

**Standard Operating Procedures Manual**  
**City of Poquoson Fire and Rescue**



**City of Poquoson  
Fire and Rescue**

830 Poquoson Ave.  
Poquoson, VA 23662  
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**EMS OPERATIONS**

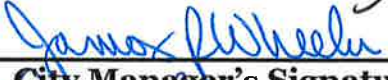
**SOP#:** EMS 7.00

**Title:** Failure to Comply with  
Regional Protocols

**Effective Date:** 01/01/2009

**Revised Date:** 01/01/2009

  
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**Fire Chief's Signature**

  
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**City Manager's Signature**

  
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**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.