



Systems of Care

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EMS PERFORMANCE ACCOUNTABILITY AGREEMENTS – TEMPLATES

The following language is intended to provide a template and example of what might be inserted, with appropriate customization, in the Clinical Performance Requirements section of a Request for Proposals document for emergency ambulance service; a final ambulance service contract; or a service level agreement between a unit of local government and their internal department that provides emergency ambulance service.

This sample language addresses STEMI care in context of ambulance service performance. This is to illustrate the type of content and format. Modifications may be made for non-transport medical first response agencies or the combined performance of non-transport medical first response agencies and ambulance services working together when these functions are provided by separate organizations.

Specific performance thresholds, as shown by blank spaces in the example template, should be determined by local experts in conjunction with evidence-based guidelines and/or contemporary research studies. A similar format and process could be applied to other areas of care, particularly for other high-risk time-sensitive conditions (e.g., out-of-hospital cardiac arrest, trauma, sepsis).

Note: Hospital performance accountability is also important. However, the STEMI clinical registry used by the majority mass of hospitals (if not all) and its included performance metrics will provide for a more practical direction on which specific measures to include in an hospital performance accountability program.

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The *EMS Provider* will be expected to comply with the following clinical and performance reporting requirements, in addition to any response time performance requirements stated elsewhere.

STEMI

Data Submission and Reporting

For patients brought by the *EMS Provider* to a hospital that receives an initial emergency department diagnosis of STEMI, the following data submission and reporting requirements will apply:

Data Set (for audit retention and/or upload to an EMS clinical registry)

- State Assigned EMS Agency ID# (Colorado 9876)
- Ambulance identifier (e.g., Unit 34)
- Were there any case exclusion criteria at any time on this case? (If yes – specify all that apply)



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- Date and time of call received by ambulance dispatch center
- Ambulance en route
- Ambulance at scene
- Ambulance crew patient contact time
- Initial 12 lead ECG acquisition time
- First STEMI positive 12 lead ECG time
- EMS STEMI Alert notification to hospital time
- Is the initial destination a PCI capable hospital?
- Ambulance depart scene time
- If transport from scene was directly to a PCI hospital
 - ambulance arrive at hospital time
 - AHA hospital ID#
- If transport from scene was to a non-PCI hospital
 - Ambulance arrive at hospital time
 - AHA hospital ID#
 - Did patient get transferred emergently to a PCI hospital?
 - If yes
 - Did ambulance from scene transport also provide inter-hospital transfer to a PCI hospital?
 - If no,
 - State Assigned EMS Agency ID# of transferring ambulance (Colorado 9876)
 - Transferring ambulance identifier (e.g., Unit 34)
 - Date and time of call received by transferring ambulance dispatch center
 - Transferring ambulance en route time
 - Transferring ambulance at referring hospital time
 - Transferring ambulance departure time from referring hospital time
 - Transferring ambulance arrival at PCI hospital time

Reporting Requirements – Per Calendar Month

- Median, range, and N for patient contact to initial 12 Lead ECG time interval
- Median, range, and N for first STEMI positive 12 lead ECG to EMS STEMI Alert notification to receiving hospital time interval



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- EMS overcall rate
- EMS undercall rate

Clinical Performance

For patients brought by the *EMS Provider* to a hospital that receives an initial emergency department diagnosis of STEMI, the following performance requirements will apply:

- The median ambulance crew patient contact to first field EMS 12 lead ECG time interval shall be less than __ minutes with at least _____ percent (__%) aggregate compliance each calendar month.
 - Denominator: # of Field STEMI Alert cases
 - Denominator exclusions:
 - Glasgow coma score <15
 - Patient was intubated or had a laryngeal airway placed in the field
 - Patient had any periods of cardiac arrest during EMS care
 - Documentation of a communications system failure between the time of STEMI positive field 12 lead ECG acquisition and hospital arrival
 - Numerator # of denominator cases where the first field 12 lead ECG acquisition time to the time of STEMI Alert notification to the receiving hospital was less than 10 minutes (calculated to the closest second)
 - Exceptions
 - If the monthly STEMI case volume is less than __ in a calendar month, the calculation will be deferred until at least a total of __ (example of 10) new cases have accumulated since the most recent calendar month where qualifications were met for a value calculation.
 - Example: January had 12 STEMI cases. January cases alone were used to calculate the January performance measure. That value is reported for January performance. February had 8 cases. March had 9 cases. The 17 cases from February and March are combined to calculate the performance measure. That value is reported for both February and March.
 - The median time from ambulance crew acquisition of their first STEMI positive 12 lead ECG to notification of the receiving hospital with a STEMI



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Alert shall be less than ___ minutes with at least ___ percent (___%) aggregate compliance each month.

- Exceptions
 - If the monthly STEMI case volume is less than ___ in a calendar month, the calculation will be deferred until at least a total of ___ new cases have accumulated since the most recent calendar month where qualifications were met for a value calculation.
- The ambulance crew 'undercall rate' for STEMI Alerts shall be less than ___ percent (___%) in aggregate each month.
 - Exceptions
 - If the monthly STEMI case volume is less than ___ in a calendar month, the calculation will be deferred until at least a total of ___ new cases have accumulated since the most recent calendar month where qualifications were met for a value calculation.
- The ambulance crew 'overcall rate' for STEMI Alerts shall be less than ___ percent (___%) in aggregate each month.
 - If the monthly STEMI case volume is less than ___ in a calendar month, the calculation will be deferred until at least a total of ___ new cases have accumulated since the most recent calendar month where qualifications were met for a value calculation.