



# EMS Case Feedback SOP

*Authors: Dr Andrew Patton, Dr David Menzies*

## **Aim:**

- Provide a formal process for Pre-Hospital Practitioners to seek feedback on patients they have treated.
- Enable pre-hospital practitioners to enhance their clinical acumen & knowledge by receiving feedback on their practice.

## **Scope:**

- Patients treated by a Pre-Hospital Practitioner and subsequently treated in St. Vincent's University Hospital.

## **Procedure:**

- Practitioners identify cases they would like feedback on by completing a request form and placing it in the Pre-Hospital Post-Box.
- Forms are reviewed by SVUH ED team and cases details obtained.
- A *Triple Check* is performed to ensure only practitioners involved in the patient's care receive feedback.
- The Pre-Hospital practitioner is contacted via phone by a member of the SVUH ED team.
- Feedback will be
  - provided by Emergency Medicine trainees with an interest in Pre-Hospital Care or Emergency Medicine Consultants.
  - in-line with practitioner's level and appropriate PHECC CPGs

## **The Triple Check**

1. Verify the practitioner's PIN on the feedback request form matches the Patient Care Report,
2. Using the Pre-Hospital Emergency Care Council Register verify that the name on the request form matches the PIN,
3. Verify the practitioner's contact number through other practitioners known to us or the local Ambulance Officer.

## **Governance**

- A record of all requests and feedback will be kept in SVUH ED.
- A random sample of feedback provided will be reviewed periodically by an Emergency Medicine Consultant.
- If poor practice is identified when reviewing a case - this will be highlighted to an Emergency Medicine Consultant for appropriate follow-up.