

Quality Assurance in Community Paramedicine



Qualitative and Quantitative Drivers

- Service Gaps
- Increased Access to Services in Rural
- Development of Inter-professional Practice Models of Care
- Emergency Department Avoidance
- Quality of Life
- Financial Implications

Stakeholder Engagement

- Getting Started -

- Discussions with health care providers
 - Explained community paramedicine
 - Asked for their perceived gaps and needs
 - Union Collaboration
 - Labour Relations, Occupational Health and Safety, Human Resources
 - Memorandum of Understanding
 - Education
 - Administrators
 - Paramedics

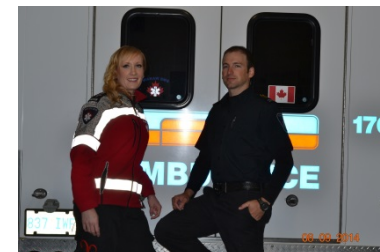
CP Services Available

- Assessments / Vital Signs / Glucose Testing
- Coordinating Care
- Emergency Room Support
- Fall Prevention Projects
- Wellness Clinics
- Wellness Checks
- Transfer, Lift, Reposition Assists
- Medication Assists
- Client Care Support
- Immunization clinics
- Phlebotomy (community, LTC, facility based, lab)
- IV Antibiotics
- Violence Management
- Referrals

Watrous Ambulance Wellness Clinics

Date	Number of Days EMS @ Wellness Clinic	# of clients at clinic	# of BP checks	# of blood glucose checks	# non-client BP checks	# non-clients blood glucose checks	Total number with either BP or glucose taken	# of clients that declined EMS service	Did EMS leave on an ambulance call? (YES=1; NO=0)	Time in at clinic staff #1	Time out clinic staff #1	Time spent in hours/minutes
12.01.16	0.5	6	6	4	2	1	8	0	0	08:30:00	11:25:00	2:55:00
12.01.16	0.5	4	4	3	0	0	4	0	0	12:40:00	15:35:00	2:55:00
16.01.16	0.5	3	3	3	1	1	4	0	0	09:00:00	11:30:00	2:30:00
16.01.16	0.5	3	3	3	1	1	4	0	0	13:00:00	15:00:00	2:00:00
08.03.16	0.5	6	6	2	2	0	8	0	0	08:25:00	12:00:00	3:35:00
08.03.16	0.5	5	5	3	2	2	7	0	0	13:00:00	14:45:00	1:45:00
15.03.16	0.5	6	6	0	0	0	6	0	0	08:30:00	11:30:00	3:00:00
15.03.16	0.5	3	3	3	0	0	3	0	0	12:30:00	14:30:00	2:00:00
05.04.16	0.5	6	6	4	6	3	12	0	0	08:00:00	12:00:00	4:00:00
05.04.16	0.5	3	3	3	1	1	4	0	0	13:00:00	14:00:00	1:00:00
12.04.16	0.5	7	4	4	2	0	9	0	0	08:15:00	11:30:00	3:15:00
12.04.16	0.5	3	3	3	0	0	3	0	0	12:45:00	13:30:00	0:45:00
												0:00:00
Totals	6	55	52	35	17	9	72	0	0			29:40:00

Wakaw & Home Care



WAKAW EMS COMMUNITY PARAMEDICINE PROGRAM							
Commence March 15, 2014	MARCH	APRIL	MAY	JUNE	JULY	AUG	
NUMBER OF CLIENTS	2	2	2	2	2	2	2
TIME SPENT WITH CLIENTS TOTAL	1 hr 15 mins	9 hrs 28 mins	12 hrs 13 mins	12 hrs 41 mins	10 hours 40 mins	10 hours 23 mins	
AVERAGE TIME SPENT WITH CLIENT	15 mins	14 mins	13 mins	13 mins	10.5 mins	11.5 mins	
DAYS COULD NOT BE SEEN DUE TO AMBULANCE CALL						1	
DAYS CLIENT DID NOT WANT ASSISTANCE/NOT HOME						1	6
STOCKING REMOVAL TOTAL	5	26	19	30	58	54	
MED ASSIST TOTAL			29	34	31	28	
SAFETY CHECKS TOTAL		8	33	25	29	28	
BLOOD GLUCOSE TOTAAL				25	29	28	

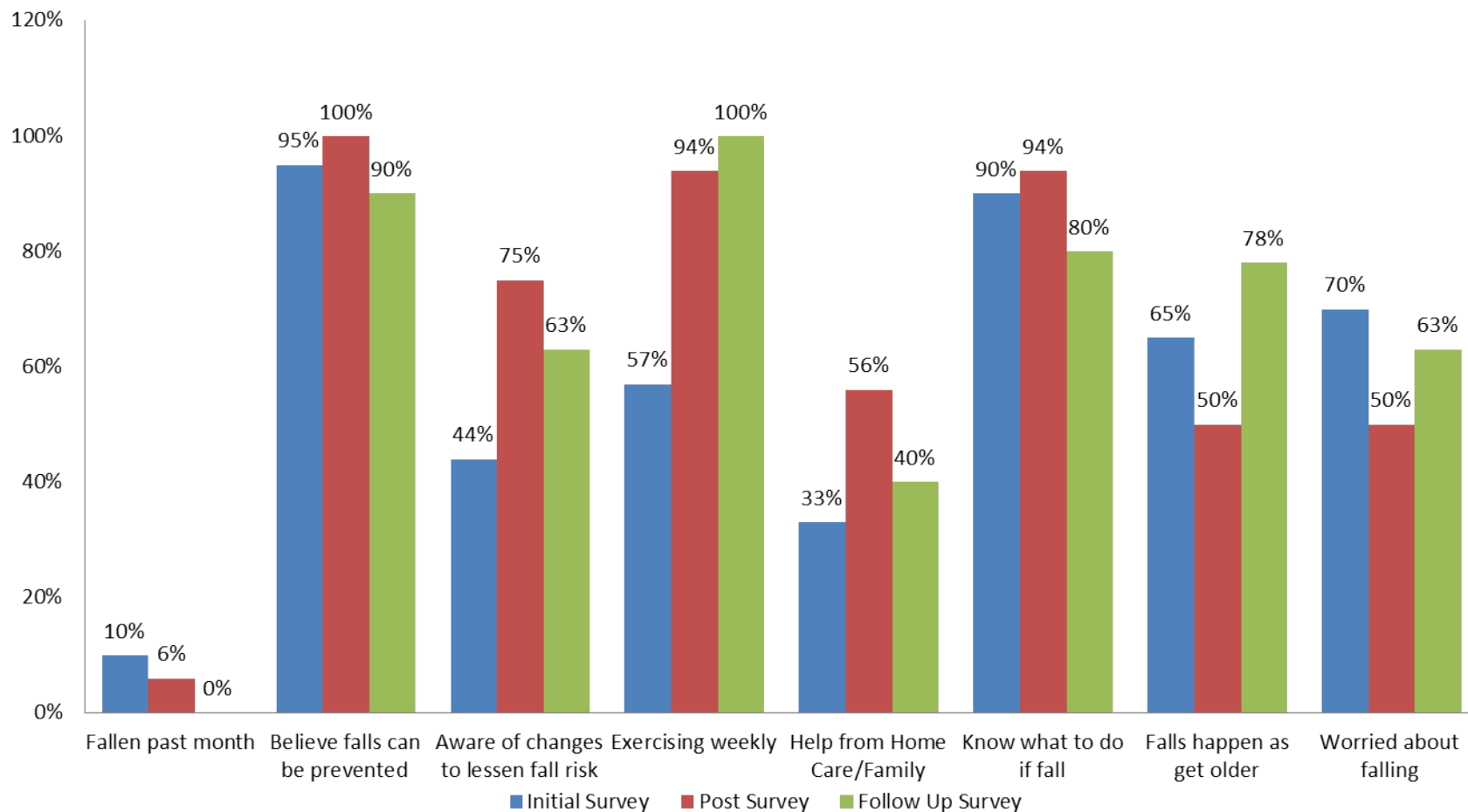
Wadena Acute Care Support

	A	B	C	D	E	F	G	H	I	J	K	L	M
		# of patient's seen	Vital signs	Glucose check	TLR assistance	Resident's LTC Vitals charted (yes = 1; no = 0)	Other talks - see notes	# of patients that declined EMS service (yes = 1; no = 0)	Did EMS leave on an ambulance call	Time spent in minutes	Additional Notes	Initials	
1	Date												
2	Mar 1 /15	1					1				IV START		
3	Mar 1 /15	1					1				IV START		
4	Mar13/15	1	1	1			1				IV START		
5	Mar 20/15	1					1				iv START		
6	Mar 24/15	2					2				iv START		
7	Mar 27/15	1			1		1				emerg rm assist (roll over)		
8	Apr 17/15	2			1		1				med admin- morphine		
9	Apr 17/15	1					1				iv START		
10	April 23/15	1					1				IV START		
11	May 4/15	1					1				IV START		
12	June 6/15	1	1				1				2 ACPs called in IV start		
13	June 17/15	2	1				1				moved and assisted with 2 pts.		
14	July 3 /15										IV START		
15	July 5/ 15	1							1 hr.		CODE		
16	July 22/ 15	1									IV START		
17	July 26/15	1			1			1					
18													
19													
20													

STATISTIC LOG MONTHLY STATS

Ready

Wynyard Falls Prevention



2015 Influenza Immunizations

	# clients	# paramedics	Attending Staff on Call during Event	Where they called away on 911 call	could they complete the event	Km Traveled	Per KM Cost	Total Amount of Prep Time for All Paramedics	Total Amount of Time to Travel to and from Event	Total Time at clinic	Total Paramedic Time	Total Time Associated with Event	Human Resource Cost to Service	
Humboldt	36	1	YES	NO	NA	6	\$2.55	2:00:00	0:05:00	6:30:00	6:30:00	8:35:00	\$292.35	In-kind
Humboldt	32	1	YES	YES	YES	6	\$2.55	0:00:00	0:05:00	5:30:00	5:30:00	5:35:00	\$190.17	In-kind
Humboldt	40	1	YES	YES	YES	6	\$2.55	2:00:00	0:05:00	6:00:00	6:00:00	8:05:00	\$275.32	In-kind
Wynyard	40	4	YES	YES	YES	103	\$43.26	8:00:00	1:05:00	5:15:00	10:30:00	19:35:00	\$665.93	In-kind
Wadena	50	3	YES	NO	YES	5	\$2.12	8:00:00	0:02:00	6:30:00	19:30:00	27:32:00	\$836.74	In-kind
Wakaw	20	8	NO	NO	YES	0	\$0.00	30:00:00	0:00:00	8:00:00	8:00:00	38:00:00	\$1,294.39	In-kind
Rosthern	78	1	NO	NO	YES	1	\$0.42	4:00:00	0:10:00	8:30:00	8:30:00	12:40:00	\$431.43	In-kind
Lanigan	0	1	YES	YES	NO	0	\$0.00	2:00:00	0:00:00	0:00:00	2:00:00	2:00:00	\$68.13	In-kind
Watrous	0	2	YES	YES	NO	0	\$0.00	4:00:00	0:00:00	0:00:00	4:00:00	4:00:00	\$136.25	In-kind
Saskatoon	105	12	NO	NO	NO	0	\$0.00	24:00:00	0:00:00	58:30:00	58:30:00	82:30:00	\$2,810.20	In-kind
Totals	401	34					\$53.45	84:00:00	1:32:00	104:45:00	129:00:00	208:32:00	\$7,000.91	
*Saskatoon stats are for peer immunizations														

EMS Monthly Reporting

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
40	Community Paramedicine Report: Statistical																
41	Event / Initiative / Procedure	# of Clients / Participant's	Total # of Interactions	# of Interactions that were completed	Were the attending staff on call during the event?	If on call during the event, were they called away?	If on call, could they complete the event?	EMS Initiative or Assisting Another Department									
42																	
43																	
44																	
45																	
46																	
47																	
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57																	
58																	
59																	
60																	
61																	
62																	
63	Totals:	0	0	0	0	0	0	0									
64																	
65	Community Paramedicine Report: Financial																
66	Event / Initiative / Procedure	KM to & from Event	Per KM Cost	Total Amount of Preparation Time for all Paramedics	Total Amount of Time to Travel to & from the Event	Total Amount of Time at the Event	Total Time Associated with Event	Human Resource Cost to Service	In-kind, Additional Expense, Invoiced	If Invoiced, Which Department, If No Invoice Choose EMS							
67																	
68																	
69	0		\$0.00				0:00:00	\$0.00									
70	0		\$0.00				0:00:00	\$0.00									
71	0		\$0.00				0:00:00	\$0.00									
72	0		\$0.00				0:00:00	\$0.00									
73	0		\$0.00				0:00:00	\$0.00									
74	0		\$0.00				0:00:00	\$0.00									
75	0		\$0.00				0:00:00	\$0.00									
76	0		\$0.00				0:00:00	\$0.00									
77	0		\$0.00				0:00:00	\$0.00									
78	0		\$0.00				0:00:00	\$0.00									

Department	Totals	Interactions	Time
EMS	0	0	0:00:00
Other	0	0	0:00:00
Acute Care	0	0	0:00:00
Home Care	0	0	0:00:00
Long Term	0	0	0:00:00
Mental Health	0	0	0:00:00
Pop Pub H	0	0	0:00:00
Totals	0	0	0:00:00

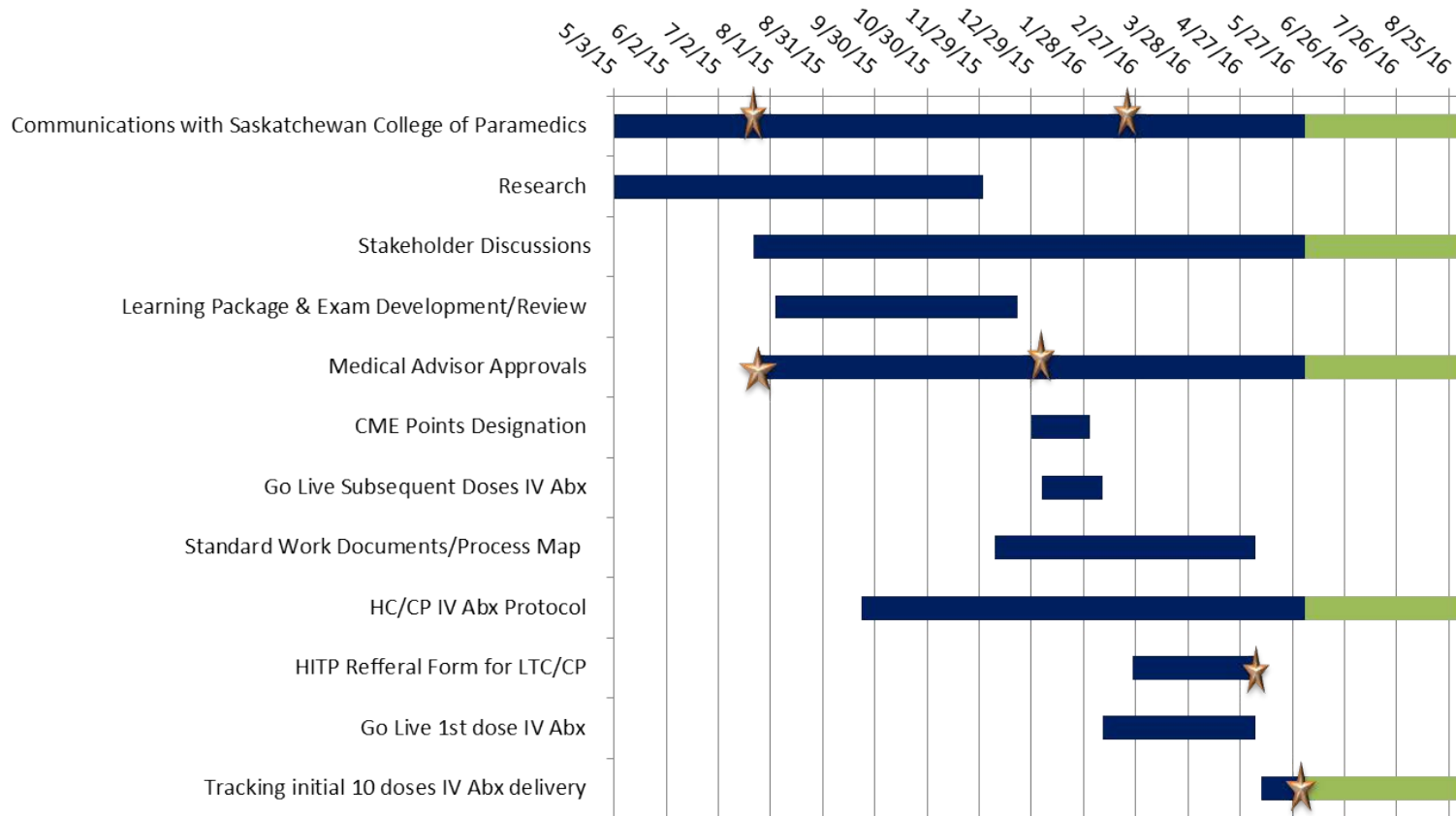
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In-kind, Additional Expense, Invoiced Totals
In-Kind
\$0.00
Add Expense
\$0.00
Invoiced
\$0.00

Quality Reporting for LTC Pilot Phlebotomy Samples

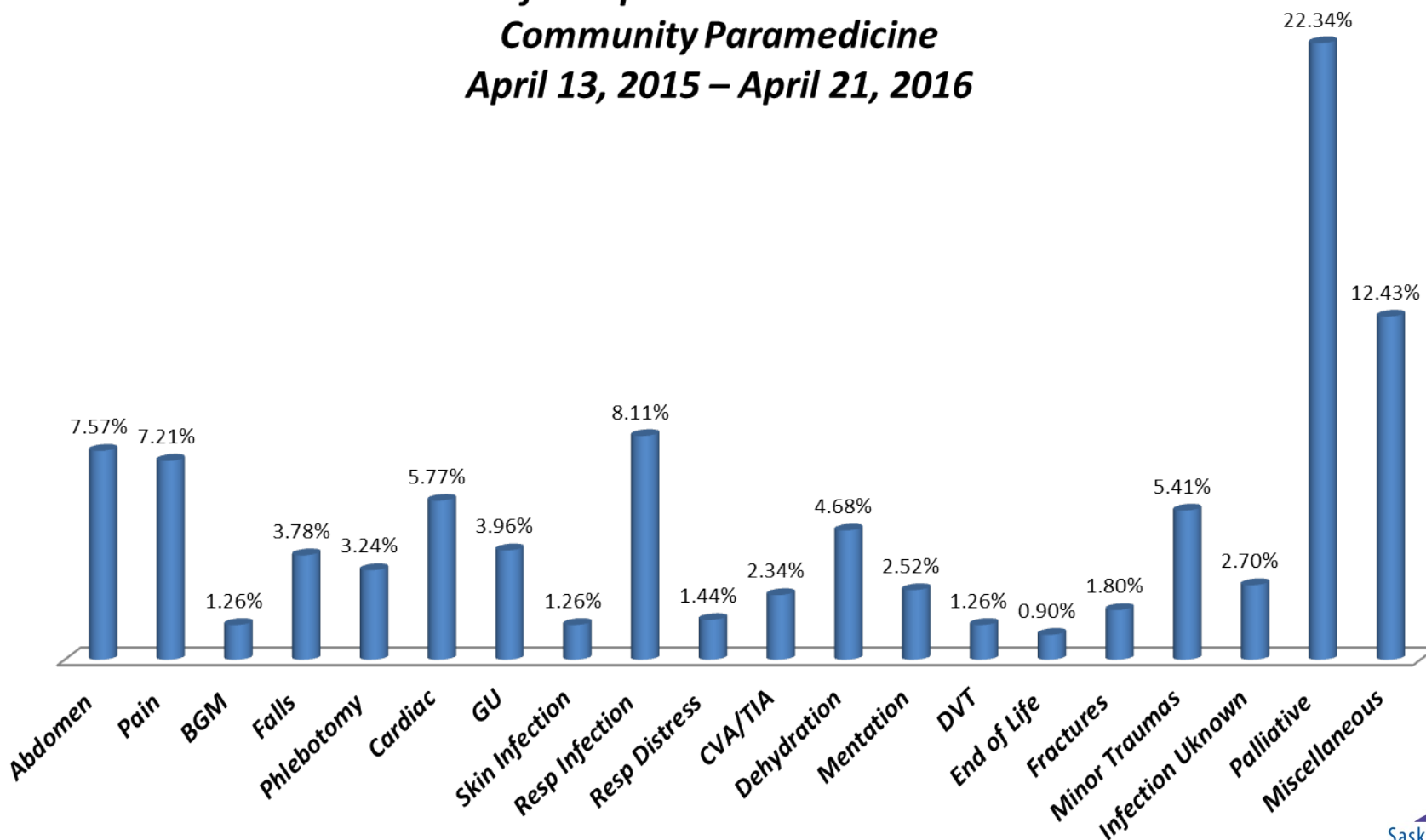
#	Year	Date	Good Sample	Compliance/Non-Compliance
1	2015	21-Jun	Yes	Slightly hemolyzed, dehydrated patient – no concerns from SPH lab staff. Results sent to the wrong printer within LTC delayed receipt of results.
2	2015	30-Jun	Yes	Directly comparable result to samples taking by Lab staff later that day, no concerns on quality. Hgb of 38 result reported within 40 minutes and pt transferred to hospital for follow up
3	2015	21-Jul	Yes	No concerns
4	2015	22-Jul	Yes	No concerns
5	2015	17-Jul	Yes	No concerns
6	2015	12-Aug	Yes	No concerns
7	2015	2-Sep	Yes	No concerns
8	2015	6-Sep	Yes	No concerns
9	2015	13-Sep	Yes	wrong community requisition
10	2015	14-Sep	Yes	No concerns
11	2015	16-Sep	Yes	No concerns
12	2015	17-Sep	Yes	No concerns
13	2015	18-Sep	Yes	Delay in reporting of sample to site, sample was reported at end of day due to a keying error in the lab. It has been addressed and rectified.
14	2015	21-Sep	Yes	Delay in reporting of sample to site, lab staff did not realize the CP was a paramedic so did not process urgently. Requisition itself had multiple fax numbers on it and the initials XXX which the lab staff did not recognize. The site RN had completed the identifiers section of the requisition and it was not reviewed prior to handing in.
15	2015	21-Sep	Yes	CKs & tropes for dizziness & h/a. Total protein selected on requisition, lab added a troponin as a precaution.
16	2015	22-Sep	Yes	Repeat tropes. Total protein selected, lab added a troponin as a precaution.
17	2015	2-Oct	Yes	cautioned to be careful with volume of routine labs added on to the urgent blood work
18	2015	9-Oct	Yes	No concerns
19	2015	15-Oct	Yes	No concerns
20	2015	16-Oct	Yes	wrong return fax number supplied
21	2015	22-Oct	Yes	unexpected hgb of 47, matching hospital draw. Good catch
22	2015	23-Oct	Yes	No concerns
23	2015	26-Oct	Yes	only drew one tube instead of 2 tubes (each from different sites) for blood cultures. Requisition lacking this information - first home to use printed labels and they worked wonderfully
24	2015	30-Oct	Yes	requisition was adressographed and very difficult to read. Please use labels.
25	2015	4-Nov	Yes	Requisition - pt label adressographed. Quality better than Oct 30 draw, but still difficult to read.
26	2015	9-Nov-15	Yes	Requisition - only phn listed for pt identifiers, the lab needs at least 2 pt identifiers to confirm they are reporting on the correct patient.
27	2015	24-Nov	Yes	Requisition: phn was listed incorrectly - flipped some of the numbers around, pt was retrieved via name within the lab system - could have resulted as results being sent to the wrong individual. Please identify homes by their home name versus street address, the lab system is linked to home name and fax number as verifiers.
28	2015	27-Nov	Yes	Requisition: handwritten fax number, type print pt label (awesome), requisition dated Dec 27 - one month ahead, same lab sample collected x2 on this pt - once by private company and once by paramedics home had double booked.
29	2015	3-Dec	Yes	No concerns
30	2015	4-Dec	Yes	No concerns
31	2015	9-Dec	Yes	No concerns
32	2015	13-Dec	Yes	No concerns
33	2015	13-Dec	Yes	No concerns - 2 draws at Dec 13/2015
34	2015	18-Dec	Yes	No concerns
35	2015	24-Dec	Yes	No concerns
36	2015	31-Dec	Yes	No concerns

Antibiotics in Community Paramedicine



What Are We Treating?

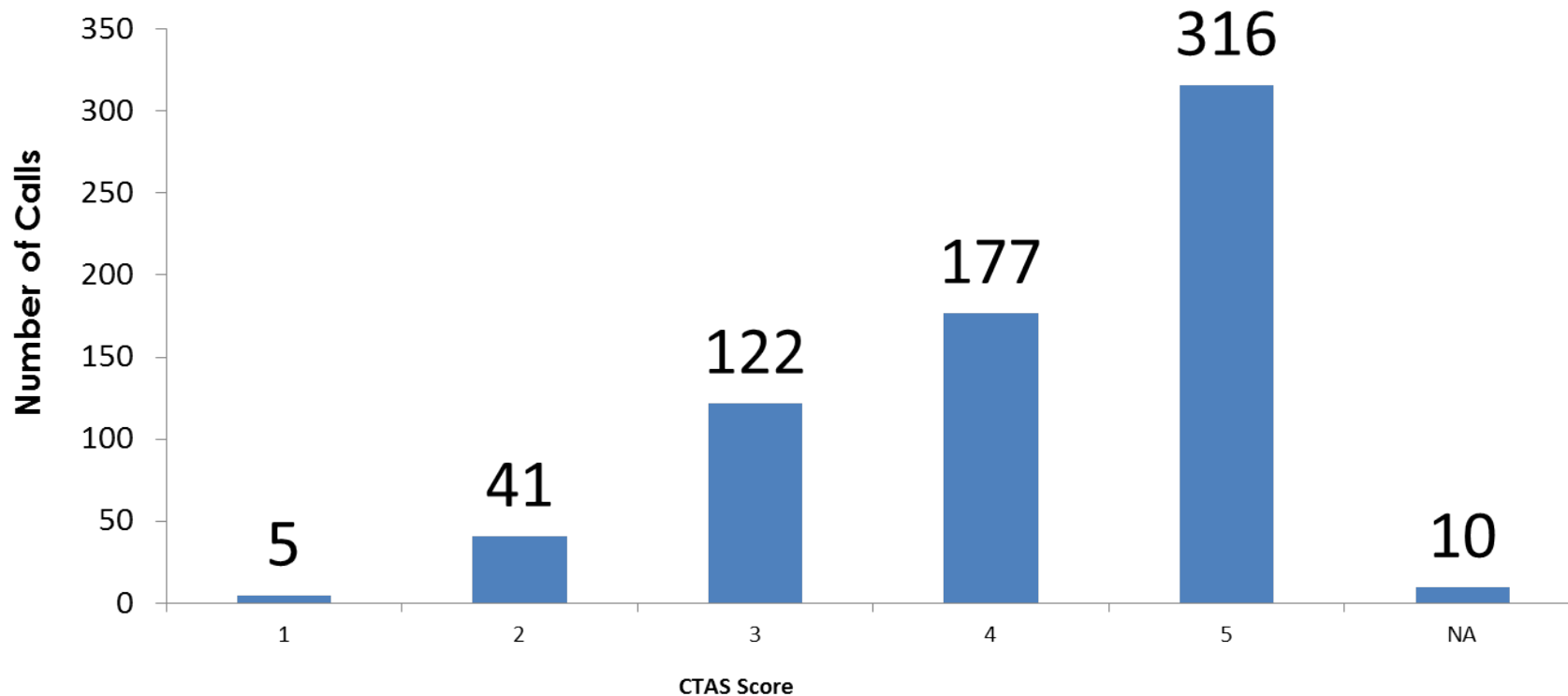
*Chief Complaint Saskatoon Pilot
Community Paramedicine
April 13, 2015 – April 21, 2016*



Saskatoon Pilot Community Paramedic Project

CTAS - Score on Arrival

April 13 2015- April 21, 2016

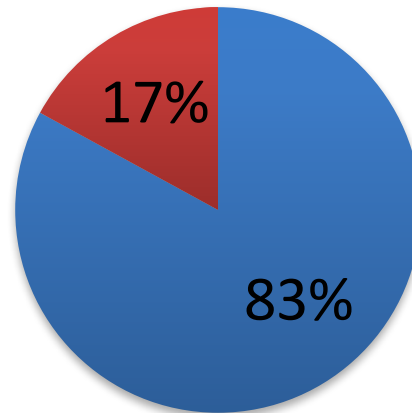


CTAS Scores not available for 20 cases
- Weeks (22 & 23)

Total Number of Calls Data
available= 671

83% of Calls Treated in Home CP Pilot

Saskatoon Pilot Community Paramedic Project
Transfer of Residents to Acute Care After
Seen by a Community Paramedic
April 13, 2015 - April 21, 2016



Total Calls - 669

■ % of Residents Not Transferred to Acute Care

■ % of Residents Transferred to Acute Care

Qualitative Data – Feedback is Fuel

- “This has enabled him to remain at home with his family and friends.”
- “This has made a very difficult time soooooo much easier.”
- “ They return calls promptly!”
- “It took time getting used to meeting the staff.”
- “From the bottom of my heart, gentlemen, I thank you so much for the time, care and compassion you showed my friend and her family. Mrs. X passed away September 2015 and, in big part, thanks to you two, the family was prepared.”

2015 Financials

- 2,229 care interactions to individuals in our LTC, acute care and home care environments.
- In kind Savings
- Other
- ED Avoidance Savings
- Length of Stay Saving

	Midway Ambulance Care - Wynyard	Shamrock Ambulance Care - Wadena	Wakaw & District EMS	Watrous & District Ambulance Association	MD Ambulance Care - Saskatoon
Number of Interactions	596	216	542	289	586

Questions



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- Erika Stebbings, Clinical Nurse Educator
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