

WV OFFICE OF EMS PERFORMANCE IMPROVEMENT STANDARDS

Topic	Definition	Frequency	Review by	Plan of Action	Loop Closure
Refusals (1)	All 911 events with a patient complaint of illness or injury but refuses care or transport and refuses to sign release	Quarterly	<ul style="list-style-type: none"> Agency PI Committee Available during biennial Audit for OEMS 	Review for appropriate assessment and informed decision making and mitigate identified issues.	
Refusals (2)	Review ALL patient refusals	Quarterly	<ul style="list-style-type: none"> Agency PI committee Available during biennial Audit for OEMS 	Review for appropriate assessment and informed decision making and mitigate identified issues.	
Outside Reports	All complaints or incident reports from out-of-agency sources (patients, medical command, WVOEMS, hospitals, etc.)	Monthly	<ul style="list-style-type: none"> Agency PI committee Agency Medical Director WVOEMS [emsinvestigations@wv.gov] 	Review all externally reported incidents or complaints with appropriate action taken. (Agency Medical director review medical care complaints only.)	
General Electronic Patient Care Record documentation	Review 10% charts, or 10 charts/month. For appropriate documentation	Monthly Automatic Report	<ul style="list-style-type: none"> Agency PI committee 	Review for compliance with a <10% error rate and data quality score <=5. Mitigate as necessary.	
Skills Performance	Skill review for each practicing Provider for all levels	Annually	<ul style="list-style-type: none"> Agency PI committee Agency Medical Director 	Review skills used by individual personnel. Address skill maintenance concerns through annual education and practice.	

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EMS Vehicle Crashes 01	All licensed EMS vehicle accidents while in-service with injuries and/or towed	Started within one (1) business day. Reported to WVOEMS within 24 hours of incident	<ul style="list-style-type: none"> • Agency PI committee • Agency Medical Director • WVOEMS Investigations within 24 hours [emsinvestigations@wv.gov] 	Evaluate crash etiology and consider preventive actions.	
EMS Vehicle Crashes 02	EMS vehicle accidents while in-service without injuries and/or towed	Quarterly	<ul style="list-style-type: none"> • Agency PI committee • Agency Medical Director • Available during audit for OEMS 	Evaluate crash etiology and consider preventive action	
EMS Personnel injuries or duty-related illnesses	All on-duty events requiring medical evaluation or care.	Within one (1) business day after receiving authorized compensation claim	<ul style="list-style-type: none"> • Agency PI committee • Agency Medical Director • Available during Audit for OEMS 	Evaluate injury etiology and mitigate as necessary	
Patient Care Device Failures	All occurrences while in service	Monthly	<ul style="list-style-type: none"> • Agency PI committee • Agency Medical Director • Available during Audit for OEMS 	Evaluate etiology and preventive actions	

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Misuse or diversion of any pharmaceutical agents	All events	Within one (1) business day Reported to WVOEMS within 24 hours of incident	<ul style="list-style-type: none"> Agency Medical Director Agency PI committee WVOEMS [emsinvestigations@wv.gov] 	Report to DEA Review for illegal activity	
Skill Proficiency	Critical skills (airway management, IV/IO, chest decompression) success rates	Quarterly	<ul style="list-style-type: none"> Agency PI committee Agency Medical Director 	Identify all skills with <96% success rate and address concerns through education and practice.	
Protocol Compliance	Deviation from protocol	Monthly	<ul style="list-style-type: none"> Agency PI committee Agency Medical Director WVOEMS [emseducation@wv.gov] 	Review for protocol compliance	
Protocol Compliance 02	Deviation from protocol causing injury, worsening condition or death to the patient	Within one (1) business day Reported to WVOEMS within one (1) business day	<ul style="list-style-type: none"> Agency PI committee Agency Medical Director WVOEMS [emseducation@wv.gov and emsinvestigations@wv.gov] 	Review for protocol compliance	
Medication complications	All events with a complication requiring treatment of the complication	Monthly	<ul style="list-style-type: none"> Agency PI committee Agency Medical Director Available during Audit for OEMS 	Review and mitigate all preventable issues	

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Patient deaths (or patients undergoing resuscitation) with initial GCS of 9-15	All patients who die while receiving EMS care	Monthly	<ul style="list-style-type: none"> • Agency PI committee • Agency Medical Director • Regional Medical Director • Available during Audit for OEMS 	Review and mitigate any identified issues	
Mass Casualty Event(s)	All single, or related, events wherein local resources are overwhelmed	Monthly	<ul style="list-style-type: none"> • Agency Medical Director • Agency PI committee • WVOEMS Director • Regional Medical Director • State Medical Director 	Review for appropriate response – review mutual aid policies	
EMS Toolkits	Response Times Trauma Cardiac arrest STEMI Stroke Pediatric	Biennial	<ul style="list-style-type: none"> • Agency PI committee • Agency Medical Director • Regional Medical Director • State Medical Director 	Review and implementation of interventions.	

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Patient Care Transfer Delays – Extended ER Wait Times	All delays >45 minutes in care- acceptance at receiving facility. (i.e., time of arrival to patient transfer >45 minutes)	Monthly	<ul style="list-style-type: none">• Agency PI committee• Agency Medical Director• Regional Medical Director• WVOEMS [emseducation @wv.gov]	Review average wait time and facilities that have the highest occurrences	
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These standards are the **minimum** review parameters required of WV-licensed EMS agencies. An individual agency's needs may dictate a more expansive performance improvement program. Additionally, agency medical directors and regional medical directors may require additional PI standards or reviews.