



MEMORANDUM

DATE: Tuesday July 9th, 2024
TO: All Alameda County EMS System Partners
FROM: Alameda County EMS Agency
SUBJECT: Launch of Online EMS Event Reporting

We are excited to announce the launch on of the new EMS Event Reporting Form, expanding our ability to track and address events within the EMS system. **The EMS Event Reporting Form replaces the Unusual Occurrence (UO) Form.** The new online format simplifies reporting to the Alameda County EMS Agency and is designed for use by individual clinicians, representatives from healthcare facilities, hospitals, EMS provider agencies, EMD communication centers, and coordinators within the Alameda County EMS system.

Accessing the Form

The [EMS Event Reporting Form](#) is now available online. Please bookmark this link for easy access until the form is integrated it into our protocol app and the ALCO EMS website. We expect the integration to be completed within one week.

Revised Policy

Please review the attached EMS Event Reporting policy, which replaces the Unusual Occurrence Policy. This policy reinstates a patient safety framework based on the Just Culture® model, prioritizing systemic improvement over individual blame.

Reporting Criteria:

Report events to the Alameda County EMS Agency within twenty-four (24) hours of discovery if they meet any of the following criteria:

1. **Events Resulting in Harm or Potential Harm:**
 - Deviations from Alameda County EMS Administrative Policies or the Field Manual
 - Medication or clinical treatment errors
 - Use of unauthorized supplies or equipment
 - Equipment failures
 - Communication failures (*e.g., radios, phones, technological challenges*)
 - Issues with base hospital communication and/or guidance
 - Errors in specialty systems of care destination (*e.g., Stroke, STEMI, Cardiac Arrest, Trauma, Sexual Assault, Psychiatric receiving*)
 - Collisions involving any EMS vehicle that resulted in injury
2. **EMS Clinician Acts or Omissions** pursuant to Division 2.5, Chapter 7, Section 1798.200, of the Health and Safety Code, including but not limited to:
 - Diversion of controlled substances
 - Substance-related impairment while on duty
 - Gross negligence
 - Mistreatment or physical/sexual abuse of a patient
3. **Exceptional EMS Care:**
 - Events where exceptional EMS care was provided are strongly encouraged to be reported for commendation and recognition.

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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® 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



Alameda County
Emergency Medical Services Agency

- 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.