



QUALITY ASSURANCE... QUALITY MANAGEMENT SYSTEM

What are you doing in your agency?

OBJECTIVES

- Define QA
- Define QMS
- Issues, we all have them
- Data collection and analysis

- How many of you wish you had a formal system in place?
- How many of you have a system in place?

Just remember

EVERYTHING

is not as it appears

DOES THIS SOUND OK?

The patient was fully immobilized on a long back board with towel rolls and cervical collar in place....

Insert your
agency name



QA VS. QMS

What is the difference?



So who is actually reviewing your
run report, PCR, or ePCR?

WHY?

- Is this really necessary?
 - Legally
 - Ethically
 - Morally

WHY SHOULD WE REVIEW ANYTHING?

- Review reports
- Check boxes
- Find Errors
- Punitive
- Progressive discipline



OUR HISTORY...THEN

- Quality Assurance Committee
 - Established by our OMD in the early 80's
- EMS Supervisors
- Peer reviewers
- Paper system with 100% compliance



OUR HISTORY...NOW

- Quality Management System Committee
 - OMD
 - Chiefs
 - EMS Supervisors
 - Peer reviewers
 - ePCR system with 100% compliance



OPPORTUNITIES OR ISSUES?

- Provider documentation
- Financial support
- Education
- Training

WHO'S IN TROUBLE NOW?

- QMS Grading System
 - Self reporting
 - Committee consensus recommendation

QMS Grading Criteria

D - Documentation issue

0 - No issue

1 - Protocol Deviation, without harm

2 - Protocol Deviation, with potential for harm

3 - Protocol Deviation, with documented harm

POSITIVE RECOGNITION

Call of the Quarter Award Program



Emergency Medical Services Council
City of Alexandria, Virginia

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Six Alexandria Medics and Firefighters Receive EMS Council Awards

Six Alexandria medics and firefighters were awarded the Alexandria Emergency Medical Services Council's "Call of the Quarter" honors on March 24, 2008, in a ceremony at Inova Alexandria Hospital. The six men used exceptional skill, teamwork, and judgment under great pressure to save the life of a 67-year-old man injured in a one-car accident late in 2007.

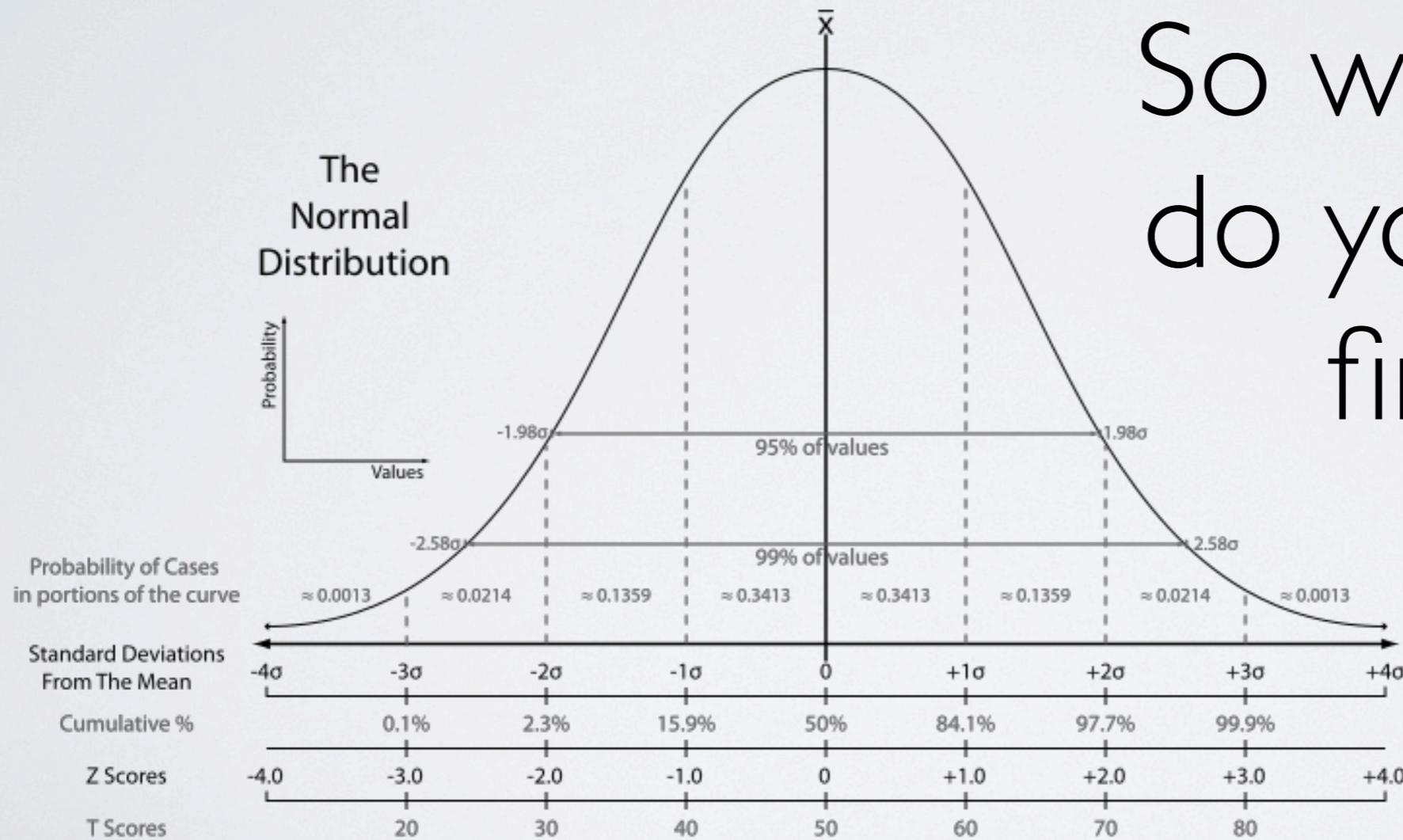
HIGH RISK CALLBACK PROGRAM

- One dedicated person calls those identified as high risk refusal to see how they are doing
- All that have been contacted have been appreciative
 - Low cost with big rewards

STATISTICS

DO NUMBERS REALLY MATTER?

So what exactly do you want to find out?

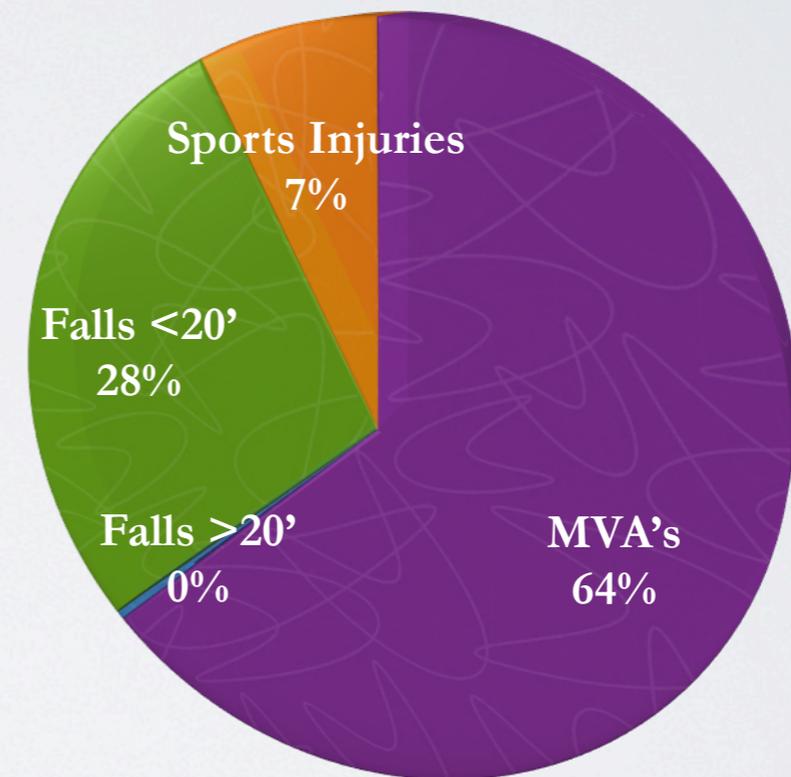


INFORMATION OVERLOAD

- What to ask
- Why to ask
- How to ask
 - Examples: intubation, IV's, IO's



- What are your definitions?
- How do you pull the data?
- What do the numbers mean?
- Identify trends
- Community risk reduction



PROBLEMS

- HIPAA
- Provider attitude
- Organizational culture
- Provider education
- System needs



MAKING THINGS BETTER...

- Regional Performance Improvement Committee
- Training
- www.alexandriava.gov/patientsurvey

PATIENT SATISFACTION SURVEY

Fire Department Patient Survey Form

The City of Alexandria Fire Department is committed to providing a high quality emergency and non-emergency services. We would appreciate if you would take time to answer a few questions about your recent experience with our department. It is our goal to constantly monitor and seek opportunities to improve the service we deliver and your feedback is critical for us to meet our goal.

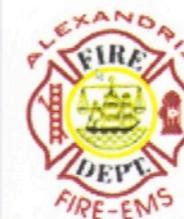
SURVEY CODE:

DATE OF SERVICE: (mm/dd/yyyy)



	Completely Disagree	Disagree	Neither Agree nor Disagree	Agree	Completely Agree
1. The emergency personnel appeared professional in appearance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The emergency personnel arrived in a timely fashion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The emergency personnel took away my pain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My family/caregiver was kept informed of what the emergency personnel were doing and where they were taking you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Unacceptable	Poor	Adequate	Good	Excellent
5. Finally, how would you rate your overall impression of the quality of the care you received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ALEXANDRIA FIRE DEPARTMENT Patient Survey Card Medic207



SURVEY CODE



We are committed to providing excellent patient care.
Please take our Patient Satisfaction Survey at
www.alexandriava.gov/PatientSurvey

To obtain a copy of your patient care report,
please contact the Alexandria Fire Department
at 703.746.5253

The Alexandria Fire Department is dedicated to our
community, our profession and each other

THE FUTURE

- What do we have
- What do we need
- How do we make it happen



Are you ready
to take the
plunge

