



Data Managers Council

Goals and Strategic Directions 2013



Goals and Strategic Directions

The Data Managers Council of the National Association of State EMS Officials formulates recommendations on policies and positions specific to EMS data systems. The Data Managers Council is committed to assure that EMS leadership has a “seat at the table” in data initiatives, as well as reviews and provides input into national plans and documents.

Vision: To be a national leader in developing and maintaining a fully integrated and functioning National EMS Information System in all states and territories.

Mission: To promote the development, standardization, and improvement of state and national EMS data systems.

Scope: The NASEMSO Data Managers Council provides a forum for communication, interaction and networking between peers, other national organizations and federal agencies with similar missions. This forum allows for the sharing of best practices; developing and encouraging mentoring programs; the joint resolution of obstacles and challenges; and the nationwide promotion of evidence-based decision making.

***Leadership** refers to the role of state EMS offices as “lead agencies” for EMS as well as thoughtful leaders in public policy development. State EMS offices are looked to by the EMS community for guidance and approval, as well as regulation and licensure. NASEMSO works to support EMS officials nationwide in understanding and implementing processes that improve EMS practice and subsequent patient outcomes.*

The Data Managers Council supports leadership under these principle goals:

- **Goal #1:** Increase mentoring and outreach opportunities
- **Goal #2:** Develop mentoring program

***Systems Development** refers to the role of state EMS offices in the development of effective systems of emergency medical care. The growing national awareness of the importance of coordinated systems of care places NASEMSO squarely in a leadership role, demonstrating the need for state offices to coordinate the disparate functions that support effective systems. Such functions include Emergency Medical Dispatch (EMS), communications systems; regional asset coordination in daily operations and in natural and man-made disasters; EMS data collection, analysis and reporting; and ongoing review and refinement of systems operations.*

The Data Managers Council supports systems development under these principle goals:

- **Goal #3:** Provide direction on grant funds for EMS data collection systems
- **Goal #4:** Provide assistance with securing federal grant funds
- **Goal #5:** Promote the need for dedicated funding for state EMS data systems
- **Goal #6:** Promote participation in other committees



***Quality Improvement or “QI”** is the process of continually reviewing, assessing and refining practices to improve outcomes. The steps of developing an effective cycle of collecting high quality data, reviewing it in proven multidisciplinary processes, identifying strategies to implement needed changes and communicating them to all stakeholders are the key to QI success, and to subsequently improving patient outcomes.*

The Data Managers Council supports quality improvement under these principle goals:

- **Goal #7:** Promote standardization of state and national EMS data systems
- **Goal #8:** Promote the improvement of state EMS data systems
- **Goal #9:** Strengthen and foster channels of communication with software vendors
- **Goal #10:** Promote correspondence with vendors regarding software issues
- **Goal #11:** Share best practices in linking EMS data with Trauma Registry and Traffic Records data
- **Goal #12:** Foster resolution of obstacles and challenges related to data linkage
- **Goal #13:** Promote EMS data research for evidence based decision making

The Data Managers Council's 2013 workplan will undertake strategies focused on the following issues:

- **[Issue #1]:** Mentoring – The Data Managers Council will facilitate the development of mentoring programs and promote mentoring and outreach opportunities to:
 - assist states in the development, standardization, and improvement of state EMS data systems;
 - share best practices; and
 - address obstacles and challenges.
- **[Issue #2]:** NEMSIS Compliance – The Data Managers Council will foster channels of communication with software vendors to promote the improvement of state EMS data systems. The Data Managers Council plays a critical role in partnering with the NEMSIS TAC to develop and maintain a fully-integrated and functioning National EMS Information System (NEMSIS) in all states and territories.
- **[Issue #3]:** Ongoing funding for the development and maintenance of state EMS data systems – The Data Managers Council will provide direction to the types of federal grant funds available for state EMS data systems and provide assistance with the application process. In addition, the Data Managers Council will work with federal partners to promote the need for dedicated funding for development, standardization, and improvements in accordance with health care initiatives.
- **[Issue #4]:** Data Linkage – The Data Managers Council will provide model templates to assist state EMS offices in linking EMS data with trauma Registry data and traffic records data. In addition, the Data Managers Council will address resolutions to obstacles and challenges related to data linkage.
- **[Issue #5]:** EMS Data Research for Evidence Based Decision Making – The Data Managers Council will collaborate with other committees and councils to foster EMS data research. The Council will promote the need for EMS data research with NEMSIS data collection efforts for evidence based decision making, performance measures, trending, best practices and benchmarking.
- **[Issue #6]:** Collaboration with other Councils and Committees – The Data Managers Council will partner and collaborate with other committees and councils, providing expertise of the Data Managers Council, promoting EMS data collection and reporting needs, goals, etc..., and fostering joint resolution of obstacles and challenges.



2013 Workplan

Goals, Objectives and Action Steps

Goal #1: Increase Mentoring and Outreach Opportunities

Objective/Strategy #1: Improve mentoring and outreach processes for both new and existing Data Managers

There is a need to promote mentoring and outreach opportunities to assist states in the development, standardization, and improvement of state EMS data systems, to share best practices, and address obstacles and challenges.

Task	Responsibility		Due Date	Done	Budget	
Analyze the 'Mentoring Needs and Mentoring Capabilities' data from the 2011 DMC survey	Data Managers Council		Jan 2013			
Review and prioritize mentoring needs and mentoring resources	Data Managers Council		Feb 2013			
Identify and document different outreach/mentoring processes available for state Data Managers	Data Managers Council		March 2013			
Identify and document process for regional representatives and others to mentor new data managers	Data Managers Council		April 2013			
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings for mentoring and outreach needs	Data Managers Council		Ongoing			

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Done
Analyze the 'Mentoring Needs and Mentoring Capabilities' data from the 2011 DMC survey questions													
Review and prioritize mentoring needs and mentoring resources													
Identify and document different outreach/mentoring processes available for state Data Managers													
Identify and document process for regional representatives and others to mentor new data managers													
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings for mentoring and outreach needs													

**Goal #2: Develop Mentoring Program****Objective/Strategy #2: Incorporate a mentoring session during the NASEMSO Annual Meeting**

Provide face-to-face mentoring opportunities for state Data Managers. There is a need to facilitate and foster the development of mentoring programs for joint resolution of obstacles and challenges, to share best practices, and to promote the development, standardization, and improvement of state EMS data systems.

Task	Responsibility				Due Date	Done	Budget						
Analyze the 'Mentoring Needs and Mentoring Capabilities' data from the 2011 DMC survey questions	Data Managers Council				May 2013								
Review and prioritize mentoring topics and mentoring resources	Data Managers Council				May 2013								
Identify Data Managers or others that can present on the selected topics during the mentoring session	Data Managers Council				June 2013								
Contact presenters and schedule for mentoring session	Data Managers Council				June 2013								
Implement mentoring session at Data Managers Council annual meeting	Data Managers Council				Oct 2013								
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Analyze the 'Mentoring Needs and Mentoring Capabilities' data from the 2011 DMC survey questions													
Review and prioritize mentoring topics and mentoring resources													
Identify Data Managers or others that can present on the selected topics during the mentoring session													
Contact presenters and schedule for mentoring session													
Implement mentoring session at Data Managers Council annual meeting													

**Goal #3:** Provide direction on grant funds for EMS data collection systems**Objective/Strategy:** Develop template and ongoing information on grant funds available for EMS data collection systems

Federal grant funds are an essential component in the development of and maintenance for EMS Data Systems and a fully-integrated and functioning National EMS Information System in all states and territories.

Task	Responsibility	Due Date	Done	Budget
Analyze the 'Funding Resources for System Development and Maintenance' data from the 2011 DMC survey questions	Data Managers Council	Feb 2013		
Compile information on percent of states that utilize NHTSA 408 grant funds for EMS data system development and/or EMS data system maintenance; and identify other funds states utilize for EMS data system development and/or system maintenance.	Data Managers Council	March 2013		
Provide information to DMC	Data Managers Council	April 2013		
Dedicate time on monthly DMC conference calls to share information on different grant funds used by states, availability of current and new grant funds, etc.	Data Managers Council	Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Analyze the 'Funding Resources for System Development and Maintenance' data from the 2011 DMC survey questions													
Compile information on percent of states that utilize NHTSA 408 grant funds for EMS data system development and/or EMS data system maintenance; and identify other funds states utilize for EMS data system development and/or system maintenance.													
Provide information to DMC													
Dedicate time on monthly DMC conference calls to share information on different grant funds used by states, availability of current and new grant funds, etc.													

**Goal #4:** Provide assistance with securing federal grant funds**Objective/Strategy:** Provide information on how to apply for federal grants for State EMS Offices to utilize

There is a need to foster sharing examples, recommendations, and best practices from states that have been awarded federal grant funds successfully to provide guidance to states on the entire grant process. Federal grant funds are an essential component in the development of and maintenance for EMS Data Systems and a fully-integrated and functioning National EMS Information System in all states and territories.

Task	Responsibility				Due Date	Done	Budget
Analyze the 'Funding Resources for System Development and Maintenance' data from the 2011 DMC survey questions	Data Managers Council				Feb 2013		
Identify grant fund sources available for state EMS Offices for data systems and identify states that have successfully obtained federal grants	Data Managers Council				March 2013		
Compile the information and provide data to the states	Data Managers Council				April 2013		
Dedicate time on monthly DMC conference calls to share information on different grant funds used by states, availability of current and new grant funds, etc.	Data Managers Council				Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Analyze the 'Funding Resources for System Development and Maintenance' data from the 2011 DMC survey questions													
Identify grant fund sources available for state EMS Offices for data systems and identify states that have successfully obtained federal grants													
Compile the information and provide data to the states													
Dedicate time on monthly DMC conference calls to share information on different grant funds used by states, availability of current and new grant funds, etc.													

**Goal #5:** Promote the need for dedicated funding for state EMS data systems

Objective/Strategy: Work with federal partners to identify dedicated funding sources specifically for State EMS Offices to implement and support EMS Data Collection Systems in accordance with electronic health record and other health care initiatives

It is critical to have a dedicated funding source to continue to support ongoing state EMS Data System development, standardization, and improvements in accordance with health care initiatives; and to develop and maintain a fully-integrated and functioning National EMS Information System in all states and territories.

Task	Responsibility	Due Date	Done	Budget
Analyze the 'Funding Resources for System Development and Maintenance' data and the 'EMS/Traffic Records Coordinating Committee (TRCC)' data from the 2011 DMC survey questions.	Data Managers Council	Feb 2013		
Compile information on percent of states that utilize NHTSA 408 grant funds for EMS data system development and/or EMS data system maintenance; and identify other funds states utilize for EMS data system development and/or system maintenance.	Data Managers Council	March 2013		
Utilize information compiled on funding and TRCC to collaborate with NHTSA and other federal partners on funding needs.	Data Managers Council	April 2013		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Analyze the 'Funding Resources for System Development and Maintenance' data and the 'EMS/Traffic Records Coordinating Committee (TRCC)' data from the 2011 DMC survey questions													
Compile information on percent of states that utilize NHTSA 408 grant funds for EMS data system development and/or EMS data system maintenance; and identify other funds states utilize for EMS data system development and/or system maintenance													
Utilize information compiled on funding and TRCC to collaborate with NHTSA and other federal partners on funding needs													

**Goal #6:** Promote participation in other committees**Objective/Strategy:** Provide Data Managers Council representation on other committees as needed

Partner and collaborate with other committees and councils, providing expertise of the Data Managers Council, promoting EMS data collection and reporting needs, goals, etc..., and fostering joint resolution of obstacles and challenges.

Task	Responsibility								Due Date	Done	Budget		
Provide Data Managers Council representation on committees to provide information regarding system management, data collection and reporting processes and other information	Data Managers Council								Ongoing				
Partner with other NASEMSO Councils to collaborate on EMS data needs, promote EMS data use, and information relevant to their council needs as it relates to data	Data Managers Council								Ongoing				
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Provide Data Managers Council representation on committees to provide information regarding system management, data collection and reporting processes and other information													
Partner with other NASEMSO Councils to collaborate on EMS data needs, promote EMS data use, and information relevant to their council needs as it relates to data													

**Goal #7:** Promote standardization of state and national EMS data systems**Objective/Strategy #1:** Partner with NEMSIS TAC to monitor and review the process in moving Version 3.0 and HL7 process forward

In moving to NEMSIS Version 3.0, it is important to address lessons learned, best practices, and recommended improvements in products, tools, and other mechanisms utilized to collect and report EMS data. The Data Managers Council plays a critical role in partnering with the NEMSIS TAC to develop and maintain a fully-integrated and functioning National EMS Information System in all states and territories.

Task	Responsibility				Due Date	Done	Budget
Participation of NEMSIS TAC representatives on Data Managers conference calls, mid-year and annual DMC meeting for NEMSIS 3.0 and HL7 status and updates	Data Managers Council / NEMSIS TAC				Ongoing		
Provide feedback, recommendations, etc... to NEMSIS TAC via wikis, NEMSIS listserve, etc...	Data Managers Council				Ongoing		
Communicate with NEMSIS TAC at all times regarding DMC concerns about NEMSIS 3.0 and HL7	Data Managers Council				Ongoing		
Participation of DMC representative during NEMSIS conference calls, Software Developer's meeting, and other NEMSIS meetings related to NEMSIS 3.0 and HL7	Data Managers Council				Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Participation of NEMSIS TAC representatives on Data Managers conference calls, mid-year and annual DMC meeting for NEMSIS 3.0 and HL7 status and updates													
Provide feedback, recommendations, etc... to NEMSIS TAC via wikis, NEMSIS listserve, etc...													
Communicate with NEMSIS TAC at all times regarding DMC concerns about NEMSIS 3.0 and HL7													
Participation of DMC representative during NEMSIS conference calls, Software Developer's meeting, and other NEMSIS meetings related to NEMSIS 3.0 and HL7													

**Goal #7:** Promote standardization of state and national EMS data systems**Objective/Strategy #2:** Update the Data Definitions document in accordance with Version 3 data; and develop recommended provider impression and other code descriptor lists for version 3

The Data Managers Council created a Data Definitions document for NEMSIS Version 2.2.1 – The Extended Definition Document, NEMSIS / NHTSA 2.2.1, Data Dictionary. Once NEMSIS 3.0 is finalized, the Data Managers Council will update the Data Definitions document in accordance with NEMSIS Version 3.0 to continue to promote the development, standardization, and improvement of state and national EMS data systems.

Task	Responsibility							Due Date	Done	Budget			
Identify data elements in the current Data Definitions document that need updating for Version 3.0 and Identify data elements that require code descriptor lists specific to EMS (i.e. Provider Impression)	Data Managers Council							Ongoing					
Update definitions as needed and compile code descriptor lists	Data Managers Council							Ongoing					
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Identify data elements in the current Data Definitions document that need updating for Version 3.0 and Identify data elements that require code descriptor lists specific to EMS (i.e. Provider Impression)													
Update definitions as needed and compile code descriptor lists													

**Goal #8:** Promote the improvement of state EMS data systems**Objective/Strategy:** Work on improving Data Quality of Version 2.2.1 data collection and reporting

Quality data is critical for research and reporting efforts and to use data for evidence based decision making. Several factors can affect data quality – software issues, business logic, training, etc... It is important to share best practices to foster the standardization and improvement of state EMS data systems; and to address obstacles and challenges.

Task	Responsibility				Due Date	Done	Budget
Partner with NEMSIS TAC to identify data elements that are not being reported accurately and other problematic areas	Data Managers Council				Ongoing		
Identify states that have quality data and effective and efficient data systems and processes	Data Managers Council				June 2013		
Collect information about these systems and processes for best practices	Data Managers Council				Aug 2013		
Document best practices and share with DMC	Data Managers Council				Sept 2013		
Dedicate time during DMC monthly conference calls, mid-year, and annual DMC meeting to discuss issues, solutions and best practices related to data quality	Data Managers Council				Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Partner with NEMSIS TAC to identify data elements that are not being reported accurately and other problematic areas													
Identify states that have quality data and effective and efficient data systems and processes													
Collect information about these systems and processes for best practices													
Document best practices and share with DMC													
Dedicate time during DMC monthly conference calls, mid-year, and annual DMC meeting to discuss issues, solutions and best practices related to data quality													

**Goal #10:** Promote correspondence with vendors regarding software issues

Objective/Strategy: Develop blanket letter to address vendors as a Council about software issues affecting data quality

There is a need to facilitate effective communication with software issues to address common obstacles and challenges affecting state EMS data collection and reporting. Various vendor software issues are prevalent with NEMSIS 2.2.1. Many states are forced to become educated with different software products to assist agencies in their states to properly implement and utilize software.

Task	Responsibility								Due Date	Done	Budget		
Identify software issues affecting data quality	Data Managers Council								Ongoing				
Solicit states for copies of letters that have addressed software issues	Data Managers Council								Ongoing				
Compile information and develop a blanket letter	Data Managers Council								Ongoing				
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings for DMC to discuss software issues	Data Managers Council								Ongoing				
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Identify software issues affecting data quality													
Solicit states for copies of letters that have addressed software issues													
Compile information and develop a blanket letter													
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings for DMC to discuss software issues													

**Goal #11:** Share best practices in linking EMS data with Trauma Registry and Traffic Records data**Objective/Strategy:** Develop templates for states to work from for linking EMS data with other data sets

There is a need to promote and foster the sharing of best practices for linking EMS data with Trauma and Traffic Records, as well as other data sources.

Task	Responsibility		Due Date	Done	Budget
Identify states that are linking EMS data with other data sets	Data Managers Council		March 2013		
Identify and document best practices	Data Managers Council		April 2013		
Compile information and provide to the DMC	Data Managers Council		June 2013		
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings to discuss and share best practices related to linkage	Data Managers Council		Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Identify states that are linking EMS data with other data sets													
Identify and document best practices													
Compile information and provide to the DMC													
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings to discuss and share best practices related to linkage													

**Goal #12:** Foster resolution of obstacles and challenges related to data linkage**Objective/Strategy:** Address solutions to barriers and limitations states are faced with in attempting to link EMS with Trauma and Traffic Records

There is a need to facilitate joint resolution of obstacles and challenges and share best practices related to data linkage.

Task	Responsibility	Due Date	Done	Budget
Identify barriers (i.e. Data Confidentiality, HIPAA, Red Flag Rules) and limitations (i.e. Staff time, money, software)	Data Managers Council	April 2013		
Solicit information from states on how barriers and limitations have been resolved and compile information	Data Managers Council	May 2013		
Partner with NHTSA Office of EMS subject matter experts and others for education on state limitations (i.e. data linkage) as it relates to HIPAA and data confidentiality	Data Managers Council	July 2013		
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings to discuss and share challenges and best practices related to linkage	Data Managers Council	Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Identify barriers (i.e. Data Confidentiality, HIPAA, Red Flag Rules) and limitations (i.e. Staff time, money, software)													
Solicit information from states on how barriers and limitations have been resolved and compile information													
Partner with NHTSA Office of EMS subject matter experts and others for education on state limitations (i.e. data linkage) as it relates to HIPAA and data confidentiality													
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings to discuss and share challenges and best practices related to linkage													

**Goal #13:** Promote EMS Data Research for Evidence Based Decision Making

Objective/Strategy: Partner with other committees, councils, etc.... interested in EMS data research (i.e. NEMSAC, Medical Directors, etc...)

Promote the need for EMS Data Research with NEMSIS data collection efforts for evidence based decision making, performance measures, trending, best practices and benchmarking.

Task	Responsibility	Due Date	Done	Budget
Partner with NEMSIS TAC, NEDARC, NEMSAC, and others to collaborate on EMS data research opportunities	Data Managers Council	Ongoing		
Partner with other NASEMSO committees, councils, etc... interested in EMS data research opportunities	Data Managers Council	Ongoing		
Compile examples from the states where data has been used for decision making	Data Managers Council	Oct 2013		
Compile a "fact sheet" targeted at each council containing the examples that are relevant to that particular council	Data Managers Council	Dec 2013		
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings to discuss and share EMS data research activities	Data Managers Council	Ongoing		

Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Partner with NEMSIS TAC, NEDARC, NEMSAC, and others to collaborate on EMS data research opportunities													
Partner with other NASEMSO committees, councils, etc... interested in EMS data research opportunities													
Compile examples from the states where data has been used for decision making													
Compile a "fact sheet" targeted at each council containing the examples that are relevant to that particular council													
Dedicate time on monthly DMC conference calls, mid-year and annual DMC meetings to discuss and share EMS data research activities													



Parked Issues – Numerous issues and strategies are on the council's radar, but are currently parked due to various reasons – awaiting completion of dependant activities; currently no champions to assign this to; limited funding, etc.

As practical, these will be moved up into the 2013 workplan or carried into the next year.

Goal #9: Strengthen and foster channels of communication with software vendors

Objective/Strategy: Incorporate vendor participation in Data Managers Council annual meeting through presentations and dialogue on implementation and configuration issues to improve data quality

Vendors are a critical component in the data collection and reporting of state EMS data. Promoting open lines of communication with the vendors is essential to promoting the development, standardization, and improvement of state and national EMS data systems and joint resolution of software issues.

Task	Responsibility								Due Date	Done	Budget		
Solicit information from state EMS Data Managers on topics for vendors to address	Data Managers Council												
Prioritize and document the topics	Data Managers Council												
Schedule vendors to present on areas that need to be addressed	Data Managers Council												
Implement vendor session at Data Managers Council annual DMC meeting	Data Managers Council												
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done
Solicit information from state EMS Data Managers on topics for vendors to address													
Prioritize and document the topics													
Schedule vendors to present on areas that need to be addresses													
Implement vendor session at Data Managers Council annual DMC meeting													



Goal: Implement 2013 State EMS Data Manager Survey

Objective/Strategy: The last State EMS Data Manager Survey was completed in 2010, with many changes occurring within state EMS offices, it is time to re-survey

Task	Responsibility								Due Date	Done	Budget		
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done

Goal: Determine Set of Questions to include in the 2014 National EMS Assessment

Objective/Strategy: With a new National EMS Assessment occurring in 2014, the Data Manager Council wants to discuss items for potential inclusion in the Assessment

Task	Responsibility								Due Date	Done	Budget		
Task	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	done