

<b>REGIONS HOSPITAL EMS</b>	
POLICY/PROCEDURE: <b>Quality Assurance and Quality Improvement</b>	Page 1 of 1
ISSUED BY: Medical Director	No. 09-121
DATE: April 1, 2009	Supersedes: No. 05-120

**Purpose:**

According to Minnesota Statutes, it is the responsibility of the Medical Director to “participate in the development and operation of continuous quality improvement programs including, but not limited to, case review and resolution of patient complaints.”

**Policy:**

Ambulance services who receive medical oversight from Regions Hospital EMS will have and operate continuous quality improvement programs that will include, but not be limited to: data collection, annual skill assessment, critical thinking lab, critical case review, patient care report review, continuing medical education, cardiac arrest and advanced procedures review, guideline comprehension and customer surveys. In addition each service will have a peer review committee to interact with other healthcare peer review committees in the resolution of concerns/complaints.