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December 13, 2012

**MEMORANDUM #2012-10**

**TO:** All SVMCA Providers

**FROM:** Office of the Medical Director  
Saginaw Valley Medical Control Authority (SVMCA)

**SUBJECT:** PROFESSIONAL STANDARDS REVIEW ORGANIZATION COMMITTEE

First of all; we'd like to take a moment to wish everyone happy holidays and best wishes for the coming year. 2012 has been another great year for our EMS system. We continue to see measurable improvement in every aspect of quality throughout our system. It is through the efforts of every individual from dispatcher to first-responder through paramedics and EMTs that has created a system where we are the model for other medical control authorities throughout Michigan.

Part of our success over the past four years has been tracked and quantified by our Professional Standards Review Organization otherwise known as PSRO. This is the committee within the medical control authority that applies our quality improvement program and besides our Medical Control Board is the only required entity by the statute to exist within the MCA.

Up until now, the PSRO has been a Sub-committee of the ALS Committee and thus the membership consisted of representatives from each ALS agency within the MCA along with a few others. Effectively, the PSRO; by virtue of its relationship with the ALS Committee, was administered primarily by management personnel from the ALS agencies. This relationship has been in place since the inception of the PSRO and has until recently been the status quo. Although our PSRO has always had the proper intentions of improving our system through review of patient care records; it has had some inherent drawbacks:

1. Reactionary versus proactive review.
2. A relatively small percentage of patient care records are actually reviewed.
3. PSRO findings are poorly communicated to field-level providers.
4. Management level personnel (myself included) may have a limited understanding how a change in protocol or procedure will affect patient care and the provider's ability to provide such care.

Recently, our MCA Board of Directors endorsed a change to the MCA bylaws which removes the PSRO from the auspices of the ALS Committee and makes it a standalone committee. In addition, the membership of the PSRO will now primarily be made up of field-level providers. Our intention with this change in structure and membership is to institute a true peer-review process where improvements to the system and suggestions on how to resolve complaints comes from those who are required to follow the protocols and procedures endorsed by the PSRO. Moreover, we will be inviting representatives from each hospital's Emergency Department, Trauma Program, and other specialty areas like Cardiac Catheterization so that we can gain valuable information on patient outcome and the latest evidence-based treatment algorithms. All of this will hopefully lead towards a model program where the providers in our system start self-reporting issues that cause concern much like in the aviation industry where there is a non-punitive approach to improvement.



**Office of the Medical Director**

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So, our MCA would like to extend an invitation to anyone approved to work in the system to participate in the future PSRO Committee. We need to establish a committee membership of about 30 providers with an expectation that at least half will attend each monthly meeting. The attendance requirement is loose in an effort to accommodate rotating schedules and other commitments.

This is purely a volunteer position that requires some dedication, involvement, and an ability to respect some strict privacy guidelines. Meetings are monthly and will take no more than two hours. Members will be required to attend at least 50% of the meetings in a calendar year. We will ask that you are vocal about your impressions and opinions in a manner that is respectful and promotes improvement over punishment. The dates of the meetings are not currently set but will be the same week and day each month. We will wait to see everyone's availability before setting a date and time for January 2013.

If you are interested in participating in the SVMCA PSRO; please contact our office as soon as possible and no later than the end of the year. We need ALL levels of providers in addition to some dispatch personnel. For now, all we will need is your name; contact information; and the best time for you to attend meetings. We will gather all of the information and find the time and date that best fits the majority's schedule before announcing details of the first meeting.

Any further questions about the PSRO can be answered by anyone in our office. Please call or send us an email:

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A handwritten signature in black ink, appearing to read 'Eric Snidersich'.

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