

Systems of Care

AN ACC CLINICAL TOOLKIT

AD HOC IMPROVEMENT PROJECT TEAM CHARTER – EXAMPLE

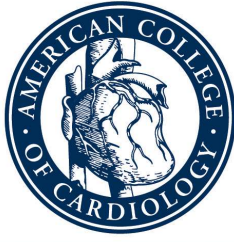
Improvement Project Charter – *Example*



Project Title: FIRE DEPARTMENT LOGGING OF PUBLIC ACCESS DEFIBRILLATOR LOCATIONS AND ACCESSIBILITY WITH COURTESY READINESS INSPECTIONS




| Element | Description | Information |
|--|--|---|
| Process | The process in which the problem or opportunity exists | Clinical > Cardiac Arrest > Bystander Interventions > Defibrillation |
| Problem / Opportunity Statement | Describe the problem or improvement opportunity | <ol style="list-style-type: none"> 1) Emergency medical dispatchers (EMDs) either do not have or have very limited information on the location of public access defibrillators (PADs) and are therefore unable to advise callers on where a nearby and accessible unit may be. 2) Reports in the literature and anecdote suggest PADs often have inoperable batteries, pads or other components 3) Local fire department building inspections, pre-planning operations and incident responses may provide cost-effective opportunities to log locations and inspect PADs to improve their accessibility and utility |
| Intervention Hypothesis | Specify the change / intervention being made in the form of a hypothesis | <ol style="list-style-type: none"> 1) Implementation of a process to log PAD locations and conduct a courtesy inspection by fire inspectors and fire company crews – while engaged in building inspections, pre-planning activities, incident responses or casual encounters – will increase the number of PADs in a database that can be made available to EMDs for pre-arrival instruction 2) Implementation of the above process can also decrease the incidence of PAD utilization where there were unit failures due to expired pads, uncharged batteries, and other preventable causes. 3) Implementation of the above process will improve the rate of PAD utilization 4) Implementation of the above process will improve the rate of survival to discharge on patients presenting with a shockable rhythm. |
| Consequences of Status Quo | What happens if nothing is done? | The investments that the community has made in PADs may not be fully realized if PADs are underutilized or fail if use is attempted |



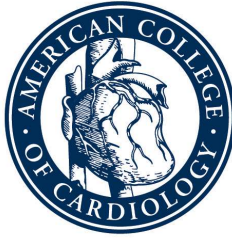
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RTSCC Improvement Project Charter – FIRE DEPARTMENT LOGGING OF PUBLIC ACCESS DEFIBRILLATOR LOCATIONS AND ACCESSIBILITY WITH COURTESY READINESS INSPECTIONS

| | | |
|------------------------------|---|--|
| Benefits to Customers | <p>Who are the internal and/or external customers that may benefit? What can be measured that reflects how well or efficiently their needs or expectations are being met? What changes in that measure(s) are projected from this project? Use one set of parameters per customer / per need/expectation.</p>  | <p>Customer: Caller on cardiac arrest case Need / Expectation: have an EMD advise a caller of any PADs that are nearby Measure: % of cases where EMD advises on the location of a nearby PAD when one is accessible within a specified proximity Projected Change: unknown</p> <p>Customer: Cardiac arrest patient and PAD owner Need / Expectation: PADs will work when applied Measure: % of PADs inspected that are found in operational condition Projected Change: unknown</p> <p>Customer: Cardiac arrest patient Need / Expectation: The system of care for OOHCA will result in survival to discharge with neurological recovery to pre-arrest levels. Measure: Survival to discharge with CPC 1 or 2 levels rate on relevant cases Projected Change: unknown</p> |
| Other Justifications | <p>Any other reasons why this project should be approved</p> | <p>This another opportunity for local FDs to add value to their communities apart from response to fire and EMS incidents</p> |
| Proposed Team Members | <p>Names and titles of proposed team members. Also include organization name if external to the department.</p> | <ul style="list-style-type: none"> • Mary Merrie, Fire Captain (Project Lead) • Greg Grayer, GIS Analyst, City Planning Office • Roberta Bobb, Fire Lieutenant • Mike Michaels, Firefighter / Paramedic • John Jonn, Fire Marshall (Executive Champion) |
| Projected Schedule | <p>Proposed Project Start Date</p> | <p>May 1, 2019</p> |
| | <p>M - Measure</p> | <p>June 1, 2019</p> |
| | <p>A – Analyze</p> | <p>July 1, 2019</p> |
| | <p>I - Improvement</p> | <p>January 5, 2020</p> |
| | <p>C- Control</p> | <p>February 1, 2020</p> |

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|---------------------------------|--------------------|--|
| Anticipated Deliverables | <p>M – Measure</p> | <ul style="list-style-type: none"> • Baseline PAD utilization rates • Baseline PAD utilization failure rates • Baseline survival rates with associated CPC scores on relevant cases |
| | <p>A – Analyze</p> | <ul style="list-style-type: none"> • Report on other options considered as possible interventions |
| | <p>I – Improve</p> | <ul style="list-style-type: none"> • Report on results of intervention(s) |



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|-------------------------------|---|--|
| | C – Control | <ul style="list-style-type: none"> • Recommendations for making changes permanent • Report on potential performance decline scenarios and associated corrective efforts • Report on overall project to stakeholders • Notes on where / how project information has been archived • Notes on any plans for any external presentations and/or publications |
| Other Support Required | Aside from funding, personnel, such as data access, equipment, etc. | <ul style="list-style-type: none"> • Project assumes acquisition and operationalization of tools and processes for EMDs to access PAD location and accessibility information that can be passed along to callers • Need process to promptly get info collected by fire crews into our AED location data base tool so it can be available to EMDs to pass along info to callers |
| Review Status | Allows improvement process itself to be measured on individual projects and for projects in aggregate | <p>Sub-Committee Submission Date: 1/15/2019 Sub-Committee Initial Review Date: 1/20/2019 Sub-Committee - Recommendation Status: Approve Decline Reconsider Sub-Committee Reconsideration Date: n/a</p> <p>Steering Committee - Submission Date: 2/1/2019 Steering Committee - Initial Review Date: 2/15/2019 Steering Committee - Recommendation Status: Approve Decline Reconsider Steering Committee - Reconsideration Date: n/a Final Review Status: Approve Decline To Be Reconsidered in Future</p> |