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Picking Up the Pieces: How to Investigate and Document after an Incident Occurs

EMS providers respond to, evaluate and document the public's accidents every day. However, we (fortunately) don't have to respond to our own on a frequent basis. When we do, it is very important that incidents are described completely and objectively analyzed. This process helps identify root causes and reduce the likelihood of recurrence.

Paul Bishop has been a paramedic since 1995. His career has included work in urban and suburban settings at a variety of agencies. He is currently the EMS Education Manager for Monroe Community College in Rochester, NY and a part time paramedic for Southeast Quadrant Mobile Critical Care Unit. When not working in EMS, he spends time with his family including three very energetic kids.

After attending this presentation, learners will be able to:

1. Apply methodical steps to gather information regarding an EMS incident.
2. Identify events that require reporting to the NYS DOH BEMS and how to complete the required forms.
3. Sift through gathered data to identify potential causes.

Outline:

- Initial case study from recent EMS event
 - Define an incident requiring report (Part 800.21, Policy 09-08, FDA Serious Adverse Events, Suspected Child Abuse, DMV Law)
- Conducting an Investigation
 - Analogous to patient assessment
 - Subjective information
 - First person statements- written and oral
 - Objective information
 - Exercise to identify measurable data (times, scene photos, measurements)
 - Other resources
 - Law Enforcement and Insurance Carrier
- Creating a document
 - Subjective - what the people involved said and wrote regarding the event
 - Objective - The objective findings that were discovered during the investigation
 - Assessment - The conclusions based on the information that has been provided.
 - Plan of resolution.
 - Intervention
 - Evaluation- Did the plan have the intended impact?
- Looking at the event
 - Bring in outside or objective eyes
 - Use a “just culture” when generating a response to the event.
- Case study of an event with model documents