



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 Service Excellence Report Form

Policy Statement:

As a part of Quality Improvement in EMS, it is important to not only look at areas that need improvement, but to also recognize those that are exceeding the standards in their performance as identified by their peers. This form provides the opportunity to anyone involved in prehospital care including pre-hospital care providers and emergency department physicians and nurses to complement or recognize EMS personnel.

Goal/Purpose:

To provide a means to recognize McLean County Area Emergency Medical Services personnel when they have provided excellent service as perceived by their peers.

Policy/Procedure:

- A. A "Service Excellence Report Form" shall be completed when an individual or unit should be recognized for their excellent service in the EMS system. The form should be sent to the EMS Coordinator.
- B. Once the "Service Excellence Report Form" is received it will be reviewed by the EMS System Coordinator and forwarded to the Quality Assurance Coordinator.
- C. The Quality Assurance Coordinator will review the form as well as the situation surrounding the performance. A letter of recognition will be sent to the individual or unit and a copy placed in their file at the EMS office.