



McLean County Area EMS System

112 A Southgate Drive
Bloomington, IL 61704

Phone: (309) 827-4348
Fax: (309) 827-2017

McLean County Area EMS Systems

Policy and Procedure

Title: EMS Systems Incident Report

Policy Statement:

The EMS Systems Incident Report shall be completed by pre-hospital care providers, emergency department physicians and nurses or any other person directly involved in pre-hospital care in the McLean County Area EMS System whenever an incident which adversely effects or has potential to adversely effect patient care or patient/provider safety occurs or any violation in policy, procedure, protocol has occurred.

Complaints regarding any activity covered by the Emergency medical Services (EMS) Systems Act or any policy, protocol, or standing Medical order of the McLean County Area EMS System, received by the EMS Office staff, or any EMS System member should be documented on an EMS Systems incident Report form. The completed Incident report, along with a copy of the complaint, if received in writing, and supporting documents, must be forwarded to the EMS Office as outlined below. All complaints received in the EMS Office shall be handled in accordance with the EMS System's complaint policy.

When completing the form, describe the incident or specific violation, including a brief narrative summary and any additional documentation that would help describe the incident.

GOAL/PURPOSE:

To properly communicate and address any of the following which may arise in McLean County Area EMS System:

- Incident which adversely effects or has potential to adversely affect patient outcome or patient/provider safety.
- Violation of policy, procedure or protocol.
- Complaints regarding any activity covered by the Emergency Medical Services (EMS) Systems Act or any Policy, Protocol, or Standing Medical Order of the McLean County Area EMS System, received by EMS Office staff, or any EMS System member.

POLICY/PROCEDURE:

A. When any of the following arise in McLean County Area EMS System an "EMS Systems Incident Report Form" shall be completed and submitted within a timely manner, preferably 24-48 hours:

- Incident which adversely effects or has potential to adversely effect patient outcome or patient/provider safety
- Violation of policy, procedure or protocol



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- Complaints regarding any activity covered by the Emergency Medical Services (EMS) Systems Act or any Policy, Protocol, or Standing Medical Order of the McLean County Area EMS System are received by EMS Office staff, hospital staff or any EMS System member.
- B. The purpose of the “Incident Report Form” is to properly communicate and address unusual incidents or violations. Any broader issue that may be corrected through education or presents itself as an opportunity to improve the local delivery of emergency medical services shall be documented on an “IOR Form”. (Refer to policy and procedure for “Improvement Opportunity Report”)
- C. Once an Incident Report has been received, it shall be reviewed by the EMS Quality Coordinator. The EMS Quality Coordinator will review Incident Reports with the EMS System Coordinator. Those reported incidents which may or did have an adverse effect on a patient outcome, crewmember(s) or the EMS System, shall be reported immediately to the EMS Medical Director. The EMS Medical Director shall determine the course of action to be taken regarding any incident report.