COLUMBIA COUNTY AMBULANCE SERVICE AREA COMMITTEE

COMPLAINT REVIEW PROCESS

Established*****

Complaint Received

ASA Administrator or Designee reviews

Ambulance Service Area (ASA) Compliance Complaint?

Send to:

- ASA Administrator and/or Designee
- County Health Officer
- County Counsel (if applicable)

Send complaint alongside request to:

- Agency Chief
- Agency Medical Director

Protocol Deviation?

No

Yes

Personnel or Protocol Deviation Complaint?

Send to:

- Agency Chief
- Agency Medical Director

ASA Administrator, or designee, provides findings report in writing to the ASA Committee for review and to make recommendations or changes.

ASA COMMITTEE TO DETERMINE:

Not Substantiated

Substantiated

Report and recommendations provided to the Board of Commissioners

DRAFT

Classification	Definition	Indicators
No Fault	The issue arose despite proper adherence to policies and reasonable decision-making. No individual or group can reasonably be held accountable.	• All policies/procedures were followed • Issue was not foreseeable or preventable • Actions were reasonable given info • External/unavoidable cause • No fault-based accountability
With Fault	Systemic issues, flawed protocols, or poor oversight caused or contributed to the issue, which includes matters that are within violation of the ASA agreement. Responsibility lies with agency leadership or design flaws.	• Protocols are missing, unclear, and/or inadequate • Issue was foreseeable and preventable • Gaps in leadership, oversight, and/or staffing • Individuals set up to fail • System-level accountability

DRAFT