Memorandum

Date: September 6, 2013

To: Members of the Public Safety Committee

Subject: Quality Management Program

The Public Safety Committee will be briefed on Quality Management Program on Monday, September 9, 2013.

Charles M. Cato
Interim Assistant City Manager

Attachment

cc: Honorable Mayor and Members of the City Council
    A.C. Gonzalez, Interim City Manager
    Rosa A. Rios, City Secretary
    Warren M. S. Ernst, Interim City Attorney
    Craig D. Kinton, City Auditor
    Judge Daniel F. Solis, Administrative Judge
    Ryan S. Evans, Interim First Assistant City Manager
    Jill A. Jordan, P.E., Assistant City Manager
    Forest E. Turner, Assistant City Manager
    Joey Zapata, Assistant City Manager
    Teresa O’Donnell, Interim Assistant City Manager
    Jeanne Chipperfield, Chief Financial Officer
    Frank Librio, Public Information Officer
    Elsa Cantu, Assistant to the City Manager

“Dallas - Together, we do it Better”
Dallas Fire-Rescue Department  
Quality Management Program  
Public Safety Committee  
September 9, 2013
Purpose

Establish a program where paramedics are evaluated for completeness and accuracy in patient care documentation and clinical care.

It is the policy of the Dallas Fire-Rescue Department to strive for excellence in patient care as reflected in the documentation of patient care reports.
EMS Quality Management Team

• Quality Management (QM) Captain and Lieutenant
  – Coordinate activities pursuant to providing the highest quality pre-hospital emergency care
  – Develop, implement and coordinate the QM Program
  – Maintain a QM database enabling tracking of DFRD paramedics, Rescues, treatments, customer service as well as documentation compliance in a HIPPA compliant manner
  – Identify outstanding performance deserving of recognition
  – All personnel in this program are HIPPA trained
Run Review Procedures

• QM Team currently reviews up to 500 runs per month
• Billing and clinical categories are reviewed for compliance:
  – Demographic information
  – Signs and Symptoms
  – Vitals
  – Proper Treatments
  – Documentation
Run Review Procedures

- Electronic Patient Care Reports (EPCR) are randomly selected from the EPCR administration site

- Scored by using a billing and clinical QM checklist

- Data collected is entered into a database for tracking and analysis
QM Checklist

• Point total developed for reviewing EPCRs

• 20 points are considered a perfectly documented EPCR

• 10 points or less are routed to EMS Field Supervisor to review with the responsible medics
QM Access Database

PCR Documentation QM Billing and Clinical

Billing Score Sheet
- Full Patient Name
- Date of Birth
- Social Security Number
- Patient Address
- Chief Complaint
- Patient Symptoms
- Patient History
- Medication
- Allergies

Total Score: 20
20 = Perfect Score

Positive Feedback

Documentation Review Disposition
MEETS STANDARDS
Feedback to Paramedics

• The EMS Field Supervisor will review the run with the Paramedic to commend, coach, counsel and/or educate to achieve compliance.

• For performance above and beyond expectations, the paramedic will receive a Letter of Exemplary Performance, if warranted.

• The QM team may also send Review forms directly to affected paramedic’s stations via internal mail.
Targeted Improvement Needs

• The QM Database allows for statistical information usage/guidance in future documentation and clinical issues/training modules

• Helps target areas of improvement needing focused attention. Examples: deficiencies gathering demographics, signatures, deficient skills delivery or clinical care issues

• Individual paramedic history regarding strengths and deficiencies
Improvement Stats

- Oct-Dec 2012: 98.93%
- Jan-March 2013: 99.01%
- April-June 2013: 98.82%

Bar chart showing DOB, SSN, and Patient Signature percentages for each period.
Overall Goal of QM Process

- QM process is not intended to be a punitive process
- Training, coaching and mentoring process is followed in order to improve the quality of care and documentation delivered by the individual paramedic
- Repeated non-compliance will result in utilization of progressive discipline process to correct deficient service delivery
Questions?