**QA/CQI/Medical Director Review**

AngelTrack’s **QA/CQI/Medical Director Review** system is designed to streamline the quality assurance and continuous quality improvement processes within EMS and Fire departments. The system facilitates thorough reviews of incident reports and care provided, ensuring high standards of service and accountability.

* **Integrated QA Workflow**: The system supports a bi-directional asynchronous communication workflow, allowing QA reviewers and crew members to exchange feedback and address any issues identified in the reports. This ensures a continuous loop of improvement and learning, with detailed feedback being provided from the main office to the field.
* **Peer-to-Peer Anonymized QA Review**: AngelTrack allows for anonymized peer-to-peer reviews, encouraging honest and constructive feedback without personal bias. This process fosters a collaborative environment where crew members can learn from each other’s experiences and improve their performance.
* **CQI Processes**: The system enables the implementation of Continuous Quality Improvement (CQI) processes by allowing supervisors and administrators to view detailed reports on an employee’s performance over time. This data-driven approach helps identify trends, areas for improvement, and opportunities for additional training or support.
* **Medical Director Review**: Medical Directors have access to an executive summary of each report, providing them with a high-level overview of the care provided. This summary, coupled with the ability to sign off on and approve care, ensures that all incidents meet the necessary medical standards and protocols.
* **Selective Review Based on Medical Significance**: The system allows Medical Directors to filter and prioritize calls based on their medical significance, ensuring that the most critical cases receive the necessary attention. This feature is essential for managing workload while maintaining a focus on quality care.

AngelTrack’s **QA/CQI/Medical Director Review** system integrates seamlessly into the operational workflow, ensuring that all aspects of care are reviewed, approved, and continuously improved. This system is essential for maintaining high standards of care, ensuring compliance, and fostering a culture of continuous improvement within your agency.