

APPROVAL:

BASE HOSPITAL MEDICAL DIRECTOR

DATE

RESPONSIBLE ADMINISTRATOR

DATE

Policy Number: EMS.13.01Effective Date: 8/2006Review Date: 12/2007Revision Date: 1/2008

See Also Policy Number: _____

SUBJECT: CORRECTIVE ACTION PLAN**POLICY:**

The following written procedure will be used to identify the method for reporting and resolving problems which may arise concerning the performance or competence of EMS personnel.

PURPOSE:

To ensure that pre-hospital providers are performing safe and competent care according to their scope of practice.

APPLICABLE TO:

All levels of EMS providers based at UPHK
Prehospital Coordinator
Base Hospital Medical Director

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 First occurrence: The involved EMS provider(s) will meet with the Base Hospital Medical Director/Coordinator to discuss deficiencies and/or issues.
- 2.0 Second occurrence: The involved EMS provider(s) will participate in refresher training or testing to include a review of skills and knowledge base as identified by the Base Hospital Medical Director/Coordinator. Written documentation regarding the incident and follow up activities will be forwarded to the EMS personnel's supervisor for inclusion in personnel files.

- 3.0 Third occurrence: The Base Hospital Medical Director will notify the EMS provider(s), their employer, and the ADHS Bureau of EMS that medical direction has been withdrawn. A recommendation will be made to the ADHS that the provider's certification be reviewed.
- 4.0 In each of the three steps, the employer of the EMS provider will be made aware of the problem and be allowed to attend meetings with their employee and the Base Hospital Medical Director/Coordinator.
- 5.0 If the EMS provider involved wishes to appeal the decision of the Base Hospital Medical Director, he/she may do so by requesting, in writing, a meeting with UPHK hospital administration and all other involved parties.
- 6.0 It is recommended that this procedure be followed step-by-step. However, depending upon the severity of the issue and safety concerns, the Base Hospital Medical Director can use his/her discretion to resolve the issue.