## ePCR Review (1004.02)

### I.  GENERAL PROVISIONS

The purpose of this policy is to establish a grading system of electronic patient care reports (ePCR) within the county. The goal of the Kern County Emergency Medical Services Program (Program) is to ensure quality care to all residents and visitors of Kern County.

### II.  GRADING SYSTEM

The Program will review a percentage of ePCR's weekly. After reviewing the ePCR the EMS Coordinator will assign a grade to the ePCR based off the established grading rubric (Appendix A).

A. Individual ePCR's will each be given a grade. That grade will be emailed to the providers each month with the individual's name or certification number, incident number of ePCR graded, the grade, and any concerns the Program has.

B. Provider overall grades will be given based off all the individual ePCR's graded that month. The Program will take the numerical grades from all individual ePCR's and average them to give an overall monthly score. The provider will be given a letter grade based off that score. The Program will update each providers grade on the website monthly.

EPCR's will be graded in four categories.

- Narrative
- Treatment
- Transport
- Special criteria and core measures

## III.   COMPLIANCE

### Individual compliance

A.   Compliant

Any individual ePCR that receives a letter grade of a "B" or higher will be compliant with this policy.

B.   Non-compliant

Any individual ePCR that receives a letter grade of a "C" or lower should be identified by the providers and given remedial training.

### Provider compliance

A.   Compliant

Any provider that achieves a letter grade of a "B" or higher will be compliant with this policy.

B.   Non-Compliant

Any provider that scores a "C" will be considered compliant for that month but will be issued a notice of low performance. That provider will have one month to raise their score. If that provider fails to do so they will now be considered non-compliant until they achieve a higher score.

Any provider that scores an "F" will be considered non-compliant.

Any provider considered to be non-compliant will be issued a non-compliance letter from the program and fined per ordinance for each month.

# Appendix A

## KERN COUNTY EMS PCR REVIEW GRADING RUBRIC

| | 4 | 3 | 2 | 1 |
|---|---|---|---|---|
| **NARRATIVE** | • Used proper SOAP format.<br>• Proper use of grammar and punctuation.<br>• Assessment and treatment clearly documented. | • Used proper SOAP format.<br>• Grammar and punctuation errors.<br>• Assessment and treatment clearly documented. | • SOAP format not used.<br>• Assessment and treatment still clearly documented. | • Assessment and treatment not clearly documented |
| **TREATMENT** | • Treatment appropriate per protocol.<br>• Treatment was not delayed. | • Treatment appropriate per protocol.<br>• Delay in treatment. | • Treatments missing per protocol. | • Inappropriate treatment or detrimental. |
| **TRANSPORT** | • Prompt transport or clear documentation for delays.<br>• Followed the designation policy. | • Small delays in transport without documenting why.<br>• Followed the designation policy. | • Large delays in transport without documenting why.<br>• Followed the designation policy. | • Did not follow designation policy. |
| **SPECIAL CRITERIA AND CORE MEASURES** | • Activated or consult appropriate with policy in a timely manner (STEMI, Trauma, ECT.)<br>• All core measure documented correctly. | • Activated or consult appropriate with policy with slight delays (STEMI, Trauma, ECT.)<br>• Core measures done but not documented correctly. | • Large delays in activation or consult.<br>• Core measures done. | • Core measures not completed.<br>• Or activation/ consult not done. |

| Score | Grade |
|---|---|
| **16-14** | **A** |
| **13-11** | **B** |
| **10-8** | **C** |
| **7-4** | **F** |