Improving Patient Care Through Evidence Based Performance Measures

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Chair, Medical Directors Council
National Association of State EMS Officials
What is a Performance Measure?

A performance measure is an indicator that helps an organization know how well it is achieving its goals.

Performance measures are specific and quantifiable, measuring both processes and results so organizations can see trends in performance.
EMS Compass is:

• An open, collaborative two-year effort, funded by the National Highway Traffic Safety Administration (NHTSA) led by the National Association of State EMS Officials (NASEMSO)

• Define and develop a sustainable process to design EMS performance measures primarily using National Emergency Medical Services Information System (NEMSIS) version 3 data

• Develop an initial core set (5-7) of evidence based patient care and safety related performance measures for use by all EMS providers to support a culture of performance improvement in EMS
EMS Compass is not:

- Developing measures in order to punish “poor performers” or discredit them in their communities
- Submitting measures to the NQF or CMS
- Proposing that measures be used for anything other than improvement of patient care and safety
- Developing a comprehensive list of measures to address every aspect of EMS
- Directing how local, state or federal agencies or payers may choose to utilize the measures once they become available
NEMSIS Datasets Supporting Performance Measurement

What can you do with your data?

NEMSIS = National EMS Information System Managed by the University of Utah’s Technical Assistance Center
NEMSIS Datasets Supporting Performance Measurement

Local Agency

State

National (NEMSIS)

What’s in your pocket?

Managed by the University of Utah’s Technical Assistance Center
NEMSIS Datasets Supporting Performance Measurement

Local Agency

State

National (NEMSIS)

What can you do with your data?

NEMSIS = National EMS Information System
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The Process

Measures Concept
- Evidence Review
- Prioritization
- Call for Measures
- Public Input

Measure Design
- Draft & Define
- Expert Review
- Revisions Made
- Public Testing & Input

Implementation
- Published to website
EMS Performance Measures

- Outcomes
- Processes
- Structures
<table>
<thead>
<tr>
<th>Domains</th>
<th>Example Possible Clinical Areas &amp; Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient and Family Engagement</td>
<td>Customer satisfaction, parent/family involvement, patient experience</td>
</tr>
<tr>
<td>Patient Safety</td>
<td>Stretcher drop rate, adverse event rate, deteriorating patient (early warning)</td>
</tr>
<tr>
<td>Care Coordination</td>
<td>Matching care to need, access</td>
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<td>Population/Public Health</td>
<td>Requests per capita, clinical diagnosis per capita</td>
</tr>
<tr>
<td>Efficient Use of Healthcare Resources</td>
<td>Cost per capita/patient, tax dollars per capita, patient utilization rate, patient contact time reliability, crash scene time</td>
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<tr>
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<td>Stroke, STEMI, SCA, trauma, pediatric respiratory care, hypoglycemia, seizures</td>
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<tr>
<td>Provider Safety*</td>
<td>Injury rate, lost work days rate, near miss reporting</td>
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<tr>
<td>Vehicle Integrity &amp; Safety*</td>
<td>Crashes per vehicle miles traveled (VMT)</td>
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<td>Data Quality*</td>
<td>NEMSIS submission rate, data integrity</td>
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*EMS Convenience Domains that are outside the NQS original six but may prove to be necessary for EMS performance measurement.
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Summary

EMS Compass goal: develop consistent, evidence-based performance measures in order to improve patient care and patient and provider safety

- Use NEMSIS 3 data points (universal)
- Work with ePCR vendors to automate reports
- Compare apples to apples across agencies (think CARES)
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