

BREACH OF PROTOCOL / MEDICAL ERROR REPORTING

1. Background: LaSalle Ambulance is a Just Culture organization that promotes an environment of shared accountability, learning and changing behaviors when indicated. Our medical staff is encouraged to seek assistance and to report breach of protocol or other patient care issues including but not limited to medication errors. The Quality Improvement Coordinators (QIC) employ the principles of Just Culture when conducting medical investigations and/or peer reviews with employees.
2. Definition:
 - 2.1. Breach of protocol—not conforming to LaSalle Ambulance Service, Inc. protocols.
 - 2.2. Medical Error—a preventable adverse effect of care, whether or not it is evident or harmful to the patient. This may include but is not limited to inaccurate or incomplete assessment or treatment, medication error or other preventable unintentional breach in the standard of care.
3. Procedure:
 - 3.1. If any breach of protocol and/or medical error should occur, the paramedic shall contact:
 - 3.1.1. Medical control as soon as possible
 - 3.1.2. Contact your Quality Improvement Coordinator as soon as possible via cell phone. If you have any difficulty in making contact with your QIC, inform the on duty supervisor and provide the relevant information to your QIC via email.
 - 3.1.3. Fill out an incident report and forward it to the Quality Improvement Coordinator.
 - 3.2. All breaches of protocol/policy and reported medical errors will be reviewed.