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.
Process Flow Mapping

1. Page from PSAP
2. Acknowledge Page
3. Meet at the Ambulance Facility
4. Numerous Steps and Decision Points
5. Enter into EMStat/Webcur after you return from Ambulance Station

Results:
Integrated Process Flow Map
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)
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

• Contact:
  • ralph.renger@med.und.edu