

**Rappahannock EMS Council
Quality Improvement Committee**

**MINUTES
June 26, 2006**

Present: Bill Welsh, Charlie Bocook, Bill Yeatman, Shawn McDermott

Excused: Mark Crnarich

Meeting called to order at 1905 at Mary Washington Hospital ED Conference Room

Copy of Regional Trauma Triage Plan given to all members to review. Discussed the Quality Improvement section of the plan. No recommendations for revision were made by the committee.

Shawn McDermott advised the committee members that after speaking with several staff personnel at the Office of EMS, it was determined that no current QI tutorial exists, and the committee would have to create one. Committee members recommended we check with other councils to see if possibly one of the other councils had created one we could use.

Committee members agreed next regularly scheduled meeting should be conducted via e-mail unless any pending issues required otherwise.

Meeting was adjourned at 1950.

Q.I. Committee Meeting Minutes October 19, 2006

Members Present: Bill Welsh, Charlie Bocook (Chair), Mark Crnarich, Lori Knowles, Ray Harvey, Bill Yeatman (MWH), Dan Butler

Absent: Tim Kimble (excused)

Meeting Called to order at 1906.

Introductions of new committee members were made, and discussion ensued with respect to the history of the QI committee.

Charlie emphasized the need for recruitment of BLS providers for the committee, noting that nearly all of currently sitting members are ALS. BLS providers are vital for the committee, referring to committee charter calling for 3 – 5 BLS providers.

Current secretary (Mark Crnarich) is stepping down from role, inputs were solicited for new secretary. Appointment will be made at next meeting.

Established meeting schedule for the upcoming year. Committee agreed to meet the last Thursday of each month and shifting to every other month after January. Tentative schedule is:

- 30 November 2006
- 28 December 2006
- 25 January 2007
- 29 March 2007
- 31 May 2007
- 26 July 2007

Reviewed QI indicator data submitted by local agencies. Of 72 agencies on the list, 35 have not submitted data. The committee expressed frustration with not being able to compile simple statistical data for the REMS region, such as number of transports compared to number of patient contacts. Mark stated that data such as this could have been beneficial to look at the number of patient refusals compared to the number of patient transports.

Charlie reviewed the change in direction for the QI committee. Copies of the mission statement/charter were distributed. Committee members were to review and provide input to mission statement and committee goals for the next meeting.

Future meeting locations were discussed. It was desired that locations rotate to accommodate better coverage of the council region. Charlie indicated that Tim Kimble has offered Culpeper location as potential site.

Charlie reviewed new REMS contract requirements that may pertain to the QI committee, specifically inputs for the Performance Improvement Plan and Trauma Performance Improvement Plan. These plans are required by May 2007.

Next topic was effectiveness of SCI forms. Lori reviewed how Stafford County handled the forms internally, in addition to submitting copy to REMS. This led to discussion on trends in

paperless reporting systems. Committee felt that future of SCI forms should be on topic for QI meetings, particularly in looking at how to improve their utility.

Bill Yeatman noted that MWH also reviews SCI forms submitted through the hospital. He stated that they were not seeing 100% agreement on forms vs. patient care reports. Bill indicated that this data was extremely critical in supporting his case to have intubation training returned to the ER.

Additional discussion occurred on how QI reviews were traditionally initiated and handled at the QI committee. It was agreed that this information should be included in any training package that the committee puts together.

CASE REVIEWS

NONE

Next meeting to be held 30 November 2006, 1900 hours, at Culpeper Emergency Services office.

Meeting adjourned at 2035.

Respectfully submitted,

//s Mark L. Crnarich

**REMS QI Committee
Meeting Minutes
November 30, 2006**

Members Present: Charlie Bocook (Chair), Bill Welsh, Dan Butler, Pamela Grimes, Mark Crnarich, Ray Harvey.

Excused: Tim Kimble, Bill Yeatman.

Absent: Lori Knowles

Meeting called to order at 1907 by Chair Bocook at Mary Washington Hospital, 1 West Conference Room.

Minutes from the previous meeting had not been distributed. The reading of the minutes was waived and these will be distributed in conjunction with the minutes of this meeting.

The agenda for the meeting was passed out. Bill Welsh was asked to stand-in as Secretary for this meeting as the Secretary volunteer Tim Kimble was not present.

Recruitment of the needed BLS Committee members is not complete and is ongoing.

Peninsula EMS Council has engaged a full time employee to guide their QI efforts. This person has extensive statistical experience and is available to us as a resource.

The Committee Charter was reviewed. Charlie had compiled the collective suggestions submitted by Committee members. Additions to the previous Charter included several items in Resource Requirements and Goals/Expected Outcomes sections. The committee is progressing towards the goal of reducing meetings from monthly to bi-monthly. This goal is anticipated by March 2007.

Charlie passed out copies of a letter received from Council President, Kevin Dillard, outlining the lack of compliance of agencies in submitting quarterly QI reports. Currently, 75% are either intermittently or totally non-compliant. Bill Welsh expressed concern that the wording of the letter indicates that OMDs have the option to opt-out of the reporting program. Such an allowance would skew the data collected and any conclusions reached would be based on a much more limited sample. Dr. Garth will be invited to the next meeting to discuss this issue.

Charlie asked Committee members to review the contract documents regarding the implementation of the Performance Improvement Plan and the Trauma Performance Improvement Plan. Charlie encouraged members to engage in a vigorous e-mail dialogue on this issue so as to maximize the effectiveness of the face-to-face meetings. This project needs to be completed no later than May 2007 for implementation at the beginning of the fiscal year.

Next meeting will be December 28, 2006 - location TBD.

Having no further business to discuss, meeting adjourned at 2025.

Respectfully submitted,
//s William R. Welsh

Rappahannock EMS Council
QI Committee Minutes
January 25, 2007

Members Present: Charlie Bocook (Chair), Bill Welsh, Lori Knowles, Dan Butler.

Excused: Ray Harvey, Pamela Grimes, Mark Crnarich, Tim Kimble, Bill Yeatman.

Meeting called to order at 1912 by Chair Bocook at 2300 Fall Hill Avenue, 3rd floor conference room.

Minutes from last two meetings had been distributed via e-mail. Reading of the minutes was waived. No additions or corrections were offered and the minutes were accepted as posted.

Agendas were passed out. Bill Welsh filled in as Secretary for the absent Tim Kimble.

Dr. Garth had sent e-mail outlining some of his goals/objectives for the coming months. He expressed a desire to have Agencies report specific topics rather than a simple percentage of calls reviewed. The committee concurred. Many Agencies are already doing this; choosing specific topics to review each month. It was discussed that having a uniform, regional-wide set of topics would enable the Council to identify trends and focus on any problems/deficiencies discovered. The Agency QI Report form will need to be redesigned. Mark Crnarich will be asked to complete this as he designed the current form.

The Committee reaffirmed the decision to have a combined group to address both general EMS and trauma PIP issues.

A review of the PEMS PIP was done. It was decided to use the PEMS PIP as a guide for developing a REMS PIP. This is the next step toward meeting the Committee's contractual obligations. Dan Butler will draft a REMS PIP document to present to the Committee at the next meeting.

It was resolved that the new reporting format would be implemented beginning with the quarter beginning July 1, 2007. This will allow adequate time to develop the template based reporting form and time to advise/train all the Agencies.

Lori Knowles discussed the results of internet research in which she discovered efforts in other states that address many of the elements that we are challenged by OEMS to develop, i.e., templates that are tied to Regional protocols, audit checklists, skills review, performance checklists, etc. The committee will be asked to review these efforts as they pertain to our efforts prior to next meeting.

Debby Loveless will be asked to reserve the 3rd floor conference room, 2300 Fall Hill Avenue for future meetings. Next meeting is scheduled for February 22, 2007 at 1900 hours.

Having no further business to discuss, meeting adjourned at 2013.

Respectfully submitted.
//s William R. Welsh

**REMS QI Committee
Minutes
February 22, 2007**

Present: Charlie Bocook (Chair), Lori Knowles, Bill Welsh, Mark Crnarich, Dan Butler, Linda Brown, and Bill Yeatman.

Absent: Greg Fleck, Ray Harvey, Tim Kimble, and Dr. David Garth.

The meeting was called to order by Chair Bocook at 1902.

Minutes from the January meeting have been posted and distributed. No corrections or additions, the minutes were offered. The minutes were accepted as posted.

Charlie reported how Agency compliance with data reporting had greatly improved from the previous quarter.

Dan Butler had completed his draft Performance Improvement Plan. Copies will be circulated to members for comment at the next meeting.

Discussion was held about various designs and methodologies to be used in meeting our contractual obligations. The program used by Miami Valley, Ohio was the preferred design. Charlie will draft a sample template for SVT based on the Miami Valley program and REMS protocols.

New Business: Dr. Garth had previously indicated the desire to shift from focusing on quantity reporting of statistics to put greater emphasis on specific drug interventions and processes. It was resolved to delay implementation to follow the rollout of the revised protocols, scheduled for release in May 2007. The delay will allow time to redesign the data reporting forms. The current form is not well suited for the new reporting requirements. Dan Butler will begin work on a draft new form.

Next meeting will be March 22, 2007.

Having no additional business to discuss, meeting adjourned at 1955.

Respectfully submitted,
Bill Welsh

Rappahannock Emergency Medical Services Council
Quality Improvement Committee
April 26, 2007

Meeting Minutes

Members Present: Charlie Bocook, Ray Harvey, Bill Welsh, Bill Yeatman

Members Absent: Dan Butler, Mark Crnarich, Greg Fleck, Tim Kimble, Lori Knowles

The meeting was called to order at 7:00 p.m. at the 2300 Building Third Floor Meeting Room in Fredericksburg by Chairman Charlie Bocook.

Charlie reported that he recently met with Director Tina Skinner to review the work to date by the committee on the draft Performance Improvement Plan. Also discussed the upcoming contract language for performance improvement initiatives for next year. Tina Skinner will submit comments from staff on the draft plan prior to the committee's May meeting. Need to finalize the plan for approval by the Board of Directors in June 2007.

There were no Agency QI requests for review by the committee. The Quarterly QI Report for the first quarter of 2007 will be published by REMS April 30, 2007 and submitted to the committee and Operational Medical Directors.

The meeting was adjourned at 7:30 p.m. The next meeting will be held May 24, 2007 at 7:00 p.m. location to be announced.

Rappahannock Emergency Medical Services Council
Quality Improvement Committee
May 24, 2007

Meeting Minutes

Members Present: Dan Butler, Greg Fleck, Ray Harvey, Tim Kimble, Bill Yeatman

Others Present: Tina Skinner, REMS Council Director

Members Absent: Mark Crnarich, Lori Knowles, Bill Welsh

The meeting was called to order at 7:00 p.m. at the 2300 Building Third Floor Meeting Room in Fredericksburg by Council Director Tina Skinner.

Tina reported that Charlie Bocook has submitted his resignation from the committee due to family commitments. President Kevin Dillard will be seeking a new chair from our Board of Directors. Tim Kimble agreed to serve as interim chair to the committee.

Discussed the contract language in the Fiscal Year 2008 OEMS Contract as it relates to Regional Performance Improvement and our committee. This will include more direction on the makeup of the committee to include representation from all of the localities we serve, all hospitals, and assurance that EMS, Fire and Air Medical are represented. The State really wants to see region-wide participation in the QI process. The committee suggested that a member of the REMS Protocol Committee might be valuable in serving on the QI Committee. President Kevin Dillard will be making new appointments to the committee and input from the current members as we solicit for the additional seats was encouraged.

Meeting attendance was discussed. Will need to make a commitment that committee members will attend at least 70% of all meetings. Beginning in July 2007 the committee will continue to meet on a monthly basis. Every other month will be targeted between General EMS QI and Trauma QI as both areas must be discussed as per our Regional Performance Improvement Plan and done as separate meetings. The group discussed the various ways that they could meet such goals of attendance, whether it be done in person, conference call or webinar. The committee also agreed to continue to meet on the last Thursday of every month.

Tina advised that we must record committee meeting minutes in a timely manner. Reporting these minutes to the Office of EMS is also critical so that they can see the work being done at the regional level. As there have been no members interested in serving as secretary to the committee in the past, it was agreed by the members that they would set up a rotation schedule for each member to take and submit minutes to the council office. Tim Kimble advised he would assist in making sure the minutes were submitted in a timely manner.

The members took a final look at the Draft Performance Improvement Plan with comments. Tim Kimble will meet with Tina Skinner prior to the June 20th Board of Directors meeting to ensure all revisions are finalized as discussed. The document will be presented as an action item to the Board.

Tina announced that the Regional Directors Group will be conducting a QI Workshop on June 15th in Richmond to share best practices on performance improvement and meeting our contract deliverables in this area. The State has been pleased with the progress of our council as it relates to quarterly QI reporting and involvement of the Operational Medical Directors. Tina thanked the committee for their hard work and gave words of encouragement as they move forward with implementing the new PI Plan and begin capturing data on three quarterly QI specific topics this coming year.

The meeting was adjourned at 8:20 p.m. The next meeting will be held June 28, 2007 at 7:00 p.m.