



## Clinical Reviews

Wednesday, June 8<sup>th</sup>, 2022

**CMH PHS is dedicated to exceptional services. Clinical reviews is one way to improve quality.**

A clinical review team reviews patient encounters by ambulance crews on a regular basis. When these reviews identify possible variances from protocol or good patient care, the event is flagged for more in-depth review. Additionally, complaints and other triggers may be used to identify events that need review. This meeting is that more in-depth review.

These reviews are conducted by PHS administration and crew members involved in the incident. A just culture approach is used which emphasizes a shared accountability between the EMS profession, the CMH organization, and the behaviors and actions of individuals. These reviews are to improve processes and systems and have no disciplinary actions involved.

The Just Culture Investigation Tool will be used to facilitate these reviews. The tool can be found here:

<https://www.emsprotocols.online/cmhems/1-800-50.php>

**Meeting goals:**

1. What happened?
2. If an undesirable event occurred, how can we prevent it from happening again?

The crew's participation in the meeting is not mandatory, but is highly recommended to facilitate fact-finding and determining causes.

<b>Meeting Time</b>	<b>Incident Number(s)</b>	<b>Crew</b>
10:00 - 10:30	22S0490	Sweet, Steven McKlentic, Taylor
10:30 - 11:00	22B2594	Sidwell, Cory Minter, Michael
11:00 - 11:30	22C0377	Cantrell, Allison Hatley, Angel
11:30 - 12:00	22B2545 22B2546	Stafford, Kenneth Gore, Zane Dickover, Amanda Stahlnecker, Trent

**Location:** CMH EMS Classroom A and <https://citizensmemorialmeetings.webex.com/meet/tbecke>

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