

**Administration**  
**Incident Reports**

**Date: 07/01/2023**  
**Policy #1200**

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**I. Purpose:**

- A. To establish a clear system of patient safety and EMS response-related reporting for the purposes of review, data analysis, patient safety, and EMS system performance.
- B. To define reporting requirements for events which have the potential to cause community concern or represent a threat to public health and safety.
- C. To define the reporting and monitoring responsibilities of all EMS system participants.
- D. To recognize exemplary prehospital care in the EMS system.

**II. Authority:**

- A. California Health & Safety Code Section 1797.220, 1798.200; California Code of Regulation, Title 22 Division 9.

**III. Policy:**

- A. EMS events shall be appropriately reported, reviewed and tracked to monitor, maintain and improve safety. Exemplary care may also be identified, tracked and acknowledged through this process. Reporting is encouraged from any individual who encounters or recognizes a situation in which a safety related, or exemplary event occurred.
  - 1. Each EMS service provider shall submit a policy to the LEMSA to ensure reporting procedures are in place within their agency/department.

**IV. Review Process:**

- A. The involved agency or agencies will review and take any indicated follow-up actions on all reported EMS events.
  - 1. Involved agencies should review, and if appropriate, report EMS events to the EMS Agency using the EMS Incident Report found on the Imperial County EMS website within 24 hours of the event.
  - 2. If there is imminent danger to a patient, or system care, the agency on-duty officer or supervisor shall verbally notify the EMS Agency of events that may cause public concern as soon as possible, but no later than 24 hours. The on-call phone number is 760-791-7521.

**Administration**  
***Incident Reports*****Date: 07/01/2023****Policy #1200**

3. The EMS Agency may request an Incident Report Form for events that may have occurred past the required reporting time frame at the discovery of a reportable incident.
  4. Incident reports received by the EMS Agency may be reviewed through the Quality Assurance Committee in order to identify potential solutions for the issues identified, as is identified as appropriate for broad system review by the EMS agency.
  5. All incident reports will be reviewed by the EMS Agency.
- B. Interagency EMS events require prompt review and follow-up. -Communication of events should occur between the involved agencies. -Each agency shall be responsible for its own internal review and follow-up. EMS Agency staff is available to assist all participants in seeking solutions to patient safety events that affect the EMS system.
- C. EMS events that require review and notification to the EMS Agency include:
1. Any threat to public safety as defined in Health and Safety Code 1798.200.
  2. Medication related: incorrect drug choice, dosage, or route. This includes events with or without adverse patient outcomes.
  3. Equipment related: equipment problems, adverse events or failures related to patient care or EMS response. This includes events with or without adverse patient outcomes.
  4. Any agency department vehicle accidents involving EMS responses or transports.
  5. Any anticipated interruption to service due to a personnel, staffing, vehicle, equipment or other issue.
  6. Treatment or procedure related such as:
    - a. Difficulties, problems and unexpected events associated with procedures (e.g. known esophageal intubation).
    - b. Events related to patient assessment or application of treatment guidelines (e.g. multiple attempts at interventions outside the number recommended by treatment guidelines).

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- c. Events related to interventions or procedures that are not consistent with provider primary impression.
7. Scope related: situations in which an EMS provider's scope of practice was not properly followed.
8. Patient interaction related: verbal or physical event identified which resulted in or had the potential to harm, insult, and neglect or abuse the patient.

**V. Responsibilities****A. Prehospital Personnel**

1. Assure patient safety by immediately notifying the hospital staff at the receiving facility and the Base Hospital (if involved) when an event impacts or has the potential to impact the patient.
2. Immediately report event of concern to an on-duty supervisor or supervisor using the appropriate chain of command.
3. Complete the EMS Incident Report Form online. Include verification of verbal reports on the form.

**B. Provider Agency**

Each agency shall have a process of fact-finding, follow-up and tracking of EMS events. All reported events, regardless of significance, should be reviewed and tracked as part of the provider's quality improvement program.

1. Assure patient safety first. Assure medical providers involved in the patient's care at the receiving hospital and the Base Hospital (if involved) have been informed of events that have the potential to impact patient care.
2. Evaluate the event and notify the local EMS Agency promptly regarding issues of public concern or that require urgent investigation.
3. Evaluate the event and notify the state EMS Agency promptly regarding issues of public concern or that require urgent investigation, as is appropriate.
4. Provide the EMS Agency with additional written or verbal reports as requested.

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5. Take action to remediate the situation. Develop remediation programs (e.g., individual performance improvement plans) that offer appropriate and timely feedback, skills review and competency training.
6. Patient safety reporting data may be requested by the EMS Agency at regular intervals in order to assist the EMS Agency in evaluating system operations and issues.

C. Base Hospital

1. Base Hospital staff should notify the Base Hospital Program Manager or designee of any identified EMS events. The Base Hospital Program Manager will:
  - a. Assure patient safety
  - b. Evaluate the event
  - c. Complete the EMS Incident Report Form online
  - d. Notify the EMS Agency if event meets prompt notification criteria
  - e. Take action to remediate the situation

D. Receiving Hospitals

1. Receiving hospitals should report any identified EMS events to the involved agency supervisor(s) if possible. Hospitals may report EMS events to the EMS Agency for distribution to the appropriate agency.

E. Other reporting

1. Any other system participant or individual, including the public, are encouraged to report EMS events to the EMS Agency.

F. Anonymous Reporting

1. EMS events may be reported anonymously to a provider agency representative or to the EMS Agency directly. Anonymous reporting should never be discouraged.

APPROVED:

SIGNATURE ON FILE – DATE

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Katherine Staats, M.D. FACEP

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