

Catawba County Emergency Medical Services Standard Operating Guidelines

Remediation

Remediation is the act or process of correcting a fault or deficiency.

To remain a superior provider of pre-hospital emergency medical care, Catawba County Emergency Medical Service requires every employee to maintain skill proficiency, continuing education, certification, and deliver a high quality of patient care. With this in mind, we have developed this remediation policy to insure continuation of our excellent reputation as a provider of outstanding pre-hospital emergency medical care.

The Catawba County Emergency Medical Service Training Division realizes that every employee has different skill and knowledge level. The Catawba County Emergency Medical Service Training Division understands that we will never be able to have every employee provide the same level of care, however we feel it necessary to define a minimum standard of care and require every employee maintain that level.

The minimum standard of care as set forth by Catawba County Emergency Medical Service is reflected in our standard operating procedures, continuing education guidelines, treatment protocols, and skill evaluations. Together these documents outline what is expected from each employee of Catawba County Emergency Medical Service.

The remediation policy has been established in such a way that it allows for every situation to be looked at individually. The Catawba County Emergency Medical Service Training Division feels this is necessary due to the very nature of pre-hospital emergency medicine.

To simplify the process the Catawba County Emergency Medical Service Training Division has developed two areas that we feel will cover the majority of situations.

- The first area is skill performance and knowledge base. This area covers deficiencies in skill performance, basic knowledge of pre-hospital emergency medicine, and Catawba County Emergency Medical Service policy and procedure.
- The second area is critical thinking. This covers situations dealing with the ability to function independently, decision-making ability and advanced knowledge of the pre-hospital emergency medical field.

Deficiencies must be recognized before any type of remediation is possible.

To recognize deficiencies, Catawba County Emergency Medical Service Training Division will perform annual skill evaluations on every employee in the organization. We will also perform random reviews of medical documentation contained in the Ambulance Call Reports as well as evaluating each employee's ability to function on calls during the course of regular work cycles.

Any problem (or potential problem) recognized by the medical community, co-workers, patients, individuals, or other organizations would also be reviewed.

Initially, the appropriate Chief Trainer or the Training Officer will investigate potential deficiencies.

If a potential deficiency is substantiated, a review board will be formed to further study and recommend a corrective action plan for the involved employee(s).

This board will consist of the Training Officer, the employee's Chief Trainer, the employee's Shift Supervisor, and the employee's Crew Chief. *Should the employee in question be a Chief Trainer, Shift*

Supervisor, or a Crew Chief this person will be excluded from the review board and the EMS manager will assume the position.

This board will review all the information related to the incident and make a recommendation to the Manager and Medical Directors for resolution of the incident. The recommendation may simply involve informing the Manager and Medical Directors that the problem is minor and no further action is needed, or the recommendation may include remediation and / or disciplinary action. All recommendation and/or decisions of this board will be made by consensus vote. All documentation related to the incident will be turned over to the Manager for appropriate storage and a written report submitted to the Medical Directors as well as the Audit and Review board.

If the recommendation includes remediation, the following guidelines will be used.

1. Appropriate documentation to support a need for remediation.
2. The deficiency must involve one or more of the following areas
 - a. Performance and knowledge base
 - b. Critical thinking ability
 - c. Other (including extended leave)
3. The following options exist for remediation of a performance or knowledge base problem. *Typically, problems of this nature can be effectively corrected with didactic and/or clinical education and reevaluation.* Failure to correct the problem with didactic and clinical education or recurrent problems may require reduction of certification.
 - a. Didactic training
 - b. Clinical experience
 - c. Reevaluation
 - d. Reduction of certification
 - e. Other – defined by the review committee
4. The following options exist for remediation of a problem related to critical thinking skills. *Typically, problems of this nature are more serious in nature and may require reduction of certification initially as well as didactic training, clinical education and reevaluation.*
 - a. Reduction of certification
 - b. Didactic training
 - c. Clinical experience
 - d. Reevaluation
 - e. Other – defined by the review committee
5. The following options exist for remediation of problems related to other areas. *This category is very broad and cannot be defined specifically. Each situation must be handled on an individual basis and may be handled through any or all of the following mechanisms:*
 - a. Counseling session
 - b. Reduction of certification
 - c. Didactic training
 - d. Clinical experience
 - e. Reevaluation
 - f. Other – defined by the review committee

The review board may also recommend, to the EMS Manager, disciplinary action if the deficiency warrants such action. When this occurs the Catawba County Personnel Code applies.

4/7/06 – BDB