

New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard



WHO IS YOUR CORE TEAM?

Program Core Team:

Robert Sapien, MD, MMM – Principal Investigator

Katherine Schafer, BS – Program Manager

Scott Oglesbee, NR EMTP, MPH - Epidemiologist, Clinical Research Manager, Paramedic

Amy Pottenger, BS – Research Coordinator, Telecommunications

Christie McAuley, MA – Program Specialist, Curriculum Development

Norman Cooyate, BA – Facilitation Expert, EMT Experience, Community Development

Consultants/Experts in Field:

Ann Bellows, RN, NR-P, MA, EdD – Curriculum Development - Ann has been a nurse and prehospital provider for over 35 years. She also worked with Emergency Training Institute to develop one of the initial training programs for the EMSC program.

Chad Kim, NR EMTP, MA - Chad serves as our FAN representative and as the Vice-Chair of the EMSC Advisory Committee. He is a Battalion Chief with Albuquerque Fire Rescue and provides EMS education across New Mexico and nationally.



Engaging Communities to Prepare for Emergencies in Children

New Mexico EMSC PECC Learning Collaborative

Quality Improvement Storyboard

WHY ARE PREHOSPITAL PEDIATRIC EMERGENCY CARE COORDINATORS IMPORTANT TO THE CHILDREN IN YOUR STATE?



New Mexico

- 5th largest state by land mass in the US
- 6th most sparsely populated by population density (15 persons per square mile) at just over 2 million.
- As in other rural states, travel distances in New Mexico by ground and air are long, both being affected by inclement weather, rugged terrain, and communication issues.

The NM EMS for Children Programs are working with state EMS agencies, hospitals and medical communities to develop strategies that will allow New Mexico to increase the standardized delivery of optimal pediatric emergency care.

Assuring coordination of pediatric emergency care at the local level is a key intervention toward achieving that mission.

The Purpose of this Project:

- Develop replicable strategies to increase the number of local EMS agencies, hospitals and medical communities with a Pediatric Emergency Care Coordinator (PECC).
- PECC can be a shared role!
(Many EDs and EMS services have been able to identify a person(s) already in place with a special interest in children.)
- Expand the number of communities with a PECC beyond the ED and EMS, such as with pediatric providers in the community.

New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard

WHAT DOES THE PREHOSPITAL PECC SYSTEM IN YOUR STATE CURRENTLY LOOK LIKE? WHERE ARE YOU NOW?:

3. Examine the Current Status

What We are Working with:

EMS

- 343 EMS agencies, of which 267 are 911 responding agencies.
- Approximately 266,504 patient transports by EMS agencies annually
 - 18,878 or 7% are pediatric patients up to 18 years of age.

Hospitals

- New Mexico has 43 acute care hospitals of which twelve have current trauma designation and four are awaiting trauma center designation: one level-one trauma center; seven level-threes; and the remainder level-fours.

Licensure Level	2017-18 Survey Responses
Emergency Medical Responder (EMR)	367
Emergency Medical Technician (EMT)	1,855
Intermediate Life Support (ILS)/Advanced EMT (AEMT)	1,202
Paramedic	1,203



There is only one Children's Hospital (a hospital within a hospital)
at the University Of New Mexico Hospital.

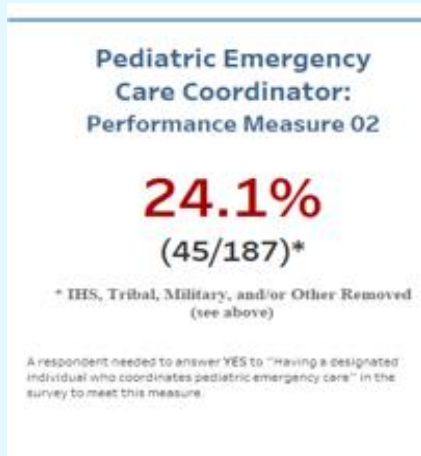
New Mexico EMSC PECC Learning Collaborative

Quality Improvement Storyboard

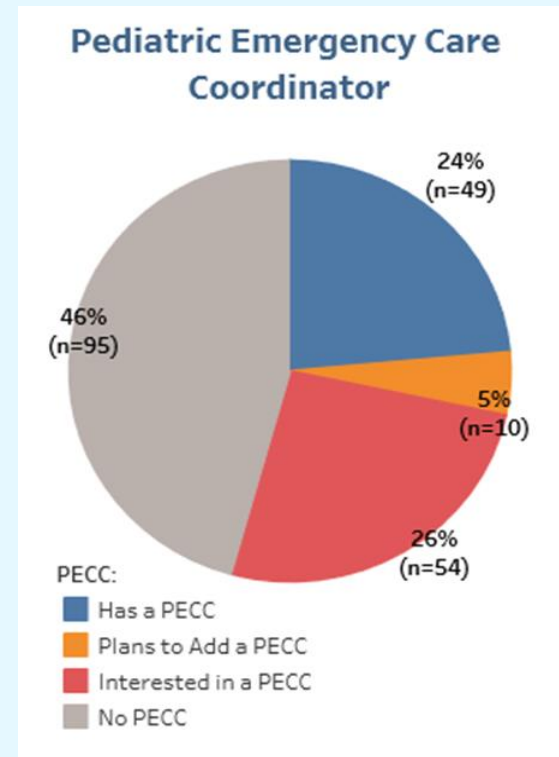
WHAT DOES THE PREHOSPITAL PECC SYSTEM IN YOUR STATE CURRENTLY LOOK LIKE?
WHERE ARE YOU NOW?:

3. Examine the Current Status

- 267 911 Services in 2018 EMS Survey



EMSC02 Survey Results	
208	911 Services Responded
49	Has a PECC
10	Plan to Add a PECC
54	Interested in PECC
95	No PECC

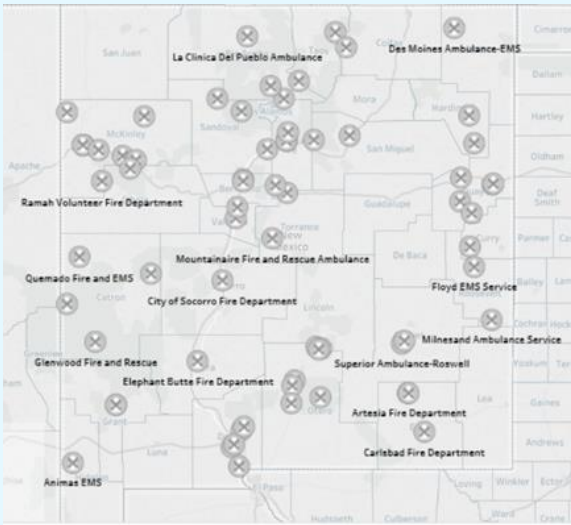


New Mexico EMSC PECC Learning Collaborative

Quality Improvement Storyboard

WHAT DOES THE PREHOSPITAL PECC SYSTEM IN YOUR STATE CURRENTLY LOOK LIKE?
WHERE ARE YOU NOW?:

3. Examine the Current Status



Map of "No PECC"

HasPECC Follow Up (Very disappointing results) Of the 49

- Confirmed 13 agencies actually have PECC
- 1 no longer has a PECC as staff member left.
- 71% not responding or bad contact information.
- To-date, have not officially tracked any new additions to "HasPECC".



New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard

WHERE DO YOU WANT TO BE?
WHERE ARE YOU GOING?

4. Identify Potential Improvements (state-specific aim)

Improve the EMS survey response rate regarding pediatric emergency care coordinators by 10% (16) correlated to the number of agencies responding No PECC, Interested in PECC and Plan to Add PECC (159) by March 2019 through focus groups, dissemination of pediatric education regarding implementation of PECC and implementing EMS pediatric champions.



New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard

WHO ARE OTHER POTENTIAL PARTNERS TO CONSIDER FOR YOUR IMPROVEMENT TEAM?

5. Expand Your Team

Stakeholder Development

- NM Joint Organization on Education (EMS Instructor Coordinator)
- Trauma Process Improvement Committee
- Healthcare Coalitions
- NM AAP
- Education Institutions – UNM EMS Academy
- New Mexico Regional Trauma Advisory Committees

New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard

HOW DO YOU GET THERE?

6. Develop a Roadmap for Improvement

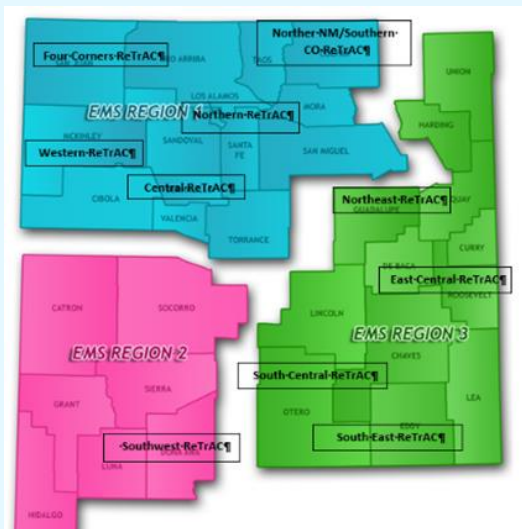


- **Learn** - Using a focus group, develop NM PECC template based on local health care provider responses.
- **Inform** - Present PECC facts with focus group results to key stakeholders.
- **Train** - Expand our education curriculum to include the NM PECC roles and responsibilities in the development of pediatric champions and a designation/recognition process.
- **Resources** - Continue to develop and expand online pediatric training, have available training curriculum and tools, provide relevant information, and connect people.
- **Data** - Assist NEDARC in collecting data for EMS survey and develop evaluation tools to enhance positive results and evidence-based practices.

New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard

HOW DO YOU GET THERE?

6. Develop a Roadmap for Improvement



Since October 2018

- Presented EMSC Survey Results to the NM EMSC Advisory Panel, Statewide EMS Advisory Committee, 3 ReTrACs, Trauma Programs, Hospital Coalition meetings, JOE, MDC and 5 EMS Conferences emphasizing the need and development of “PECC” position.
 - Received positive feedback from all presentations
 - Currently working with 3 trauma hospitals on PECC and designation.
- 79 EMS Provider PECC Surveys disseminated at various conference responded with “Interested in establishing PECC at their agency.”
- 25 Providers from across NM will participate in PECC Focus Group on February 6th!



New Mexico EMSC PECC Learning Collaborative Quality Improvement Storyboard

CHALLENGES

7. Challenges Faced and Technical Assistance Needed



Challenges -

- Time – Not enough time to move through the action items, travel to various location, come back, and do the work.
- Finding a location to hold the focus group cause postponement.
- Creating documents to promote PECC...Brain Block!
- Unanticipated issues with shared time of collaboration partners, and other priority projects within the program cause conflict.
- Getting responses from everybody...“HasPECC,” focus group participation, staff availability, project statuses, etc.

Will need help with...

- Creating our infomercial
- Developing data collection forms and evaluation tools
- Things that haven't been thought of yet!