

Standard Operating Procedures Manual

City of Poquoson Fire and Rescue



City of Poquoson Fire and Rescue

830 Poquoson Ave.
Poquoson, VA 23662
757-868-3510
F757-868-3514

EMS OPERATIONS

SOP#: EMS 7.00

Title: Failure to Comply with
Regional Protocols

Effective Date: 01/01/2009

Revised Date: 01/01/2009


Fire Chief's Signature


City Manager's Signature


Operational Medical Director

FAILURE TO COMPLY WITH REGIONAL PROTOCOLS

I. PURPOSE

To provide guidance in reporting, remediation, and disciplinary action following errors made in regional protocols

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

II. APPLICABILITY

All career and volunteer personnel

III. REPORTING PROCEDURES

- Upon realization of an error in patient care, the Attendant in Charge shall notify the receiving hospital and their shift supervisor as soon as possible.
- A written report will be produced by all personnel involved in patient care at the time of the error to the Shift Supervisor.

- The Shift Supervisor will notify the Administrative Staff and EMS Officer immediately and provide written documentation of the incident as soon as it is available.
- The EMS Officer will notify the OMD as soon as all the report and the written incident reports have been received.

IV. REMEDIATION

- A Departmental “In-Service” training session will be required for each incident.
- The Fire Chief, Deputy Fire Chief, EMS Officer and OMD will review each incident and may require a re-evaluation period, during which the involved personnel will not practice as the Attendant in Charge.
- During the re-evaluation period, each provider being evaluated will be assigned **one** preceptor. Progress reports will be written by the assigned preceptor at the end of each work cycle and forwarded to Fire Administration.
- These progress reports will be reviewed by the Fire Chief, Deputy Fire Chief, EMS Officer and the OMD and a decision will be made to continue the re-evaluation or release the employee to practice. The OMD will retain the **final** approval for the employee to be released as an Attendant in Charge again.

V. DISCIPLINARY ACTION

- Prior to disciplinary action, the employee may request, in writing, to meet with the Fire Chief, the Deputy Chief, the OMD and the EMS Officer for a formal review.

- Disciplinary action will be administered as per the City of Poquoson Personnel Policy Manual Section 28: Inaccurate work, failure to comply with standard procedures, recurrent errors, and carelessness.
- Disciplinary action will be filed in all responsible personnel's Fire Department employee folder.