




# ***FIRE RESCUE***

**ALBEMARLE COUNTY**

## **STANDARD ADMINISTRATIVE POLICY**

<b>Subject:</b>	QA/QI Tiered Infractions and Discipline
<b>Reference Number:</b>	SAP-OPS-007
<b>Effective Date:</b>	1 September 2014
<b>Last Revision Date:</b>	N/A
<b>Signature of Approval:</b>	 J. Dan Eggleston, Chief

### **Purpose:**

The purpose of this policy is to establish tiers of medical errors/infractions and the disciplinary procedures which will be associated with them.

### **Background:**

The QA/QI process has a successful history of improving the medical care provided to the citizens of Albemarle County by ACFR personnel. The process is designed to be non-punitive and primarily educational. There are infractions, however, that are serious enough in and of themselves to warrant more considered discipline on the first occurrence. Similarly if a provider is repeatedly making the same error despite education and remediation, discipline, along with further attempts at education may be necessary.

### **Scope:**

This policy and referenced documents apply to all Department of Fire Rescue personnel.

### **Policy:**

There will be two tiers to the remediation process for medical errors committed by ACFR personnel. Use of this policy is not to be limited to errors or omissions which are discovered through the QA/QI process. This policy may be utilized when medical errors are discovered through other means.

**Tier 1 Offense:** a medical error of either patient care delivery or documentation of patient care which is of a routine, minor nature and did not place the patient in serious jeopardy of worsening of their condition. These infractions may be handled through routine administrative action. This action may vary widely in scope including but not limited to a verbal teaching moment, an email or requirement to produce an educational program for the individuals shift or the department (i.e. PowerPoint presentations etc.). Generally the level of administrative action will be determined by the QA/QI coordinator, the individuals Captain or Battalion Chief. Tier 1 Offenses generally do not require formal documentation in the employees personnel file.

**Tier 2 Offense:** a medical error of either patient care delivery or documentation which does or could have had a serious adverse affect on the patient and therefore must be immediately addressed. Examples of Tier 2 Offenses include, but are not limited to:

- Medication Error, either in dosage or appropriateness of medication
- Performing Medical procedures not authorized by Medical Director
- Intentionally causing harm to a patient
- Attempting to cover up a medical or documentation error or obfuscate an investigation

Tier 2 Offenses will result in the following disciplinary procedure:

- **First instance:** Any tier two error will result in a temporary suspension of ALS privileges until initial review and meeting with either the OMD or his designee occurs.

- **Second instance:** 5 day ALS suspension of privileges. Completion of educational material with presentation to department.
- **Third instance:** 30 day ALS suspension / consideration of loss of ALS privileges permanently. Completion of educational material with presentation to department. Presentation of issue and corrective plan to QA committee. Enrollment in and satisfactory complete of CE class involving any aspect of pharmacology.
- **Fourth instance:** loss of ALS privileges for undefined period / consideration of loss of ALS privileges permanently. Presentation of issue and corrective plan to QA committee. Enrollment in and satisfactory complete of CE class involving any aspect of pharmacology.
- **Fifth instance:** loss of ALS privileges permanently at ACFR.
- At any stage of the process, provider can continue to function as BLS provider.

The Medical Director reserves the right to suspend any provider's privilege to practice at his/her discretion.

If the Tier 2 infraction is considered of a serious enough nature (ie. Lying during an investigation) the Deputy Chief reserves the right to abbreviate the steps of this process up to and including termination.