



PROGRAM POLICY

NUMBER:	QPS 170
TITLE:	Patch Auditing
CATEGORY:	Quality and Patient Safety
APPROVED:	March 2014
VERSION:	2.0
AUTHORITY:	Program Director
LAST REVIEWED:	December 2018
LAST REVISED:	February 25, 2019

PURPOSE: Failure to communicate effectively has been identified as a contributing factor to medical errors. The purpose of Patch Auditing (Online Medical Control) is to improve the communication between base hospital physicians and paramedics through a formalized feedback mechanism.

POLICY: The RPPEO has a Patch Auditing process which provides feedback to Paramedics and Base Hospital Physicians involved in Online Medical Control.

PROCEDURE:

1. All Online Medical Control forms (Patch Forms) will be regularly collected, scanned and matched with their corresponding Ambulance Call Reports (ACRs), on a secure shared internal drive.
2. Applicable data elements are captured from the Patch form and entered into the Patch Review Tool for tracking and reporting purposes.

3. ACRs will be reviewed for completeness, appropriateness and accuracy of patch information.
4. Base Hospital Physician Patch forms will be reviewed for completeness, appropriateness and accuracy of patch information.
5. Patch audio will be assessed for completeness appropriateness, and accuracy associated with the standard of care and Medication and Procedure standards.
6. Feedback will be provided to the paramedic and BHP via email by forwarding the audit findings, electronic patch form, audio file and de-identified ACR where appropriate.
7. Any resulting clinical concerns discovered from the review process follow the standard call review policy QPS 120 – Call Review Process.

RELATED POLICIES/LEGISLATION:

Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care – May 2008

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

Related RPPEO policies: “Patching/Radio Communication CLI 140 (Previously Policy 5-10), “QPS-120”, & RPPEO Quality Framework – 2014)

RPPEO Patch Forms

Audio request Template

REVISION RECORD:

Version #	Revision Date	Summary of Changes
1.0	September 2016	Pre-existing 2015 version reviewed as baseline for new versioning system. Include Just Culture concepts based on TOH Corporate implementation Formatting changes Added event analysis step to reflect ACE process
1.1	February 20, 2019	Removed patch auditing process, as this is procedure, not policy Specified that data is entered into Patch Review Tool. Removed “administrative review” from point 3. Added Base Hospital Physician forms will be reviewed. Added patch audio will be assessed. Added “where appropriate” to providing feedback of audit.

		Added reference to QPS 120 for call review process when concern is identified.