



Improving Patient Care Through Evidence Based Performance Measures



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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



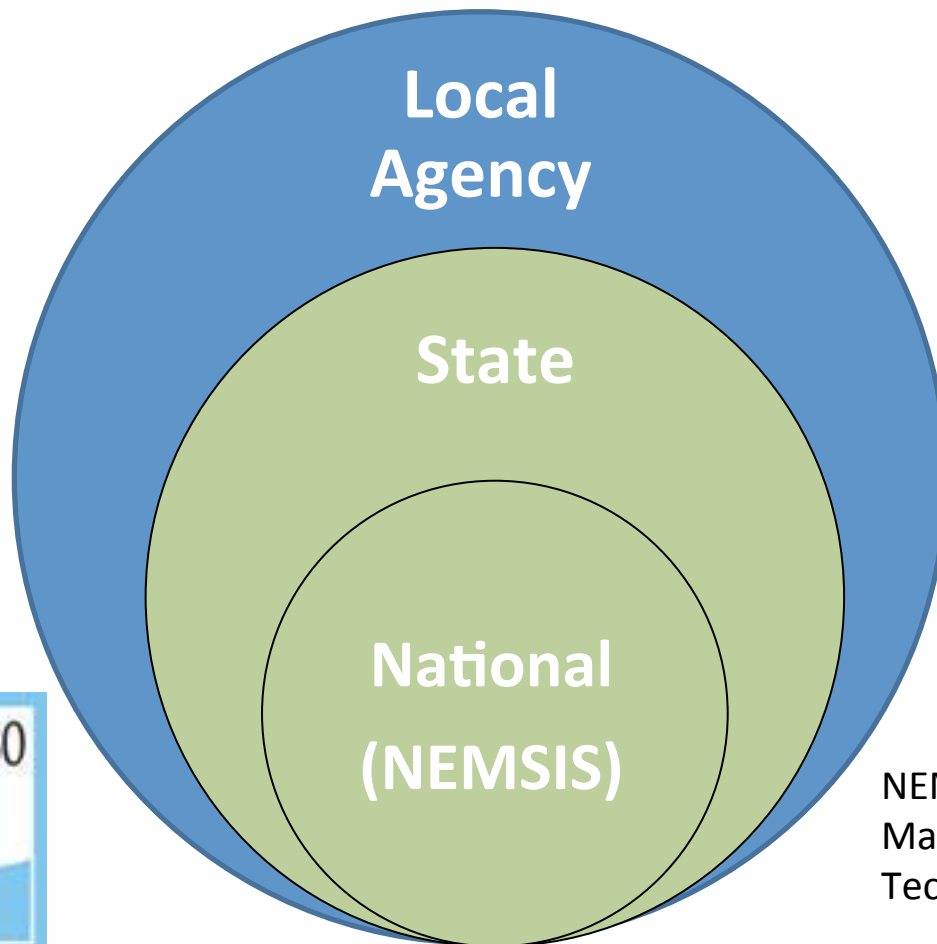
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EMS Compass is not:

- 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 payers may choose to utilize the measures once they become available



NEMSIS Datasets Supporting Performance Measurement



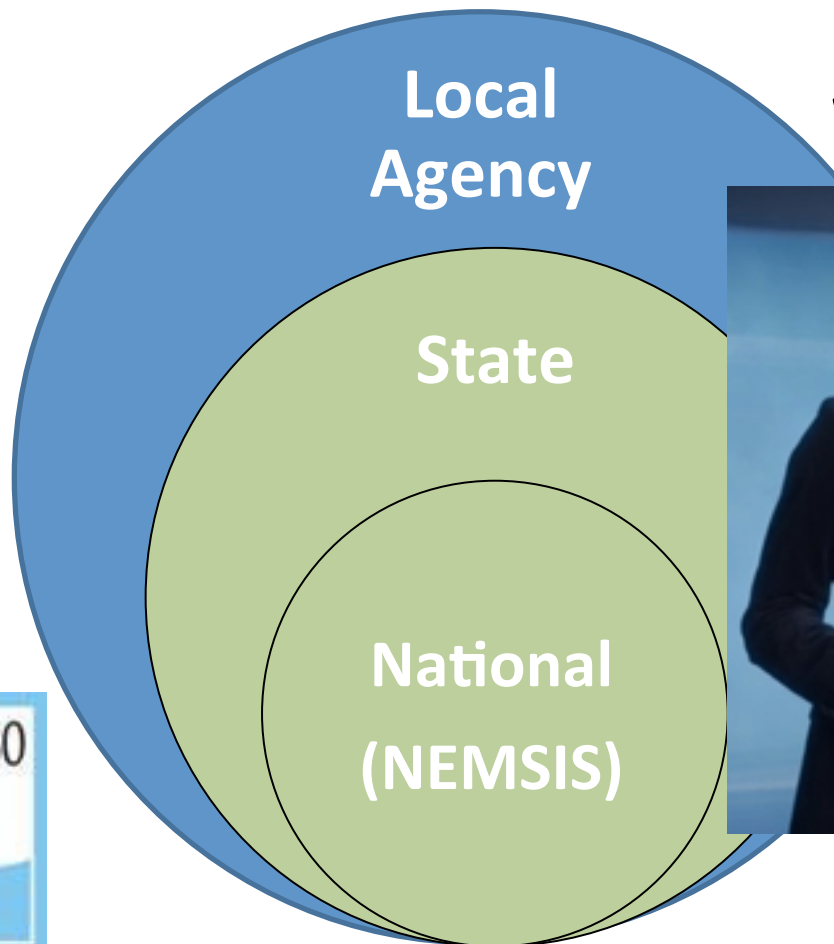
What can you do
with *your* data?



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

NEMSIS Datasets Supporting Performance Measurement

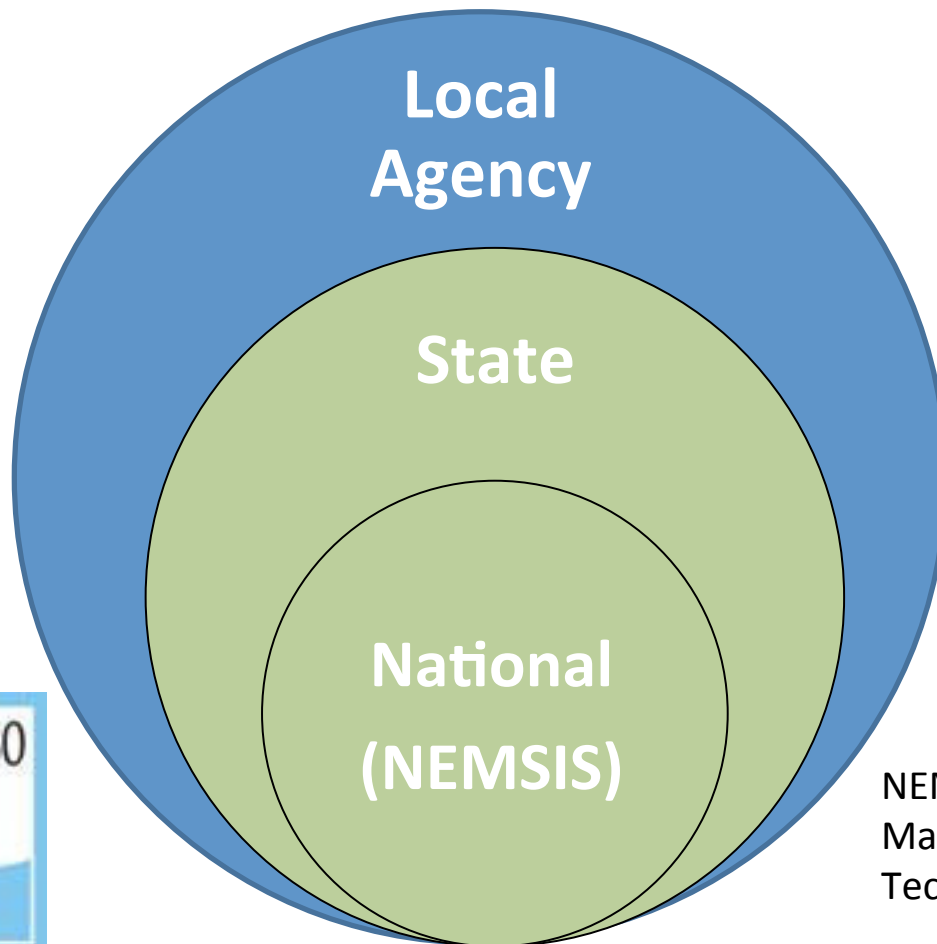
What's in *your* pocket?



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NEMSIS Datasets Supporting Performance Measurement

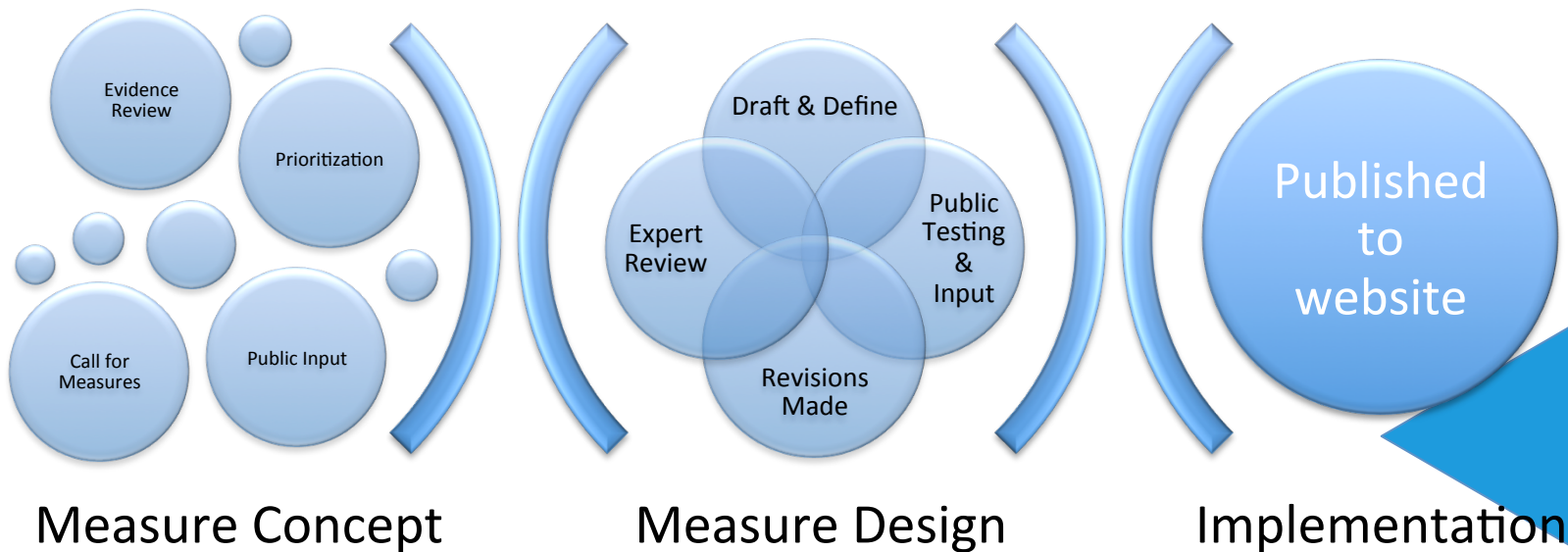


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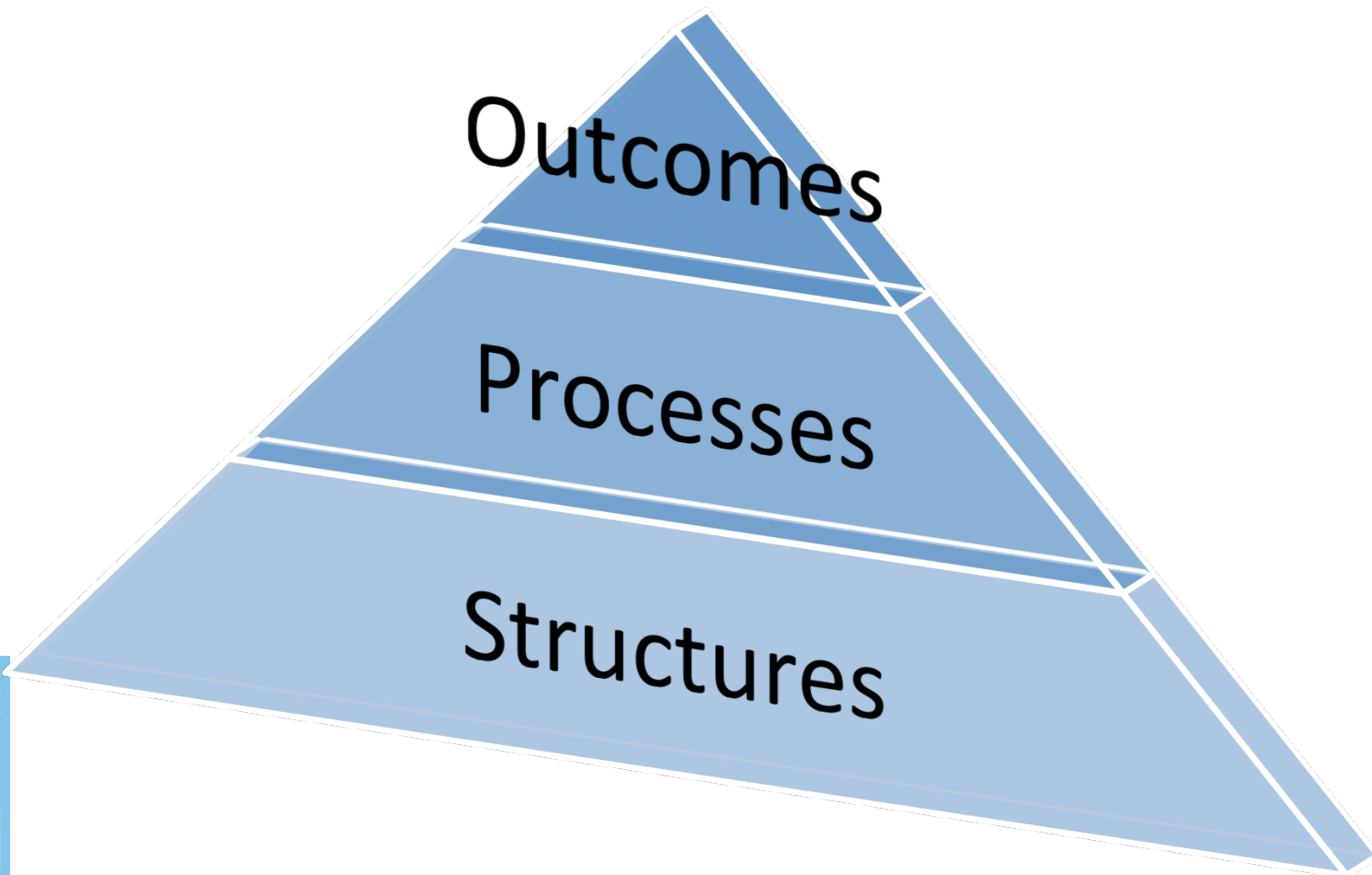


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The Process



▶ EMS Performance Measures



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, deteriorating patient (early warning)
Care Coordination	Matching care to need, access
Population/Public Health	Requests per capita, clinical diagnosis 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, pediatric respiratory care, hypoglycemia, seizures
Provider Safety*	Injury rate, lost work days rate, near miss reporting
Vehicle Integrity & Safety*	Crashes per vehicle miles traveled (VMT)
Data Quality*	NEMESIS submission rate, data integrity


*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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EMS COMPASS

Improving Systems of Care Through Meaningful Measures

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