

Rappahannock EMS Council
Performance Improvement Program



Agency Representative
Guide & FAQs

INTRODUCTION

Whether you are new to reporting for your agency, or just need some clarification on the reporting process, this guide contains both instructions and resources about the PI Reporting process. If you have any questions, please feel free to contact the Council at rems@vaems.org

Have you encountered a specific issue you believe this guide should address? Let us know!

BACKGROUND

WHAT IS PERFORMANCE IMPROVEMENT REPORTING?

Regional Performance Improvement reporting should be part of your agency's Quality Management program. 12 VAC 5-31-600 (VA EMS Regulations) states:

An EMS agency shall have an ongoing Quality Management (QM) Program designed to objectively, systematically, and continuously monitor, assess, and improve the quality and appropriateness of patient care provided by the agency. The QM Program shall be integrated and include activities related to patient care, communications, and all aspects of transport operations and equipment maintenance pertinent to the agency's mission. The agency shall maintain a QM report that documents quarterly PPCR reviews, supervised by the operational medical director.

Each quarter, the Regional Performance Improvement Committee issues surveys based on certain topics or "indicators." These indicators are developed with input from the Regional Medical Direction committee, which is made up of the Operational Medical Directors that oversee EMS licensed agencies in the REMS service area. Indicators are chosen in order to identify issues and strengths in our Emergency Medical Services System. These indicators also serve as reminders to review patient care reports. **Regional reporting is meant to be easily added into your agency's established Quality Management review routine.**

WHAT DOES THE COUNCIL DO WITH MY DATA?

Reports that are submitted to the Council are stored electronically in agency files on a server restricted to REMS Staff.

Data collected by the Council is processed by staff support for the Performance Improvement Committee and formatted into reports. These reports reflect statistics about the **REGION** and not individual agencies. All reports are distributed to the REMS Council Board of Directors and posted on the REMS website (<https://www.remscouncil.org/regional-services/qi-performance-reports/>). If there are issues to address, data from these reports may be used to inform other committees such as Trauma Systems, Medical Direction, or Guidelines and Training.

THE BASICS

WHERE DO I BEGIN?

- **If you are new to QA, be sure to let the REMS staff know you are the new contact for your agency.** Maintaining contact information with the Council is the responsibility of each agency.
- The Regional Performance Improvement Plan outlines the entire program. A review of said plan may be helpful. It is posted online: <https://remscouncil.org/regional-services/qi-performance-reports/>
- If you do not have Adobe Reader installed on your PC, you will need to download and install this program. It is free and available here: <https://get.adobe.com/reader/> Forms will be distributed quarterly, and they are provided in PDF format ONLY.
- If you need assistance using Adobe Reader or clarification regarding how to complete the forms, please see the REMS PI Program Form Guide, available on our website on the Performance Improvement page.

DEADLINES

The Regional PI program runs on a fiscal calendar that begins on July 1 and ends on June 30. The schedule is as follows – reports due on dates that fall on a holiday or the weekend may be submitted the following BUSINESS day:

- 1st Quarter – July through September (due Oct. 31)**
- 2nd Quarter – October through December (due Jan. 31)**
- 3rd Quarter – January through March (due Apr. 30)**
- 4th Quarter – April through June (due July 31)**

Because the data has to be aggregated by Council staff in time to be distributed to the committee and the Board, reporting does have fairly strict deadlines. Council staff will generally email reminders, but timely reporting is ultimately the responsibility of the agency. **If you need an extension, be sure to contact the council PRIOR to the quarterly deadline to avoid your agency being considered non-compliant.**

WHY DOES COMPLIANCE MATTER?

As stated in the regional Performance Improvement Plan, non-compliance with regional reporting may reflect negatively on your agency for grant consideration. Compliance reports are also issued to Operational Medical Directors.

FREQUENTLY ASKED QUESTIONS

THIS QUARTER'S INDICATORS ARE ABOUT _____, BUT WE DIDN'T HAVE ANY OF THAT TYPE OF CALL. DO I STILL REPORT?

You should always submit a report, even if you don't have calls that are relevant to the subject at hand; if you have no relevant data for a section, simply check the box on each page stating "no relevant calls."

WHAT DO I DO IF I CAN'T GET MY REPORT DONE ON TIME?

Send an e-mail to rems@vaems.org with an explanation and ask for an extension.

WHERE CAN I GO FOR HELP?

Call the Council at 540-373-0249 and ask to speak with staff support for the Performance Improvement Committee, or send an e-mail to rems@vaems.org

ADDITIONAL RESOURCES

REGIONAL PROGRAM

On the REMS Performance Improvement Page, you can find:

- Performance Improvement Plan
- Quarterly Indicators
- Quality Management Program template
- Reports from previous quarters

<https://remscouncil.org/regional-services/qi-performance-reports/>

IMAGETREND

Free Webinars:

<http://www.imagetrend.com/resources-webinars/imagetrend-elite-free-training-webinars/>

Support Desk: <https://support.imagetrend.com/?redirectto=secure>

VA OFFICE OF EMS

VAv3 Training: <http://www.vdh.state.va.us/OEMS/Trauma/VPHIBv3Migration.htm>
VPHIB: <https://vphib.vdh.virginia.gov/>
VPHIB & VSTR Support: <http://oemssupport.kayako.com/>

PERFORMANCE IMPROVEMENT RESOURCES FROM TIDEWATER EMS COUNCIL

[A Leadership Guide to Quality Improvement for Emergency Medical Services](#) (Distributed by the National Highway Traffic Safety Administration)

[What is Quality Improvement?](#) (Presentation of Quality Improvement from [Duke University](#))

[Improving Quality in EMS](#) ([National Association of EMS Physicians](#))

[Prehospital Systems and Medical Oversight](#) ([National Association of EMS Physicians](#))

Not using a digital copy of this guide? Visit <http://tidewater.vaems.org> for direct links.

REMS PI Program: Form Guide


I Adobe Reader

Quarterly data and indicator forms are sent out in .PDF format. These are best completed using Adobe Reader or Adobe Acrobat. If you do not have either of these programs, please go to <https://get.adobe.com/reader/> to download and install. Reader is a free, trusted program. For more information, visit: <https://acrobat.adobe.com/us/en/products/pdf-reader.html>

Please use only the most recent forms. Fields do periodically change.

2 Completing the Forms

2.1 Data

AGENCY QUARTERLY QUALITY MANAGEMENT REPORT		
Agency Number:	<input type="text"/>	Agency Name: <input type="text"/>
Reporting Period Year:	<input type="text" value="FY2016"/>	JUL-SEPT (Q1) <input type="checkbox"/> OCT-DEC (Q2) <input type="checkbox"/> JAN-MAR (Q3) <input type="checkbox"/> APR-JUN (Q4) <input type="checkbox"/>

PLEASE NOTE:

- Any blue box is a field where you may enter information. Simply click on it to begin.
- *Please type the entire agency name.* We serve 44 agencies, multiple DFREM, and some agencies that share the same initials.
- *The reporting year is the FISCAL year.* When the date is 12/31/15, the reporting year is 2016.

Total Number of Patient Care Reports <i>Filed</i> This Period:	<input type="text"/>
Total Number of Patient Care Reports <i>Reviewed</i> This Period:	<input type="text"/>

- Fill in both the reports filed and reports reviewed. This is how we see the percentage of reports you are reviewing, and helps us put the data into context.

2.2 The Indicators

Please be sure to read all instructions carefully. There are some form fields that may not be immediately obvious, or some instructions that may help answer questions that come up during your completion of the forms. REMS staff also generally includes some sort of justification for the chosen indicator to help agencies understand WHY we are requesting the information we are requesting, and what we plan to do with it.

PLEASE DO NOT PRINT AND COMPLETE THE FORMS BY HAND.

These forms use drop-down menus in order to limit the type of response that may be given.

REMS PI Program: Form Guide

2.3 Submission

Finished forms may be saved and emailed, or printed and faxed. *E-mail submission is preferred.*

To save your finished form, go to: FILE > SAVE AS

Name the form, save, then email it to REMS@vaems.org or fax to 540-373-0536.

Be sure to include your contact information. This is how we make sure our QA contact list is up to date, and makes contacting you if we have any questions a bit simpler.