

Cardiac System of Care Evaluation



Outline

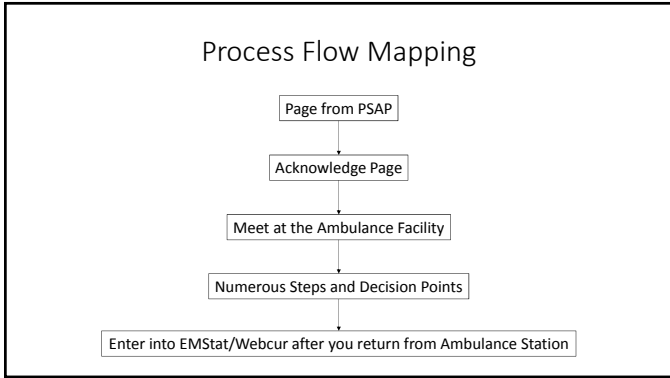
- Starting Small – EMS CQI
- Building EMS evaluation
 - Evaluating EMS inputs needed for system efficiency
- Building a System evaluation
 - From 9-1-1 to Tertiary Care

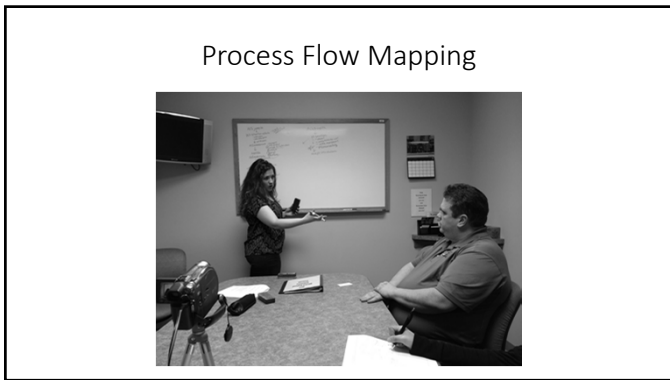


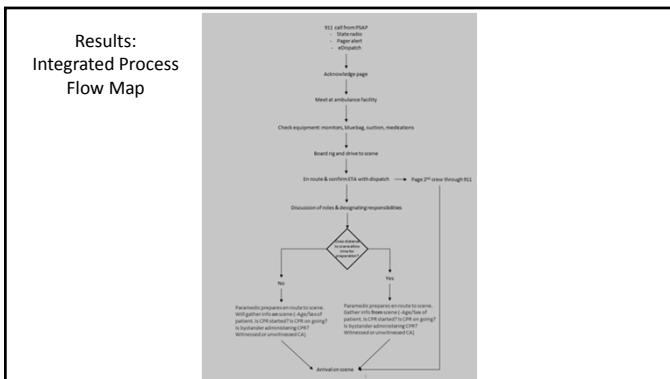
Starting Small: EMS Continuous Quality Improvement (CQI)

- What information do you need for CQI?
 - How you are doing?
 - Performance data
 - What are you supposed to be doing?
 - Process Flow Mapping – Steps
 - Benchmarks – Standards
- Compare how you are doing to what you are supposed to be doing.





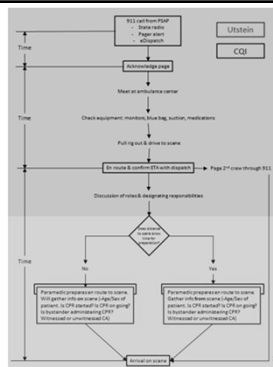




Using the PFM for CQI

- Compare your steps/process to the template
 - Access at web-portal
- Overlay the PFM with time data to guide CQI discussion and develop meaningful corrective actions

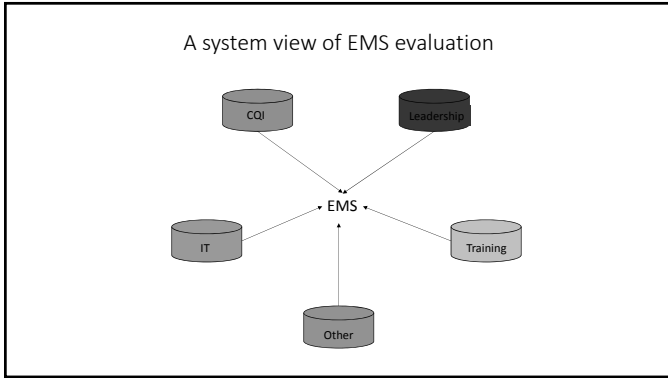




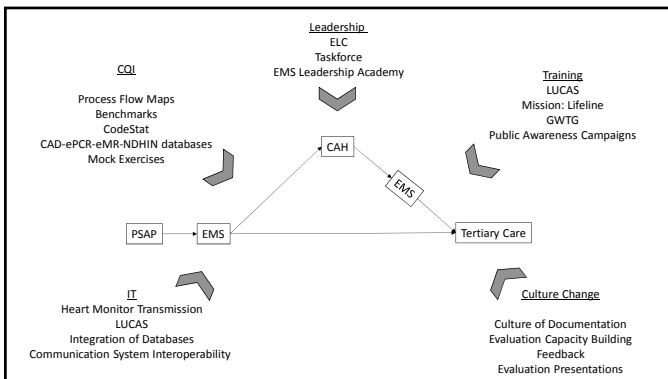
Establishing Benchmarks

- Previous performance
- Analyses of State Databases
- Registry benchmarks
 - CARES
 - Action Registry (AHA)





Building a Cardiac System of Care Evaluation:
Crazy?



Testing System Linkages



Summary

- Important to evaluate each system sector for efficiency.
 - Are necessary resources and inputs in place
- Important to evaluate the system
 - Do all system sectors have necessary resources and inputs in place
 - Identify upstream dependencies and bottlenecks

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