



McLean County Area EMS System

112 A Southgate Drive
Bloomington, IL 61704

Phone: (309) 827-4348
Fax: (309) 827-2017

MEMO

DATE: June 26, 2008

TO: All McLean County Area EMS System Members

FROM: Cathy Belcher, RN, BSN
Quality Assurance Coordinator

RE: Quality Concerns

It has been brought to the attention of the McLean County Area EMS Office that system members are talking about concerns they have with quality of care in the system. The concerns seem to be generalized and without specific details. The Mclean County Area EMS system strives to address all quality concerns as we are made aware of them.

If you are aware of specific incidents in which the quality of care within the system is not at the level it should be, please submit these concerns on the appropriate forms (i.e. incident form or improvement opportunity form). It is very important to address each episode specifically rather than to talk about general concerns to others within the system. Each member of the system is a vital link between the EMS office and the system to make the office aware of concerns and issues. Your efforts to improve the quality within the system are greatly appreciated.