

Quality Assurance Review Process

The MFR Quality Assurance (QA) process is designed to encourage quality patient care and safety through the fundamentals of learning. This process is not intended to be punitive nor discriminatory in nature.

An agency representative (peer reviewer or agency coordinator), as determined by the agency, will review all MFR Patient Care Reports (PCR's) generated by their agency. This peer review will ensure the provision of quality patient care, a reduction in documentation errors and to identify learning opportunities as determined by the Provincial MFR program and Quality Assurance Strategy (QAS).

All MFR Partner Agency patient contacts that occur prior to EMS' arrival on scene or independent of EMS, should be reported via a patient care report (PCR) on the MFR Online Portalⁱ at www.AlbertaMFR.ca

A. MFR Quality Assurance Standards

- i. MFR agencies are required to upload all PCRs onto the Alberta MFR Online Portal.
- ii. The MFR Administration Team may utilize AHS EMS Zone Liaisons to assist MFR agencies in the Quality Assurance process. The Zone Liaisons may be tasked with communicating with the agency on behalf of the MFR team.
- iii. Agencies that wish to utilize their own QA process should have their process reviewed by their respective Medical Director and the MFR Team.
- iv. Quality Assurance Review requests are submitted through the Online Portal. The request can be made directly from the online PCR by requesting escalation to the MFR Team or through the **Event Review Request Form**, located on the MFR Resources page or by clicking [here](#)
- v. The results of the review will be returned to the Agency and MFR Practitioner, through various communication methods. Storage or disposal of the results will be at the agencies discretion. The PCR and subsequent results will be retained on the agency's MFR profile, in line with the AHS' Records Retention Scheduleⁱⁱ.
- vi. Patient Care Reports that have been agency-reviewed are marked at the bottom of the document with a checkmark and will list the reviewer's name. Reports that are required to be escalated to the next level of review will also be identified with a checkbox and brief description of the concern.

- vii. The Provincial MFR program has an online **PCR Tutorial** module available [here](#). There is also an **MFR Documentation Standards** document, located [here](#). If you require further information, please contact your assigned MFR Team representative.
- i. The MFR Administration Team reserves the right to request a mandatory escalation of event-specific PCR's (i.e. cardiac arrests, naloxone administrations, restricted skills). This requirement will be communicated to all agencies if the need exists.

B. Stakeholders that may request a Quality Assurance Review

A Quality Assurance Review can be initiated by different stakeholder groups, including but not limited to;

- i. The Alberta MFR Administration Team
- ii. AHS EMS Quality and Patient Safety
- iii. AHS Legal
- iv. Alberta Health (Alberta Government)
- v. An Interagency Request
- vi. A MFR Agency Request
- vii. A Medical Director Request
- viii. A Patient

C. Quality Assurance Reviews (QAR)

The QAR process can consist of a number of different reviews. These reviews will be established and managed by current AHS provincial systems and the MFR Administration Team.

i. Agency Review / Peer Review

- a) The agency will choose a peer reviewer(s) or an agency coordinator to regularly review all PCR's generated by his or her agency
- b) The reviewer will ensure all appropriate field boxes are completed and that the comment sections have any additional information that is not provided in the field boxesⁱⁱⁱ. The reviewer will also ensure that if a treatment was given, the vitals and comment boxes will reflect the reason for the treatment i.e. Oxygen 4 lpm via NC, due to SP02 of 89%.

- c) Feedback can be provided directly on the bottom of the PCR, which will be returned to the practitioner for review if any comments were entered. Feedback should be provided in a timely manner to the First Responder (FR) who submitted the PCR.
- d) If the PCR requires another level of review, it should be escalated to the next appropriate person and/or your agency's MFR Representative.
- e) If there are *no* changes to be made to the PCR after the peer review, the PCR should be put into "completed" status to prevent the agency from receiving auto-generated emails.
- f) If the PCR was returned to the PCR writer for changes, the PCR will need to be reviewed again, and put into "completed" status once the peer reviewer is comfortable with the corrected PCR.

ii. MFR Administration Team Review

It is important to note that the same principles apply to a MFR Administration Team review. Similar to the other reviews, the purpose of a MFR Administration Team review is to use the information provided to create an opportunity for learning. A review at this level does not mean that the practitioner or their agency will be scrutinized.

A MFR Administration Team Review may consist of:

- a) An Agency / Peer Review
- b) The Agency will determine which PCR or events should be escalated for review to the MFR Program Administration Team
- c) The MFR Team will review the PCR or event and determine appropriate next steps

next steps by the MFR Team can include;

- 1) Reviewing the PCR or event concerns
- 2) Asking questions to the agency or other stakeholders for clarification and understanding

- 3) Escalation to other stakeholders, including the MFR Medical Director's Committee, AHS EMS Quality and Patient Safety.
- 4) All practitioners and their agencies that have had PCR's or events reviewed will be provided timely feedback. Feedback could consist of a number of different communication methods including; Telephone, Email, Face to Face, a letter or messaging through the MFR Portal.

iii. Stakeholder Review

It is important to note that the same principles apply to a stakeholder review. Similar to the other reviews, the purpose of a stakeholder review is to use the information provided to create an opportunity for learning. A review at this level does not mean that the practitioner or their agency will be scrutinized.

A Stakeholder Review may consist of:

- a) The MFR Administration Team receives a request to review a specific event
- b) The MFR Administration Team or your assigned representative from the MFR Team will review the request and determine next steps
- c) The MFR Team will contact the MFR Partner Agency and/or the practitioner associated with the event being reviewed
- d) Share relevant information with the requesting stakeholder
- e) Share relevant information with internal stakeholders including but not limited to the MFR Medical Directors' Committee, Provincial Medical Directors, AHS Quality Patient Safety (QPS), AHS Patient Relations

Once the Review has been completed;

- f) Timely follow-up with all relevant stakeholders
- g) All practitioners and their agencies that have had PCR's or events reviewed will be provided timely feedback. Feedback could consist of a number of different communication methods including; Telephone, Email, Face to Face, a letter or messaging through the MFR Online Portal.

References

- ⁱ MFR Online Portal www.AlbertaMFR.ca
- ⁱⁱ AHS Records Retention Schedule <http://insite.albertahealthservices.ca/1832.asp>
- ⁱⁱ AHS EMS SAFECARE Clinical Auditing

Definitions

- AHS** Alberta Health Services
- AHS EMS** Alberta Health Services Emergency Medical Services
- EMS** Emergency Medical Services
- EMS Zone Liaison** Means an employee of AHS EMS who has been selected as a Champion for the MFR program and to collaborate with MFR Agencies in their zone
- MCP's** Medical Control Protocols
- MFR** Alberta Medical First Response Program
- MFRs** Individuals who are Medical First Responders
- MFR Agency (Agencies)** Organizations providing Medical First Response
- MFR Medical Director** Physician that oversees the MFR activity
- PCR(s)** – Patient Care Report
- QA** Quality Assurance
- QAR** Quality Assurance Review

Version Control

Date	Action	Rationale
September 07, 2017	<ul style="list-style-type: none"> • Formatting • Wording 	Document review & update
March 06, 2019	<ul style="list-style-type: none"> • Formatting • Wording • Updated Processes 	Document review & update