

DPH/OEMS Validated Compliance Case Issues, 2009-2011

Failure to appropriately **assess** in accordance with the Statewide Treatment Protocols

- Failure to bring equipment in to scene and begin assessment and treatment at side of patient
- Failure to assess at level of certification (i.e., paramedics assessing only at basic life support level)
- Failure to correctly interpret a 12-lead ECG and recognize a cardiac rhythm
- Failure to recognize and assess for altered mental status

Failure to appropriately **treat** in accordance with the Statewide Treatment Protocols

- Providing treatment without prior assessment
- Failure to recognize need for, and call for, advanced life support resources
- Failure to appropriately do CPR and apply AED/cardiac monitor for patient in cardiac arrest
- Failure to take cervical spine immobilization precautions
- Failure on the part of paramedics to appropriately prioritize and manage the treatments for complex medical/traumatic conditions

Criminal convictions

Drug diversion/abuse

Fraudulent behavior, EMT training and certification

Failure to operate wheeled ambulance stretchers with patient on board in accordance with manufacturers' recommendations, resulting in tip over of stretcher

- Failure to appropriately use safety straps
- Failure to lower stretcher to appropriate height level
- Failure to have use enough EMTs in handling stretcher
- Failure of all EMTs moving stretcher keep both hands on stretcher

Failure to appropriately assess and treat infants in cardiac arrest

Walking patient with serious medical condition or traumatic injury

Medication errors

Failure to follow standards in Administrative Requirement 5-515 and Appendix C of Statewide Treatment Protocols for withholding resuscitation to a patient in cardiac arrest

Failure to adequately document a call

- Failure to complete a trip record at all
- Failure to include all important information about assessments done, patient symptoms observed and/or measured, vital signs taken, treatments provided
- Failure to obtain and/or include with trip record, an informed, written patient refusal
- Failure to include with the trip record 12-lead ECG rhythm strips

Failure to transport patient to closest appropriate hospital in accordance with point of entry plan

Failure to refer an emergency call to the designated primary ambulance service in accordance with service zone plan

Failure to report a serious incident as required by the regulations

Failure of service to comply with its own quality assurance policy and procedures, or to have effective quality assurance procedures, in accordance with its affiliation agreement