



## EMS Event Reporting

**Effective:** July 08, 2024

**Review:** July 08, 2027

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

### I. Purpose

- a. To establish a patient safety framework based on the Just Culture<sup>®</sup> model, where reported events undergo thorough analysis to determine the root cause of errors and identify overarching system issues, prioritizing systemic improvement over individual blame.
- b. To establish clear reporting guidelines for EMS stakeholders, addressing potential threats to public health and safety, and recognizing exceptional patient care.

### II. Procedure

- a. EMS Event Reporting Responsibilities
  - i. System stakeholders including individual clinicians, or representatives from healthcare facilities, hospitals, EMS provider agencies, and EMD communication centers, shall report all events to the Alameda County EMS Agency meeting the criteria outlined in this policy.
    1. Incident reports, investigation summaries, and other relevant supporting documents should be included as soon as possible after the submission of the EMS event report.
    2. Anonymous reporting is available. Follow-up information and resolutions cannot be provided for anonymous submissions.
  - ii. The Alameda County EMS Agency is responsible for the following:
    1. Confirming receipt of each event, and assigning it to appropriate parties within the EMS agency depending upon the event nature:
      - a. Clinical
      - b. Exceptional Patient Care
      - c. Operational
      - d. Suspected Human Trafficking
    2. Coordinating communication amongst provider agencies
      - a. Timely resolution for EMS events may be contingent upon the cooperation and availability of those involved.
    3. Reviewing information; collecting and analyzing data
    4. Identifying system issues for potential system-wide changes where appropriate
    5. Providing timely resolution, in writing, to the reporting party and closing out the EMS event report within 60 days of receipt.
    6. Archiving all EMS event reports for record keeping



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- iii. The Alameda County EMS Agency may initiate EMS event reports for identified system issues or for recognition of excellent patient care.

### III. EMS Event Reporting Criteria

- a. Events shall be reported to the Alameda County EMS Agency within twenty-four (24) hours from time of discovery if the event resulted in harm, had the potential to result in harm, or was deemed to be a potential threat to public health and safety within any of the following areas:
  - i. Deviations from Alameda County EMS [Administrative Policies](#) or the [Field Manual](#)
  - ii. Medication, or clinical treatment errors
  - iii. Deviation from authorized list of supplies or equipment
  - iv. Equipment failures
  - v. Unintentional patient harm or injury during care
  - vi. Communication failures, e.g., radios, phones, technological challenges
  - vii. Base hospital communication and/or guidance
  - viii. Specialty systems of care destination errors, e.g., Stroke, STEMI, Cardiac Arrest, Trauma, Sexual Assault, Psychiatric receiving
  - ix. Collision of any EMS vehicle that resulted in injury
- b. Any EMS clinician act or omission pursuant to [Division 2.5, Chapter 7, Section 1798.200, of the Health and Safety Code](#), including but not limited to the following:
  - i. Diversion of controlled substances
  - ii. Substance-related impairment while on duty
  - iii. Gross negligence
  - iv. Mistreatment or physical/sexual abuse of a patient
- c. Events where exceptional EMS care was provided are strongly encouraged to be submitted for commendation and recognition
  - i. A nomination for the [Alameda County EMS Award](#) can be submitted in addition to the EMS Event Report.