
**Ocean City Fire Department
Standard Operating Guidelines**

EMS Operations

Subject: Medical Review Board
Created: 05/16/2022
Effective: 08/01/2022
Approved: 07/20/2022

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/HJO, Fire-EMS Division
3. Battalion Chief, EMS, Fire-EMS Division
4. Peer Clinician Fire-EMS Division

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.
4. Extraordinary Care Protocol 24-hour phone notification.
5. The Battalion Chief of EMS will submit Protocol variances and other care issues to the MIEMSS compliance officer (preliminary report within 5 days. Final report within 35 days).

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307.03 Procedure

- A.** Review of Report.
- I. An appointed QA Officer shall review patient care report(s) pertaining to the incident. Guidance for the initial review shall be departmental policy and procedures, documentation, and patient care as dictated by the Maryland Medical Protocols.
 - II. There is no exclusion for not filing a report for any type of emergency response.
 - III. An emergency response will be defined as a dispatched call from communication.
 - IV. The appointed QA Officer may question the provider for information that may be missing.
 - V. Errors considered serious shall be forwarded to the Battalion Chief of EMS for further review and action if necessary.
- B.** Review by Medical Review Board.
- I. 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.
 - II. The Battalion Chief of EMS and the Medical Director together will determine a course of action. Together, the Battalion Chief of EMS and the Medical Director will:
 1. Identify the problem
 2. Establish a corrective plan of action which may recommend changes in protocol, operations, or equipment
 3. Execute the plan
 4. Measure the outcome
 - III. Discussion will be documented and will be requested to be present for his/her input or explanation. This action will be in private and a corrective course of action will begin.
 - IV. If the clinician has been found to be in error of a serious protocol error, he/she will be removed from the schedule until remedial training has been completed by OCFD EMS trainers
 - V. Commonly, remediation will be limited to a training or educational process and rarely involves disciplinary action.
 - VI. If resolution cannot be reached at the level of the Medical Review Board, the medical review documentation shall be forwarded to MIEMSS Compliance office for further review.

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307.04 Confidentiality

The EMS Jurisdictional Medical Review Board is established as a Medical Review Board as part of the Maryland EMS System.

Accordingly, the proceedings, records and files of the EMS Jurisdictional Medical Review Board 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 Board and any invitees will maintain the confidentiality of all Medical Review Board 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 Board and any other individuals who become exposed to this information shall be required to sign a statement agreeing to this statement. .