

Abstract

Poster Title: Developing a Theoretical Framework for Measuring Operational Excellence of EMS Agencies in Arizona

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Description: In the prehospital setting, the operational success of Emergency Medical Service (EMS) agencies can provide a financial foundation for training, equipment and quality personnel that may lead to significant positive outcomes for patients. However, there is presently a lack of local, state or national standard metrics to measure performance in order to evaluate and improve quality of operations within EMS agencies. Through data collection, analysis and evaluation, Arizona Department of Health Services (ADHS) seeks to encourage the development of operational awareness and progression among Arizona EMS agencies, which could lead to sustainable EMS business practices in addition to improving patient outcomes.

Analysis: ADHS's Bureau of EMS & Trauma System created over forty (40) variables demonstrative of operational excellence to evaluate using data from the EMS agencies participating in the Arizona Premier EMS Agency Program. Participants will be encouraged to submit their data for analysis and it will be compared to the state aggregate information and to similar, de-identified agencies for the fiscal year. Similar agencies will be defined as having some of the same characteristics including, but not limited to:

- i. Urbanicity
- ii. Number of Transports per Year
- iii. Similar Type of Entity (Fire District, For Profit, Non-Profit, County, Municipality and Hospital)

Intervention: In a prospective analysis, the individual agencies will be evaluated and displayed numerically and graphically against the state and against similar agencies. Each of the variables assessed will correspond to a process in the financial or operational aspect of EMS agencies, including workers compensation insurance claims, lost unit hours, billing efficiency, personnel turnover, average patient charges, accounts receivable, net collection, and efficiency measures. After receiving each report, agencies can evaluate their strengths and weaknesses in order to progress as an operation.

Measure: In addition to measuring EMS agencies against the state aggregate data and similar agencies' data, participating agencies will be able to compare their past and current reports to reveal (or highlight or detect) development and changes from prior years. We believe that this will lead to fiscal and operational improvement among EMS agencies across the state of Arizona and serve as model for other states and large EMS systems.

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