

Quality Assurance Committee Procedure

The Quality Assurance Committee is responsible for the following:

1. Review and rendering of official and final decisions for all candidate complaints
2. Review and rendering of official and final decisions in cases where a specific performance, treatment protocol, or other situations arise in which the State EMS Official or approved agent needs assistance to objectively make a final determination.

The Quality Assurance Committee will consist of only the Physician Medical Director, Examination Coordinator, and the State EMS Official or approved agent. Likewise, an uninvolved, unbiased person should replace any involved and potentially biased party before the Quality Assurance Committee can begin deliberations. The State EMS Official or approved agent serves as the Chairperson of the Quality Assurance Committee. No Quality Assurance Committee meetings can be held without all members assembled. The Physician Medical Director may participate by phone (speaker) if unable to attend in person.

After the Exam Coordinator receives a complaint that may be valid, he/she should provide the candidate with the EMR/EMT Psychomotor Examination Complaint Form. The candidate will then be permitted adequate time to complete the form for submission to the Committee. The Exam Coordinator should only permit the candidate to file a complaint based upon discrimination or equipment malfunction. The Exam Coordinator should under no circumstances inform the candidate or anyone else of the candidate's pass/fail status. Please inform the candidate to remain at the examination site should any further questions develop and to await the decision of the Committee.

The Exam Coordinator should investigate the candidate's concerns and may individually rule on nullifying results without deliberation of the Quality Assurance Committee only if the complaint centers around equipment malfunction.

The guidelines for the Quality Assurance Committee include:

1. The Exam Coordinator should notify the involved Skill Examiner that a complaint has been filed and he/she should remain on-site to be interviewed by the Quality Assurance Committee if necessary.
2. The Examination Coordinator should secure a room for the Committee's deliberations.
3. The Committee will meet at a convenient time so as to not delay the remainder of the examination.
4. The Exam Coordinator should acquire the skill evaluation form(s) from the skill(s) in question. Only skills that have been addressed by the candidate in the written complaint should be reviewed.
5. The Exam Coordinator should read the complaint aloud exactly as written.

The Committee should then come to consensus as to the validity of the complaint. The Committee should determine the necessity to interview the Skill Examiner and/or the candidate. If interviews of both parties are required, they should be conducted separately.

6. Each member of the Committee has one vote. A majority vote rules as the official decision of the Quality Assurance Committee. After all facts have been gathered and disclosed, the Quality Assurance Committee should vote to determine one of the following outcomes:
 - a. Nullify the results of the skill(s) in question regardless of the score and repeat the skill(s).

- b. Complaint is not valid after consideration of the facts and all results in question stand as reported.
7. THE RESULTS OF ANY SKILL, EITHER PASS OR FAIL, CANNOT BE CHANGED BY EXAM COORDINATOR, QUALITY ASSURANCE COMMITTEE, OR ANY OTHER INDIVIDUAL. THE ONLY ACTION PERMISSIBLE BY ANYONE IN RELATIONSHIP TO FINAL SCORES IS OUTLINED IN "6a" AND "6b" ABOVE.
 8. Any candidate whose results have been nullified should be examined again by a different Skill Examiner.
 9. The Quality Assurance Committee should complete the Quality Assurance Committee Report for submission to the State EMS Office.
 10. The Exam Coordinator should then meet with the candidate and inform the candidate of the Quality Assurance Committee's official decision. The candidate should be informed that this decision is final and cannot be reversed by the State EMS Office. Obtain the candidate's signature on the form that acknowledges these actions were completed at the examination site.
 11. The Exam Coordinator should submit the EMR/EMT Psychomotor Examination Complaint Form and the Quality Assurance Committee Report to the State EMS Office along with all other examination materials.