



Continuous Quality Improvement (CQI) Program

Effective: 2/1/2025

Review: 2/1/2028

Approved: [Link to Record of Revisions and Approvals](#)

I. Purpose

- a. To improve patient care, health, and safety through ongoing evaluation and collaboration amongst Alameda County EMS system partners. This policy establishes program standards and legal protections to promote transparent and meaningful system engagement.

II. Program Standards

- a. The Alameda County EMS Medical Director and Deputy Medical Director are responsible for overseeing the Continuous Quality Improvement Program
- b. The Alameda County EMS Continuous Quality Improvement Program complies with the California Code of Regulations, Title 22, Division 9, Chapter 12.
 - i. The [Alameda County EMS Continuous Quality Improvement Plan](#) provides a detailed overview of program activities, as well as the responsibilities of provider agencies, receiving centers, and the EMS agency.
- c. All CQI plans, including those from EMS provider agencies, Emergency Medical Dispatch (EMD) centers, and the Base Hospital, shall be submitted to the Alameda County EMS Agency for approval once every five years.
 - i. Annual updates to the CQI plan shall be submitted to the EMS Agency by January 31st each year. The EMS Agency will also complete its CQI plan updates by the same date each year.
- d. Program efforts should be driven by data and utilize evidence-based improvement methodologies.
- e. Regular quality improvement meetings shall be held for each system of care, ensuring active participation from all relevant stakeholders.
- f. [The EMS Event Reporting Form](#) serves as the mechanism to provide feedback for identifying and addressing patient health and safety concerns, helping to uncover system-wide issues.

III. Prohibition of Discovery

- a. Sections [1157 and 1157.7 of the California Evidence Code](#) protect the proceedings and records of committees responsible for evaluating and improving the quality of care provided by medical or prehospital emergency medical personnel. These proceedings are not subject to discovery, and individuals attending such meetings cannot be compelled to testify about their



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contents. This protection does not extend to statements made by individuals who are parties to legal actions related to the reviewed matters.