

POLICY: 620.20  
TITLE: Unusual Occurrence Reporting

EFFECTIVE: 2/1/2025  
REVIEW: 2/2027  
SUPERCEDES:

APPROVAL SIGNATURES ON FILE IN EMS OFFICE

PAGE: 1 of 1

## UNUSUAL OCCURRENCE REPORTING

- I. **AUTHORITY:** California H&S Code, Division 2.5; CCR, Title 22, Division 9.
- II. **PURPOSE:** To provide the EMS Agency and affected providers and hospitals, with a process to document and review problems related to policies, personnel performance issues, or other positive, negative, or unusual incidents. By submitting the Unusual Occurrence Report, the author assists the EMS Agency, provider agencies, and hospitals in improving the delivery of prehospital care. In order to correctly study, plan, and implement system improvements, significant events must be reported and tracked.
- III. **DEFINITIONS:**  
**Unusual Occurrence** is any occurrence or allegation of any of the following:

- Breach of the standard of care (failure to assess, undetected esophageal intubation, wrong medication, use of the wrong treatment guideline, etc.)
- Key equipment failure on a call directly related to the care of the patient.
- Event in which policy failed to provide guidance.
- Care beyond the appropriate scope of practice.
- Failure to follow MCEMSA policy.
- Suspected violations of Division 2.5 Health & Safety Code 1798.200.
- Any alleged or known injury to a patient because of actions by EMS personnel.

- Any recognition of exceptional effort or service provided by EMS personnel.

#### IV. **POLICY:**

EMS provider agencies and personnel shall report Unusual Occurrences to the EMS Agency following the procedure outlined in this policy within seventy-two (72) hours.

#### V. **PROCEDURE**

Any **Unusual Occurrence** as defined above, must be reported to the EMS agency utilizing the Mountain Counties EMS Agency Unusual Occurrence Report form 271.05 (See page 3). This form must be accompanied by any relevant documents that are available such as Prehospital Care Reports, complaint letters, etc.

- a. Any agency or individual may submit an Unusual Occurrence Report.
  - Unusual Occurrence Reports may be submitted via fax, mail, email, or in person.
  - All Unusual Occurrence Reports referring to patient care issues must be accompanied by a PCR whenever possible.
- b. Investigation and follow-up
  - i. In all cases, Mountain Counties EMS Agency will be responsible for coordinating the investigation and follow-up.
  - ii. Whenever possible, such investigations will be assigned to and conducted by the QI personnel of the involved agencies.
  - iii. Following an inquiry and a complete review of the facts, the EMS Agency shall follow a Just Culture approach to manage the incident in one or more of the following ways:
    1. Record the incident and monitor to note any trends.
    2. Identify human error, at risk behavior, or reckless behavior and
      - a. Identify any systems issues that can be modified to prevent recurrence and/or
      - b. Work with the local provider to develop a coaching plan and/or
      - c. Refer to the 240.00 Discipline for guidance on

actions

3. Recognize the exceptional effort of the EMS personnel.

**Incident:**

First Responder:\_\_\_\_\_

[illegible]

Date: \_\_\_\_\_

Mountain Counties Emergency Medical Services Agency  
3505 Spangler Ln., Ste. 405, Copperopolis, CA 95228  
(209) 529-5085 Fax (209) 529-1496

--