



McLean County Area EMS System

112 A Southgate Drive
Bloomington, IL 61704

Phone: (309) 827-4348
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Policy and Procedure

Title: EMS Quality Improvement Council

Policy Statement:

Quality Improvement is the watchword within the health care industry today. Quality Improvement means to continually adjust services to assure prompt response, effective and cost-beneficial care delivery as well as customer satisfaction. In EMS, our customers are our patients and our communities. To better serve the communities and patients of the McLean County Area EMS System, the hospital organizations have established a partnership to insure quality improvement in pre-hospital care in the McLean County area.

Goal/Purpose:

The purpose of the EMS Quality Improvement Council is to ensure Continuous Quality Improvement in pre-hospital care in the service areas of the McLean County Area EMS System.

Policy/Procedure:

- A. The McLean County Area EMS System Quality Council was established in August, 2006. The responsibilities of the Council are as follows:
 1. Overall management of the Quality Improvement Program for the Mclean County Area EMS System.
 2. Determining Standards of Care based on National Curriculum, State Rules/Regulations, System Policy, Protocols, and Standing Medical Orders and current practice.
 3. Establishing system-wide Quality Improvement goals for the EMS System.
 4. Identify and prioritize quality indicators for focus during the Quality Plan to achieve the overall system goals.
 5. Determine the desired outcome measures of the quality indicators and compare actual outcome measures. Determine how the results will be measured and what standards are used to evaluate the measured outcomes.
 6. Insure that the system's desired outcome measures are aligned with the overall goals.
 7. Ongoing observation, measurements and feedback.
 8. Provide quarterly retrospective feedback at the Affiliate meeting and by memos to all EMS Provider members of the EMS System.



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- B. The membership of the Council is comprised of seventeen (17) members from the EMS System, specifically listed below:

EMS Medical Director or
Alternate EMS Medical Director
EMS System Coordinator
EMS System Quality Coordinator
Bloomington Fire Department Representative
El Paso Ambulance Representative
Lifeline Mobile Medics Representative
Normal Fire Department Representative
SJMC ECRN
BRMC ECRN
EMT- Paramedic
EMT-Intermediate
EMT-Basic
First Responder/Defib
Emergency Medical Dispatcher - MetComm
Emergency Medical Dispatcher - Bloomington
SJMC Trauma Coordinator
BRMC Trauma Coordinator

- C. The Council formally functions in the following manner:
1. Conducted according to “Robert Rules of Order”
 2. All members of the Council may vote.
 3. Council Chair shall be the EMS Medical Director.
 4. Council bylaws are approved by the initial Council members.