. All documents will be confidential in nature and consider part of a Professional Review Standards Organization
4. All documents will be confidential in nature and consider part of a Professional Review Standards Organization

ERRORS DISCOVERED BY THIRD PARTIES

Upon receiving report from a third party regarding a medical error, the following procedures will take place.

JORDAN VALLEY EMS AUTHORITY POLICY

POLICY #:202.5.3

SUBJECT: MEDICAL ERROR REPORTING

CAAS STANDARD: 202.5.3

SCOPE: ALL EMPLOYEES AND VOLUNTEERS

1. The EMS Director will handle the investigation including gathering of statements from witnesses and reports from staff.

INVESTIGATION

All incident reports and statements will be gathered by the EMS Director, who will conduct an investigation. Once the investigation has been completed the EMS Director will decide the best course of action taken with regard to disciplinary action or education.

SUBMISSION TO MEDICAL DIRECTOR AND MEDICAL CONTROL

Once the investigation has been completed the Director will provide all information and a final report to the medical control authority and Authority medical director (if director from the MCA medical director)

EDUCATION OR DISCIPLINARY ACTIONS

If necessary the employee(s) involved will be required to take remedial training or be disciplined, or both. If the employee is disciplined only a general description of the policy violation will be noted in their personnel file. All other documents regarding the incident will be kept in a separate QA file. Disciplinary actions may be held in abeyance pending the outcome of external investigations.

TRACKING

Each incident report will be given a tracking number and will be tracked on a spread sheet to identify trends in the types of incidents

RECORD KEEPING

All reports will be filed in QA file as part of a professional standards review and will remain confidential.

FEEDBACK

Where allowed or practical the reporting employee and employees involved will receive feedback concerning the results of the investigation.

POLICY HISTORY:

Implemented February 1, 2015
Reviewed