

Beating the Drum Giving EMS Providers Access to Clinical Outcomes

Performance Improvement
Closing the Loop
EMS Quality Improvement



Albany
Medical
Center



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.

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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”*

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Outcome Data

Beyond the HIPAA Privacy Rule: Enhancing Privacy,

Improving Health Through Research. Institute of Medicine (US) Committee on Health Research and the Privacy of Health Information: The HIPAA Privacy Rule; Nass SJ, Levit LA, Gostin LO, editors. Washington (DC): National Academies Press (US); 2009.

- 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*" .

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Certification Requirements

- JCAHO – Stroke Center Certification
- ACS – American College of Surgeons – Trauma Center Certifications

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EMOC Position

Department of Emergency Med

- Created by Vince Verdile, MD, 1994
- EM resident program – EMS Lectures
 - Teleconference – web (2000)
- Follow ups, patient outcomes
 - Blue PCR box, yellow copies
 - VM left on EMOC phone
- ePCRs – 2007

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Albany Medical Center Hospital Emergency Department

- Over 72,790 patient visits last year
- Over 24,655 ambulance received
- 4,000 + outcomes provided to EMS

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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

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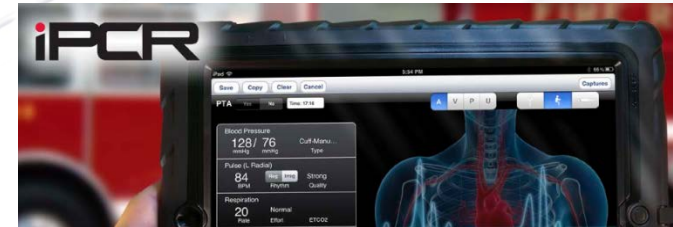


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EMS Patient Follow Ups Outcome Data



emsCharts



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Electronic PCR's

- 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.

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EMS Patient Follow Ups Outcome Data

PRID	Date/Time	Location	Service	Unit	Receiving	Category	Outcome
29404156	2014-04-01 02:15	Barnwell Nursing Home	Valatie Rescue Squad	805	Albany Medical Center	Hemorrhage/Laceration	Treated, Transported BLS
29404127	2014-04-01 02:17	Union St.	Niskayuna Fire District #1	A941	Albany Medical Center	Sick Person	Treated, Transported by EMS
29404700	2014-04-01 02:41	Berkshire Medical Center - Pittsfield	LifeNet of NY	LifeNet 7-1	Albany Medical Center	Adult Neurological	Treated, Transported
29406459	2014-04-01 07:39	Crossgates Mall	Western Turnpike Rescue Squad	Rescue 70	Albany Medical Center	Head Injury	Treated, Transported BLS
29411160	2014-04-01 09:29	124 Old Post Rd	Chatham Rescue Squad Inc	206	Albany Medical Center	Convulsions / Seizure	Treated, Transported by EMS
29408960	2014-04-01 10:33	Pond View Medical	Castleton Volunteer Ambulance Service, Inc.	5041	Albany Medical Center	Stroke/CVA	Treated, Transported BLS
29409336	2014-04-01 10:35	Pond View Medical Arts Plaza	WF Bruen Rescue Squad	A-8	Albany Medical Center	Stroke/CVA	Treated by WFB, Transported by other EMS
29408884	2014-04-01 11:09	10 ADAMS PL	Delmar-Bethlehem EMS	5185	Albany Medical Center	Psychiatric Problems	Treated, Transported
29410403	2014-04-01 12:54	Barnwell Nursing Home	Valatie Rescue Squad	802	Albany Medical Center	Altered Mental Status	Treated, Transported ALS
29413219	2014-04-01 14:55	925 STATE ST #2	Schenectady Fire Department	Rescue 1	Albany Medical Center	Pregnancy / Childbirth	Treated, Transported by other EMS
29413371	2014-04-01 15:53	211 Gibbons Road	Valatie Rescue Squad	805	Albany Medical Center	Diabetic Problem	Treated, Transported ALS
29416147	2014-04-01 17:01	Clare Bridge of Niskayuna	Niskayuna FD #2	R-410	Albany Medical Center	Sick Person	Treated, Transported by other EMS
29415157	2014-04-01 17:19	George st Park	Cohoes Fire Department	0771	Albany Medical Center	Unknown Problems	Treated, Transferred Care
29418032	2014-04-01 18:44	809 EASTERN AV #1	Schenectady Fire Department	Engine 1	Albany Medical Center	Traumatic Injury	Treated, Transported by other EMS
29419962	2014-04-01 19:15	91 ELSMERE AV A	Delmar-Bethlehem EMS	5182	Albany Medical Center	Altered Mental Status (not Diabetic Related)	Treated, Transported
29418062	2014-04-01 19:18	91 Elsmere Ave	Albany County Sheriffs Office - EMS Unit	Medic 3	Albany Medical Center	Fall Victim	Treated, Transported ALS
29418374	2014-04-01 20:11	9 & 9P	Malta Ambulance Corps, Inc	3854	Albany Medical Center	Traffic Accident	Treated, Transferred to Air Medical
29418667	2014-04-01 20:17	Malta Ambulance	LifeNet of NY	LifeNet 7-1	Albany Medical Center	Trauma, Adult	Treated, Transported
29419339	2014-04-01 21:13	1395 NEW SCOTLAND RD	Delmar-Bethlehem EMS	5182	Albany Medical Center	Psychiatric Problems	Treated, Transported
29419831	2014-04-01 22:26	23 Mountain View Avenue	WF Bruen Rescue Squad	A-8	Albany Medical Center	Sick Person	Treated, Transported ALS
29420733	2014-04-01 23:20	Hudson Correctional Facility	Greenport Rescue Squad, Inc.	404	Albany Medical Center	Fall Victim	Treated, Transported BLS
29422346	2014-04-02 04:19	1251 Elton Avenue	Schenectady Fire Department	Engine 4	Albany Medical Center	Unconscious / Fainting	Treated, Transported by other EMS

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NYS Bridge of PCR Data

IMAGE TREND
EMS STATE BRIDGE

HOME ABOUT CONTACT US

The New York EMS State Bridge is a comprehensive pre-hospital patient care data collection, analysis and reporting system.

NEMSIS
Compliant Software

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 quickly and easily be collected and made available for in-depth analysis at any level.

SYSTEM LOGIN

Username:

Password:

[CLICK HERE IF YOU FORGOT YOUR PASSWORD](#)

EMS REGIONS

Note: ImageTrend is unable to provide users with permissions-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.

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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)

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Albany Med Resources

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

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THANK YOU!

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