



Quality Management for the EMS Supervisor



July 2022

STAFFORD COUNTY FIRE AND RESCUE DEPARTMENT

EHR Tracker Incidents PM **QM** Learning Analytics Insights Ad-Hoc Ad-Hoc <2019 Admin

Select QM

eso **QUALITY MANAGEMENT**

REVIEWS: All Reviews | TYPE: Clinical Reviews | STATUS: Show All | Filters

Change Reviews: *All Reviews*
 Change Type: *Clinical Reviews*
 Status: *Show ALL*
 Select Filter

Review Filters

Range: Yesterday

Incident Start Date: 07/17/2022

Incident End Date: 07/18/2022

Incident Number

Review Type: Clinical

Status Type

Review Assignee

Lead Provider

Provider

Disposition

Primary Impression

Unit

Shift: B Shift

Under Filter:
 Filter Date, Disposition, and Shift.

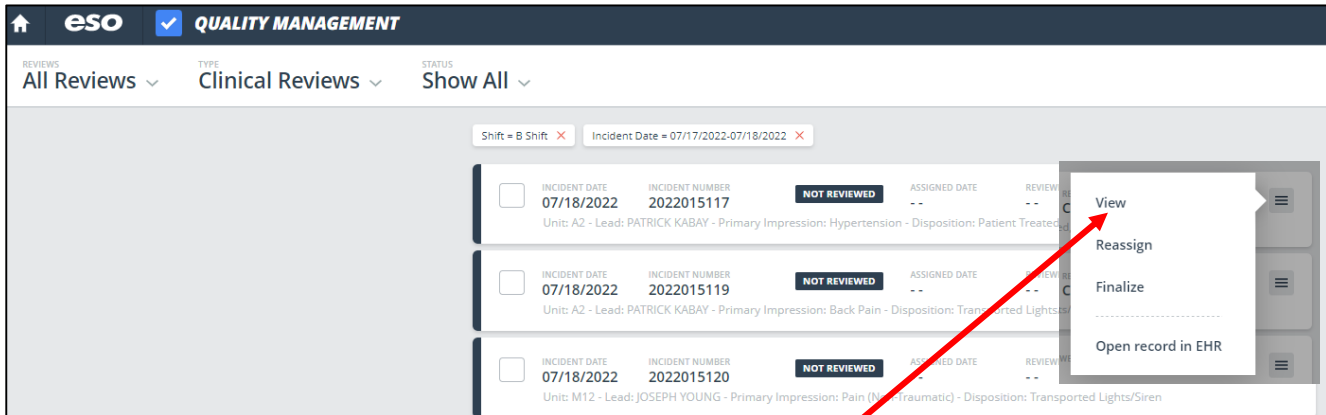
You can also filter based on other data points such as Treatments or Medications.

The filter will give you a list of records based on your data points.

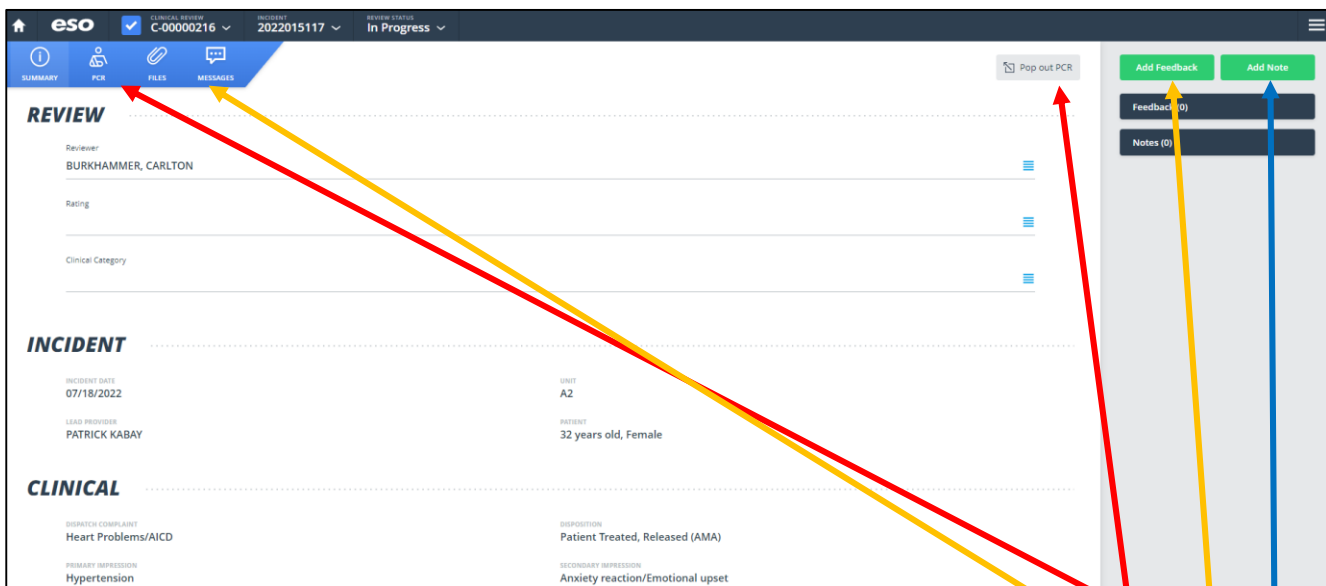
INCIDENT DATE	INCIDENT NUMBER	NOT REVIEWED	ASSIGNED DATE	REVIEWER
07/18/2022	2022015117	NOT REVIEWED	--	--
Unit: A2 - Lead: PATRICK KABAY - Primary Impression: Hypertension - Disposition: Patient Treated, Released (AMA)				
07/18/2022	2022015119	NOT REVIEWED	--	--
Unit: A2 - Lead: PATRICK KABAY - Primary Impression: Back Pain - Disposition: Transported Lights/Siren				
07/18/2022	2022015120	NOT REVIEWED	--	--
Unit: M12 - Lead: JOSEPH YOUNG - Primary Impression: Pain (Non-Traumatic) - Disposition: Transported Lights/Siren				



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Tab on the hamburger menu and select *View*



You can review the EHR by either selecting *“Pop out PCR”* or *“PCR”*

You can send feedback to clinicians by either selecting *“Add Feedback”* or *“Messages”*

You can add QM notes by selecting *“Add Note”*

Quality Management for the EMS Supervisor

The screenshot shows the ESO Quality Management interface. At the top, there are navigation icons for SUMMARY, PCR, FILES, and MESSAGES. The main content area is divided into three sections: REVIEW, INCIDENT, and CLINICAL. The REVIEW section has fields for Reviewer (BURKHAMMER, CARLTON), Rating, and Clinical Category. The INCIDENT section has fields for Incident Date (07/18/2022), Unit (A2), Lead Provider (PATRICK KABAY), and Patient (32 years old, Female). The CLINICAL section has fields for Dispatch Complaints (Heart Problems/AICD), Disposition (Patient Treated, Released (AMA)), Primary Impression (Hypertension), and Secondary Impression (Anxiety reaction/Emotional upset). On the right side, there are buttons for 'Add Feedback' and 'Add Note', and a 'Pop out PCR' button. A yellow arrow points to the 'Pop out PCR' button, a red arrow points to the 'Add Feedback' button, and a blue arrow points to the 'Add Note' button.

When you complete the review add a *Rating*, *Clinical Category*, and mark *Review Complete*

The goal is to review your clinician's medical care and documentation. I am sure you are reviewing at least the SIRs (DOAs, TORs, Cardiac Arrest, Medevacs, etc).

Other areas we want to concentrate on are STEMI Alerts, Trauma Alerts, Stroke Alerts, Pain Management and CPAP Use; these can easily be identified using the Filter tab and selecting *Treatment* or *Medication* to whichever patient type you are reviewing.

Each month we will identify a patient type or disposition that will need to be reviewed.

I will be building canned QM Templates in the Analytics Tab so you can run reports periodically to see your shift performances and to measure implemented clinical improvements.