

CORRECTIVE ACTION PROCEDURES

- A. In the provision of prehospital care there has to be a trusting relationship between the EMT and the medical control physician. If this relationship is jeopardized in any way, the physician has the right and, more importantly, the responsibility to take corrective measures.
- B. Any EMT who fails to follow the Summa EMS Protocols or the Professional Standards of Conduct as listed in the Ohio Administrative Code 4765-9-01 and 4765-9-02 may be subject to corrective action.
- C. Corrective action may also be taken for, but not limited to, the following:
 - 1. Failure to meet renewal requirements
 - 2. Failure to follow a valid physician order
 - 3. Falsification of records
 - 4. Giving false or misleading information to obtain prehospital privileges
- D. The following process will be followed:
 - 1. Upon receiving a written complaint, that specific EMS office shall conduct an investigation to gather the facts of the incident including, but not limited to, written and/or verbal statements from all individuals involved, radio/telephone tapes, run reports or other written medical records. Any investigation shall be completed in a timely fashion. Under no circumstances will anonymous reports be investigated.
 - 2. Results of the investigation shall be given to the EMT and the EMS department head.
 - 3. Corrective action may include, but is not limited to:
 - a. Unfounded complaint; no action necessary
 - b. Written reprimand
 - c. Mandatory retraining sessions in area of deficiency
 - d. Limited suspension of privileges
 - e. Permanent revocation of privileges
 - 4. If the EMT wishes to appeal the corrective action, he/she must, within 14 calendar days of receiving corrective action notification, give written notice to the EMS office of intention to appeal. A hearing will be scheduled within the following ten days.
 - 5. In case of an appeal, a review board will be assembled and consist of:
 - a. One of the Summa Medical Directors that was not involved with the initial investigation;
 - b. An EMT of the same certification level selected by the EMS Office; and
 - c. An EMT of the same certification level selected by the EMT appealing the corrective action.
 - d. Both EMTs must be in good standing and functioning under Summa EMS Protocols.
 - 6. The review board will hear all evidence presented concerning the action and either reaffirm or amend the results and actions of the investigation.
 - 7. By using the appeal procedure, all parties involved agree that the findings of the review board are final.