



# **Pre-Hospital Performance Improvement Activities**

Trauma Program Managers Workshop

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Nathan Windatt, RN

# Main Concepts

- EMS Training
- Liaisons
- Communication
- Hospital Roles
- Audit Filters
- Communication (again)



# Pre-Hospital Care Providers



- Recognizing that all EMS departments / units / providers have basic expectations
- Acknowledging the differences
- What resources do they have available?

# Pre-Hospital Liaisons

- Communication
- Hospital coordinator
- Base station?
- Regional EMS meetings
  - AEMS, NAEMS, SAEMS, etc



# EMS Interactions/Communication



- Great experience
- Allows for each party to get a glimpse of what the other does.
- Builds relationships with the crews.

# The Hospital Role



- What measures are important to your program?
- How are you tracking them?
- What do you do with that information?

# Create a Audit filter



- Easy to do
- Incorporate as part of either your chart review or registrar chart entry
- Compile that data into numbers

# Communication

- Agency – Agency
- Agency – Crew
- Agency - Medic



# Communication



- It's about improvement, not assigning blame
- Constructive criticism
- Team building

# Questions?

