

CENTRE FOR PREHOSPITAL CARE PROCEDURE

CATEGORY: Program Specific
REVIEW DATE: April 2025
SUBJECT: **AMBULANCE CALL REPORT (ACR)
QUALITY REVIEW PROCESS**

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Approval: Corey Petrie, Chair, HSN CPC Council Committee Electronic signature: 	Date: March 19, 2025

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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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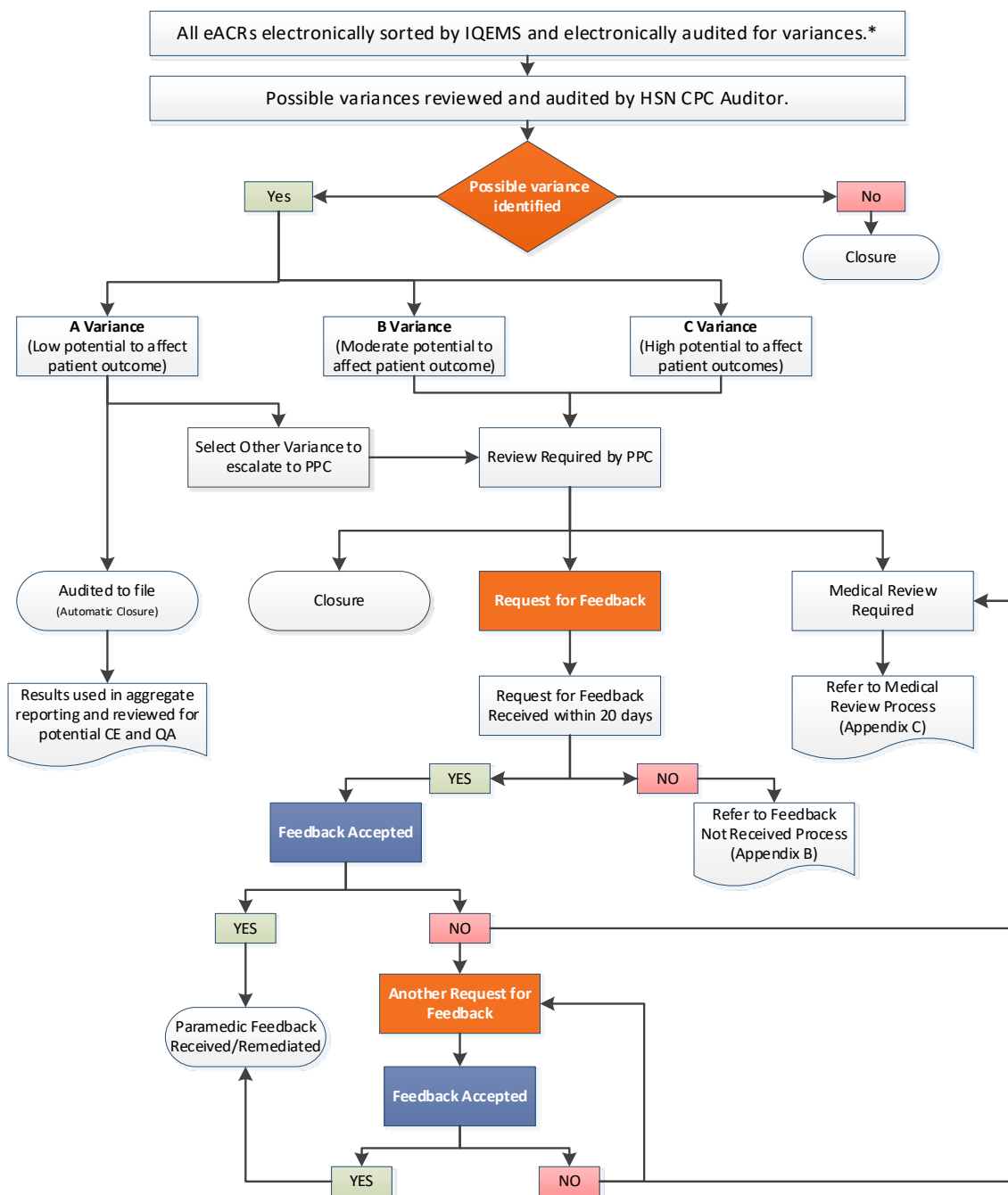
Acronyms

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

