

# Monterey County EMS System Policy



Policy Number: 6000  
Effective Date: 7/1/2025  
Review Date: 6/30/2028

## EMERGENCY MEDICAL SERVICE QUALITY IMPROVEMENT

### I. PURPOSE

- A. To establish a system-wide quality improvement (QI) program to evaluate and improve upon the services provided in the Emergency Medical Services (EMS) System.
- B. To establish parameters that enable effective monitoring of the EMS system and ensure responsible patient care standards.
- C. To establish standards that aid in promoting resolutions to identified problems within the EMS system.
- D. To define the minimum required elements of provider QI Plans and Annual Updates.

### II. POLICY/PROCEDURE

- A. The Monterey County EMS Agency shall be responsible for monitoring compliance of EMS Prehospital Programs with Emergency Medical Services System standards, policies, procedures, and patient treatment protocols. This shall be accomplished by the following:
  1. Agreements with Base Hospitals requiring, but not limited to, the following:
    - a. Compliance with Emergency Medical Services system policies, procedures, and patient treatment protocols.
    - b. Implementation and maintenance of an EMS QI Program that complies with State of California Code of Regulations, Title 22, requirements and Monterey County EMS Agency policies.
    - c. Participation in the Monterey County EMS Agency's Continuous Quality Improvement Technical Advisory Group (CQI TAG).
    - d. Reporting of excellence/opportunities for improvement in the Base Hospital QI Program, as well as steps taken to recognize excellence or correct the opportunities for improvement.
    - e. Development of QI Plans, as outlined in California Code of Regulations, Title 22, requirements, once every five years and Annual Updates on the organization's QI Plan.
  2. Agreements with Paramedic Service Providers requiring, but not limited to, the following:
    - a. Compliance with Emergency Medical Services system policies, procedures, and patient treatment protocols.

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- b. Implementation and maintenance of an EMS Quality Improvement Program that complies with State of California Code of Regulations, Title 22, requirements and Monterey County EMS Agency policies.
  - c. Participation in the Base Hospitals' Quality Improvement Programs, the Monterey County EMS Agency's CQI TAG, and other Clinical Quality Improvement Committees.
  - d. Reporting of excellence/opportunities for improvement in the Service Provider's QI Program, as well as steps taken to recognize excellence or correct the opportunities for improvement.
  - e. Development of QI Plans, as outlined in California Title 22 requirements, once every five years and Annual Updates on the organization's QI Plan.
3. Agreements with Receiving Hospitals requiring, but not limited to, the following:
- a. Compliance with Emergency Medical Services system policies, procedures, and patient treatment protocols.
  - b. Participation and coordination with the Monterey County EMS QI Program and CQI TAG.
  - c. Designating a Receiving Hospital Coordinator to act as a liaison between the EMS Agency and other QI representatives.
  - d. Reporting of excellence/opportunities for improvement in the Receiving Hospital's QI Program as well as steps taken to recognize excellence or correct the opportunities for improvement.
  - e. Development of QI Plans, as outlined in California Code of Regulations, Title 22, requirements, once every five years and Annual Updates on the organization's QI Plan.
4. Agreements with participating First Responder Agencies requiring, but not limited to, the following:
- a. Compliance with Emergency Medical Services system policies, procedures, and patient treatment protocols.
  - b. Implementation and maintenance of an EMS Quality Improvement Program that complies with California Code of Regulations, Title 22, requirements and Monterey County EMS Agency policies.
  - c. Participation in and coordination with the Monterey County EMS Agency QI Program and CQI TAG.
  - d. Designating an EMS coordinator to act as a liaison between the EMS agency and other QI representatives.
  - e. Reporting of excellence/opportunities for improvement in the First Responder Agency's QI Program, as well as steps taken to recognize excellence or correct the opportunities for improvement.

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- f. Development of QI Plans, as outlined in California Code of Regulations, Title 22, requirements, once every five years and Annual Updates on the organization's QI Plan.

B. The EMS Agency shall:

1. Monitor compliance with the Base Hospital, Receiving Hospital and Prehospital Care Provider agreements (MOU/Contracts), policies, procedures, and patient treatment protocols.
2. Examine Base Hospital, Paramedic Provider, First Responder, and Receiving Hospital quality improvement activities.
3. Investigate and resolve all opportunities for improvement reported to the EMS Agency.
4. Establish a systemwide CQI TAG.

C. All Base Hospitals, Receiving Hospitals, and EMS provider agencies shall create and maintain QI Plans that meet the requirements of California Code of Regulations, Title 22.

D. All Base Hospital, Receiving Hospitals, and EMS provider agencies shall conduct an annual review of the organization's QI Plan. The review shall include an analysis of the metrics and goals outlined in the plan and an evaluation of the organization's performance. The organization shall compile this information into an Annual Update which shall be submitted to the EMS Agency by the deadline established.

**END OF POLICY**