



Northwest Community EMS System Provider Based Performance Improvement August 2017

NORTHWEST
COMMUNITY
EMERGENCY
MEDICAL
SERVICES
SYSTEM

Aspect of Care: Refusal Incident Check

- Purpose:** To review refusal incidents to check for proper signature reason acquisitions and to also check that paramedics are properly contacting On-Line Medical Control when refusals are completed for pt's that are over 65, for pt's that are under 18, and for pregnant women.
- Population:** All refusal reports that are not Multiple Patient Reports and do not have a blank patient signature field.
- Date range:** June 1, 2017 through July 31, 2017 with a maximum number of 40 incidents to be reviewed.
- Instructions:** Using Report Writer in ELITE, run the query "NWCPBPI Refusal Check August 2017". The query can be located in the "Incident" folder, or by searching for the name with the search field.

Upload completed screen to <https://www.dropbox.com/request/9ir3MOUj4Z5gmr49S8h6> by August 31, 2017. Title the screen file with the following nomenclature: "2017-07 Agency Name Refusal Check.xls".

Document the following on the screen.

- Column B – Select the appropriate agency name from the list.
- Column C – Enter date of the incident.
- Column D – Enter agency's incident number.
- Column E – Enter patient's age in years (If infant less than 1 year, enter 0 in the box and note age in months in comments.)
- Column F – Select the Incident Patient Disposition
 - Treated, Released (protocol)
 - Treated, Released (AMA)
 - Evaluated, No Treatment/Transportation Required
- Column G – Select the patient's recorded gender
 - Female
 - Male
 - Unknown (Unable to Determine)

- Column H – Select the appropriate choice recorded for the pt's "Indication of Pregnancy"
 - Yes – if the patient was recorded as being pregnant with any duration
 - No - if patient was recorded as not being pregnant
 - Possible/Unconfirmed
 - Not Recorded - if the field was left blank and not completed
- Column I – Select the appropriate response to the question "Was OLMC contacted?"
 - Yes, pt over 65
 - Yes, pt less than 18
 - Yes, pt is pregnant
 - Yes, ALS call
 - Yes, Paramedic's choice
 - Yes, Other
 - No OLMC Per Policy – if OLMC was not contacted and it was not required
 - No OLMC but required – if OLMC was not contacted but was required per policy
- Column J – Select the appropriate response to the question "How was the OLMC contact recorded in the report?"
 - Base Hospital Contacted Field – if the Base Hospital field is completed and no mention is made in the narrative
 - Narrative Only – if the Base Hospital field is blank but the paramedic mentions it in the narrative
 - Both – if the paramedic recorded a hospital in the Base Hospital field and claimed it in the narrative
 - Not Recorded – If there was no contact made with OLMC
- Column K – Select the appropriate response to the question "Was 'Refusal of Treatment' selected as a signature reason?"
 - Yes – if "Refusal of Treatment" was one of the selected signature reasons for either the pt or the pt's representative
 - No – if "Refusal of Treatment" was not one of the selected signature reasons for either the pt or the pt's representative
- Column L – Select the appropriate response to the question "Was 'Refusal of Transport' selected as a signature reason?"
 - Yes – if "Refusal of Transport" was one of the selected signature reasons for either the pt or the pt's representative
 - No – if "Refusal of Transport" was not one of the selected signature reasons for either the pt or the pt's representative
- Column M – Select the appropriate response to the question "Was 'Refusal of Assessment' selected as a signature reason?"
 - Yes – if "Refusal of Assessment" was one of the selected signature reasons for either the pt or the pt's representative
 - No – if "Refusal of Assessment" was not one of the selected signature reasons for either the pt or the pt's representative
- Column N – Select the appropriate response to the question "Should 'Refusal of Assessment' have been selected as a signature reason?"
 - Yes – if there were no vitals taken or assessment performed on the pt per the report
 - No – if there were vitals taken or an assessment performed on the pt per the report
- Column O – Comments