Monroe Livingston Region Program Agency

To: Monroe-Livingston EMS Agencies

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

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        Program Agency Administrator

Date: February 18, 2011

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 is related to Blood Glucose (BG) acquisition in syncope patients. The performance goal, as outlined in the attached matrix, is 100% compliance within the first 10 minutes. In other words, within 10 minutes of EMS making patient contact with a patient whose diagnosis or chief complaint is syncope/fainting/unconsciousness, blood glucometry will be assessed 100% of the time.

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.

BG Acquisition 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
BG for Syncope	Chief Complaint or Diagnosis: Can find it in: Protocol (2.4 Altered Mental Status), complaint impressions (Syncope - nemsis and NYS export data)	Present or absent	there are many differential diagnoses for syncope and near syncope. As with any potentially neurological condition, a blood glucose level is indicated as a measure to r/o hypoglycemia as a cause and perhaps r/i hyperglycemia	100% of ALS encounters for patient with syncope should contain blood glucose assessment within 10 minutes of making patient contact.	Protocols, Merck Manual, Merck Manual for Geriatrics, eMedicine: syncope, all cite hypo/hyperglycemia as a cause of syncope (Protocol 2.4 lists patients over 35 requiring bg, ecg, spo2

Title: Syncope Calls with BG Reading

"Criteria":

*For Page 1-Dispatch Information, Medical Category, Is One Of:…selections will be specific to however your agency has that field written in emsCharts.

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

"Output" (Must be in this order)

Title: Total Syncope Calls

"Criteria":

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

"Output"

Input the results of these 2 reports into the Syncope_BG 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.