

EL DORADO COUNTY FIRE PROTECTION DISTRICT
STANDARD OPERATING GUIDLINE

**ARTICLE:2 ADMINISTRATIVE POLICIES
AND PROCEDURES**

EFFECTIVE DATE: 01/22/2024

**SECTION: 35 CONTINUOUS QUALITY
IMPROVEMENT COORDINATOR**

REVISED: 03 / 01 / 2025

- I. Purpose
 - a. El Dorado County Fire Protection District is required per El Dorado County Local Emergency Medical Services Agency (LEMSA) to provide an agency representative that will attend regularly scheduled Continuous Quality Improvement (CQI), Paramedic Advisory Committee (PAC), and Medical Advisory Committee (MAC) meetings and serve as a liaison between the LEMSAs, EL Dorado County Emergency Services Authority (ESA/JPA), and El Dorado County Fire. This Policy will outline the Scope of Work for the CQIC.

- II. Definitions
 - a. CQI- Continuous Quality Improvement
 - b. PAC- Paramedic Advisory Committee
 - c. MAC- Medical Advisory Committee
 - d. CQIC - Continuous Quality Improvement Coordinator
 - e. LEMSAs- Local Emergency Medical Services Agency
 - f. JPA- Joint Powers Authority

- III. Appointment
 - a. Appointment of the CQI Coordinator will be conducted by the EMS Chief on an "as needed" basis.
 - i. When a vacancy occurs, the job description outlining qualifications and work responsibilities will be posted by the EMS Chief for no less than 30 days in all fire stations.
 - ii. Letters of interest from all qualified candidates shall be submitted to the EMS Division for review and selection.

- IV. Scope of Work
 - a. The CQIC reports directly to the EMS Chief
 - b. Scheduled meetings
 - i. The appointed CQIC or designee shall attend the regularly scheduled CQI, PAC, and MAC meeting.
 - ii. An abridgment of key points and considerations shall be sent to all personnel via email.
 - c. Data Collection and Analysis
 - i. Gather data on EMS performance, incidents, and patient outcomes.
 - ii. Analyze collected data to identify trends, areas for improvement, and potential risks.
 - d. Quality Monitoring
 - i. Monitor and assess the quality of care provided by EMS personnel and implement mechanisms to ensure adherence to established standards and protocols.

 - e. Performance Metrics

- i. Regularly evaluate performance metrics based on the current LEMSA key performance measures and report findings to relevant stakeholders.
- f. Training and Education
 - i. Collaborate with training programs to ensure EMS personnel receive ongoing education and training.
 - ii. Address identified gaps in knowledge or skills through targeted training initiatives, group training, or one-on-one training.
- g. Communication
 - i. Facilitate communication between EMS personnel, leadership, and other stakeholders and share quality improvement findings and recommendations with the relevant parties. This will include Monthly reviews submitted by the Base station hospital (Marshal Hospital) and responses to the CQI medical event analysis.
- h. Process Improvement
 - i. Lead or participate in quality improvement initiatives to enhance EMS processes.
 - ii. Implement changes based on feedback, data analysis, and best practices.
- i. Image Trend
 - i. The CQIC will maintain the status of "Agency Administrator" in the West Slope JPA Image Trend platform along with two additional FTO's (preferably on separate shifts). This will give the predetermined designee the ability to unlock ePCR's for correction, update certifications, and add new employees into the system.
 - ii. The CQIC will review weekly PCR audits to ensure appropriate billing criteria is met.
- j. Annual CQI plan Review
 - i. The El Dorado County Fire Protection district CQI Plan shall be reviewed by the CQIC and submitted to the LEMSA no later than 90 days prior to July 1 review deadline.
- k. Performance Improvement Plan
 - i. Performance Improvement Plan shall be drafted by the CQIC in coordination with the EMS Chief, the FTO and individual under review.
 - ii. The Performance improvement plan will follow the guidelines of the current "Standard Operating Procedure for EMS Continual Quality Improvement."