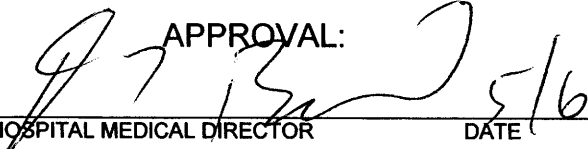



APPROVAL:  5/6

BASE HOSPITAL MEDICAL DIRECTOR DATE

 5/8/08

RESPONSIBLE ADMINISTRATOR DATE

Policy Number: EMS.07Effective Date: 8/2006Review Date: 12/2007Revision Date: 1/2008

See Also Policy Number: _____

SUBJECT: TELEMETRY QUALITY ASSURANCE**POLICY:**

Each telemetry call will be evaluated by the Intermediary or Physician receiving the call.

PURPOSE:

Telemetry communication quality assurance is intended to:

- Monitor patient care rendered in the prehospital setting and evaluate documentation for accuracy and completeness.
- Monitor adherence to protocols and standing orders.
- Identify situations for educational value.

APPLICABLE TO:

Emergency Department Intermediaries
Emergency Department Physicians

IMPLEMENTATION PLAN:

The hospital is committed to the appropriate in-service education of all those affected by a new policy so that implementation will occur in a consistent and informed manner. The administrator (or designee) in charge of the relevant department will be responsible for the in-service education of those employees affected by the policy. There will be an employee sign-in sheet or other similar documentation to establish the employees who have received education on the policy. The appropriate administrator (or designee) will maintain such documentation.

PROCEDURE:

- 1.0 Further review of telemetry communications are to address:
 - 1.1 Exceptional telemetry.
 - 1.2 Educational value.

- 1.3 Pre-hospital assessment/treatment concerns.
- 1.4 Emergency Department assessment/treatment concerns.
- 1.5 Desirable/undesirable trends.
- 2.0 Telemetry identified by emergency department personnel that requires follow-up is marked for the Prehospital Coordinator to further review.
- 3.0 Further follow-up may be necessary to address areas of strengths and/or deficiencies with personnel involved in the telemetry of concern. Education, counseling and /or disciplinary action may be taken. The Base Hospital Medical Director is consulted whenever deemed necessary by the Prehospital Coordinator or at the request of Prehospital or emergency department personnel involved in the issue.
- 4.0 Telemetry recordings are maintained and utilized for quality assurance and improvement purposes.
 - 4.1 Telemetry recordings will be maintained per the same standard as medical records and will be stored for the same period of time.