



PROGRAM POLICY

NUMBER:	QPS 120
TITLE:	Call Review Process
CATEGORY:	Quality
APPROVED:	N/A
VERSION:	2.0
AUTHORITY:	Program Director
LAST REVIEWED:	December 2018
LAST REVISED:	February 25, 2019

PURPOSE: To outline the RPPEO call review process.

POLICY: Clinical peer review is an important aspect in the Call Review Process. Peer review chart auditors will review Ambulance Call Reports in accordance with the program's annual Quality Plan and the Ministry of Health and Long-Term Care's Performance Agreement.

ACRs can be selected for review for various reasons, as outlined in the QPS 160.

PROCEDURE:

1. The Call Review process is overseen by the Associate Medical Director for Quality Assurance.
2. RPPEO will engage peer review chart auditors to review Ambulance Call Reports for variances to the Advanced Life Support Patient Care Standards, and associate patient care standards.
3. When BLS PCS variances are identified, the RPPEO will notify the designated individual from the respective service.

4. Whenever a potential variance is identified, the RPPEO will communicate with the paramedic(s) and/or other sources to continue 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) The paramedic will submit their response in writing by email to 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 reason for the paramedic's delay in responding. If the delay is justified, the deadline will be extended. If the delay is determined to be unjustified, the RPPEO's Medical Director, at their discretion, may extend the deadline or choose to deactivate the paramedic.
5. Once the information is received, RPPEO will provide feedback to the paramedic(s) based on the patient care standards and/or direction of the Associate Medical Director(s) the paramedic review is complete the file will be coded and closed.
6. The chart audit results will become part of the paramedic's record with the RPPEO and held as per the MOH PA (appendix I).
7. To appeal a clinical peer review finding, the paramedic will contact the RPPEO's Coordinator by email (quality@rppeo.ca).
 - a) 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 – March 1, 2018 v3.1.

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	<p>Removed "Just Culture" paragraph as this was already stated in QPS 100.</p> <p>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".</p> <p>Removed point "Once additional information is received, RPPEO staff will determine if a patient care variance has been committed."</p> <p>Point 5 under procedure was reworded to include providing feedback to the paramedic(s).</p> <p>Added that a chart will be "...held as per the MOH PA (appendix I)".</p>