Monroe Livingston Region Program Agency

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To: Monroe-Livingston EMS Agencies

From: Manish N. Shah, MD, MPH
        Chair, QA Committee
        Associate Regional Medical Director for QA

        Tracy L. DeMarse, EMT-P
        Program Agency Administrator

Date: January 21, 2010

Re: Performance Metrics

The MLREMS REMAC QA Subcommittee has been working on a number of tasks, including developing performance metrics that may be of interest to agencies to use as part of their internal Quality Assurance/Quality Improvement programs.

These potential performance metrics are purely for agencies to use to evaluate the care they are delivering. There is no current plan for the REMAC QA Subcommittee to use these metrics at the regional level. Instead, this is being developed to support individual agencies.

The most recent performance metric that has been developed relates to 12 Lead ECG acquisition in patients who complain of syncope or near syncopal episodes. The performance goal, as outlined in the attached matrix, is 100% compliance. In other words, 100% of patients whose complaint is syncope or near syncopal episodes will have a 12-Lead ECG performed in the prehospital setting.

Attached you will find a document that discusses the rationale for this metric and was used to develop the metric. Also, the Subcommittee has produced a document that describes how to set up the report within emsCharts at the agency level. By utilizing this document, and following the steps precisely as written, your agency can ensure that the data produced will accurately reflect where your agency stands with regard to meeting the target goal of 100% compliance. Finally, a Microsoft Excel spreadsheet is provided that should be used to perform the analysis.

Please review the documents and contact our office should you have questions.

12-Lead ECG in Syncopal Patients

Category	Indicator	Definition of Indicator	Rationale Relating Measure to System Quality	Performance Goal	References
What is being measured. I.e., 12-Lead for syncope, 12 Lead for chest pain, ASA for chest pain, BG for Syncope, BG for CVA, BG for Seizures, and Pain management for children	Based on chief complaint, diagnosis, or both. Or, is there a better way to define who/what will be counted? For all patients or those that meet certain demographics such as age, etc.?	How will the patients be defined in the field? Will it be specific chart characteristics that are used to identify?	I e.,for 12 lead in syncope: Often times, the cause of a syncopal episode is a potentially life threatening cardiac dysrhythmia. If the dysrhythmia is transient, performing a 12 lead ECG as close as possible to the syncopal event can aid in not only identifying the dysrhythmia, but also in providing proper treatment.	Need to determine the appropriate target and explain how they determined that target.	Protocols
Quality Assurance - 12 lead for syncope	Patient care protocol compliance	Acquisition of 12 lead EKG on all patients presenting with syncope, near syncope or possible syncopal event	Compliance with established patien care protocols is related to the overal quality of patient care in the EMS system. Acquisition of 12 lead EKG on patients with complaint of syncope is an objective measure of patient assessment and protocol compliance and is a measure of quality within an EMS system.	100% patient care protocol compliance for 12 lead acquisition in any patient complaining of syncope or near syncopal event	ML REMAC Protocol - Routine Patient care

Title: Syncope Calls with 12 Lead EKG

"Criteria":

No Change to tabs called "Criteria Grouping" or "Group By"

"Output" (Must be in this order)

Title: Total Syncope Calls

"Criteria":

Total Syncope Calls

General	Criteria	Criteria Grouping	Group By	Output	Test

Report Criteria

Category	Column	Criteria		
Page 1 - Dispatch Information	Date Dispatched	*Prompt*	⚒	✕
Page 1 - Dispatch Information	Date Dispatched	*Prompt*	⚒	✕
Page 1 - Dispatch Information	Medical Category	Is One Of: Unconscious/ Fainting, Syncope/Faint	⚒	✕

New Criteria

Category: --- Select a category --- ▾

Add

Cancel

Final Criteria Statement
Date Dispatched (*Prompt*)
AND Date Dispatched (*Prompt*)
AND Medical Category Is One Of: Unconscious/ Fainting, Syncope/Faint

No Changes to tabs called "Criteria Grouping" or "Group By"

"Output" (do not use "PRID (Group By)" here)

Total Syncope Calls

General	Criteria	Criteria Grouping	Group By	Output	Test

Report Output

Category	Column	Display Title	Order		
Page 1 - Dispatch Information	PRID	PRID		⚒	✕

To arrange, drag and drop the above rows, then click Save Format

Save Format

New Criteria

Category: --- Select a category --- ▾

Add

Cancel

Input the results of these 2 reports into the Syncope_B12 lead excel file

In order to input the results, use the clipboard option in emsCharts and then paste the information directly into the fields of the spreadsheet.