REGIONAL PARAMEDIC PROGRAM
FOR EASTERN ONTARIO

SERVING TOGETHER

PROGRAM POLICY

NUMBER:	QPS 160
TITLE:	Electronic filtering of Ambulance Call Reports
CATEGORY:	Quality
APPROVED:	May 2010
VERSION:	4.0
AUTHORITY:	Program Director
LAST REVIEWED:	July 2023
LAST REVISED:	June 12, 2023

BACKGROUND: To establish, maintain and improve a process for identifying high risk patient populations and patient encounters in order to review the quality of care for the purposes of continuous quality improvement. The RPPEo is mandated to review and extract information related to patient care from the service vendor electronic patient care reports, or Ambulance Call Reports (ACRs).

RPPEO maintains a minimum data set of patient care information for the purposes of continuous quality improvement. In addition, the data helps prioritize calls to review, provides evidence for change, and performance measurement systems.

POLICY: RPPEO utilizes electronic information and tools to collect, store, and access patient care data from sources such as the Ambulance Call Reports (ACRs). RPPEO will maintain access and use of various electronic tools i.e. iMedic, PreHos, Siren, Lifepack, Zoll, ACE, etc. to perform call reviews, incident analysis, data analysis, and provide comprehensive feedback to paramedics.

RPPEO paramedic services will grant RPPEO access to relevant electronic patient care data for the purposes of continuous quality improvement.

PROCEDURE:
1. RPPEO queries the Vendor database on a regular basis to collect, analyze and store information related to the care provided on the ambulance call report and relevant biometric data. The software and web tools utilized may vary between individual service stakeholders.
2. RPPEO classifies Medications and Procedures into three categories: high risk 100% review, high risk per performance agreement or low risk per performance agreement related to patient care. The Medical Directors and Senior Medical Team (SMT) review these classifications annually.
3. Queries capture data, which is sorted and filtered by High and Low risk controlled medical acts or clinically focused populations. This is done in accordance with Table 1 and Table 2 in Performance Agreement Appendix N, or as needed. RPPEO uses the previous year's call volume to determine the calls to be audited for auditing levels. Where Medications and Procedures fall between two values in the Table 1 and Table 2, the RPPEO interpolates the value.
4. RPPEO quality program reviews all electronic filters on an ongoing basis, and at minimum annually.

Note: Two different electronic platforms, PreHos (PreHos Inc.) & iMedic (ESO), are currently used in the RPPEO region to capture Ambulance Call Reports (ACRs).

100% REVIEW HIGH EVENTS
> New Hire
>
> Remediation
>
> CVAD access (not cardiac arrest)
>
> Cardioversion
>
> Select High Risk Medications
>
> Needle Decompression
>
> Pacing
>
> Patch Failure
>
> Surgical Cricothyroidotomy
>
> Trach Suctioning
>
> Pain without documented analgesia

HIGH RISK
> Code 72 - Patient refused transport with DMA
>
> Pediatric medications
>
> Intubation
>
> High Risk Medications
>
> Cardiac Arrests

LOW RISK PROCEDURES

Lower Risk Medications

OB Delivery

Suctioning

Patches

CPAP

Overdoses

SPECIAL CONSIDERATIONS

Cancelled Calls without DMAs

Calls with no DMA performed

Omissions of Care

RPPEO DMA DATA SET

Procedure:

-Include:

160 -- OB Delivery

160.01 -- Delivery of Head

160.02 -- Delivery of Umbilicus

161 -- External Uterine Massage

161.01 -- External Bimanual Compression

162 -- Placental Delivery

163 -- Clamp and Cut Umbilical Cord

164 -- Apgar Score

165 -- Nuchal Cord

165.01 -- Removal of Nuchal Cord

166 -- Shoulder Dystocia

166.01 -- McRoberts Maneuver

166.02 -- Apply Suprapubic Pressure

166.03 -- Gaskin Maneuver

167 -- Breech Presentation

167.01 -- Manual Release of Limbs

167.02 -- Mauriceau Smellie Veit Manoeuver

168 -- Prolapsed Cord Management

240 -- Knee Chest Position

241 -- Exaggerated Sims position

302 -- Cardioversion

303 -- Valsalva Manoeuver

306 -- Defibrillation – Manual

307 -- Defibrillation – Semi-Automated

308 -- Analyze – SAED

309 -- External Pacing

318 -- Supraglottic / Alternate Airway

319 -- Supraglottic / Alternate Airway Unsuccessful

320 -- Needle Thoracostomy

321 -- Needle Thoracostomy Unsuccessful

322 -- Needle / Surgical Cricothyroidotomy

323 -- Needle / Surgical Cricothyroidotomy Unsuccessful

324 -- Nasotracheal Intubation

325 -- Nasotracheal Intubation Unsuccessful

326 -- Orotracheal Intubation

327 -- Orotracheal Intubation Unsuccessful

329 -- Tracheostomy Tube Suctioning

330 -- Tracheostomy Tube Reinsertion

330.01 -- Tracheostomy Tube Reinsertion Unsuccessful

331 -- Magill Forceps / Foreign Body Removal

332 -- Magill Forceps / Foreign Body Removal Unsuccessful
339 -- PEEP
341 -- IV Cannulation
342 -- Lock
345 -- Normal Saline
349 -- Other IV Solutions
350 -- IV Cannulation Unsuccessful
351 -- Fluid Bolus
358 -- Intraosseous Cannulation Successful
359 -- Intraosseous Cannulation Unsuccessful
361 -- CVAD Access
380 -- Alternative Airway
381 -- Alternative Airway – Unsuccessful
382 -- Airway Adjunct / Bougie
383 -- CPAP
384 -- CPAP - unsuccessful
406 -- Non Dialysis – CVAD Disconnect
498 -- Acetaminophen
500 -- Adenosine
502 -- Amiodarone
503 -- Antibiotic
504 -- ASA
505 -- Atropine
525 -- Calcium Gluconate
528 -- Dextrose D10W
529 -- Dextrose D25W
530 -- Dextrose D50W
533 -- Dimenhydrinate
534 -- Diphenhydramine
536 -- Dopamine
540 -- Epinephrine 1:1,000
541 -- Epinephrine 1:10,000
550 -- Fentanyl
551 -- Furosemide
560 -- Glucagon
561 -- Glucose – Oral
593 -- Lidocaine
602 -- Ketamine
603 -- Midazolam
604 -- Morphine
610 -- Naloxone
615 -- Nitroglycerin
620 -- Oxytocin
650 -- Salbutamol

651 -- Sodium Bicarbonate
682 -- Xylometazoline
700 -- Other Drugs – Detail in Procedures
704 -- Ibuprofen
706 -- Ketorolac
498 -- Acetaminophen
3361 -- Analysis
3367 -- Shock Advised
3368 -- No Shock Advised
3562 -- Glucogel
3591 -- Lidocaine - Bolus

RELATED POLICIES/LEGISLATION:
Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care – May 2008

Emergency Health Services Manual of Confidentiality and Security Personal Health Information Protection Act, 2004 - May 2018

Information Privacy Commissioner of Ontario

BLS Patient Care Standards Section – March 2018 v3.1

Advanced Life Support Patient Care Standards, MOHLTC - May 2018 v4.5

MOHLTC Documentation Standards and ACR Completion Manual- April 2017 v3.0 EHS Branch

ADM 120 Document Retention

ADM 140 Notification EHS of a Privacy Breach

REVISION RECORD:

Version #	Revision Date	Summary of Changes
1.0	September 2016	Removed Definitions to reflect current practice, as well as reference to MDS & Provincial Data Warehouse.
2.0	February 20, 2019	Added a purpose statement Changed DMAs to Medications and Procedures Added "RPPEO will classify Medications and Procedures to identify High risk or low risk...."

		Combined v1.0's point 2 and 4, then added more detail to procedure for running queries to confirm compliance.
3.0	September 27, 2019	Categories changed to reflect new filtering system.
4.0	June 12, 2023	Changed categories to reflect annual filter review.