



**Blue Ridge Emergency Medical Services Council, Inc.**

**Performance Improvement & Trauma Performance  
Improvement**

*Second Quarter Report FY 2017*

*October - December 2016*

**Membership:**

The PI Committees shall be comprised of a representative/or their designee from:

**+ Each jurisdiction (5):**

- Accredited education program: Jason Ferguson/Lisa Aiken
- Air Medical: June Leffke/Chris Parker
- Altavista EMS: Mark Moss
- Amherst County: Sam Bryant
- Appomattox County: Susan Walton
- Bedford County/Bedford City: Janet Blankenship
- Campbell County: Michelle Turner/Frank Smith
- Commercial Transport Agency: Jeff Tanner & Tom Walton
- Hospital Representative: Kelly Brown, Centra R.N., Centra Trauma Services
- Lynchburg City: Heather Childress
- Regional Operational Medical Direction Committee: Dr. Marilyn McLeod
- \*Every EMS provider in the BREMS region is invited to attend and encouraged to speak and ask questions.



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~Committee Agenda and Minutes~

**December 16th 2016 – CQI Agenda:**

*Friday, December 16th, 2016*

*9:00 AM*

*CVCC EMS Programs Room 2505*

1. Call to Order
2. Committee to vote on new EMS Incident form
  - See email attachment
3. CQI Quarterly Information
  - New Trauma Services Coordinator – Kelly Brown
  - Report from Kelly in regards to Spinal Immobilization utilization
4. CQI Quarterly Topics
  - CVA Review
    - i. Code Strokes called
    - ii. Utilization of stroke scale, GCS and BGL
  - Data Review of CPR



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- i. Previous request for data for scene times in CPR with ROSC & Transport
  - Planning update from Sean on a Pediatric Airway Class
  - Discuss topics for the next quarter.
    - i. Suggestions: New protocol changes and how they are effective; spinal immobilization review from 1<sup>st</sup> Quarter; Refusals review from 1<sup>st</sup> quarter
  - What topics would the committee like to see Trauma Services Review?
5. Committee Discussion
- Open
  - Sub-group/work-group – Not completed yet; Will advise
  - Discuss meeting between Jenn & Bryan Hodges from the OEMS
  - Thoughts on Regional Benchmark numbers and percentages?  
(Continued from last meeting...)
    - i. Ex. Intubation success rates, target response and scene times, etc.



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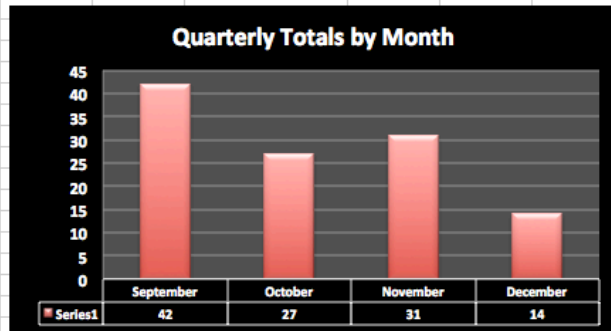
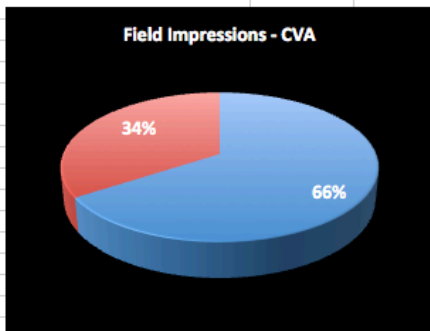
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**Data Presentations for December 2016**

**114 Total CVA/Neuro Cases Recorded by VPHIB Report Writer 2.0/Elite**

\*Please note that this data may be altered by information that was not completed in the original run.

Average Scene Time 13.3 minutes



Total Impressions of Neuro/CVA	114
Positive Stroke Scale	39
Negative Stroke Scale (or N/A)	75

September	42
October	27
November	31
December	14

GCS Obtained	88%
BGL	80%

Successful CODE STROKE activations	N/Available
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	Total CVA	Intervention Obtained	%
GCS	114	100	87.72%
Scale	114	93	81.58%
BGL	114	91	79.82%
EKG	114	103	90%



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**Follow-up from Jodi King, Centra Stroke Council:**

For Jan-Oct 2016 we had 390 code strokes (this is only as accurate as the staffs documentation, I believe we have had times that the code was EMS activated code in the field and it got squashed - I addressed all that I was aware of - please encourage your providers to let me know if they have issues with this). 36% were code strokes activated by EMS. We gave tPA 28 times, we transferred out for endovascular 16 patients, 23% of our code strokes eventually billed or coded out as a Stroke on discharge. We are looking to improve our EKG times by utilizing the one from the field.

**\*\*See attached excel for complete run data for CVA/Neuro**



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New CQI Incident Form ~



Blue Ridge EMS Council
1900 Tate Springs Rd., Suite 14, Lynchburg, VA 24501
(434) 947-5934



EMS Incident Review Form

The purpose of this referral is to improve the quality and efficiency of patient care in the Blue Ridge EMS region. This form is intended to relay comments & concerns regarding EMS incidents in the region, both trauma & medical in nature. Submission of this document triggers further review of the specific incident. All information obtained through this process will remain confidential. This information will be used by the EMS agency, it's Operational Medical Director (OMD), and local facility representatives for the purposes of Quality Improvement (QI) to result in improved patient care. Provide as much of the requested information as possible.

This form may be submitted anonymously. However, if you would like us to contact you for additional information, we must have your contact information. All information obtained is confidential.

Section-1: REFERRER CONTACT INFORMATION [PLEASE PRINT CLEARLY]

Name Agency
Telephone Number E-mail address

Section-2: INCIDENT DETAILS [PLEASE PRINT CLEARLY]

Date of Incident Time of Incident EMS PPCR Number Medical Record Number
Agency/Facility Targeted for Review Attendant-in-charge (if known)

Section-3: DESCRIPTION OF EVENTS [PLEASE PRINT CLEARLY - ATTACH ADDENDUM IF NEEDED]

[Large empty box for description of events]

BREMS USE ONLY

Date Received: Date Referred to CQI Committee:
Comments:

Permitted to sections § 8.05-985.14, § 8.05-985.15, § 8.05-128.2, data or information in the possession of or transmitted to the Commissioner, the Advisory Board, or any committee acting on behalf of the Advisory Board, any hospital or pre-hospital care provider, or any other person shall be privileged and shall not be disclosed or obtained by legal discovery proceedings, unless a circuit court, after a hearing and for good cause shown arising from extraordinary circumstances, orders disclosure of such data.



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**CQI Committee Meeting Minutes ~**

**BREMS CQI Committee Meeting Minutes  
Friday, December 16<sup>th</sup>, 2016 – 9AM  
CVCC EMS Room 2505**

**Members Present:**

Dr. Marilyn McLeod	BREMS Regional OMD
MK Allen	BREMS
Jenn Kersey	BREMS
Kelly Brown	Centra Trauma Services
Lisa Aiken	CVCC
Chris Parker	Centra One
Tom Walton	DRT/Appomattox
Frank Smith	Campbell County Public Safety
Heather Childress	LFD
Jeff Tanner	Centra Transport
Jimmy Mitchell	Centra Transport

The meeting began at 9:00 am in CVCC EMS Room 2505.

**Quarterly Information:**

**New EMS Incident Form:**

- Jenn displayed the new form that has been distributed for review to the committee and asked for discussion or other thoughts. The committee agreed upon the form by a unanimous vote. And it was asked that this form be utilized for education and praise, as well as training points and clarification on care concerns that may arise. Jenn stated that the form should be utilized from the field up, as well as from Centra back to the field. (I.e. Trauma Services and Medical Review). Kelly



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volunteered to be a filter/liaison for medical concerns. And in the event that that task becomes overwhelming, we can revisit medical review from Centra. Jenn & Kelly will meet on this and plan.

- Jenn also stated that she is working with Centra ED to re-establish the program for patient updates.
- Jeff Tanner & Jimmy Mitchell from Centra Transport and Tom Walton from DRT and Appomattox are new to the group and were welcomed & introduced.
- Jeff indicated that while a majority of their runs are scheduled transports, they are beginning to do E911 back up currently in Southside and Bedford. He stated that in 2017, they will begin E911 back up in Danville.

### Trauma Review

- Jenn introduced Kelly to the committee. Kelly presented information and data on ED Trauma Alerts and information on missed alerts, as well as plans that she has to improve trauma services and the relationship with EMS. Kelly stated that the EMS focus should be continued accurate reporting to Medical Control. And that how alerts are activated is a continued work in progress. There was mention to work towards closing loopholes in all facets of the ED in regards to trauma alerts, to include medical control.
- The committee asked that laminated trauma level cards be made and distributed to EMS. Currently the cards some providers are still utilizing are outdated.
- She stated that the Trauma Team Meetings would be re-established. The next meeting is scheduled for 2/21/17 @ 6pm tentatively. Location and details to follow.
- Kelly advised that she is creating a Trauma Newsletter.
- It was decided by the committee that for next quarter, we look at GCS scores (both pre-hospital & ED) and continued monitoring of spinal immobilization.





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COI Quarterly Topics

Review from last quarter –

- Jenn advised on scene time with ROSC & transport from last quarter as requested. This was 0.31 minutes.
- CVA/Stroke calls were reviewed. Data was presented that of 114 CVA calls, 36% were determined to have a positive stroke scale. And of those the following interventions were completed:

	<b>Total CVA</b>	<b>Intervention Obtained</b>	<b>%</b>
GCS	114	100	87.72%
Scale	114	93	81.58%
BGL	114	91	79.82%
EKG	114	103	90%

- Dr. McLeod indicated that she wants the following expectations to be met:
  - GCS – to be obtained 100% of the time
  - Stroke Scale – to be obtained 100% of the time
  - BGL – 95% of the time
  - EKG - 95% of the time
- There was discussion on validation rules and mismatched data from the Image Trend Elite system.
- There was mention of regional validation rules. Heather offered to assist with this with any locality.
- There were a few issues discussed where a Code Stroke was called in the field and when received at the ED, no one was ready to transport to the CT. There were also issues mentioned of registration delays. Marilyn is going to address these specific cases with Jodi King.



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- The Committee was advised of upcoming training events for the 3<sup>rd</sup> quarter.
  - February 18<sup>th</sup>, 2017: ETCO<sub>2</sub> & Advanced ECG training sponsored by Physio-Control.
  - March 2017: Pediatric Airway Training; Date & specifics TBD
  - April 2017: Active Shooter/Threat Suppression training; Date & specifics TBD
  
- 3<sup>rd</sup> Quarter Topics:
  - It was determined by the committee to review new protocol medications introduced in Sept 2016 and how they are being utilized and the effectiveness. Dr. McLeod also stated that she would like us to develop a tracking method for medication errors.
  
  - She also indicated that there is still some concern over refusals. The committee decided that we need to revisit the criteria for refusals and review Policy 5 of the protocol. This will be presented at the OMD meeting tonight. She stated that she would like to see some in depth training on this topic as well. It was also decided that this data needs to be revisited as well.

Meeting was adjourned at 11:00 AM

Submitted by,

Jenn Kersey  
BREMS EMS Field Coordinator



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**On-Going Projects within CQI:**

FY 2017 3<sup>rd</sup> Quarter CQI –

- Review protocol changes with new medications
- Review refusals & revisit a regional refusal standard and criteria
- Continued review of trauma specific items as outlined by the committee with Trauma Services
- Continued planning with Kelly Brown, Trauma Services – Centra Health
- Continue formation of sub-group/work group comprised of current field providers
- Continued work on Regional Benchmark numbers/goals & percentages

**2<sup>nd</sup> Quarter Consolidated Testing:**

- Successful October CTS with 20 total registrants
- November CTS cancelled due to enrollment
- December CTS cancelled due to proposed inclement weather

**Other:**

- Continue assistance with training logistics with Sean Regan, Training Coordinator
- Continue assistance with Protocol changes and development
- Continue assistance with EMS provider health, wellness & CISM
- Continue work on current project/proposal for EMS Room at Centra



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