

CENTRE FOR PREHOSPITAL CARE PROCEDURE

CATEGORY: Program Specific
REVIEW DATE: October 2024
SUBJECT: **AMBULANCE CALL REPORT (ACR)
QUALITY REVIEW PROCESS**

ISSUE DATE: March 2012
REVISION DATE: June 15, 2023

ARCHIVE DATE:

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Update Schedule: Annually.	
Stakeholder Consultation and Review: HSN CPC Quality of Care Committee HSN CPC Program Committee	Date: March 19, 2025 March 8, 2024
Approval: Nicole Sykes, Chair, HSN CPC Council Committee Electronic signature: 	Date: October 22, 2024

Note: Electronic signatures must be embedded as a .jpeg or .png image then saved as a PDF before posting on the Intranet.

PURPOSE:

HSN CPC will perform clinical audits on all calls where patient and paramedic interaction has occurred, as per the current patient care and documentation standards, other clinical practice guidelines and in accordance with Appendix N of the RBH PA. HSN CPC endeavours to ensure that clinical audits are completed in less than 20 days.

PROCEDURE

Method (Refer to Appendix A)

1. eACRs received from the Service will:
 - a. Be electronically sorted and electronically audited;
 - b. Be audited by CPC auditor where there is a possible variance identified;
2. Audits will result in any of the following actions:
 - a. Automatic closure;
 - b. Further review by the Paramedic Practice Coordinator (PPC)
3. Paramedic Practice Coordinator review will result in any of the following actions:
 - a. Closure;
 - b. Request for feedback from the paramedic;
 - c. Escalate for further review (Refer to Appendix C: Medical Review Process)
 - i. Audit Huddles Review
 - ii. Expedited Review

NOTE: Potential Operational/BLS Concerns will be forwarded to the Service Provider via automated notification from IQEMS which will include the call number and call date.

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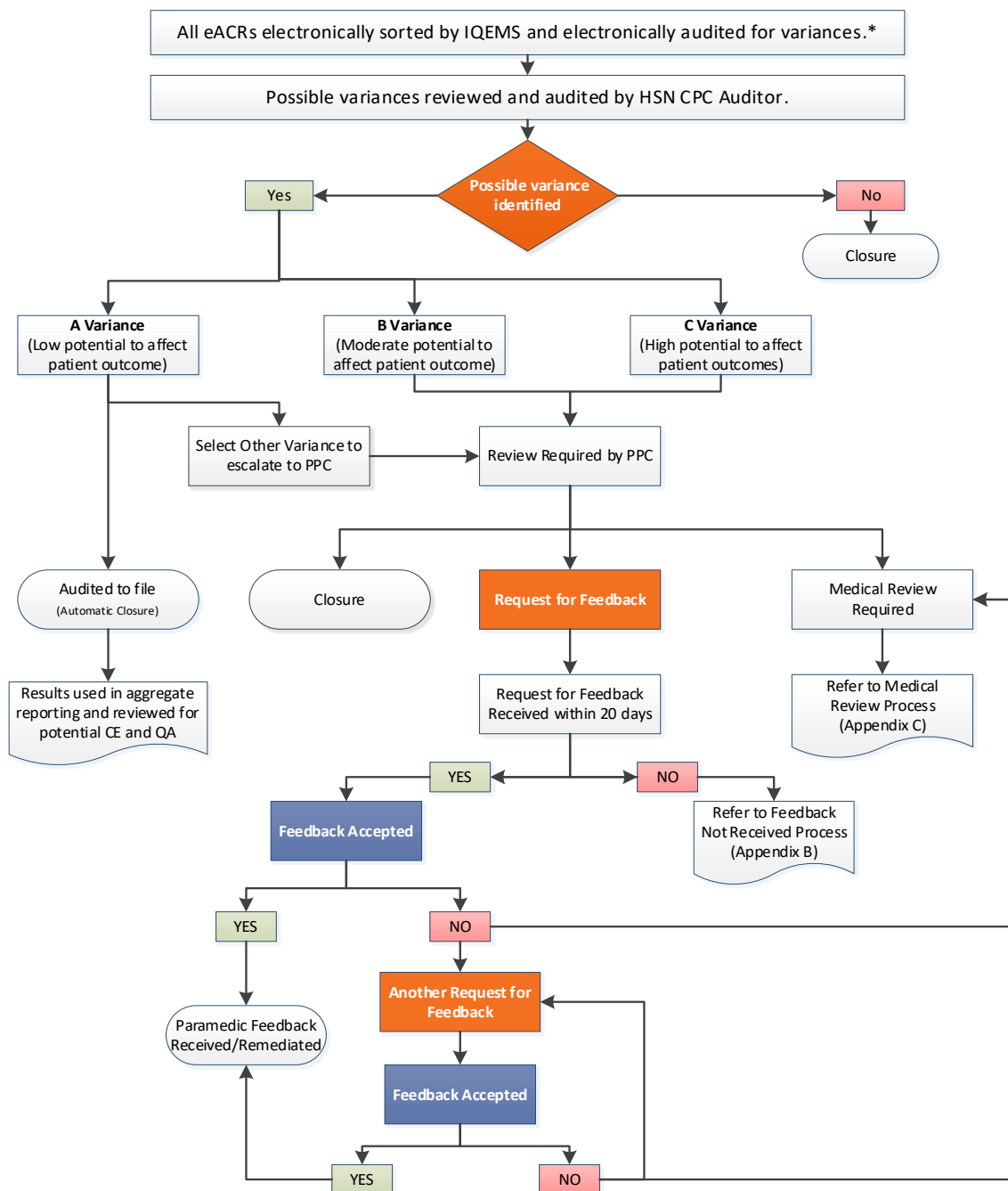
Acronyms

1. ALS PCS: Advanced Life Support Patient Care Standards
2. RBH PA: Regional Base Hospital Performance Agreement
3. eACR: Electronic Ambulance Call Report

References and Related Documents

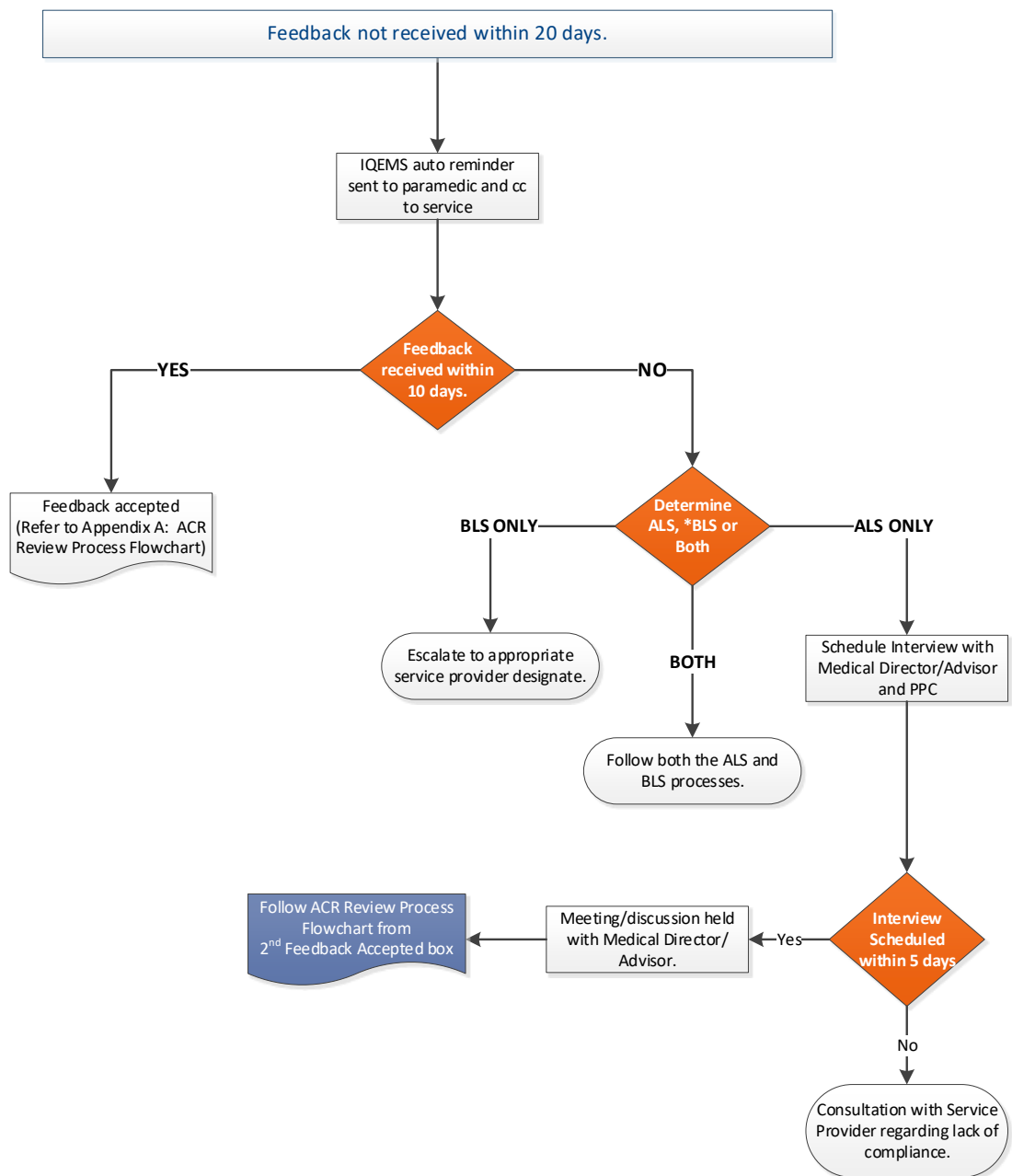
Advanced Life Support Patient Care Standards
RBH PA, 2009, Appendix N

Appendix A: ACR Review Process Flowchart



*The electronic audits are further defined in the Quality Programming Overview Document.

Appendix B: Feedback Not Received Process



Appendix C: Medical Review Process

