Beating the Drum
Giving EMS Providers Access to Clinical Outcomes

Performance Improvement
Closing the Loop
EMS Quality Improvement
Article 28
NYCRR Title 10, 405.19

• Quality Assurance. Part (7)(f)(3) Quality assurance activities of emergency services are to include prehospital care providers emergency care provided to hospital patients

  Therefore, according to HIPAA and other applicable standard practices, PHI can be shared among and between covered entities including, but not limited to: service level QI committees; regional level QI committees; REMACs; REMSCOs; Program Agencies; SEMAC; SEMSCO and the NY State DOH.
HIPAA Requirements
45CFR 164.512

• PHI in the quality improvement process
  – A covered entity may disclose PHI to a health oversight agency for said oversight activity authorized by law including audits; civil administrative or criminal investigations; inspections; licensure or disciplinary actions; civil, administrative or criminal proceedings or actions; or other activities necessary for appropriate oversight in the health care system”
Congress recognized the important role that health records play in conducting health research, and wanted to ensure that implementation of the HIPAA Privacy Rule would not impede researchers’ continued access to such data. This is reflected in two House reports on HIPAA with identical language, stating: “The conferees recognize that certain uses of individually identifiable information are appropriate, and do not compromise the privacy of an individual. Examples of such use of information include … the transfer of information from a health plan to an organization for the sole purpose of conducting health care–related research. As health plans and providers continue to focus on outcomes research and innovation, it is important that the exchange and aggregated use of health care data be allowed.”
Certification Requirements

- JCAHO – Stroke Center Certification
- ACS – American College of Surgeons – Trauma Center Certifications
EMOC Position
Department of Emergency Med

• Created by Vince Verdile, MD, 1994
• EM resident program – EMS Lectures
• Follow ups, patient outcomes
  – Blue PCR box, yellow copies
  – VM left on EMOC phone
• ePCRs – 2007
Albany Medical Center Hospital
Emergency Department

• Over 72,790 patient visits last year

• Over 24,655 ambulance received

• 4,000 + outcomes provided to EMS
Outcome Data Objective

• To provide EMS providers objective outcome data, to be compared to the actual management of patient fit actual diagnosis? Close the QA loop
• Adequate assessment & treatment procedures
• Triage procedures
• Skill performance
• Appropriateness of destination
• Collection of PCRs
• Provide positive feedback
EMS Patient Follow Ups
Outcome Data

ImageTrend
Emergency Data Systems
ImageTrend Inc.

MOHAWK
Ambulance Service

emsCharts

ESO Solutions

Art Breault, RN NREMT-P
Albany Med EMS Outreach Coordinator  518-262-8559
Electronic PCRs

• With the broad adoption of electronic patient care reports, EMS is poised to collect and use this data in innovative ways.

• *ePCRs are often unavailable for the ED*

• However, in order to use the immense power data holds, just collecting it isn’t good enough; you have to collect “good” data.
Concept of Quantifying Success

In essential services like EMS, where performance determines patients’ health or even survival, providers should know—should want to know—how they’re doing. Most of us don’t know. Some of us would rather not know; if we knew, so would others, and then we might be held accountable for the quality of our core service, patient care.
## EMS Patient Follow Ups

### Outcome Data

<table>
<thead>
<tr>
<th>PRID</th>
<th>Date/Time</th>
<th>Location</th>
<th>Service</th>
<th>Unit</th>
<th>Receiving</th>
<th>Category</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>29404156</td>
<td>2014-04-01 02:15</td>
<td>Barnwell Nursing Home</td>
<td>Volerie Rescue Squad</td>
<td>B05</td>
<td>Albany Medical Center</td>
<td>Hemorrhage/Injury</td>
<td>Treated, Transported BLS</td>
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<td>29404127</td>
<td>2014-04-01 02:17</td>
<td>Union St.</td>
<td>Niskayuna Fire District #1</td>
<td>A941</td>
<td>Albany Medical Center</td>
<td>Sick Person</td>
<td>Treated, Transported by EMS</td>
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<tr>
<td>29407200</td>
<td>2014-04-01 02:43</td>
<td>Berkshire Medical Center Pittsfield</td>
<td>LifeNet of NY</td>
<td>LifeNet 7-1</td>
<td>Albany Medical Center</td>
<td>Adult Neurological</td>
<td>Treated, Transported</td>
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<tr>
<td>29405459</td>
<td>2014-04-01 07:39</td>
<td>Crossgates Mall</td>
<td>Western Turnpike Rescue Squad</td>
<td>Rescue 70</td>
<td>Albany Medical Center</td>
<td>Head Injury</td>
<td>Treated, Transported BLS</td>
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<tr>
<td>29411160</td>
<td>2014-04-01 09:26</td>
<td>124 Old Post Rd</td>
<td>Chatham Rescue Squad Inc</td>
<td>206</td>
<td>Albany Medical Center</td>
<td>Convulsions / Seizure</td>
<td>Treated, Transported by EMS</td>
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<td>29409650</td>
<td>2014-04-01 10:33</td>
<td>Pond View Medical</td>
<td>Castleton Volunteer Ambulance Service, Inc.</td>
<td>5041</td>
<td>Albany Medical Center</td>
<td>Stroke/CVA</td>
<td>Treated, Transported BLS</td>
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<tr>
<td>29409336</td>
<td>2014-04-01 10:35</td>
<td>Pond View Medical Arts Plaza</td>
<td>WJ Bruner Rescue Squad</td>
<td>A8</td>
<td>Albany Medical Center</td>
<td>Stroke/CVA</td>
<td>Treated by WFB, Transported by other EMS</td>
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<tr>
<td>29408894</td>
<td>2014-04-01 11:00</td>
<td>10 ADAMS PL</td>
<td>Delmar-Bethlehem EMS</td>
<td>5106</td>
<td>Albany Medical Center</td>
<td>Psychiatric Problems</td>
<td>Treated, Transported</td>
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<td>29410403</td>
<td>2014-04-01 12:34</td>
<td>Barnwell Nursing Home</td>
<td>Volerie Rescue Squad</td>
<td>802</td>
<td>Albany Medical Center</td>
<td>Mental Health Status</td>
<td>Treated, Transported ALS</td>
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<tr>
<td>29412210</td>
<td>2014-04-01 14:55</td>
<td>025 STATE ST #2</td>
<td>Schoharie Fire Department</td>
<td>Rescue 1</td>
<td>Albany Medical Center</td>
<td>Pregnancy / Childbirth</td>
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<tr>
<td>29413371</td>
<td>2014-04-01 15:53</td>
<td>211 Glicorns Road</td>
<td>Volerie Rescue Squad</td>
<td>805</td>
<td>Albany Medical Center</td>
<td>Diabetic Problem</td>
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<td>29416147</td>
<td>2014-04-01 17:03</td>
<td>Clare Bridge of Niskayuna</td>
<td>Niskayuna FD #2</td>
<td>8-410</td>
<td>Albany Medical Center</td>
<td>Sick Person</td>
<td>Treated, Transported by other EMS</td>
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<td>George at Park</td>
<td>Cohoes Fire Department</td>
<td>8771</td>
<td>Albany Medical Center</td>
<td>Unknown Problems</td>
<td>Treated, Transferred Core</td>
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<td>29418033</td>
<td>2014-04-01 18:44</td>
<td>805 EASTERN AV #1</td>
<td>Schoharie Fire Department</td>
<td>Engine 1</td>
<td>Albany Medical Center</td>
<td>Traumatic Injury</td>
<td>Treated, Transported by other EMS</td>
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<td>29410062</td>
<td>2014-04-01 19:15</td>
<td>01 ELSEWHE AV A</td>
<td>Delmar-Bethlehem EMS</td>
<td>5182</td>
<td>Albany Medical Center</td>
<td>Mental Health Status (not Diabetic Related)</td>
<td>Treated, Transported</td>
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<td>91 Elmmere Ave</td>
<td>Albany County Sheriff's Office - EMS Unit</td>
<td>Medic 3</td>
<td>Albany Medical Center</td>
<td>Fall Victim</td>
<td>Treated, Transported ALS</td>
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<td>29418374</td>
<td>2014-04-01 20:11</td>
<td>0 &amp; 69</td>
<td>Malta Ambulance Corps, Inc</td>
<td>3854</td>
<td>Albany Medical Center</td>
<td>Traffic Accident</td>
<td>Treated, Transferred to Air Medical</td>
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<tr>
<td>29416557</td>
<td>2014-04-01 20:17</td>
<td>Nellie Ambulance</td>
<td>LifeNet of NY</td>
<td>LifeNet 7-1</td>
<td>Albany Medical Center</td>
<td>Trauma, Adult</td>
<td>Treated, Transported</td>
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<td>2014-04-01 21:13</td>
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<td>Delmar-Bethlehem EMS</td>
<td>5182</td>
<td>Albany Medical Center</td>
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<td>Treated, Transported</td>
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<td>WJ Bruner Rescue Squad</td>
<td>A-6</td>
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<td>Hudson Correctional Facility</td>
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<td>Treated, Transported BLS</td>
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<td>1201 Elton Avenue</td>
<td>Schoharie Fire Department</td>
<td>Engine 4</td>
<td>Albany Medical Center</td>
<td>Unconscious / Fainting</td>
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</tbody>
</table>
The New York EMS State Bridge is a comprehensive pre-hospital patient care data collection, analysis and reporting system.

INTEGRATIVE CARE

New York State Bridge integrates information across the entire emergency medical community, whether in the ambulance, the local station, or regional or state offices. With the EMS Service Bridge, ambulance services are able to satisfy reporting requirements easily, without major investment and without learning complex new technology.

Working with the emergency community has kept the focus on simplifying and streamlining data collection, so that a wealth of data can be quickly and easily be collected and made available for in-depth analysis at any level.

SYSTEM LOGIN

Username:
Password:
Submit

Click here if you forgot your password

Note: ImageTrend is unable to provide users with permission-based requests (i.e. Active or Lock Status changes, Usernames, Passwords, Permission Level Changes, etc.). Please contact your State or Service Administrator if you need further assistance.

EMS REGIONS

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Advantages of Providing EMS Outcome Data

• Improvement of relationship
• Volume
• Identify EMS Education Needs
• Publicize extraordinary care – EMS recognition (reinforces positive behavior)
Albany Med Resources

- Attending physicians – Medical Direction
- Clinical & Academic resources
- Simulation training
- Research
THANK YOU!