CQI Review Process:

**Urgent**
CQI issue on scene that requires immediate intervention. Example, a disagreement regarding a medication administration.

- Notify the Base Station and follow their direction.
- Peer-to-peer discussion regarding the incident.
- If there is no resolution in the peer-to-peer discussion, forward the incident to the provider agency CQI representatives. The CQI representatives will review the incident and formulate a plan of action, inclusive of EMS Agency notification, if necessary.
- The provider agency CQI representatives will follow up with the field employees.

**Non-Urgent**
CQI issue that does not require immediate intervention.

**System Wide**
CQI issue that has system-wide implications. Depending on the immediacy, follow the appropriate path.

EMS Agency notification:
The EMS Division Manager and Medical Director will be notified on issues that are required by law, have system-wide implications or cannot be resolved by the provider agency representatives. The EMS Agency will review the issue and make appropriate recommendations and/or notifications.

- Depending on the issue, the CQI representative(s) may contact the EMS Agency as soon as necessary.