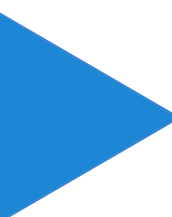


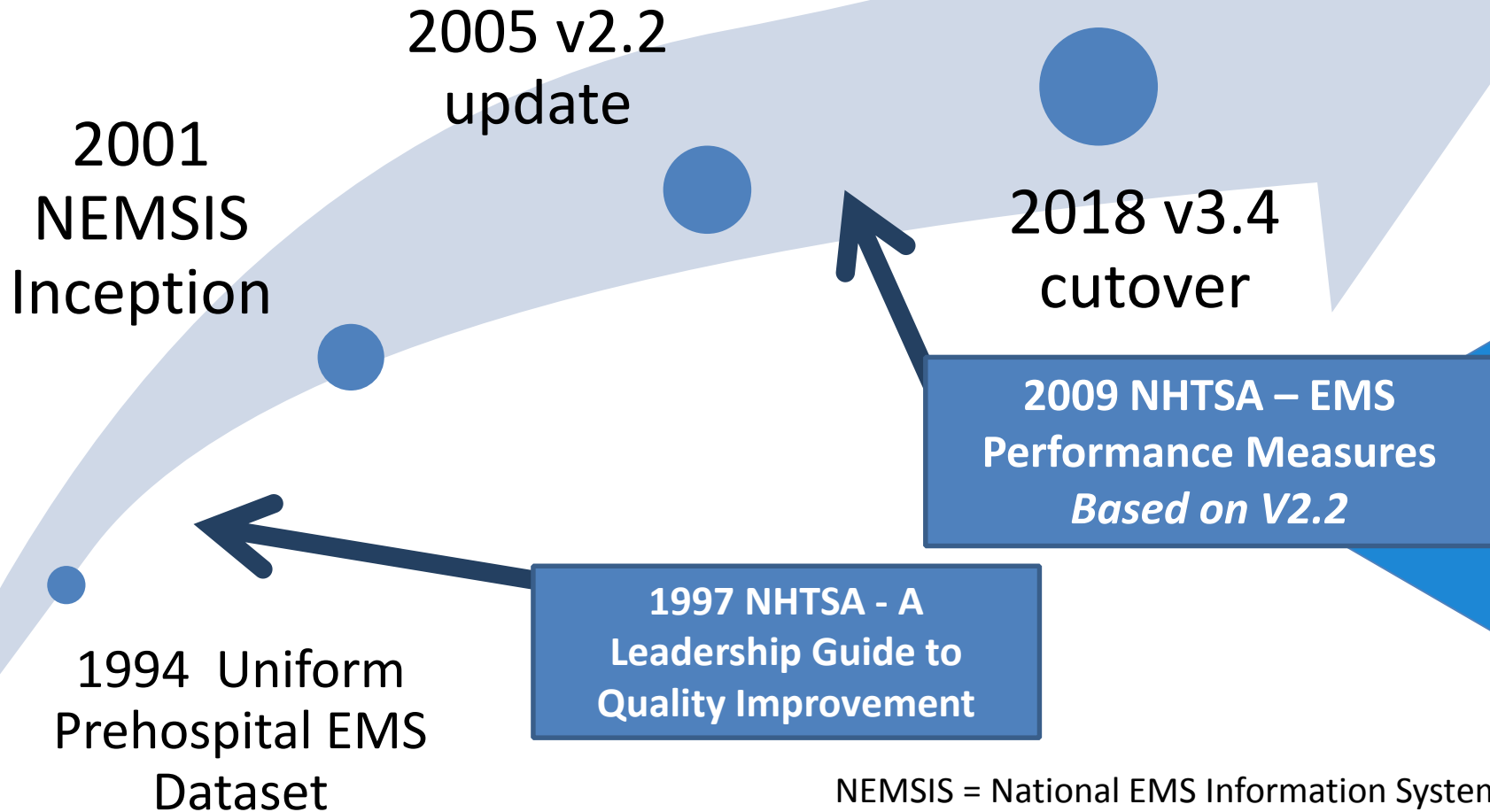


# **Improving Patient Care Through Evidence Based Performance Measures**

- 
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- 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 NEMSIS 3.X data
  - Develop a core set (5-7) of evidence based patient care and safety related performance measures for use by all EMS providers and to support a *culture* of performance improvement in EMS

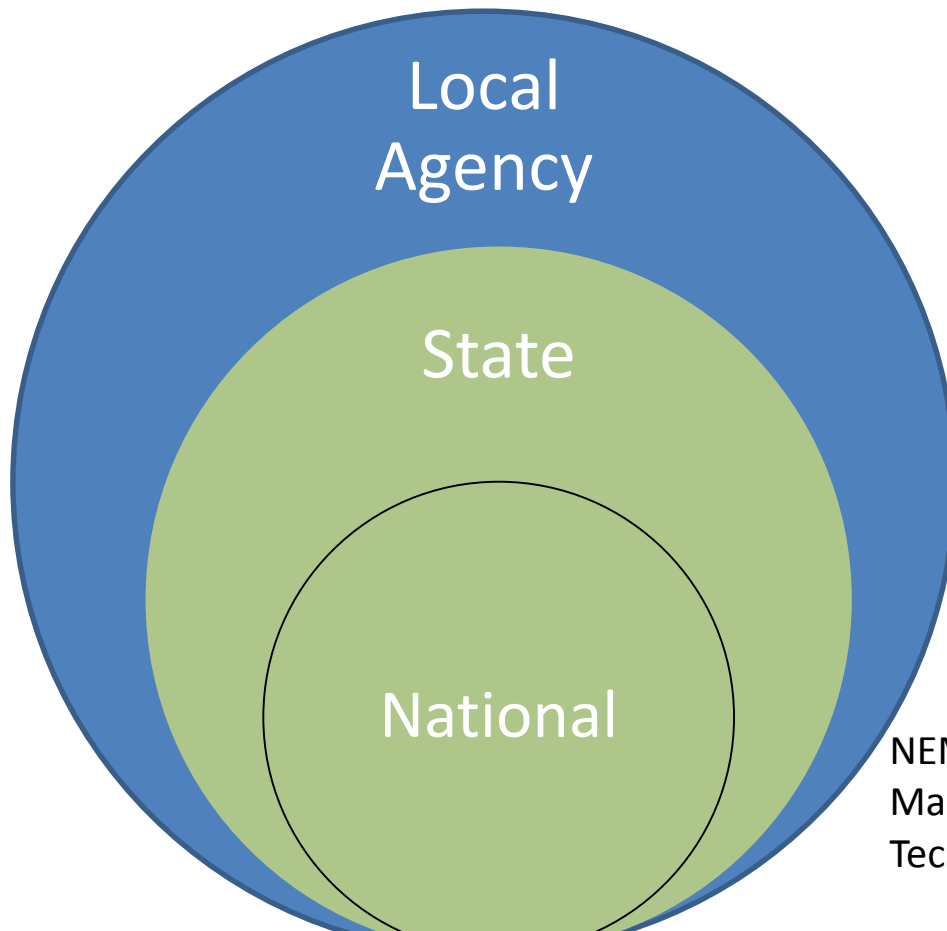
# History of EMS Data & Quality Systems

**EMS COMPASS**



NEMSIS = National EMS Information System  
Managed by the University of Utah's  
Technical Assistance Center

# NEMSIS Datasets Supporting Performance Measurement



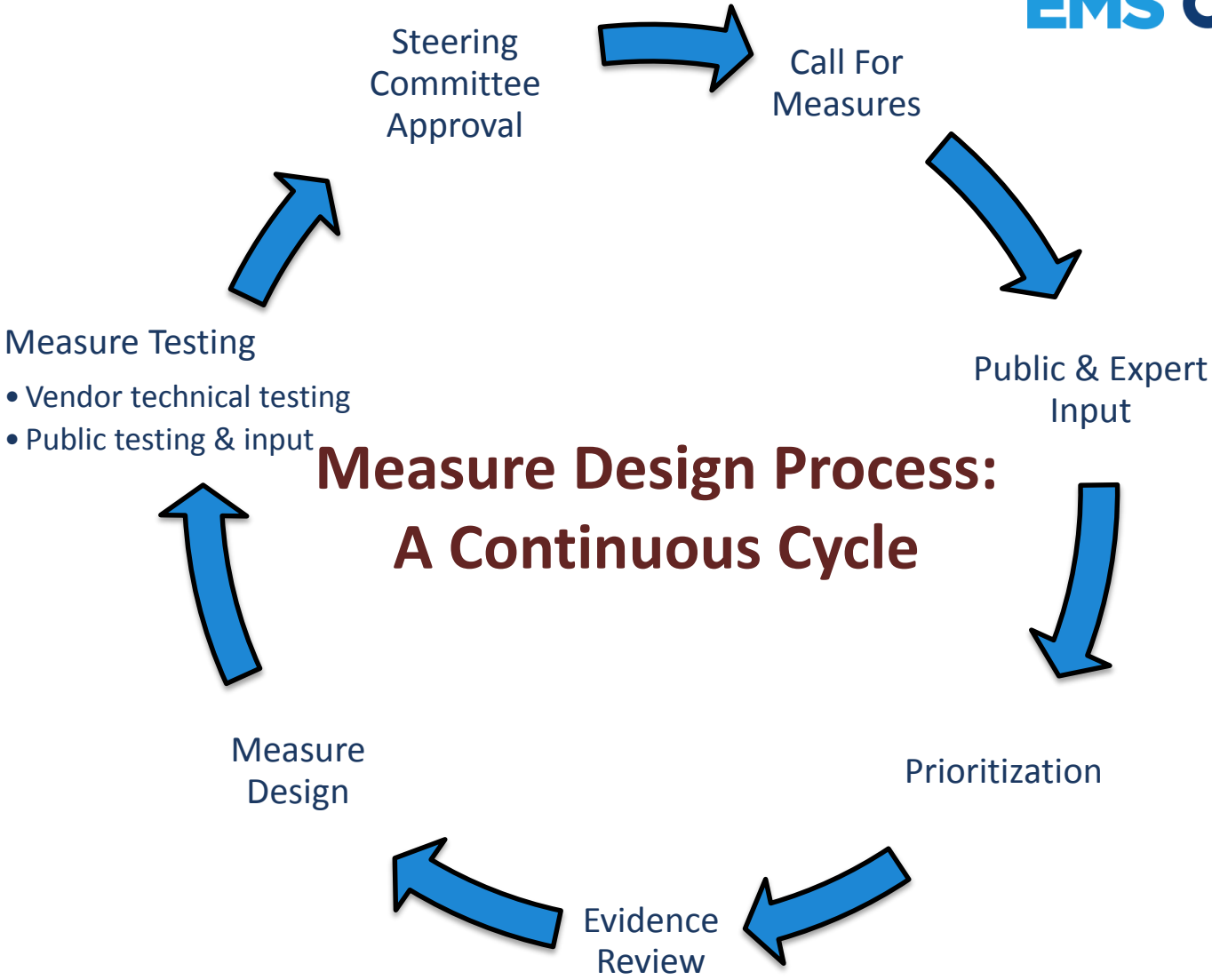
What can you do with your data?

NEMSIS = National EMS Information System  
Managed by the University of Utah's  
Technical Assistance Center

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## 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 payors may choose to utilize the measures once they become available.



# What is a performance measure?

## Measurement Domain

Clinical Area

Topic

## Family of Measures

Structure

Process

Outcome

Balancing

## Measure Formula

Denominator

Numerator


=Score

Domains	Example Possible Clinical Areas & Topics
Patient and Family Engagement	Customer satisfaction, parent/family involvement, patient experience
Patient Safety	Stretcher drop rate, adverse event rate, ambulance crash rate, deteriorating patient (early warning), infection control/hand hygiene
Care Coordination	Matching care to need, access
Population/Public Health	Volumes, symptoms onset to 911, requests per capita
Efficient Use of Healthcare Resources	Cost per capita/patient, tax dollars per capita, patient utilization rate, patient contact time reliability, crash scene time
Clinical Process/Effectiveness	Stroke, STEMI, SCA, trauma, RAD, sepsis, CHF, pain management, hypoglycemia, seizures, COPD, mental health, anaphylaxis , provider skill success rate
EMS Workforce*	Turnover/Retention, vacancy rate, productivity, Compensation Comparator, injury rate, lost work days rate, education, R&R, certification & licensure, safety (near miss reporting, policies, etc), provider safety
EMS Fleet*	Vehicle miles traveled (VMT) rates
EMS Data*	NEMSIS submission rate, data integrity

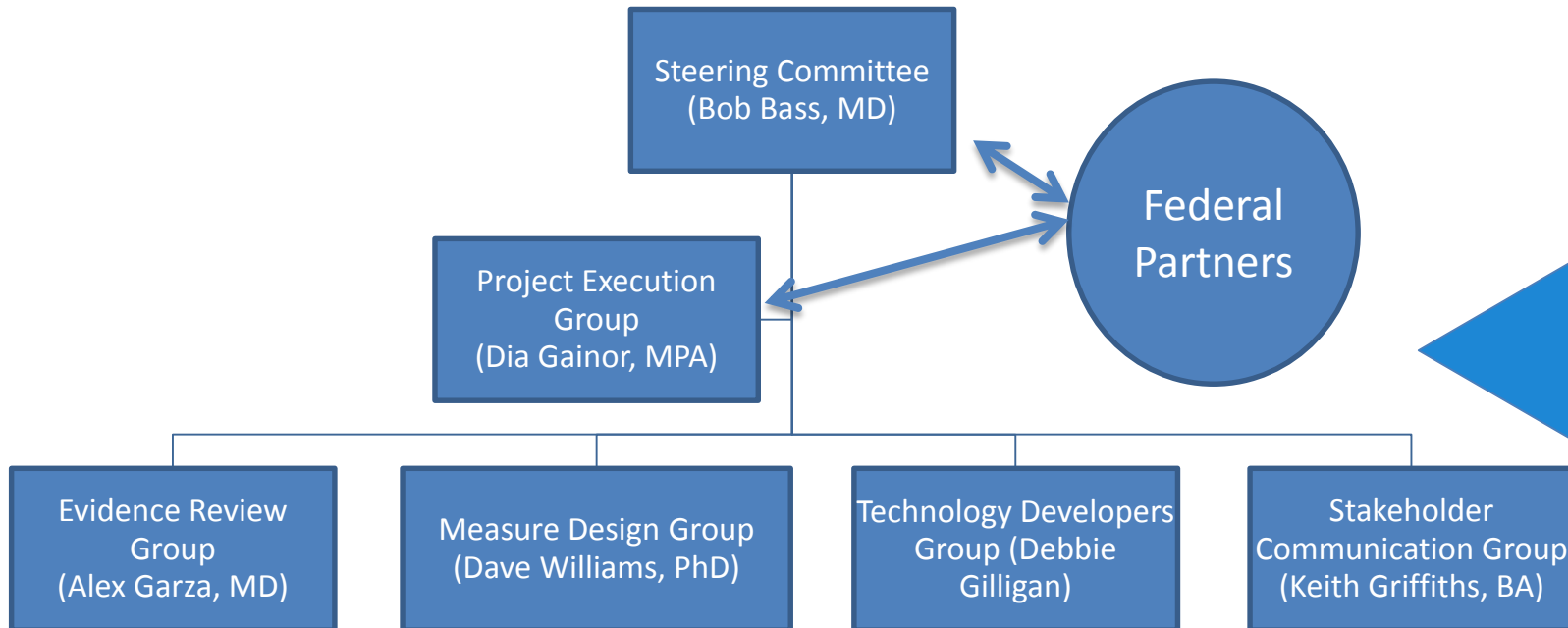
\*EMS Convenience Domains that are outside the NQS original six but may prove to be necessary for EMS performance measurement.



# EMS Measure Considerations


- ▶ EMS Compass Priority Criteria
    - Importance to Measure and Report
    - Feasibility
    - Scientific acceptability of measure properties
    - Usability and Use
    - Comparison to related or Competing measures.
  - ▶ Data source from the National Emergency Medical Services Information System (NEMESIS) Version 3 generation data whenever possible.
- 
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# Overall Org Chart



Project Staff:  
Nick Nudell, MS, NRP – Project Manager  
Zoe Renfro, BA – Project Staff

## Initiative Activity Schedule

- ▶ Oct. 2014: Project Started
  - ▶ Jan. 2015-July 2016: 24 meetings & workgroups
  - ▶ May 2015: Call For Measures Open
  - ▶ April 2016: Conduct Blue Ribbon Panel
  - ▶ July 2016: Submit to peer review journal
  - ▶ Aug. 2016: Publish NASEMSO document
  - ▶ Sept. 2016: Completion of this phase
- 
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**For more information please contact:**

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**EMS COMPASS**

Improving Systems of Care Through Meaningful Measures