



## Monroe Livingston Region Program Agency

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Division of Prehospital Medicine, University of Rochester


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To: All MLREMS Agencies

From: Jeremy T. Cushman, MD, MS, EMT-P   
Regional Medical Director

RJ (Terry) Fairbanks, MD, MS, EMT-P   
REMAC Chair

Date: September 7, 2009

Re: MLREMS Advisory 09-03: Quality Assurance Reviews and Computer Use

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In addition to those policies expected of agencies as specified in MLREMS Policy 9.6 (Attached), agencies are strongly encouraged to consider written policies that address the following:

**Quality Assurance Reviews** – Agencies should establish policy that encourages timely review of PCRs and timely answering of Quality Assurance inquiries. The policy should define the acceptable time period from the time of the incident to the time it is reviewed by a QA auditor. The policy should also define the acceptable time period from the time of a QA auditor's flag to the time of the provider's response. Mechanisms should be in place to track and report both the auditor's and the provider's compliance with agency policy, and the consequences of non-compliance with such policy. For further guidance, consider the regional *QA Implementation Document* available at [mlrems.org](http://mlrems.org).

**Computer Use** – Agencies should establish policy that limits computer use in the patient care environment to only that which is required for patient care or the documentation of that care. The policy should clearly delineate the consequences of non-compliance with such policy.

With any questions, do not hesitate to contact the MLREMS Program Agency via the University of Rochester Division, of Prehospital Medicine.