



Rappahannock Emergency Medical Services Council, Inc.

*Serving Caroline, Colonial Beach, Culpeper, Fauquier, Fredericksburg,
King George, Orange, Rappahannock, Spotsylvania and Stafford*

MEMORANDUM

TO: REMS Area EMS Agencies – Quality Management Representatives
FROM: Mark Crnarich,
Regional Performance Improvement Committee Chairperson
DATE: December 21, 2016
SUBJECT: Quarterly Performance Indicator Metrics

Thank you for the work you do to support a top-notch agency Quality Management (QM) program. Not only is it a compliance requirement within the OEMS Rules & Regulations, but more importantly, it is also a vital part of the EMS mission to be able to assess the services that you provide and highlight the activities that are done well, as well as look for areas of improvement.

The REMS Performance Improvement (PI) Committee continues to shift its focus towards longer term performance assessment projects covering the entire REMS region. The REMS PI committee can generate these assessments through direct access to VPHIB data. Now that most agencies within the REMS region are utilizing VPHIB Version 3, there will no longer be a requirement to submit quarterly performance indicator metrics to the REMS Council. In other words, we can look it up ourselves!

Going forward, we ask each agency to focus on your individual Quality Management program and remain compliant with 12VAC5-31-600 (Quality Management Reporting). We ask that each agency maintain a current QA/QM point of contact with the REMS Council to help facilitate further communications. As the REMS PI Committee develops their regional assessment projects, we will be asking each agency to help focus on the data accuracy and relevance within your individual patient care reports. Data Quality is a key ingredient for successful performance assessment projects. Image Trend Elite data report templates supporting these projects can be made available to each agency's quality representative within the Report Writer module upon request

As always, you can find the latest Regional Performance Improvement information on the REMS website at: <https://remscouncil.org/regional-services/qi-performance-reports/>

Should you have any questions, please feel free to contact me or Margot at the Council.