



CENTRAL DUPAGE HOSPITAL
EMERGENCY MEDICAL SERVICES SYSTEM
POLICY & PROCEDURES

TITLE: CASE REVIEWS

SECTION: QA

POLICY NUMBER: K-1

APPROVED BY: DR. STEVE GRAHAM EMS MEDICAL DIRECTOR

EFFECTIVE DATE: 01 JULY 2018

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PURPOSE:

To define the Central DuPage Hospital Emergency Medical Services System’s (CDHEMSS) process for case reviews by the CDHEMSS Medical Director.

POLICY:

The CDHEMSS Medical Director may require crews attend case reviews based on reported or reviewed findings related to patient care, Region 8 Standing Medical Orders (SMOs) or CDHEMSS policies and procedures. The Medical Director will have the CDHEMSS System Coordinator schedule the case review with the agency’s EMS Coordinator, and those involved in the case. Upon completion of the case review the Medical Director may:

1. Close the case
2. Require additional training / education
3. Require provider(s) to create training / education
4. Suspend licensure in accordance with System and State regulations
5. Remove a provider and or agency from the system

Case reviews shall be held at Central DuPage Hospital unless otherwise specified by the EMS Medical Director (EMSMD). In attendance shall be the crew requested as well as a “supervisory” staff member.

The first week of each month, the EMS System Coordinator (or their designee) shall submit to the Illinois Department of Public Health (IDPH) a form for any “complaint” regarding patient care. Form shall include:

1. A brief synopsis of the “issue”
2. Outcome of the system investigation
3. Name and license number of the EMS personnel involved in *sustained* allegations

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