REGIONAL PARAMEDIC PROGRAM
FOR EASTERN ONTARIO

SERVING TOGETHER

PROGRAM POLICY

NUMBER:	QPS 170
TITLE:	Patch Reviews
CATEGORY:	Quality and Patient Safety
APPROVED:	March 2014
VERSION:	1.2
AUTHORITY:	Program Director
LAST REVIEWED:	July 2023
LAST REVISED:	June 12, 2023

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

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

PROCEDURE:

1. All Online Medical Consultation forms (Patch Forms) will be documented electronically and available to be linked to the corresponding Ambulance Call Reports (ACRs), on an internal platform.

2. Applicable data elements are captured from the Patch form and entered into electronic system.

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 review findings will follow the standard call review policy QPS 120 – Quality-of-Care Review.

RELATED POLICIES/LEGISLATION:
- Regional Base Hospital Performance Agreement, Ministry of Health and Long-Term Care – May 2008
- Advanced Life Support Patient Care Standards
- Related RPPEO policies: "Patching/Radio Communication CLI 140
- 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.
1.2	June 12, 2023	Change Online Medical Control to Online Medical Consultation. Changed paper documentation to electronic documentation.