

# STANDARD OPERATING GUIDELINE

Number 105-01



## EMS Peer Review Committee

EFFECTIVE DATE:  
07/01/2003

REVISION DATE:  
01/29/2016

APPROVED BY:  
RONALD D. ROMBS

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**PURPOSE:** The intent of this policy is to ensure quality medical management and oversight for Lincoln County Emergency Medical Services (LCEMS) System and to ensure compliance with the North Carolina Office of Emergency Medical Services (NC OEMS).

**SCOPE:** This committee applies to all LCEMS System providers and agencies.

**PROCEDURE:** Lincoln County Emergency Medical Services System shall create and maintain a Peer Review Committee (PRC) IAW NCGS 131E-155(a)(6b), to ensure a proactive and progressive approach to system management and development.

The Peer Review Committee shall meet quarterly at 1200 noon on the second Thursday of the second month of each quarter (Feb, May, Aug, and Nov). This committee shall not require a quorum to conduct business, but shall have the Physician Chair present to amend and/or adopt protocols, policies, procedures and practices.

The Peer Review Committee shall review System Medical Protocols, Policies and Procedures annually during the November meeting to assure accuracy, legality and compliance with Federal, State and local rules, regulations, laws and codes applicable to EMS. The committee shall make recommendations for changes as needed.

The Peer Review Committee shall establish a **Medical Review Committee** that shall report directly to the Chairperson of the Peer Review Committee. The Medical Review Committee shall be responsible for the review of patient care reports and treatment within the system.

The Peer Review Committee shall:

- Review, analyze and make recommendations for improvement regarding system performance.
- Design system wide reports for monitoring identified problems and/or trends analysis.
- Approve a standardized corrective action plan for isolated and trend deficiencies with pre-hospital personnel.

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**STRUCTURE:** The Peer Review Committee will consist of a 16 voting (\*) member board:

- Physician / Chairperson
- Lincoln County Government
- Lincoln County EMS
- Recorder
- Lincoln County Communications Center
- CMC - Lincoln
- Gaston College
- Wes Lincoln Rescue Squad (1)
- Lincoln County Fire Fighter's Association (1)
- Lincoln City Fire Department
- MedCenter Air
- NCOEMS
- \* EMS System Medical Director
- \* Appointed County Commissioner
- \* EMS Director
- \* EMS Deputy Director, Operations
- \* EMS Training Coordinator
- EMS Administrative Assistant
- \* Director of Communications
- \* EMD Quality Assurance Officer
- \* Adm. Director Emergency Dept
- \* ED Nurse Liaison
- \* Director of EMS Program
- \* Chief Officer the Dept
- \* Chief Officer of their Choice
- \* Chief Officer
- \* Member of their Choice
- Region F Specialist

### APPOINTMENTS, LENGTH OF TERMS & ATTENDANCE REQUIREMENTS:

Committee members shall be appointed by their respective agencies for a term of two (2) years. The initial terms shall be staggered into 1, 2 and full 3 year terms so that the committee turnover is no more than one-third annually.

Committee members shall be required to attend three-quarters of all meetings to remain an active member. Members who fail to meet this requirement may be brought before the entire committee under a Motion for Impeachment and Replacement.

### CONFIDENTIALITY OF MEDICAL RECORDS AND PERSONAL ISSUES:

The EMS Peer Review Committee, its members, proceedings, records and materials produced and considered are protected under NCGS131E-95.

All proceedings of the Peer Review Committee and its data shall be held in strict confidence by all members. To that end:

- All committee members shall be bound by a confidentiality agreement that is to be signed with each term for that member.
- All committee records will be kept in a secure filing cabinet or electronic file.

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- All committee records that are to be destroyed shall be shredded.
- Any materials that are distributed during the meeting shall be collected and destroyed at the completion of the meeting. No copies of the minutes or reports shall be copied, retained or removed from meeting location.
- All Data System files will be secured and protected and only LCEMS employees, approved by the Director, shall be allowed access on a strict, need-to-know basis.
- EMS Patient/System Data transmitted or conveyed to the PRC from any and all agency providers is for the express purpose of analysis by the committee.

The Peer Review Committee shall receive and evaluate reports from any source through its members.

The LCEMS Training Coordinator shall implement committee recommendations and/or distribute reports from the committee to staff as necessary.

All appointed committee members shall be required to attend LCEMS Administration HIPAA Training before attendance of their first meeting.

Violation of the Confidentiality Agreement shall be grounds for Motion to Impeach proceedings.

### IMPEACHMENT AND REPLACEMENT

Members failing to meet membership requirements may be brought before the entire membership for consideration of Impeachment.

Process for Impeachment proceedings:

- A. An active member in good standing makes a motion to the Chair for Impeachment.
- B. The motion requires a second from another active member in good standing.
- C. Upon receipt of the Motion to Impeach and Second, the Chair shall call for an open vote of the membership present.

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D. Impeachment shall occur with a majority vote from committee members in good standing present at the time of the vote.

Once an Impeachment is enacted by the majority, the committee Chair shall contact the respective agency for a new appointment to complete the unfinished term.

Any impeached member is ineligible for reappointment for a period of 5 years.



# STANDARD OPERATING GUIDELINE

Number 105-02

Medical Review Committee			
EFFECTIVE DATE: 07/01/2003	REVISION DATE: 01/29/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 4

**PURPOSE:** The intent of the Lincoln County Emergency Medical Services (LCEMS) Medical Review Committee is to promote, enhance and ensure quality emergency medical care in Lincoln County through information analysis, education, coordination, and provide dynamic feedback concerning individual, agency and system-wide performance.

The purpose of this committee shall be to:

- Collect patient care statistics to evaluate system effectiveness and identify trends.
- Provide data and information on how well the individual, agency and system and process works.
- Implement continuing education, training programs, and equipment needs based on outcome data from the peer review / performance improvement process.
- Conduct Medical Reviews.
- Provide constructive feedback on performance improvement to all pre-hospital care providers within the LCEMS System.

**SCOPE:** This procedure applies to all LCEMS System provider agencies.

**PROCEDURE:** LCEMS System shall create and maintain a Medical Review Committee IAW NCGS 131E-155(a)(6b):

- To recognize, reward, and reinforce positive behavior and outstanding patient care.
- To identify trends in pre-hospital care.
- To set performance standards and indicators related to these aspects of care.
- To collect and organize data in an attempt to obtain outcome-based information.
- To establish thresholds for evaluation related to the indicators.
- To oversee actions taken to improve patient care.
- To assess the effectiveness of the actions taken and review documented improvement.
- To communicate information among provider agencies.
- To develop action plans and counsel system providers who do not meet established thresholds.



# STANDARD OPERATING GUIDELINE

Number 105-02

Medical Review Committee			
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- To provide feedback and promote training on performance improvement issues by providing and/or recommending:
  - Commendations for a job well done.
  - Case review and counseling on specific issues.
  - Didactic and/or clinical training courses or refreshers.
  - Topic-oriented research.
  - Development of in-services with a supervised review.

The Medical Review Committee shall meet quarterly in the 1<sup>st</sup> month of each quarter (Jan, Apr, Jul and Oct). This committee shall not require a quorum to conduct business, however must have the Chairperson present to amend and/or adopt policies, procedures and practices.

The Medical Review Committee shall review standards and indicators as needed and shall select reviews depending on the system's focus for that particular quarter. Selection of a specific topic, such as chest pain, with a 100% review or a percentage of those runs, is dependent on the current focus of the Peer Review Committee.

## RESPONSIBILITIES:

The responsibilities of the Medical Review Committee shall be to:

- Identify and report protocol variations.
- Provide recommendations for remedial action to resolve patient care issues
- Review patient care data in order to identify trends and sentinel events
- Analyze trends and develop recommendations for appropriate action
- Report data, trends and recommendations to the Peer Review Committee



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Medical Review Committee			
EFFECTIVE DATE: 07/01/2003	REVISION DATE: 01/29/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 3 OF 4

STRUCTURE: The Medical Review Committee shall consist of a 7 voting (\*) member board:

Chairperson	* Emergency Physician
Lincoln County EMS (5)	* Training Coordinator
	* PI Coordinator
	* Shift Supervisor
	* Field Training Officer
Lincoln County Comm Center (1)	* EMT-Paramedic
Lincoln County Fire/Rescue Assoc.(1)	* EMD QA Officer
	* EMT-Basic

## APPOINTMENTS, LENGTH OF TERMS & ATTENDANCE REQUIREMENTS:

Each agency shall provide a primary and an alternate committee member. Members shall be appointed by their respective agencies for a term of two (2) years. The initial terms shall be staggered into 1, 2 and full 3 year terms so that the committee turnover is no more than one-third per year.

Committee members (or alternates) shall be required to attend three-quarters of all meetings to remain as an active member. Members who fail to meet this requirement may be brought before the entire committee for impeachment.

## CONFIDENTIALITY OF MEDICAL RECORDS AND PERSONAL ISSUES:

The EMS Medical Review Committee, its members, proceedings, records and materials produced and considered are protected under NCGS131E-95.

All proceedings of the Medical Review Committee and its data shall be held in strict confidence by all members. To that end:

- All committee members shall be bound by a signed confidentiality agreement.
- All committee records will be kept in a secure filing cabinet or electronic file.
- All committee records that are to be destroyed shall be shredded.
- All documents disseminated during the meetings shall be collected and shredded at the completion of the meeting. No copies of the minutes or reports shall be copied, retained or removed from meeting location.



# STANDARD OPERATING GUIDELINE

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Medical Review Committee			
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- All Data System files shall be secured and protected and only LCEMS employees shall be allowed access on a strict, need-to-know basis.
- EMS Patient/System Data transmitted or conveyed to the Medical Review Committee from any and all agency providers is for the express purpose of analysis by the committee.

The Medical Review Committee will receive and evaluate reports from any source through its members.

The LCEMS Training Coordinator shall implement committee recommendations and/or distribute reports from the committee to staff as necessary.

All appointed committee members shall be required to attend Lincoln County EMS Administration HIPAA Training before attendance of their first meeting. Violation of the Confidentiality Agreement shall be grounds for impeachment.

## IMPEACHMENT AND REPLACEMENT

Members failing to meet membership requirements may be brought before the entire membership for consideration of Impeachment.

Process for Impeachment proceedings:

- An active member in good standing shall make a motion to the Chair for Impeachment.
- Motion shall require a second from another active member in good standing.
- Upon receipt of Motion to Impeach and Second, the Chair shall call for an open vote of the membership present.
- Impeachment shall occur with a majority vote from committee members in good standing present at the time of the vote.

Once an Impeachment is enacted by the majority, the committee Chair shall contact the respective agency for a new appointment to complete the unfinished term.

Any impeached member is ineligible for reappointment for a period of 5 years.





# STANDARD OPERATING GUIDELINE

Number 105-03

Safety Committee			
EFFECTIVE DATE: 07/01/2003	REVISION DATE: 01/29/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 3

**PURPOSE:** The intent of the Lincoln County Emergency Medical Services (LCEMS) Safety Committee is to promote, enhance and ensure a safety conscious work environment for all employees of LCEMS through information analysis, education, coordination, and providing dynamic feedback concerning individual and agency performance by:

- Collecting injury/illness statistics to evaluate system effectiveness and identify trends.
- Providing data and information on how well the individual and the agency process works.
- Recommending implementation of continuing education/training programs, and equipment needs based on outcome data.
- Conducting accident reviews.
- Providing constructive feedback on safety related matters to all employees of LCEMS.

**SCOPE:** This committee applies to all employees of LCEMS.

**PROCEDURE:** LCEMS shall create and maintain a Safety Committee to:

- Recognize, reward, and reinforce positive safe behavior.
- Identify trends in accidents, injuries and illnesses.
- Set performance standards and indicators related to these aspects of job performance.
- Collect and organize data in an attempt to obtain outcome-based information.
- Establish thresholds for evaluation related to the indicators.
- Oversee actions taken to improve the safety of our employees.
- Assess the effectiveness of the actions taken and review documented improvement.
- Communicate information among employees.
- Develop action plans for employees or processes that do not meet established thresholds.
- Provide feedback and promote training on safety improvement initiatives and issues through:
  - Commendations for a job well done.



# STANDARD OPERATING GUIDELINE

Number 105-03

Safety Committee			
EFFECTIVE DATE: 07/01/2003	REVISION DATE: 01/29/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 2 OF 3

- Recommendations for case review, counseling, didactic and clinical training/refreshers on specific issues.
- Topic-oriented research.
- Development of in-services with a supervised review.

The Safety Committee shall meet quarterly at 16:00 on the 3<sup>rd</sup> Tuesday of the 1<sup>st</sup> month of each quarter (Jan, Apr, Jul and Oct). This committee shall not require a quorum to conduct business, however must have the Chairperson present to amend and/or adopt policies, procedures and practices.

The Safety Committee shall review standards and indicators as needed and shall conduct 100% review of all reported incidents.

**STRUCTURE:** The Safety Committee shall consist of a 6 voting (\*) members comprised of one representative from each shift, one part time employee and one Shift Supervisor who shall serve as chairman.

- |             |                          |
|-------------|--------------------------|
| Chairperson | * Shift Supervisor       |
|             | * A Shift Representative |
|             | * B Shift Representative |
|             | * C Shift Representative |
|             | * D Shift Representative |
|             | * Part-Time Employee Rep |

## RESPONSIBILITIES:

The responsibilities of the LCEMS Safety Committee shall be to:  
Review written or oral concerns or allegations that an employee failed to act in accordance with applicable procedure or protocols or that safety practices followed were below the applicable standard.  
Identify and report variations in safety practices.  
Provide recommendations for remedial action to resolve safety related issues  
Review safety data in order to identify trends and sentinel events  
Analyze trends and develop recommendations for appropriate action

## APPOINTMENTS & ATTENDANCE REQUIREMENTS:

Each shift shall appoint a primary and an alternate committee member. Committee members (or alternates) shall be required to attend three-quarters of all meetings to remain as an active member. Members that fail to meet this requirement shall be replaced.



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Safety Committee			
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## CONFIDENTIALITY OF RECORDS AND PERSONAL ISSUES:

The Safety Committee, its members, proceedings, records and materials produced and considered are considered PERSONAL AND CONFIDENTIAL.

All proceedings of the Safety Committee and its data shall be held in strict confidence by all members. To that end:

- All committee members shall be bound by and sign a confidentiality agreement.
- All committee records will be kept in a secure filing cabinet or electronic file.
- All committee records that are to be destroyed shall be shredded.
- All disseminated records shall be collected at the completion of the meeting. No copies of the minutes or reports shall be copied, retained or removed from meeting location.
- All Data System files will be secured and protected and only LCEMS employees shall be allowed access on a strict, need-to-know basis.
- All Data transmitted or conveyed to the Safety Committee is for the express purpose of analysis by the committee.

The Director or designee shall consider implementation of committee recommendations and/or distribute reports from the committee to staff as necessary.

Violation of the Confidentiality Agreement shall be grounds for removal from the committee.



# STANDARD OPERATING GUIDELINE

Number 105-04

SOG Review Committee			
EFFECTIVE DATE: 12/01/2007	REVISION DATE: 01/29/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1

**PURPOSE:** The intent of this policy is to regulate the Lincoln County Emergency Medical Services (LCEMS) SOG Review Committee.

**SCOPE:** This policy applies to all employees of LCEMS.

**PROCEDURE:** LCEMS shall create and maintain an SOG Review Committee.

The SOG Review Committee shall hold its annual meeting the 2<sup>nd</sup> Wednesday of every August at 1600 hours. Additional meetings shall be scheduled by the Chairperson as necessary to meet required timelines enumerated in Section E (Responsibilities). This committee shall not require a quorum to conduct business, however must have the Chairperson present to conduct business.

**STRUCTURE:** The SOG Review Committee shall consist of 6 voting (\*) members comprised of one representative from each shift, one part time employee and one Shift Supervisor who shall serve as chairperson.

## RESPONSIBILITIES:

The responsibilities of the SOG Review Committee shall be to:

- Review existing SOG's and evaluate their effectiveness.
- Identify, gaps, trends, new regulations or laws or other changes requiring revision of existing or implementation of new SOG's.
- Recommend changes to existing or implementation of new SOG's.
- Reviewing 100% of all existing SOG's for effectiveness.
- Reviewing current trends in EMS, Service operations and regulatory changes affecting the operation of LCEMS including but not limited to:
  - NCOEMS
  - OSHA
  - PREMIS/NEMSIS
  - Lincoln County Community Standards
  - NCGS
  - NC DHHS
  - DEA
- Forward all proposed changes and new SOG's to the Deputy Director.



# STANDARD OPERATING GUIDELINE

Number 105-05

Equipment Committee			
EFFECTIVE DATE: 12/01/2007	REVISION DATE: 01/29/2016	APPROVED BY: RONALD D. ROMBS	PAGE: 1 OF 1

**PURPOSE:** The intent of this policy is to provide guidance for the Lincoln County Emergency Medical Services (LCEMS) Equipment Committee.

**SCOPE:** This policy applies to all employees of LCEMS.

**PROCEDURE:** Lincoln County Emergency Medical Services shall create and maintain an Equipment Committee. The responsibilities of the LCEMS Equipment Committee shall be to:

- Evaluate current equipment, and identify and analyze new equipment and technologies that will enhance and/or improve the operation of the Service and/or the delivery of care while remaining fiscally responsible.
- Make recommendations to the Deputy Director or designee regarding changes and/or purchase of equipment.
- Recommend replacement and new equipment purchases and, recommend apparatus stocking levels and placement of equipment in apparatus that address changes in trends in EMS, LCEMS operations and or recommendations/best practices.

The Equipment Committee shall meet quarterly at 1600 hours on the second Wednesday of the first month of each quarter (Jan, April, July, and Oct). This committee shall not require a quorum to conduct business but must have the Chairperson present to amend and/or adopt policies, procedures and practices.

**STRUCTURE:** The Equipment Committee will consist of a 6 voting members comprised of one representative from each shift, one part time employee and the Logistics Officer who shall serve as chairman.