
**Ocean City Fire Department
Standard Operating Guidelines**

EMS Operations

Subject: Medical Review Board
Revised: 4-24-2012
Effective: 9-01-2012
Approved: 4-24-2012
Section: 307.0

307.01 Purpose

To authorize a review board, tasked with the investigation of complaints of improper medical treatments by personnel of the Ocean City Fire Department.

307.02 Policy

- A. It will be the policy of the Ocean City Fire Department that a Medical Review process is the means to review significant incidents. The goal of the Ocean City Fire Department is to deliver a life safety service that is timely, consistent, appropriate, compassionate, cost effective, and most importantly, beneficial to the patients outcome and/or comfort. These goals will be consistent with the State of Maryland Medical Protocols, Ocean City Fire Department Standard Operating Guidelines, and NFPA recommendations and adhered to at the regional and state levels. This evaluation process should reflect appropriate priorities and should be accomplished in a positive fashion to maintain morale and be supportive to the members of the Ocean City Fire Department. A Medical Review Board will be established and tasked with the investigation of written or oral allegations that a member of the Fire Department of Ocean City, MD. failed to act in accordance with applicable laws or protocols, or that the pre-hospital care provided was below the acceptable standard of care. The members of the Medical Review Board will be:
1. Jurisdictional Medical Director
 2. Deputy Chief, Fire-EMS Division
 3. Captain, EMS, Fire-EMS Division
 4. Captain, Education, Fire-EMS Division
 5. FF/ Paramedic representative, Local 4269
- B. Medical Incident Review will function to:
1. To provide remedial action to resolve patient care issues.
 2. To identify and report protocol variation.
 3. To notify MIEMSS as appropriate incidents occur.

**Ocean City Fire Department
Standard Operating Guidelines**

4. Extraordinary Care Protocol 24-hr. phone notification.
5. Protocol variances and other care issues (preliminary report 5 days, final report in 35 days).

307.03 Procedure

A. Review of Report.

1. A Fire-EMS OIC shall review patient care report(s) pertaining to the reported incident. Guidance for the initial review shall be departmental policy and procedures, documentation, and patient care as dictated by the Maryland Medical Protocols.
2. There is no exclusion for not filing a report for any type of emergency response.
3. An emergency response will be defined as a dispatched call from Communications.
4. The OIC may question the provider or Incident Commander for information that may be missing.

B. Review by Medical Review Board.

1. If warranted, primarily due to the variance or absence of Ocean City and State of Maryland policies and procedures, the Medical Review Board will be notified and a Medical Review Documentation Form will be completed. This documentation form will be placed in the records of the Fire-EMS Captain, Ed. with this individual's certification papers and will be kept confidential.
2. The Captain, Education and/or the Medical Director together will determine a course of action. Together the Captain, Education and/or Medical Director will:
 - a. identify the problem
 - b. establish a corrective plan of action which may recommend changes in protocol, operations, or equipment
 - c. execute the plan
 - d. measure the outcome
3. Discussion should be documented on the Medical Review Form and the primary attendant may be requested to be present for his/her input or explanation. This action may be in private and a mutually acceptable corrective course of action should begin. Commonly, remediation will be limited to a training or educational process and rarely involves disciplinary action.

**Ocean City Fire Department
Standard Operating Guidelines**

4. If a resolution cannot be reached at the Level of the Medical Review Board, the Medical Review documentation may be forwarded to the Regional EMS office for further review.

307.04 Confidentiality

The EMS Jurisdictional Medical Review Committee is established as a Medical Review Committee as part of the Maryland EMS System. Accordingly, the proceedings, records and files of the EMS Jurisdictional Medical Review Committee are confidential by law pursuant to Section 14-501 of the Health Occupations Article of the Annotated Code. Additionally, much of the information gathered by the EMS Jurisdiction will be deemed confidential by law, because it contains medical or psychological information about individuals or constitutes part of a hospital record. The confidentiality of this information will be protected as well. It is expected that all members of the Medical Review Committee and any invitees will maintain the confidentiality of all Medical Review Committee information. Willful and knowing release of information deemed confidential by law could result in criminal penalties. Additionally, willful and knowing disclosure of a confidential record, which identifies any individual, could result in a liability for actual and punitive damages. All members of the Medical Review Committee and any other individuals who become exposed to this information shall be required to sign a statement agreeing to this statement.