North Kingstown Fire Department

Standard Operating Guidelines		4000 Series
Effective Date:	Deviation of Care	EMS Operations
12/2022		4900
Revision Date:		
12/2022		Page 1 of 2

I. PURPOSE

To establish procedures for incidents of EMS patient care errors, equipment failures, or other deviations from expected standards of care.

II. REFERENCES

Title 216-RICR-20-10-2 [Rules and Regulations for EMS]
RI Statewide Emergency Medical Services Protocols

III. POLICY

It shall be the goal of the North Kingstown Fire Department to protect patient safety and confidentiality, ensure proper continuity of care, and investigate all instances of medical errors with a focus on preventing re-occurrence and increasing safety.

IV. PROCEDURE

A. Medical error discovered by treating crew during care/transport
   1. Anticipate and manage any potential adverse reactions resulting from the error in accordance with RIDOH protocol.
   2. Advise the patient of the error if their medical condition and mental status allows.
   3. Apologize for the error and assure them that you are prepared to manage any reactions and will notify the receiving facility.
   4. Advise the receiving hospital staff during transfer of care.
   5. Document the error, any change(s) (or lack thereof) in patient condition, actions taken to manage the reaction(s), and the notification of patient and/or receiving hospital staff.
      i. *Leaving a printed report copy at the receiving facility is mandatory.*
   6. The Rescue Officer shall notify the Shift Commander as soon as possible.
   7. The Shift Commander shall notify the EMS Chief, or his/her designee.

B. Medical error discovered by treating crew after the transfer of care
   1. Advise the receiving hospital staff.
   2. Document the error and the notification of patient and/or receiving hospital staff. If there were no adverse reactions noted, document that as well.
      i. *Leaving a printed report copy at the receiving facility is mandatory.*
   3. The Rescue Officer shall notify the Shift Commander as soon as possible.
   4. The Shift Commander shall notify the EMS Chief, or his/her designee.

C. Error is discovered by receiving facility - same crew notified – after the fact

1. The Rescue Officer shall notify the Shift Commander as soon as possible.
2. The Shift Commander shall notify the EMS Chief, or his/her designee.

D. Error is discovered by receiving facility - different crew notified – after the fact
1. The Rescue Officer shall notify the Shift Commander as soon as possible.
2. The Shift Commander shall notify the EMS Chief, or his/her designee.

E. Rhode Island Department of Health Notification
1. RIDOH must be notified in writing within 5 business days after any of the following incidents which "result in serious injury, illness or death to a patient not ordinarily expected as a result of the patient's condition." These incidents include, but are not limited to:
   i. Medication errors
   ii. Deviation from medical standing orders
   iii. Major medical device failures
   iv. Major communication device failures
2. The EMS Chief, or his/her designee, shall make such notification.

F. At no time shall the specifics of any incident related to possible or confirmed Deviation of Care be discussed with anyone other than as required herein, unless expressly authorized by the EMS, or his/her designee.