**EAST ALABAMA EMS – REGION 2**

**QUALITY ASSURANCE FY2023-2024 PRIORITIES**

**Quality Assurance**

* Each hospital and EMS provider is dedicated to delivering the utmost standard of care to every acute health care system patient, adhering closely to both state and regional EMS guidelines.
* This commitment is solidified through the signing of a Quality Memorandum of Understanding with the regional EMS office, ensuring formal recognition and reinforcement of our dedication to excellence.
* With a steadfast commitment to patient well-being, our hospitals and EMS providers uphold the highest standards of care in every acute h care system patient interaction and treatment.
* Acknowledging the paramount importance of quality assurance and acute health care system patient-centered care, Region 2 Healthcare partners are committed to establishing transparent patient care expectations and implementing robust quality processes. This commitment fosters a culture of continuous improvement through regular review and active engagement in patient care processes.

**Medical Direction**

* Regional Medical Director
* Quality Assurance (QA/QI)
* Regional Medical Direction & Accountability Committee (MDAC)
	+ On-Line Medical Directors
	+ Off-line medical directors (Service Medical Directors)

Job expectations and responsibilities of our physician leaders

* EMS Personnel skills competencies and proficiencies
* OLMD (Off) Service Chief Medical Officer
* EMS Provider – Operational Accountability

**Delivery of Care – Patient Experience**

* Patient Care – (Point of Care)
* Skill performance –in accordance with standard of care
* ePCR (Electronic Patient Care Report) – accurate and appropriate
* Patient Refusing Transport (PRT) – monitoring and compliance
* Quality Review – meaningful metrics of categories – OLMD expectations
* Patient Outcomes - monitoring and compliance
* Patient Satisfaction Process – meaningful and measurable survey

**QUALITY ASSURANCE FY2023-2024 PRIORITIES - CONTINUED**

**Operations – Metrics – Reporting**

* Utilization of Resources
	+ ATCC
	+ Hospital – Resources category – designation – destination
	+ Aero-medical
* Times
	+ Time of Call
	+ Unit Dispatch
	+ Response
	+ Point-of-care
	+ On-scene
	+ Transport
	+ In-service

**Quality Assurance and Continuous Quality Improvement (CQI)**

* Physician Leadership – Engagement and Oversight
* Delivery of Care and Patient Experience Care Review
* Outcomes – specific area for CQI focus – education
* EMS Provider Request Region Specific CQI education course
	+ Plan
	+ Physician oversight – participation - approval
	+ Outcome monitoring and compliance
	+ Report of Accomplishments

**State – Regional Education**

* + Medical Legal
	+ Protocol Review
	+ Rules Review
	+ AHS – Plan – Process
	+ Engagement of process Improvement and examination of EMS service provider communities.
	+ Pediatric Education

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