

**PINELLAS COUNTY
EMERGENCY MEDICAL SERVICES
LEADERSHIP GROUP MEETING**

**MINUTES
October 17, 2023**

The Pinellas County EMS Leadership Group (EMS LG) met on this date at 12490 Ulmerton Road, Conference Rm. 130/132, Largo, FL 33774, with the following agencies marked present:

- Airport
- Clearwater
- Dunedin
- East Lake
- EMS & Fire Administration
 - Operations Manager
 - Clinical Manager
 - Data Systems Coordinator
 - Logistics Coordinator
 - Protocol and Equipment Coordinator
 - Quality Assurance Coordinator
- Gulfport
- Largo
- Lealman
- Madeira Beach
- Medical Director
- Oldsmar
- Palm Harbor
- Pinellas Park
- Pinellas Suncoast
- Safety Harbor
- Seminole
- South Pasadena
- St. Pete Beach
- St. Petersburg
- Sunstar
- Tarpon Springs
- Treasure Island

CALL TO ORDER AND ROLL CALL

Chief Terry Tokarz called the meeting to order at 9:06 a.m. Roll call was taken.

APPROVAL OF MEETING MINUTES

Upon presentation of the minutes from the September 19, 2023 EMS Leadership Group meeting, the minutes were unanimously approved. (Palm Harbor/Largo)

EMS CENTRAL SUPPLY WAREHOUSE STAFF RECOGNITION

David Hudak recognized and congratulated EMS Central Supply Warehouse staff Jamie Young, Damian Bobe, Logan Pratt, and Ron Lighthiser for their superb work with logistics administration, MRx and LifePak 15 deployment, hurricane preparedness/cart management, and Special Event operations.

IMAGETREND (IMGT) UPDATE

Ken Grimes provided an update on the go-live status of the ImageTrend project and presented information regarding progress of implementation of the Elite and License Management System (LMS) modules, noting that clinicians must be signed into LMS before ePCR (Elite) can be brought

online. Members provided input regarding the early November go-live time frame, module training, onboarding challenges, password accessibility, administrative configuration, and login, application, and reporting processes.

Following lengthy discussion, Mr. Grimes indicated that a run report will be printed to relay clinician statuses, and an email from Craig Hare to Fire/Ops Chiefs related to the clinician four report submission rule will be sent out. Please contact Steve Fravel with any application questions or concerns.

SYSTEM UPDATE

Ken Grimes presented a system update and provided information on the following topics:

- ACLS
 - Classes completed.
- LifePak 15s
 - Successful agency rollout. Noted that Sunstar is currently experiencing a Bluetooth issue that will disappear with the implementation of ImageTrend.
- Workforce Workgroup
 - Last month's meeting was a success and relayed plans to move forward to ensuring a sustainable workforce.
- Active Assailant
 - EMS Training Group has been discussing the addition of an Active Assailant training component into the upcoming EMS Training program.

MEDICAL DIRECTOR UPDATE

Dr. Angus Jameson provided clinical updates on the following topics:

- Office of the Medical Director (OMD) Changes to Areas of Responsibility
 - Dr. Michael Lozano to be taking the lead on QA issues.
 - Dr. Andrew Smith to handle training, orientation, and Capstone certifications.
- Quality Group
 - Chief Allen Smay to lead group.
 - Working on medical quality measurement plan updates and increasing agency representation.
 - Next meeting to be held Friday, October 27, 10:00 to 11:00 a.m. Monthly Zoom meetings include the review of system data and agency sentinel event peer reviews.
- First Pass
 - County is in the process of contracting to get First Pass connected to ImageTrend. May experience a temporary lull of real-time chart review during transition.
- Virtual Office Meetings
 - Next meeting to be held Friday, October 27, 10:00 to 11:00 a.m.
 - Encouraged more field clinicians to attend the virtual meetings as their input is definitely appreciated.
- Special Events Planning
 - Please give several months' advance notice when requesting an on-site physician for special events due to full schedules.
- CME Timer Compliance
 - Continued push on the CME timer compliance. CME restrictions placed after 30 days' non-completion and 30-day grace period, 60 days' total.
- Leave Behind Narcan (LBN)
 - Declining agency utilization. Requesting all EMS Coordinators to champion program. Use for station walk-ups and special events.
 - Outside of ePCR, you can use the OMD website to track LBN. Link to 3-question survey via REDCap on the OMD website.

- Starting to see a couple months of declining fatality rate and overdose rates – headed in the right direction.

AIR MEDICAL UPDATE

Ken Grimes provided statistical information regarding flight upgrades. Working to change the call dispatch procedures and conducting tests. All Children’s Hospital has requested exclusion from radio dispatch alerts but is still participating in the dispatch process. The County has engaged with two air medical providers, and Tampa General has expressed interest in participating and is monitoring the process management.

SUNSTAR UPDATE

Jazmin Soloman reported that LifePak training has been completed. She shared that there has been positive feedback regarding LifePaks in the ambulance, noting Sunstar has been experiencing download issues and hopes the problem will be resolved by next week.

COMMITTEE UPDATES

PCEMS Supply and Equipment Subcommittee – Chief Tony Tedesco

- Plans to move forward with a meeting in November.

PCEMS Controlled Substances Subcommittee – On Hold

EMS Training Group – Chief Mark Zipeto

- October meeting was canceled and noted plans for a November meeting.
- Working on including an Active Assailant training component into the upcoming EMS Training program.
- Approved 2024 EMS Training Plan and 2024 EMS Training Schedule.

EMS Quality Committee – Chief Allen Smay

- Agency representation has been lacking. Working to update the countywide distribution list and roster.

ePCR Committee Update - On Hold

Utilization Review – Dr. Jameson

- Continuing to refine the case review process and setting up quarterly meetings.

First Pass Group – Chief Bill Gorham

- Last meeting was canceled due to attendance at State EMS meetings.

MEDICAL EQUIPMENT & SUPPLY/LOGISTICS UPDATES

Derek Schauer and David Hudak provided information on the following items:

- **PSTrax**
 - Derek to reach out to Nathan to add additional BP cuffs to Handtevy bags and an XL for the child BP cuff in the airway bags. Explained that the move back to the larger BP cuff was due to a centimeter difference in size and restricted functionality due to less cuff material.
 - Monitors to be added to PSTrax accounts this week.
- **ePCR Code Summary for Cardiac Arrest**
 - The software development kit (SDK), regardless of manufacturer, is experiencing software and hardware integration challenges. Issues are being addressed and should evaporate upon transition to ImageTrend. Please be patient.

- Monitors
 - Discussed issues during Sunstar's transition from MRx to LifePak 15. Do not take STEMI interpretation off of the screen. The screen image is not a diagnostic image and needs to be printed out.
 - When the modem is attempting to get a signal and does not pick one up, the process can cause batteries to be excessively drained. Options to resolve issue are, 1, get a Verizon cell booster at no cost, or, 2, order another battery. Discussed correct adapter charging process.
- Philips AED Pads
 - Please be aware of what supplies are being ordered during pushouts. Pad costs have significantly increased, so be aware of correct use.

EMS ACADEMY/EMS TRAINING/CME UPDATE

Mark Eggers distributed the following draft documents that were approved in EMS Training Group: *2024 Pinellas County EMS Training Plan* and *2024 Training Calendar*.

Later in the meeting, Mark presented the *2024 Pinellas County EMS Training Plan* and *2024 EMS Academy Schedule* for approval. Chief Mark Zipeto made a motion, seconded by Chief Matt Carpenter and carried unanimously, that the *2024 Pinellas County EMS Training Plan* and *2024 Training Calendar* be approved.

Mark presented statistical information related to CME completions and discussed access to the CME videos, the four practice ePCR reports to be completed by clinicians, and upcoming In-Service, IPD, and PHTLS classes. The Capstone and CME schedules were reviewed.

DATA & TECHNOLOGY UPDATES

Leyna Lacognata shared that after the ImageTrend go-live, she will be in contact regarding the list of ePCRs that need to be cleaned up.

In response to comment by Chief Tedesco regarding an MRx update to include all hospitals, David Hudak related that HCA currently does not have a contract with Stryker and is not permitted to transmit data through LifeNet. Once the issue is resolved, HCA will be added to the LifePaks.

QUALITY ASSURANCE UPDATE

Chris Jordan referred to a document titled *Quality Assurance Update* and provided statistical information pertaining to the following topics:

- Discussed Baldrige Patient Satisfaction Surveys and engagement results for September 2023.
- Reviewed September 2023 QARs and commendations.
- Case tracking.
- Working on moving the QAR database to ImageTrend, an internal process that should improve review workflows and allow Office of the Medical Director easier access to QARs.
- Created a new shared email address for any EMS Quality concerns:
PCEMSQuality@pinellas.gov.
- Contact Chris for any QA questions or comments.

In response to query by Chief Lindsey Kensinger, Dr. Jameson provided information regarding active provisional licensure and military service/leave of absence (LOA), noting that changes in status need to be reported as soon as possible.

AROUND THE TABLE: POSITIVES, PROJECTS, AND ACCOMPLISHMENTS

Clearwater: Onboarding 14 new hires, 13 EMTs and 1 Paramedic.

Largo: Station 19 is still in progress.

Pinellas Suncoast: 3 new hires to start Academy in November, and 2 more staff to be onboarded by the first week of January. Station 28 construction is slated to begin in January/February time frame.

St. Pete Beach: Hired 3 personnel.

Sunstar: 22 paramedics in pipeline, clearing 6 this month and 10 next month, 2 started orientation on Monday.

OLD BUSINESS – On Hold

NEW BUSINESS

- Chief Bill Gorham emphasized the significance of the relationship between the local healthcare coalition and EMS agencies. Bill Howe introduced himself, presented background information regarding the Tampa Bay Medical and Health Preparedness Coalition, and discussed the group's offer of training/funding/equipment assistance to EMS agencies, various community outreach campaigns, and available untapped resources. Chief Tedesco related that there are plans to hold the State EMS meetings scheduled for October 2024 in Pinellas County and encouraged involvement in the coalition.

ACTION ITEMS - None

MEETING SCHEDULE

Following discussion, the members agreed that the November and December meetings would be held in a face-to-face format due to the ImageTrend rollout, and the group can decide in November whether to hold or cancel the December 8 meeting. Members agreed to revisit whether to return to a hybrid format in January.

NEXT MEETING

Due to the Thanksgiving holiday, the next Leadership Group meeting has been rescheduled to Tuesday, November 28, 2023, at 9:00 a.m., to be held in person in Conference Rm. 130/132 at EMS Headquarters, 12490 Ulmerton Rd., Largo, FL.

ADJOURNMENT

The meeting was adjourned at 10:54 a.m.

**PINELLAS COUNTY
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LEADERSHIP GROUP MEETING**

**MINUTES
September 19, 2023**

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- Airport
- Clearwater
- Dunedin
- East Lake
- EMS & Fire Administration
 - Director (via phone)
 - Clinical Manager
 - Credentialing Coordinator
 - Logistics Coordinator
 - Protocol and Equipment Coordinator
 - Quality Assurance Coordinator
- Gulfport
- Largo
- Lealman
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- Medical Director
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- Pinellas Suncoast
- Safety Harbor
- Seminole
- South Pasadena
- St. Pete Beach
- St. Petersburg
- Sunstar
- Tarpon Springs
- Treasure Island

CALL TO ORDER AND ROLL CALL

Chief Terry Tokarz called the meeting to order at 9:04 a.m. Roll call was taken. Chief Tokarz noted that Dr. Angus Jameson is attending via Zoom.

APPROVAL OF MEETING MINUTES

Upon presentation of the minutes from the August 15, 2023 EMS Leadership Group meeting, the minutes were unanimously approved. (St. Pete Beach/Largo)

Chief Tokarz related that Craig Hare is running late, and, deviating from the agenda, the Medical Director Update will be presented as the next agenda item.

MEDICAL DIRECTOR UPDATE

Dr. Michael Lozano provided clinical updates on the following topics:

- Virtual Office Meetings
 - No virtual office meetings will be held this month due to a conflict with the EMS Advisory Council meeting on Friday, September 29.

- Requested that more field clinicians attend the virtual office meetings as their input is definitely appreciated.
- Special Events Planning
 - Would appreciate 3 to 4 months' advance notice when requesting an on-scene physician for special events due to complicated schedules.
- Office of the Medical Director (OMD) Website
 - Encouraged more people to sign up for the updated spam-free OMD website, noting there have been 76,000 hits since going live last November, and the site is averaging about 350 hits a day.
 - New sections have been added, including a forum for ImageTrend super users who are testing to provide responses and comments to each other. Thanked those that are using it and encouraged more utilization of the tool. Complete CME's within 30 days.
- LifePak15 Monitors
 - Congratulations to Engine 50's crew, Lt. Morris, DO Westerman, FM Georges, and PFF Davis, for delivering the first LP15 shock in Pinellas County at 7:49 a.m. on September 14, 2023. This milestone was made possible by countless hours of work by an incredible group of people across multiple agencies. Dr. Jameson expressed his thanks to everyone for doing the heavy lift to reach this milestone for our patients.
 - New critical updates went live with the LifePaks, and in-service training is scheduled for summer.
- QARs
 - Had a couple cases of crews not trusting the Co2 meter during suspected esophageal intubation. Please reinforce proper use of the device.
 - Please encourage clinicians to read and understand new protocol updates to avoid medical errors.
- State EMS Meetings
 - Encouraged attendance at the upcoming State EMSAC meeting in Destin, October 4 through 6. A major topic throughout the conference will be Pulsara, a communications platform/app, that some of the hospitals are using.
- Leave Behind Narcan (LBN)
 - Outside of ePCR, you can use the OMD website to track LBN, and a dashboard is currently being developed that will show utilization by agency.
- Lift Assists
 - In response to queries from Jim Fogarty, Dr. Jameson confirmed additional guidelines and shared published statistics on possible outcomes.

AIR MEDICAL UPDATE

In the absence of Julie Bacon, Ken Grimes mentioned that All Children's Hospital has asked to be excluded from radio dispatch alerts. The County is in the midst of evaluating aircraft dispatch protocols, and Ken will be reaching out to Aeromed and Bayflite. Please do not hesitate to share any thoughts or concerns.

SYSTEM UPDATE

Craig Hare presented system highlights on the following topics:

- LifePak 15s
 - Clearwater and the South Beaches are live, and it seems pretty solid, noting a couple failures of SPO2 out of the box. Everyone is set to go live between now and early October.
- ImageTrend
 - Initiated the first round of power users with St. Pete, Sunstar, and Pinellas Park to begin reviewing the records and the picklist.

- Training video completed. Kudos to Jazmin Soloman, Chief Andrew Hughes, Michelle Slawinski, and Bob Crandall for their outstanding efforts throughout this process.
- Provided an overview of ImageTrend training/implementation, workflow/records processing, and system configuration.
- Ambulance Service
 - County is going to bid for Ambulance Service. Briefed County Commissioners and Administration and the Sunstar Team regarding a reset of the fleet/wage plans, BLS/EMR components, and post-pandemic staffing in the pursuit a new five-year plan.
- EMS Budget
 - Approved by a 7-0 vote, including ALS First Responder/Ambulance budgets, capital plans, and Traffic Preemption Project.
- EMS Central Supply Warehouse Staff Recognition
 - Item to be deferred until next month.

SUNSTAR UPDATE

Richard Schomp provided an operational update regarding Hurricane Idalia evacuations and shared statistical information for August, noting transport volume and year-over-year trends. Team is working hard on ImageTrend, with 1,665 submittals and making good headway with CJIS fingerprinting.

COMMITTEE UPDATES

PCEMS Supply and Equipment Subcommittee – Chief Tony Tedesco

- Getting positive results from the vending machines. New supply orders have been reduced significantly. Will move forward with a meeting at end of year.

PCEMS Controlled Substances Subcommittee – On Hold

EMS Training Group – Chief Mark Zipeto

- Meetings have been changed from the second Monday to the second Tuesday of every month for the rest of the year, continuing with the 10:00 a.m. start time and face-to-face format.
- Later in the meeting, Jim Fogarty provided a follow-up report on the recent Active Assailant drill held in Seminole. The Sheriff will likely address the event results at the Fire Chiefs' meeting. Chief Zipeto shared that the group has discussed including an Active Assailant training component into the upcoming EMS Training program.

EMS Quality Committee – Jeremy Tinter

- Nothing new to report.

ePCR Committee Update - On Hold

Utilization Review – Dr. Jameson

- Craig Hare related that Utilization Review will pick up in earnest after ImageTrend's go-live, with Michelle Slawinski as Growth Management Coordinator.
- Dr. Jameson noted that an ImageTrend form includes a few features related to Utilization Review.

First Pass Group

- Nothing new to report.

MEDICAL EQUIPMENT & SUPPLY/LOGISTICS UPDATES

David Hudak and Derek Schauer provided new and updated information related to the following topics:

- LifePak 15s (LP15s)
The initial batch of monitors has been deployed. However, there has been a challenge transferring data involving a Bluetooth connection between the device and the tablets. The second round is scheduled to go out next week, but due to an availability issue, some units will be delayed. Please call as soon as possible to arrange to have the MRx equipment picked up as soon as you go live.
- PSTrax
Along with the launch of the LP15s, PSTrax accounts will be activated. Chief Tedesco commended Derek for the time he spent with Clearwater. It was a huge lift and much appreciated.
- Surface Go Pros
Chief Tedesco relayed concerns with the keypads. Craig Hare said a keyboard case made by Targus is being used, but they will keep working on it. Clearwater is trying out a backlit keyboard and hard case.
- Philips AEDs
In response to queries by Chief Tokarz, David related that the pads are going to remain available due to the purchase of a sitewide license.

EMS ACADEMY/EMS TRAINING/CME UPDATE

Mark Eggers distributed the following draft documents that were approved in EMS Training Group: *2024 Pinellas County EMS Training Plan* and *2024 EMS Academy Schedule*; whereupon, he referred to a document titled *September 2023 Leadership Group* and provided information related to EMS training and CME updates.

DATA & TECHNOLOGY UPDATES

Leyna Lacognata was not available due to a class. Steve Fravel presented information pertaining to the following items:

- Leyna is working on the deployment of the LifePak 15s.
- ImageTrend new hire application review and onboarding processes. At this point, cards have not been issued. If they disappear from your list, they have been reviewed and cleared. Contact Steve with any issues.
- Working to add additional certifications to ImageTrend. Additional certifications, above and beyond requirements, can be added after the go-live.

QUALITY ASSURANCE UPDATE

Chris Jordan referred to a document titled *Quality Assurance Update* and provided statistical information pertaining to the following topics:

- Baldrige Patient Satisfaction Surveys and engagement results for August 2023. Dave Baldrige has provided his email address for access to the survey and Quick Start Guides, david@baldrigegroup.com
- August QARs. Upon request, Chris reviewed the 3 commendations that were generated for

Largo Fire Rescue, Clearwater Fire Department, and Sunstar Paramedics.

SPECIAL EVENTS DEPLOYMENT

Chief Tokarz suggesting getting a workgroup together consisting of agencies that have generalized special events to discuss standards for equipment and personnel staffing deployment.

AROUND THE TABLE: POSITIVES, PROJECTS, AND ACCOMPLISHMENTS

Clearwater: Hired 14. CJIS process is going well. Station 46's grand opening is Monday, 9:00 a.m.

East Lake: 3 new hires. Looking to hire possibly 3 more next year. Working to get their rescue on the road more often.

Madeira Beach: 3 new hires. New rescue unit to go in service hopefully in November.

(Brief break taken from 10:26 until 10:30 a.m.)

IMAGETREND (IMGT) EXECUTIVE OVERVIEW

Chief Andrew Hughes presented a demonstration of the ImageTrend Elite sign-in and report completion processes and reviewed various toggles, power tools, and forms available in the application. Discussion ensued.

OLD BUSINESS – On Hold

NEW BUSINESS

Nothing new to report.

ACTION ITEMS - None

NEXT MEETING

The next Leadership Group meeting is scheduled for Tuesday, October 17, 2023, at 9:00 a.m., to be held in person in Conference Rm. 130/132 at EMS Headquarters, 12490 Ulmerton Rd., Largo, FL.

ADJOURNMENT

The meeting was adjourned at 11:56 a.m.



PROD.NO. SOLD II

SCENE	TAKE	SOUND
135	4	S0012

DIRECTOR Mieke Chesman

CAMERAMAN Nick Dante

DATE 3.01.19 **EXT.** 35 **INT.**

PRODUCED

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OUT OF STOCK



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sunstar
PARAMEDICS



SPECIAL OPERATIONS

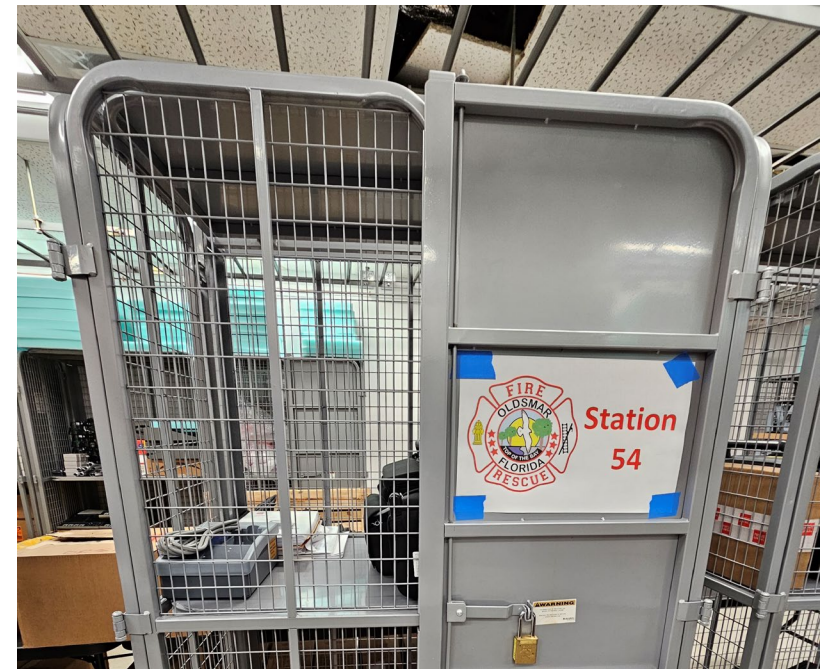
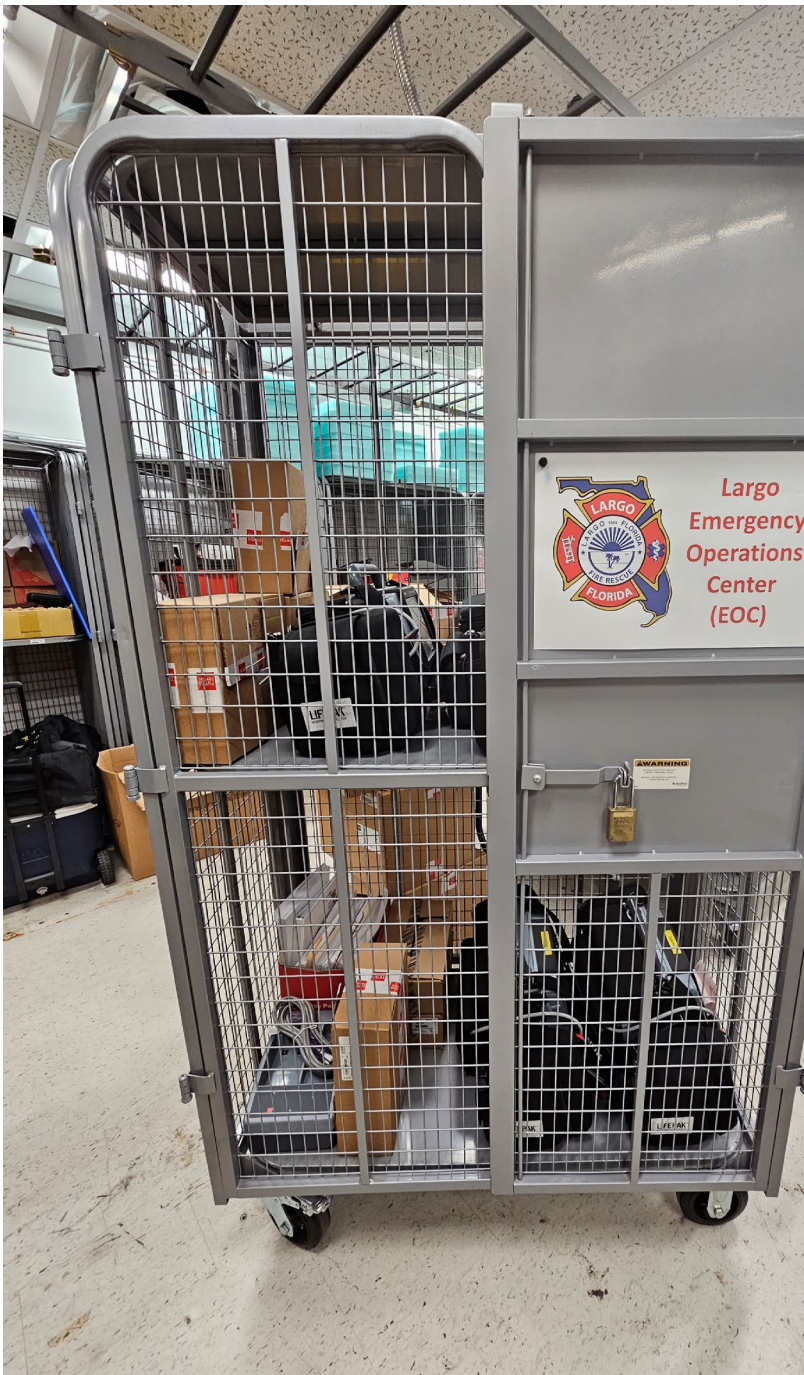
www.sunstarems.com

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sunstar
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starems.com

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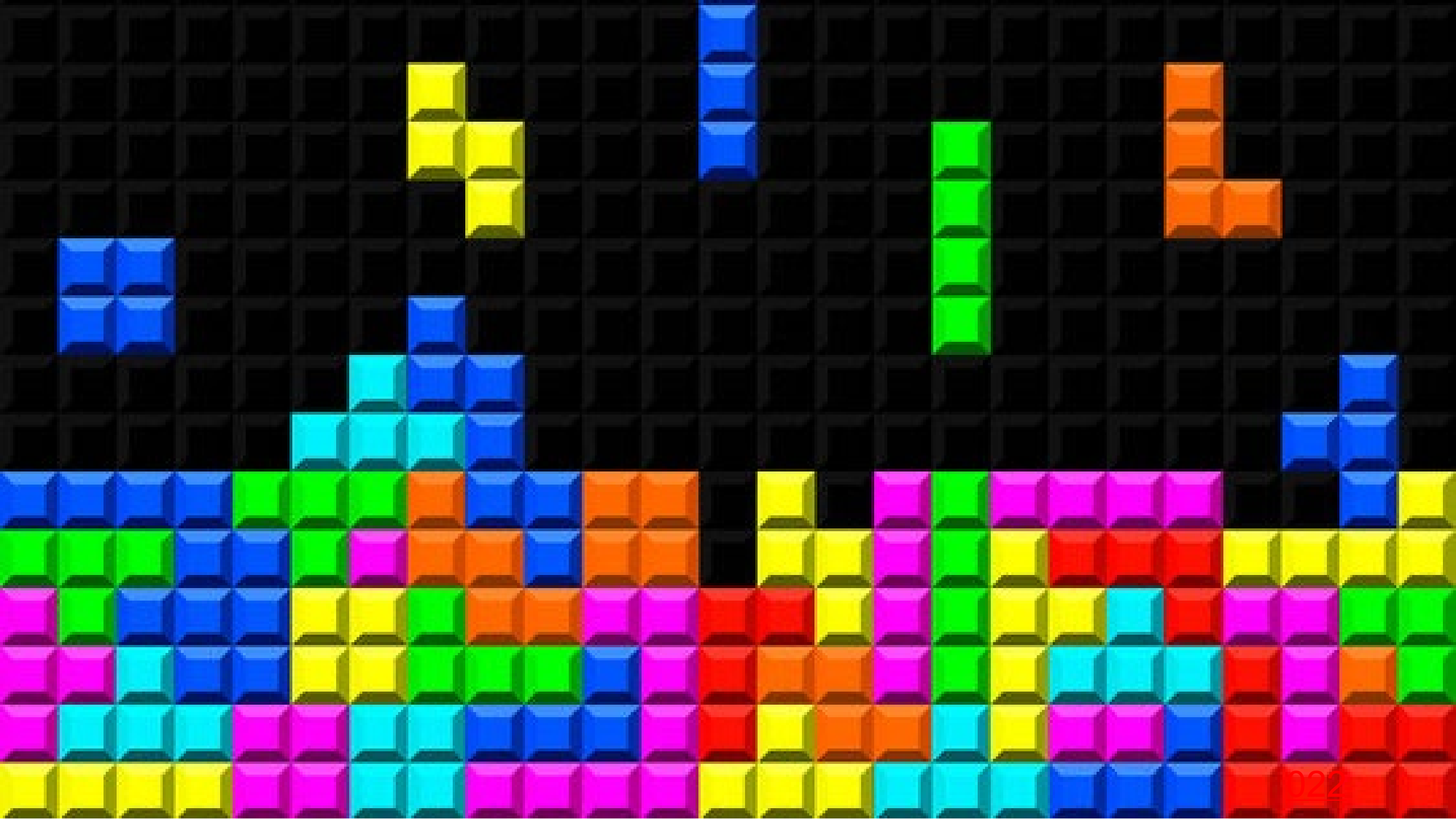




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EMERGENCY
SERVICES
PARAMEDICS





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Thank
You

2024 PINELLAS COUNTY EMS TRAINING PLAN

Regular Continuing Medical Education Program

SEE TARGET SOLUTIONS MASTER CALENDAR FOR CLASSES

Month	Format	Topic(s)	Group	Hours
January	Online	Medical Patient Assessment (Adult & Pediatric)	All	2
February	Online	Trauma Patient Assessment and Management (Adult & Pediatric)	All	2
March	Classroom	Adult Assessment and Medication Administration	All	2
April	Online	Inservice: Protocol Updates	All	2
May	Online	PHTLS Prep	All	2
June	Classroom	PHTLS Refresher	Medic	8
	Online	EMT CME	EMT	1
July	Classroom	PHTLS Refresher	Medic	8
August	Classroom	PHTLS Refresher	Medic	8
	Online	EMT CME	EMT	1
September	Online	Patient Safety and Handtevy Review	All	2
October	Online	Principles of MCI Patient Management and Triage	All	2
November	Classroom	Principles of MCI Patient Management and Triage	All	2
December	Online	Inservice: Protocol Updates	All	1

Training Hours - EMT = 19 Paramedic = 25

2024 EMS Academy Schedule

January

Week 1A 1/1 - 1/5
Week 1B 1/8 - 1/12
MLK Day 1/15
Week 2 1/22 - 1/26

February

Week 1A 1/29 - 2/2
Week 1B 2/5 - 2/9
Week 2 2/12 - 2/16
Washington's Birthday 2/19

March

Week 1A 3/4 - 3/8
Week 1B 3/11 - 3/15
Week 2 3/18 - 3/22

April

Week 1A 4/1 - 4/5
Week 1B 4/8 - 4/12
Week 2 4/15 - 4/19

May

Week 1A 5/6 - 5/10
Week 1B 5/13 - 5/17
Week 2 5/20 - 5/24
Memorial Day 5/27

June

Week 1A 6/3 - 6/7
Week 1B 6/10 - 6/14
Juneteenth 6/19
Week 2 6/24 - 6/28

July

Independence Day 7/4
Week 1A 7/8 - 7/12
Week 1B 7/15 - 7/19
Week 2 7/22 - 7/26

August

Week 1A 8/5 - 8/9
Week 1B 8/12 - 8/16
Week 2 8/19 - 8/23

September

Labor Day 9/2
Week 1A 9/9 - 9/13
Week 1B 9/16 - 9/20
Week 2 9/23 - 9/27

October

Week 1A 10/7 - 10/11
Week 1B 10/14 - 10/18
Week 2 10/21 - 10/25

November

Week 1A 10/28 - 11/1
Week 1B 11/4 - 11/8
Veterans Day 11/11
Week 2 11/18 - 11/22

December

Week 1A 12/2 - 12/6
Week 1B 12/9 - 12/13
Week 2 12/16 - 12/20
Christmas 12/25

2024 TECC / CCT Training

Location: CAMLS and Center for Prehospital Medicine (CPM)

June

CAMLS 6/24
TECC 6/25-26
Night Drill 6/27

November

CAMLS 11/21

2024 ACLS Schedule

Location: Center for Prehospital Medicine (CPM)

January

ACLS Refresher 1/16

March

ACLS Refresher 3/28

May

ACLS Refresher 5/30

July

ACLS Refresher 7/30

September

ACLS Refresher 9/5

November

ACLS Refresher 11/26

2024 PHTLS Schedule

Location: Clearwater Station 48

January

PHTLS 2-day 1/29-30

March

PHTLS 2-day 3/25-26

May

PHTLS 2-day 5/28-29

June - August

PHTLS Refresher County Refresher

September

PHTLS Hybrid 9/30

November

PHTLS Hybrid 11/25

2024 EPC Schedule

Location: Pinellas Park Station 35

January

EPC Hybrid 1/17

March

EPC Hybrid 3/27

May

EPC Hybrid 5/29

July

EPC Hybrid 7/31

September

EPC Hybrid 9/4

November

EPC Hybrid 11/27

2024 Capstone Testing Dates

January

11th, 25th

February

8th, 22nd

March

7th, 21st

April

4th, 18th

May

2nd, 16th, 30th

June

13th, 27th

July

11th, 25th

August

8th, 22nd

September

5th, 19th

October

3rd, 17th, 31st

November

14th, 27th*(Day before Thanksgiving)

December

12th, 26th

2024 Capstone Prep Class Dates

January

4th, 18th

February

1st, 15th, 29th

March

14th, 28th

April

11th, 25th

May

9th, 23rd

June

6th, 20th

July

3rd*, 18th

August

1st, 15th, 29th

September

12th, 26th

October

10th, 24th

November

7th, 21st

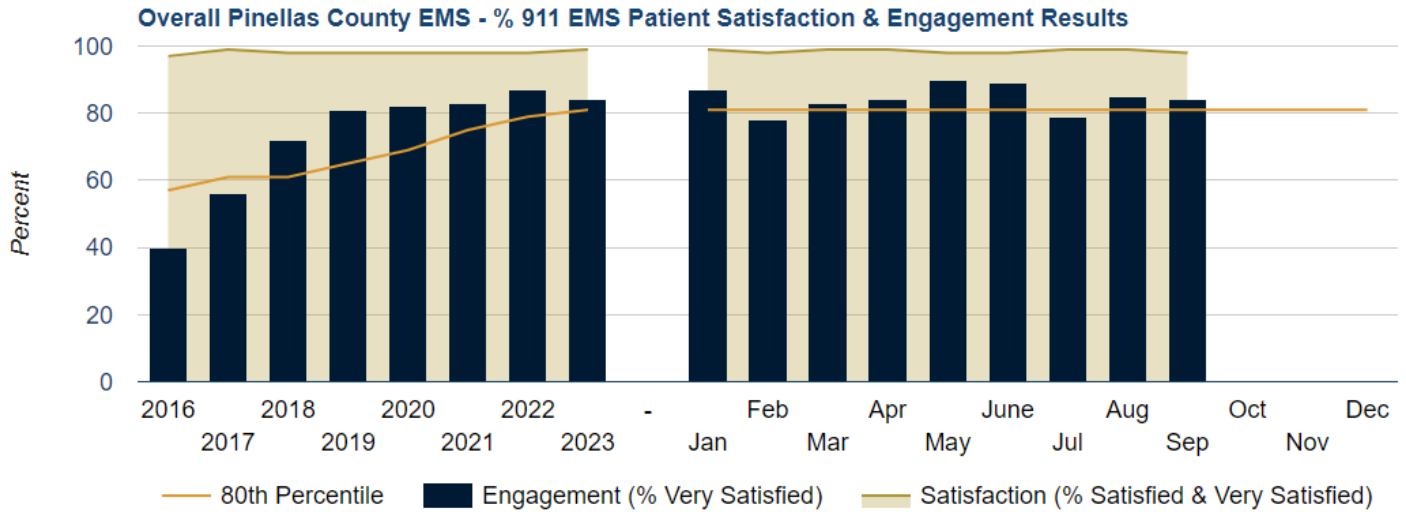
December

5th, 19th

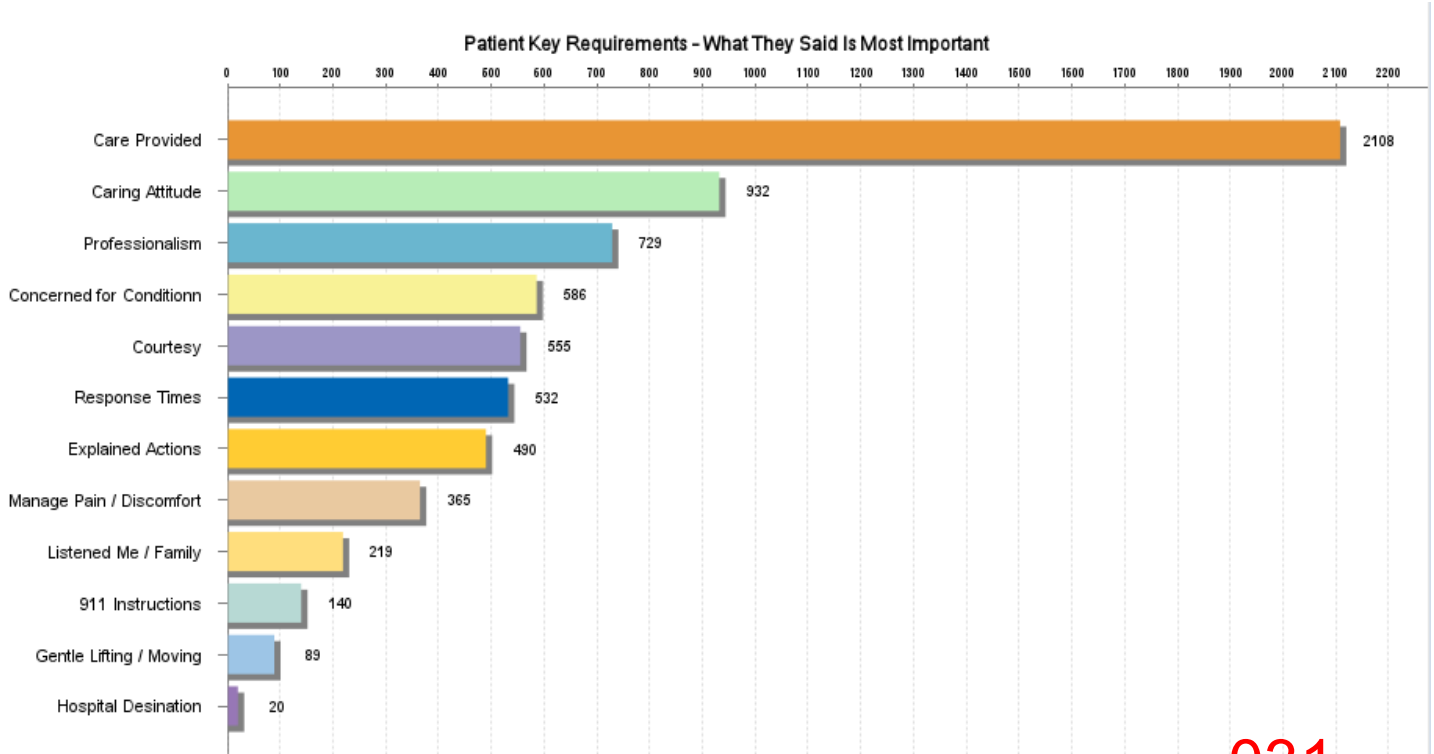
QUALITY ASSURANCE UPDATE

Baldrige – Patient Satisfaction Surveys:

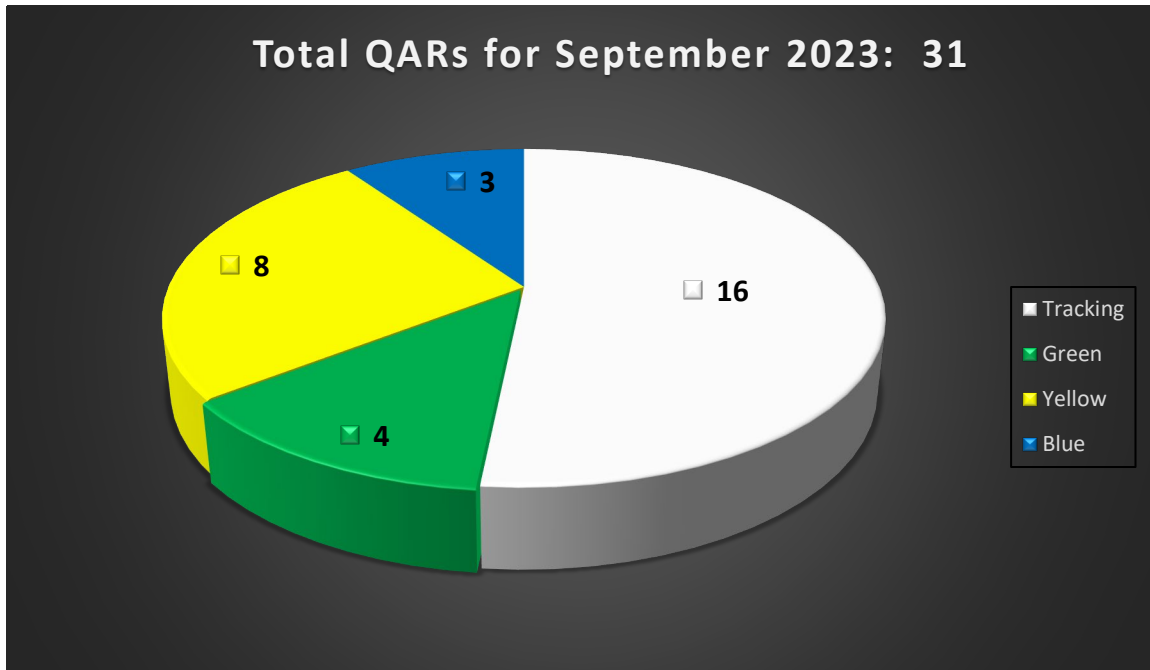
- ❖ 2023 YTD: There have been 2,373 Customer Satisfaction Surveys completed.
- ❖ Overall YTD Engagement/Top Box – % represents customers who selected “Very Satisfied” = **83.58** ↑
- ❖ Overall YTD Satisfaction – % represents customers who selected “Very Satisfied” or “Satisfied” = **98.65** ↑
 - September 2023 – “Very Satisfied” Score was **84** and a “Very Satisfied” or “Satisfied” Score of **98**.
 - Gold bar = **80th Percentile** is needed to meet/exceed the gold bar.



- ❖ For Survey Login/access email: david@baldrigegroup.com with your agency credentials and he will get you started with access.



September 2023 QARs: 31 total- Total YTD QAR count of 334



Green: 4

- (3) PSTrax documentation errors, 2 incorrectly selected CS numbers and 1 incorrectly documented Waste/ Alert
- (1) CS- Loss of control with the Blue Bag left on scene

Yellow: 8

- Trauma Code worked on scene
- Multiple clinician's failure to maintain current ACLS certification
- Multiple clinician's failure to complete July CME
- (2) protocol violations

Red: 0

- No RED QARs this month! Glad to see it.

Blue: 3

- Commendation requests for Active Assailant call, Clinician championing of the Health Buddies referral program, and Great customer service- crews going Above and Beyond, with Pt's son reaching out in gratitude.

Tracking: 16

- (5) Hospital complaints/ review requests
- Dispatch/response reviews
- (1) Equipment Failure and (1) Vehicle failure review