EMS Resources to Keep on Your Radar

April 19, 2022

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Public Health Analyst
Federal Office of Rural Health Policy (FORHP)

Vision: Healthy Communities, Healthy People
Medicare Rural Hospital Flexibility Program (Flex)

• Overall Purpose:
  To enable state designated entities to support Critical Access Hospitals and to create a program to establish or expand the provision of rural emergency medical services.

• Today:
  Highlighting resources developing with funding from FORHP that are available for other EMS agencies to use.
PARTNERSHIP BETWEEN

Florida HEALTH

SUWANNEE RIVER AREA HEALTH EDUCATION CENTER

Rural Health PARTNERSHIP
NEED

• Turnover in Rural EMS Agencies
• Opportunity to Provide Support and Resources to Financially Strapped Agencies
• Aligns with Flex grant program goals and

• Project Launched in April 2019. Completed in June 2020
COSTS

• Subject Matter Experts to Develop Content
• Platform and Metrics
• Project Management
• Marketing and Maintenance

**Total Costs: $50,000**
• $20,000 for the Learning Management System (LMS) costs
• $30,000 for the Content from Subject Matter Experts (SMEs)

• Expected Annual Maintenance & Marketing costs: $18,000
ABOUT US

Mission

To promote and provide access to quality health connections for our community

• Incorporated in 1991
• Nonprofit 501(c)(3)
• Contract and grant funded
• Located in Alachua, FL
WE SERVE

Alachua  Lafayette
Bradford  Levy
Columbia  Marion
Dixie  Putnam
Gilchrist  Suwannee
Hamilton  Union
SRAH’S EXPERTISE IN CONTINUING EDUCATION

- Approved continuing education provider for 20 Florida health professions, including physicians
- Offer live and enduring learning opportunities for healthcare providers
- Over 30 online learning opportunities provided at little to no cost
STRUCTURE OF RURAL EMS LEADERSHIP

• Rural EMS Coordinator provided the subject matter expert to develop content

• SRAHEC staff and subject matter expert developed a timeline for hosting the live sessions, and recording the additional material

• Content took one year to develop
RURAL EMS LEADERSHIP MODULES

• What does it mean to be a leader?
• Management/Skills/Operation
• Workforce Development & Management
• Partnership Development & Collaboration
• Quality & Metrics
• Finance
• Sustainability
RURAL EMS LEADERSHIP MODULES

Rural EMS Leadership Series

DOH Rural EMS Leadership Development Course

Course Introduction
### THE NUMBERS

<table>
<thead>
<tr>
<th>Course/Module Title</th>
<th>Participants/Completions</th>
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<tbody>
<tr>
<td>What does it mean to be a leader?</td>
<td>924</td>
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<tr>
<td>Management/Skills/Operation</td>
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<td>Workforce Development &amp; Management</td>
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<td>Partnership Development &amp; Collaboration</td>
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<td>Finance</td>
<td>853</td>
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<tr>
<td>Sustainability</td>
<td>882</td>
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</tbody>
</table>
IMPLEMENTATION AND EVALUATION

- SRAHEC hosted and recorded 2 live sessions,
- SME/Expert provided 5 additional Recordings
- Live Sessions Hosted on Zoom
- Vimeo Used to Record, Edit and Upload
- Qualtrics Used for Evaluation
- Website, TableMesa, and CE Broker
- Florida CE awarded for completion of program (14 CEUs)
FUTURE CONSIDERATIONS

• Working with the Office of Rural Health to Update Content & Market Site
• No longer Using Table Mesa – Website Platform
• CE Broker Not An Option - Trainings are FREE
• SRAHEC will utilize our website to host and promote the enduring program.
QUESTIONS?

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Schedule a meeting with me!

Lela M. Shepard, MS, PMP, CPM
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Thank you!
EMS RESOURCES
TO KEEP ON
YOUR RADAR

Andrea Abbas
EMS Programs Manager
EMS
Continuing
Education
Webinars
Rural EMS professionals experience barriers and challenges suburban and urban professionals encounter less often. Barriers:

• Time constraints
• Distance
• Cost

Providing quality distance continuing education is valued by our rural services.
When did we start this?
2018

What was the cost?
EMS Instructor Coordinator
Access to LMS for on-demand (*optional)
Subject matter experts

How do we do it?
Registration platform
Zoom platform
Attendance tracking and electronic evaluation
State approved CE’s

How frequently?
Once a month
Our Niche

Much of our EMS continuing education is focused on professional development.

Our programming complements the CE education our EMS bureau provides

Last year we distributed over 800 CE’s.
Q27 - Professional licensure level

- MFR
- EMT-A
- EMT-B
- EMT-I or S
- Paramedic
- Non-EMS/Other
Q34 - What specific elements of the EMS webinar content will you implement in your daily work?
Q35 - Overall, I am satisfied with this educational activity and its applicability to my work.
Q33#2 - Please assess your knowledge or skills before and after this workshop. Use the chart below to not... - After the workshop
County Mix: rural, micro, metro

Agency Mix

Comments/feedback

Other Metrics
We monitor and review
Taking EMS Continuing Education To Another Level

Live simulated learning in the ambulance.
VIRTUAL DISTANCE SIMULATED EMS CONTINUING EDUCATION

Partnership with MSU

Limited class sizes

Fee for attendance

Why?
EMS Leadership Program Growth

- EMS leadership morning coffee
- EMS graduate networking events
- EMS leadership academy level V
- Private LinkedIn Group
- EMS Leadership CE webinars
Quality Improvement Basics Course for Rural EMS

Nick Nudell, MS, MPhil, NRP, FACPE
Sarah Brinkman, MBA, MA, CPHQ

National Rural EMS Conference
April 19, 2022
Stratis Health

- Independent, nonprofit, Minnesota-based organization founded in 1971
  - Lead collaboration and innovation in health care quality and safety, and serve as a trusted expert in facilitating improvement for people and communities
- Work at intersection of research, policy, and practice
- Long history of working with rural providers, CAHs, and the Flex Program
Rural Quality Improvement Technical Assistance Center (RQITA)

- Cooperative agreement awarded to Stratis Health starting September 2015 from the Health Resources and Services Administration Federal Office of Rural Health Policy (HRSA FORHP).
- Improve quality and health outcomes in rural communities through TA for FORHP quality initiatives
  - Flex/MBQIP
  - Small Health Care Provider Quality Improvement Grantees (SCHPQI)
- Focus on quality reporting and improvement
Background

• FORHP supplemental funds to Stratis Health under RQITA to develop a free resource to support EMS quality training needs
• Build off existing Quality Improvement (QI) Basics Course
• Subcontract with EMS subject matter expert
  – Nick Nudell from the Paramedic Foundation
EMS QI Basics Course

https://stratishealth.org/toolkit/quality-improvement-basics-ems/

• Didactic modules including videos, slides, and transcripts
• Templates and tools
• EMS contextualized examples
Tiered Model

Awareness
- Answers *Why* QI - Establish an understanding of why QI is important
- Potential audience - Any EMS provider; anyone in a leadership role within an EMS agency

Introductory
- Answers *What* is QI - Establish an understanding of what a QI project entails
- Potential audience - Any EMS provider involved in QI or that identify an opportunity for a QI project

Advanced
- Answers *How* to lead QI - Establish an understanding of how to conduct a QI project
- Potential audience - QI Officers; EMS providers with an interest in mentoring others
• QI Foundational Concepts
• Contextualized EMS example

• Answers Why QI - Establish an understanding of why QI is important
• Potential audience - Any EMS provider; anyone in a leadership role within an EMS agency
• Team Concepts
• Communication & Facilitation
• Change Management Basics
• Model for Improvement/PDSA
• Data Basics & Collection
• Contextualized EMS example

Introductory

• Answers What is QI - Establish an understanding of what a QI project entails
• Potential audience - Any EMS provider involved in QI or that identify an opportunity for a QI project
- Change Management Models & Tools
- Process Mapping
- Data Analysis & Display Methods
- EMS Contextualized Example

- Answers How to lead QI - Establish an understanding of how to conduct a QI project
- Potential audience - QI Officers; EMS providers with an interest in mentoring others
Next Steps

Immediate
• Complete EMS contextual examples and launch site (anticipated June 2022)
• Promoting availability, through state Flex programs and other partners

Mid-term
• Track web stats
• Seek feedback from users for continuous improvement

Long-term
• Develop facilitator guide for those interested in cohort approach
• Build out additional EMS specific examples
Questions?

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www.stratishealth.org
Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.
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