



## PROGRAM POLICY

<b>NUMBER:</b>	QPS 120
<b>TITLE:</b>	Quality of Care Review Process
<b>CATEGORY:</b>	Quality
<b>APPROVED:</b>	N/A
<b>VERSION:</b>	2.1
<b>AUTHORITY:</b>	Program Director
<b>LAST REVIEWED:</b>	July 2023
<b>LAST REVISED:</b>	June 7, 2023

**BACKGROUND:** RPPEO uses the Canadian Incident Analysis Framework to conduct retrospective quality of care reviews on specific patient populations as defined in the MOH Performance Agreement. RPPEO samples out-of-hospital calls for service stratified by patient safety risk: high-acuity low-occurrence events, high risk cases, and low risk cases. The sampling is computerized and generates a random sample of calls to be peer reviewed in the Ambulance Call Evaluation Tool.

The Quality-of-Care review process is managed by the Quality and Patient Safety team and overseen by the RPPEO Medical Directors. RPPEO contracts peer reviewers to conduct initial reviews of patient care records to identify systemic issues with the patient care standards and identify patient safety concerns for further review.

The quality and patient safety quality-of-care review process is mandated by the Ministry of Health and Long-Term Care's Performance Agreement, which stipulates the terms and conditions of the quality review.

**POLICY:** RPPEO will create and maintain a quality-of-care peer review process that identifies systemic and individual patient care concerns for the purposes of quality assurance and quality improvement.

**PROCEDURE:**

1. RPPEO will create and maintain a system to identify calls for review.
2. RPPEO will engage peer reviewers to perform quality of care reviews on Ambulance Call Reports or Patient Care Records to identify patient safety concerns, identify patient care deviations, and identify system safety trends consistent with the Advanced Life Support Patient Care Standards, and associate patient care standards.
3. The RPPEO quality of care reviews all aspects of patient care; when a patient safety issue is identified related to a Basic Life Support patient care standard the RPPEO will notify the designated individual from the respective paramedic service of the concern for their review.
4. Whenever a potential patient safety issue or care concern is identified or additional information is needed to determine if a patient safety issue is present, the RPPEO will communicate with the paramedic(s) and/or other sources to engage in the review process.
  - a) Paramedics are expected to respond to all requests for information from the RPPEO, the service will be copied on all correspondence.
  - b) Unless otherwise stated or requested the paramedic will submit their response in writing by email to [quality@rppeo.ca](mailto:quality@rppeo.ca).
  - c) If a paramedic does not submit a response on or before the stated deadline, the RPPEO will contact their service to determine if there is a reasonable explanation for the paramedic's delay in responding. If the delay is reasonably justified, the deadline may be extended. If the delay is determined to be unreasonably justified the deadline may be extended or the paramedic may be administratively deactivated at the discretion of the RPPEO Medical Director.
5. Once the information is received, RPPEO will review the additional information and provide feedback to the paramedic(s) based on evidence based best practice and/or the patient care standards and/or direction of the Medical Director(s).
6. A review will be completed when the paramedic receives a closing letter from the RPPEO stating the review is closed.
7. The quality-of-care review will become part of the paramedic's record with the RPPEO and held as per the MOH Performance Agreement.
8. A quality-of-care review may result in:
  - a) Additional information to the review team that provides clinical insight to the patient care and is closed without comment as acceptable practice,
  - b) Additional information or feedback to the paramedic regarding the interpretation of the patient care standards, or clinical feedback on evidence based best practice,

- c) A collaborative education or remediation plan to support the paramedic in professional development and clinical performance, or
  - d) Escalation to the Medical Director for further consideration.
9. RPPEO is open to feedback through this process. Should a paramedic disagree with a quality-of-care review finding or feedback, the paramedic may contact the RPPEO by email at [quality@rppeo.ca](mailto:quality@rppeo.ca) to discuss their clinical reasoning behind the care. The following information must be submitted as part of the request:
- i) Call number
  - ii) Call date
  - iii) Rationale for requested analysis
- b) the RPPEO Coordinator will acknowledge receipt of the request, and;
  - c) the paramedic will receive written notification of the outcome of the clinical peer review reconsideration.

**RELATED POLICIES/LEGISLATION:**

- Ontario Ministry of Health and Long-Term Care, *Advanced Life Support Patient Care Standards* - May 2018 v4.5
- Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care – May 2008
- QPS 160 Electronic Filtering of ACRs
- Ontario Paramedic Patient Care Standards.

**REVISION RECORD:**

Version #	Revision Date	Summary of Changes
1.0	September 2016	Removed reference to older historical policies. Added reference to RPPEO Event Analysis process.
1.1	December 2018	Removed “Just Culture” paragraph as this was already stated in QPS 100. Removed point “Variance and trends will be identified and reported to the RPPEO Quality Manager who will bring these to the attention of the RPPEO Senior Management Team where applicable”. Removed point "Once additional information is received, RPPEO staff will determine if a patient care variance has been committed." Point 5 under procedure was reworded to include providing feedback to the paramedic(s). Added that a chart will be “...held as per the MOH PA (appendix I)”.
2.1		Rewrote background section to include foundational information referencing the performance agreement. Rewrote the procedure section to be specific to the quality-of-care review process.

