

**RAPPAHANNOCK EMS COUNCIL
QUALITY IMPROVEMENT COMMITTEE MINUTES**

July 5, 2007

The July 5, 2007 meeting of the Quality Improvement Committee was called to order by Tim Kimble, Chairperson at 1908 hrs.

The following members were present:

Timothy Kimble

Bill Yeatman

Dan Butler

Ryan Fines

Mark Crnarich

Greg Fleck (Arrived at 2004 hrs.)

Excused Absences: Bill Welsh and Ray Harvey

Unexcused Absences: Linda Brown

AGENDA ITEMS:

UNFINISHED BUSINESS:

1. Announced that the Regional EMS & Trauma Performance Improvement Plan had been approved by the Board at their Junemeeting. The Plan will be mailed to all EMS Agencies on a disc.
2. The Council President will be working on providing for more members to the Committee to meet the requirements of the plan.

NEW BUSINESS:

1. The committee considered the topics to be evaluated for the July-September Quarter (3rd QTR). The suggested topics will be:
 - a. Application of the Spinal Immobilization Protocol (Trauma system analysis)
 - b. Check PPCRs for Physician Signatures on all ALS marked PPCRS.
 - c. Evaluate the Chest Pain Protocol-Determine if there is a difference between application of the "old" protocol and the "new" protocol. ie: use of aspirin and pt. assisted aspirin change in the BLS Protocols.

Topics for October-December (4th QTR).

- a. Use of Endotracheal Intubation vs. Combi-Tube. Combi-tube placement by BLS vs. ALS Provider.
 - b. Evaluate "on scene wait time" for helicopters vs. time needed to transport pt. via ground to the nearest facility.
 - c. Continue the Chest Pain protocol use of Aspirin by BLS Providers.
2. Per request of Dr. Garth, Regional Medical Director, Committee reviewed an incident in Spotsylvania County as provided on an Incident Review Form.

Preliminary Comments:

The Committee consensus is that the agency did deviate from the Protocols. The Committee feels that there is not enough information on the PPCR to determine that this Special Needs Patient was stable or unstable. There are issues with the Patient Care that is documented and the medication administration that was documented is not in the REMS Protocols, (did the technician exceed Scope of Practice or falsify the PPCR). The Agency OMD should be consulted to determine if she concurs with the decisions that have been made. There was a definite lack of communications between the EMS Unit and the Hospital and Medical Control should always be contacted when deviating from the protocol. The committee recommends that the technician be asked to provide an addendum to their PPCR to explain whether the medication Xopenex was administered by him/her or the parents administered the medication during the transport.

ADMINISTRATIVE NOTE: Received additional information from Greg Fleck, Spotsylvania Fire and Rescue. Also received a call from Gary Garrett requesting that the committee re-evaluate the situation once the Spotsylvania Department of Fire and Rescue has had an opportunity to provide additional documentation of the event. The committee will re-evaluate this call in August.

3. Established Yearly meeting schedule:

The committee will meet regularly in February, March, May, June, August, September, November, December. The first monthly meeting of the quarter the committee will discuss the General System and EMS topics and determine the topics for the following quarter. The second meeting of the quarter the committee will discuss the Trauma System issues and approve the developed forms for the following quarters QI Topics so that they can be disseminated to the agencies.

Upcoming Committee Meeting Dates: August 30, 2007 at 1900 hrs. REMS Training Center
September 27, 2007 at 1900 hrs. Location TBA
November 29, 2007 at 1900 hrs. Location TBA
December 20, 2007 at 1900 hrs. Location TBA

The meeting adjourned at 2040 hrs. Next meeting will be held on Thursday August 30, 2007 at 1900 hrs., REMS Council Training Center, 2301 Fall Hill Avenue, 2nd Floor, Medical Arts Building, Fredericksburg.

RAPPAHANNOCK EMS COUNCIL
Quality Improvement Committee Minutes
August 30, 2007

Members Present: Bill Yeatman, Greg Fleck, Mark Shiflett, Dan Butler, Linda Brown, Ray Harvey, Gary Garrett, Sue Bergstrom

Members Absent: Bill Welsh, Mark Crnarich, Ryan Fines, Tim Kimble, Lori Knowles

The meeting was called to order at 1900 hours. Sue Bergstrom was introduced to the committee; Sue is the new Trauma Coordinator for Mary Washington Hospital. She talked a little about her role and plans in the planned trauma designation for the Hospital. She also would like to join the committee and bring updates as the hospital moves forward.

Gary Garrett came before the committee addressing the questions that were raised with Spotsylvania's transport to Fairfax which the committee discussed at the last meeting. He has talked with the providers and stressed the importance of documentation and communication. An amendment has been made and attached to the PPCR. Gary also stated the communications should have been better and that break down was strictly against the protocol. The committee agreed that Gary has addressed the protocol with his agency and training was done to reflect the call in question.

With the increasing number of High Tech patients coming to the area, discussions were made on the need for protocols in treating these patients. An example is the destination for the best care of the patient. (LVAD) We will call Heather at REMS to get with the protocol committee to develop this. The OMDs need to work with the committee in development of these protocols.

The QI policy and process was approved by the REMS Board at their last meeting.

We talked about the quarterly reports as were stated in the last meeting minutes. We want to talk about the next 6 months at the next meeting.

Dr. Garth wanted to make sure that the forms would be easy to follow. This was our discussion before I came to the meeting.

With no more discussions the meeting ended at 2030 hrs.

**RAPPAHANNOCK EMS COUNCIL
QUALITY IMPROVEMENT COMMITTEE MINUTES**

September 27, 2007

Members Present: Tim Kimble (Chairperson), Dan Butler, Bill Yeatman, Mark Shiflett

Members Excused: Ray Harvey, Bill Welsh, Greg Fleck, Ryan Fines, Linda Brown, Sue Bergstrom

Members Unexcused: Mark Crnarich, Lori Knowles

The September 27, 2007 meeting of the Quality Improvement Committee was called to order by Tim Kimble at 1900 hrs..

AGENDA ITEMS:

UNFINISHED BUSINESS:

1. High Tech Kids Transport protocols were discussed again, specifically, transport directly to a specialty facility. Mark could not advise if they were covered in the new protocols. He advised that he would check on this and advise at the next meeting.
2. The committee discussed the topics for this quarter and how we receive the information to review. Billy has been on the committee the longest and he stated that he was not sure how the information gets to the committee so that it can be reviewed. We all agreed that we need to get with Carolyn Marsh and ask her to show us the forms that are currently being used and in what form we will be receiving the new information from her. The committee should be ready to discuss the most recent quarters information at the next meeting in November.

NEW BUSINESS:

1. The committee discussed the topics for the 1st Quarter of 2008 (Jan/Feb/Mar). The following topic suggestions are:
MEDICAL: Chest Pain Treatment (STEMI ALERT vs. Standard Transport)
TRAUMA: KED Use (Proper application of the Rapid Extrication Protocol)
SYSTEM: Use of Air Transport for Medical Patients-Proper Critical Thinking for utilization of Air vs. Land Transport
2. The committee discussed topics for the 2nd, 3rd, and 4th quarter of 2008 and decided that we need to hold off until the middle of the first quarter of 2008 to determine the topics due to implementation of the new REMS Protocols. Preliminarily we will plan on the following for the 2nd quarter:
MEDICAL: Continue the Stemi-alert review
TRAUMA: Proper application of Burn Protocols (ALS and BLS)
SYSTEM: Use of Air Transport for Trauma Patients

The meeting adjourned at 1946 hrs., Next meeting will be held on November 29, 2007 at 1900 hrs.

**RAPPAHANNOCK EMS COUNCIL
QUALITY IMPROVEMENT COMMITTEE MINUTES**

November 29, 2007

The November meeting of the Quality Improvement Committee was called to order by Tim Kimble at 1900 hours at the 2300 Building 2nd Floor Conference Room in Fredericksburg.

The following members were present: Tim Kimble - ALS Career (Chairperson), Dan Butler - ALS Volunteer, Mark Shiflett - Medevac Services, Linda Brown - BLS Commercial Services

Excused Absences: Ray Harvey, Bill Welsh, Sue Bergstrom, Greg Fleck, Billy Yeatman

Unexcused Absences: Mark Crnarich, Ryan Fines, Lori Knowles

AGENDA ITEMS:

UNFINISHED BUSINESS:

1. Tim shared correspondence from Council Director, Tina Skinner, in follow up to the last committee meeting. Discussed items which set agenda for the night.

2. Committee reviewed the 3rd Quarter QI Report and Stats as submitted to the OMDs. Discussed those agencies that are not reporting. Agencies Listed:

Aircare
Amissville
Brandy Station Fire Department
Castleton Vol. Fire Department
Madison Rescue
Catlett & Cedar Run Fire and Rescue
Colonial Beach Fire
Flint Hill Fire & Rescue
Frog Level Rescue Squad
Marshall Vol. Fire Department
New Baltimore Vol. Fire & Rescue
Oak Grove Fire
Reva Fire & Rescue
Sperryville Rescue
Warrenton Vol. Fire & Rescue

2. The committee recommended to send a letter to these agencies from Tim Kimble, Chairman of the QI/QA Committee stating that they are non-compliant. This correspondence should remind the agencies that the OMDs will withhold signing off on any test waiver requests during the next quarter and until they are compliant. It was also recommended that the non-compliant agency list be submitted to the Regional Grants Committee for consideration in the local grant process. Members of the committee are willing to assist the non-compliant agencies with their QI Submission.

3. Further discussion ensued on the 3rd Quarter QI Results specifically as it related to the quarterly indicators:

a. TRAUMA INDICATORS: Some discussion was entertained concerning the difference between Proper use of the Spinal Immobilization Protocol and Proper use of the Rule Out Protocol. Perhaps we need to consider the proper documentation of the Rule Out Protocol in the next quarter. In the next quarter can

we specify use of the RULE OUT PROTOCOL and PROPER DOCUMENTATION OF "DECISION TREE" in cases where KED/immobilization is not utilized?

b. SYSTEM INDICATORS: Overall the committee feels that the statistics on obtaining proper OMD Signatures were acceptable however, improvement needs to be made.

4. The committee requested that the council office provide them with a "face sheet" showing the entire council regions "Total Calls" reviewed and the percentages, as has been done by county for the OMDs.

5. Committee discussed that perhaps we could include the REGION WIDE RESULTS to the agencies through the quarterly newsletter. Any suggestions from staff regarding dissemination of the results would be appreciated.

6. At the last meeting the committee discussed High Tech Kids and the bypass of the primary facility to go to a specialty facility and whether it was addressed in the new protocols. Mark is checking into this at this time and hopes to have an answer for us by Saturday.

NEW BUSINESS:

1. TOPICS FOR THE 1ST QUARTER OF 2008:

a. TRAUMA INDICATORS-Same as this quarter with exception noted in # 3a above.

b. MEDICAL INDICATORS- Diabetic Emergencies- Proper documentation of initial Blood Glucose and/or indicators of Hypo/Hyperglycemia. Proper use of Glucagon and/or D50. Proper documentation of refusals and OMD Signatures if patient refuses after on scene treatment.

c. SYSTEM INDICATORS- QI Reporting: Total calls reviewed vs. Number of calls actually run and agency process to inform providers of the agency's QI Results. Documentation of how many providers were notified and how and what action was taken.

2. QI INCIDENT REVIEW FOR KING GEORGE COUNTY:

QI Committee received a request for a QI review from Dr. Johnson, OMD for King George County. Chairman introduced the basics of the situation.

a. Committee needs to know if OEMS is investigating this incident before pursuing any further review. Committee's recommendations need to be withheld until the OEMS Investigation is complete.

b. The committee recommends to Dr. Johnson that the provider's privileges be suspended until the outcome of the OEMS Investigation or our inquiry is completed. The committee also suggests that the Council suspend his privileges Regionally until a recommendation is forwarded from the committee to the Regional OMD.

c. Once OEMS has a final disposition, the committee would like to conduct an independent review with the providers involved in order to make a non-biased recommendation.

The meeting adjourned at 2040 hrs. , Next meeting will be held on Thursday, December 20th, 2007 at 1900 hrs.

**RAPPAHANNOCK EMS COUNCIL
QUALITY IMPROVEMENT COMMITTEE MINUTES**

December 20, 2007

The December meeting of the Quality Improvement Committee was called to order by Timothy Kimble at 1900.

The following members were present: Tim Kimble (ALS Career), Chairman, Ray Harvey (Fire), Mark Crnarich (ALS Volunteer), Cindy Harrell (Hospital), Mark Shiflett (Medevac)

Excused Absences: Dan Butler and Linda Brown

Unexcused Absences: Ryan Fines, Greg Fleck, Lori Knowles and Bill Yeatman

AGENDA ITEMS:

UNFINISHED BUSINESS:

1. Reviewed minutes from the November 29th meeting and brought members of the committee up to speed with what had been discussed at the last meeting.
2. Committee discussed the QI Indicators for the 1st Quarter of 2008 and when the information to be QI'ed would be out to the Regional QI Officers. The committee also discussed that one of the hold ups in getting the information out is that the OMDs need to get together prior to the Board meetings to approve the indicators. The goal for the committee is to get the indicators to the QI Officers prior to the beginning of the reporting period. ie: the first quarter of 2008 should be out and ready for them to begin collecting January 1, 2008.
3. The committee discussed the King George QI Review. Chairman advised the committee that to his knowledge OEMS is still investigating and we will begin work when notified that the case is closed with OEMS.

NEW BUSINESS:

1. Cindy Harrell advised that if providers would like feedback on trauma patient's that are brought to Mary Washington, she will be more than happy to pull up "de-identified" information and provide feedback. Mary Washington Hospital is committed to providing feedback to us.
2. Medical Patient Indicators for the THIRD QUARTER 2007 were reviewed. According to the information submitted it would appear that the use of Adenosine is occurring within the protocols.
3. The committee discussed that there seems to be a disconnect between the staff and the committee and would request that Carolyn Marsh, Field Coordinator, attend the meetings.

The meeting adjourned at 1900 hrs. Next meeting will be held on Thursday February 21 at 1900.

RAPPAHANNOCK EMS COUNCIL
Quality Assurance & Improvement Committee
February 21, 2008

Members Present: Tim Kimble, Chairperson; Billy Yeatman, Mary Washington Hospital; Jenni-Meade Carter, Stafford County Fire & Rescue; Sue Bergstrom, MWH Trauma Coordinator; Gregory Fleck, Spotsylvania Fire & Rescue

Excused Absences: Linda Brown, Ray Harvey, Mark Shiflett

Unexcused Absences: Dan Butler, Mark Crnarich

The meeting was called to order at 7:00p.m. at the 2300 Fall Hill Avenue Building Conference Room in Fredericksburg.

1. Discussed information from the REMS Board of Directors Meeting. Discussed Dr. Garth's request for recommendations on QI Indicators for the last three quarters of 2008.
2. Committee felt that we should be focusing on new protocols for indicators.
 - a. Second Quarter of 2008:

TRAUMA SYSTEM INDICATOR: Use of IV, EJ, IO, in the hypotensive trauma patient. What modality was initiated successfully and/or was it initiated. If access was not successful was there a decline in patient condition, i.e., B/P, <100 Systolic. If access is initiated was there an improvement inpatient condition as indicated by vital signs q5 minutes.

MEDICAL SYSTEM INDICATOR: Use of Zofran. Was the protocol followed? What was the dose? Does it alleviate the nausea/vomiting? Was there a need for a repeat dose?

SYSTEM INDICATOR: Are Field personnel routinely utilizing and documenting the GCS? The GCS is used to calculate the Revised Trauma Score and we want to have the providers obtaining GCS which is necessary to calculate RTS.

- b. Third Quarter of 2008:

TRAUMA SYSTEM INDICATOR: On scene time with the Trauma Patient. What is the elapsed time from time on scene to time of transport? If greater than twenty minutes what are the factors that created the delay?

MEDICAL SYSTEM INDICATOR: Treatment of Tachyarrhythmias. Specifically, use of Adenosine and Diltizem. Does patient have history of Atrial Fibrillation? Which was affective?

SYSTEM INDICATOR: Use of Shared Concern Form and Skills Tracking form. How many forms have been submitted? Are they being properly used by agencies? How many intubations are being reported by the agencies as opposed to the SCF Forms?

- c. Fourth Quarter of 2008:

TRAUMA SYSTEM INDICATOR: KED usage, proper application of KED.

MEDICAL SYSTEM INDICATOR: Proper use of Medically Assisted Intubation Protocol.

SYSTEM INDICATOR: Proper utilization of ALS and/or BLS resources on incidents. I.E., how many patients are brought in by BLS units that needed ALS and vice versa.

3. Greg stated that there was potentially a complaint that would be coming from Dr. Perena at UVA reference a patient transported to UVA who was not treated by the crew.
4. The meeting adjourned at 8:30p.m.
5. The next meeting will be April 24, 2008 at the REMS Council, Classroom A.

**Rappahannock EMS Council
Quality Improvement Committee
April 24, 2008**

AGENDA

1. Approval of Minutes
2. Review 2007 Fourth Quarter QI Reports

Non-compliant agencies for the 2007 4th Quarter:

AirCare	The Plains Fire Dept.
Brandy Station Fire Dept.	Upper Caroline
Chester Gap	Sperryville Rescue Squad
Culpeper Rescue	Reva Fire & Rescue
Goldvein Fire Dept.	Rapidan Volunteer Fire Dept.
King George Fire & Rescue	Orleand Fire Dept.
Marshall Fire Dept.	

3. Staff Report: Carolyn Marsh
Data Collection Discussion
4. Discuss "Incident Disposition Categories" - Are all of the categories needed for regional statistics?

Old Business

1. Complaint from Dr. Perena at UVA was referred to OEMS and is being investigated by Area Program Representative Ken Pullen.

New Business

1. Discuss possible change in days and date of QI Committee Meeting.
2. Next meeting.

RAPPAHANNOCK EMS COUNCIL
Quality Assurance & Improvement Committee
April 24, 2008

Members Present: Tim Kimble, Chairperson; Ray Harvey, Quantico Fire & Rescue; Bill Yeatman, MWH EMS Coordinator; Jenni-Meade Hartle, Stafford Fire & Rescue; Greg Fleck, Spotsylvania Fire & Rescue; Susan Berstrom, MWH Trauma Coordinator

Excused Absences: Linda Brown, LifeCare Medical Transports; Dan Butler, Chancellor Volunteer Fire & Rescue; Mark Crnarich, King George Fire & Rescue

Unexcused Absences: None

The meeting was called to order at 1900 hours by Tim Kimble, Chairperson at REMS Council Training and Simulation Center.

AGENDA ITEMS

1. Minutes were approved by the Committee.
2. Reviewed 4th Quarter 2007 QI Reports
 - a. Discussed several changes to Quarterly Data Report. Some of the changes discussed were to change the disciplinary portion of the report to a Recommendation for Improvement section. Carolyn will be working on the report and will bring it to the next QI meeting.
 - b. Discussed information to be reported in newsletter. Regional information needs to be forwarded to the agencies so that QA Officers can begin to gear training and awareness toward the reports.

Old Business

Complaint from Dr. Perena at UVA

- a. The complaint is still under investigation by OEMS. Committee will not look into the complaint until they have ruled.

New Business

The committee discussed the meeting dates and times. Carolyn reported that Thursdays were difficult for her at times. Others expressed the same sentiment. Discussion ensued and it was agreed that we would try to meet on Wednesday evenings at 1800 hours.

Next meeting date will be Wednesday, May 21st at 1900 hours.

The meeting adjourned at 2026 hours.

**Rappahannock EMS Council
Quality Improvement Committee
April 24, 2008**

AGENDA

1. Approval of Minutes
2. Review 2007 Fourth Quarter QI Reports

Non-compliant agencies for the 2007 4th Quarter:

AirCare	The Plains Fire Dept.
Brandy Station Fire Dept.	Upper Caroline
Chester Gap	Sperryville Rescue Squad
Culpeper Rescue	Reva Fire & Rescue
Goldvein Fire Dept.	Rapidan Volunteer Fire Dept.
King George Fire & Rescue	Orleand Fire Dept.
Marshall Fire Dept.	

3. Staff Report: Carolyn Marsh
Data Collection Discussion
4. Discuss "Incident Disposition Categories" - Are all of the categories needed for regional statistics?

Old Business

1. Complaint from Dr. Perena at UVA was referred to OEMS and is being investigated by Area Program Representative Ken Pullen.

New Business

1. Discuss possible change in days and date of QI Committee Meeting.
2. Next meeting.

**Rappahannock EMS Council
Quality Improvement Committee
May 21, 2008**

AGENDA

1. Approval of Minutes – April 24, 2008
2. Review of 2008 First Quarter QI Reports / Data

Non-Compliant Agencies:

AirCare	Ladysmith Rescue
Bowling Green Rescue	Upper Caroline
Catlett	LifeEvac
Culpeper Rescue	Rapidan Volunteer Fire Dept.
Goldvein Fire Dept.	
King George Fire & Rescue	
Marshall Fire Dept.	

3. Staff Report – Carolyn Marsh
Mary Washington Hospital Trauma Center Campaign

Old Business

1. Revision of Data Collection Form with change from Disciplinary Action to Recommended Improvement
2. Sample Quality Improvement Program Document / Template for EMS Agencies

New Business

1. Next Meeting.

**RAPPAHANNOCK EMS COUNCIL
QUALITY IMPROVEMENT COMMITTEE MINUTES
May 21, 2008**

The May 2008 meeting of the Quality Improvement committee was called to order by Tim Kimble, Chairman at 1900 hours.

Members Present: Tim Kimble, Chairperson; Jenni-Meade Hartle, Stafford County Fire & Rescue; Susan Bergstron, MWH Trauma Coordinator; Greg Fleck, Spotsylvania Fire & Rescue; Ray Harvey, Quantico Fire & Rescue; Carolyn Marsh, REMS Staff

Members Excused: Dan Butler, Chancellor Volunteer Fire & Rescue; Mark Crnarich, King George Fire & Rescue, Inc.; Bill Yeatman, MWH EMS Coordinator

Members Unexcused: Mark Shiflett, Phi AirCare Medevac

AGENDA ITEMS

1. Approval of Minutes. Carolyn Marsh stated that the minutes of April 24, 2008 needed to reflect her presence as staff. Minutes approved as amended.
2. Reviewed the First Quarter QI Reports submitted by Carolyn Marsh. First Quarter Indicators were:
 - a. Is there a written QI Program approved by the OMD? Fifty-eight agencies have QA Program in Place. Seven agencies with a non-OMD approved program.
 - b. Spinal Immobilization Rule Out Protocol is not being utilized appropriately by many of the agencies. Sixteen agencies reported using the Spinal Immobilization Rule Out on 141 patients. There is currently no specific form utilized to implement the rule out protocol. The committee recommends that this protocol be re-iterated to the regional agencies through the next newsletter and that the regional agencies be made aware that over 65% of the agencies documented that they did not follow the rule out protocol during the first quarter.
3. Reviewed the agencies that are non-compliant with quarterly QI reporting.

Staff Report:

REMS Council is working with the Mary Washington Hospital's Trauma Center staff to assist in an upcoming campaign to educate our EMS system on their Level II Trauma Designation.

Unfinished Business:

The Data Collection form has been changed to reflect the committee's recommendations.

Work on a sample Quality Improvement Program. Needs to be an action item for August Meeting. The committee members will look at the three QI Plans that were given to the committee members and through email make suggestions for change or templates and will work on this at the June meeting.

Quality Improvement Committee
May 21, 2008
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New Business:

Received and accepted resignation from the committee from Linda Brown.

The meeting adjourned at 2005 hours. Next meeting will be held on Wednesday, June 25, 2008 at 1900 hours.

**Rappahannock EMS Council
Quality Improvement Committee
May 21, 2008**

AGENDA

1. Approval of Minutes – April 24, 2008
2. Review of 2008 First Quarter QI Reports / Data

Non-Compliant Agencies:

AirCare	Ladysmith Rescue
Bowling Green Rescue	Upper Caroline
Catlett	LifeEvac
Culpeper Rescue	Rapidan Volunteer Fire Dept.
Goldvein Fire Dept.	
King George Fire & Rescue	
Marshall Fire Dept.	

3. Staff Report – Carolyn Marsh
Mary Washington Hospital Trauma Center Campaign

Old Business

1. Revision of Data Collection Form with change from Disciplinary Action to Recommended Improvement
2. Sample Quality Improvement Program Document / Template for EMS Agencies

New Business

Next Meeting.