

## ***Partner in Care Recognition Frequently Asked Questions***

The American College of Cardiology's (ACC) Emergency Medical Services (EMS) *Partner in Care* Recognition is the ACC's program recognizing EMS agencies who have a solid partnership with a Chest Pain Center (CPC) Accredited or Certified facility. These facilities build robust ongoing relationships with their local and regional EMS partners to ensure the highest level of care for patients who may be experiencing a heart attack.

### **ACC EMS *Partner in Care* General Questions:**

**1. What agencies are eligible for EMS *Partner in Care*?**

The primary EMS agency/agencies working with the facility applying for CPC Accreditation or Certification.

**2. What is the cost for EMS agencies participating in EMS *Partner in Care*?**

There are no fees for the EMS agencies to apply or receive recognition as an EMS *Partner in Care*.

**3. How can EMS agencies apply?**

The facility pursuing CPC Accreditation or Certification obtains the link to the application from either the EMS *Partner in Care* webpage, <https://cvquality.acc.org/emspartner> or from the Essential Component (EC) EC4.M1 in the 'Pre-Hospital Care' within the Accreditation/Certification tool. The facility will be responsible for collaborating with the EMS agency to complete the application. The completed application will be automatically sent to Customer Care and the Accreditation Clinical Product Manager for review.

**5. What is the review process for EMS *Partner in Care* application submissions?**

The Accreditation Clinical Product Manager or other designee will validate that the EMS agency has active participation in the facility CPC Committee or EMS Committee meetings (or equivalent) demonstrating, data sharing and process improvement opportunities to reach agreed upon goals through the 'Pre-Hospital Care' tab supporting documents submitted by the facility. If the charter, meeting minutes, or attendance grid (EC4.M1 and EC4.M3) do not support an ongoing collaborative relationship between the facility and EMS agency, the EMS *Partner in Care* recognition will not be awarded. The facility must keep these EC's current to maintain the *Partner in Care* recognition. If the facility and EMS relationship ceases, communication must be sent to [customercare@acc.org](mailto:customercare@acc.org).

**6. How will EMS agencies be notified of their approved recognition?**

A Customer Care representative will notify via email the facility and EMS agency of their recognition.

**7. How will EMS agencies receive this recognition?**

ACC will provide the facility Coordinator and EMS agency key contact with the EMS *Partner in Care* recognition kit.

- The kit will include items such as: certificate of recognition, press release statements, social media graphics and messages, icons, and the EMS *Partner in Care* seal for marketing.
- ACC will also promote the EMS agency's recognition through social media, *Cardiology Magazine*, and ACC's Quality Improvement for Institutions website.

EMS agencies will also be included in ACC's insertion in the 2023/2024 *U.S. News & World Report 'Best Hospitals'* edition.

#### **8. How long will the recognition be active?**

The recognition will be active during the facility Accreditation/Certification period of three (3) years.

The "Anniversary Date" refers to the date that is 3 years from the facilities initial Accreditation/Certification is granted.

The *Partner in Care* expires on the anniversary date unless the facility application for renewal is received prior to the anniversary date.