

Sun City West (AZ) Fire District

The Sun City West Fire District demonstrated its commitment to providing excellent patient care by establishing an innovative 100% Quality Assurance (QA) by Peer Review and Administrative Oversight process. The focus of this initiative was to ensure that Emergency Medical Services were employing the best and most current practices, identifying existing training gaps and filling those voids with adequate training programs. Dissatisfied with procedures used by many departments, the Sun City West Fire Department developed a framework based on a designed QA process of peer review using electronic charting and pre-established QA teams.

With the goal of meeting 100 percent chart audit, the Sun City West Fire District process is comprised of five simple components: (1) utilize an electronic charting (ePCR) vendor that allows ad-hoc reports and “scrubs” protected health information from viewed charts; (2) establish a written QA process detailing procedures; (3) ensure team members are listed in a file and HIPPA/PHI education is documented; (4) be consistent on the process approach; and (5) identify the mechanism for mitigating future occurrences through training or protocol changes.

The process of spreading the review across three peer-review teams – utilizing alternate shift members to review charts that are kept anonymous to avoid identification of individuals – has resulted in a culture of excellence with participating individuals motivated to advance their own care modalities by pursuing additional training. These individuals were identified by department leaders as candidates for promotion which encouraged greater participation. The result of implementing the QA100 practice was a demonstrated change in performance among the EMS professionals.