

APPENDIX H

EMS Service Measurable Outcomes

Measurable outcomes are an important component of every Continuous Quality Improvement (CQI) program. Proactive measurement can improve patient care and documentation practices; identify training needs and assist with decision making for equipment, personnel and capitol needs. The medical director and service should consider annual review of the measurements and set goals to support continuous improvement. When consistently meeting goals, select or develop new measurements. These sample Measurable Outcomes have been developed to assist Iowa EMS service programs as they comply with physician directives as defined by:

Iowa Administrative Code 641—132.9(2) *The medical director's duties include, but need not be limited to...*

c. Monitoring and evaluating the activities of the service program and individual personnel performance, including establishment of measurable outcomes that reflect the goals and standards of the EMS system.

EMS Service Program Name: Carroll County EMS

No.	Indicator	Yes	No
1.	100% of EMS providers on the roster are annually trained to new protocols within 45 days of physician approval of the protocols or by October 31.		
2.	One full set of vital signs and the GCS will be completed 95% of patients.		
3.	Multiple, complete sets of vital signs and the GCS will be documented on 75% of the patients with transportation times greater than 15 minutes.		
4.	Eligible chest pain patients will receive aspirin (ASA) per protocol before transport 90% of the time.		
5.	75% of suspected stroke patients will receive a neurological examination per protocol.		
6.	EMS will arrive at the side of the patient within 10 minutes of the first page 75% of the time.		
7.	Time of arrival at the patient's side will be documented on 80% of the patient care reports		

MEDICAL DIRECTOR STATEMENT OF AFFIRMATION

As physician medical director, I establish the above measurable outcomes to assist with evaluation of system performance. Annually, as a minimum, the appointees shall report measurable outcomes, in writing, to the EMS staff and medical director.

Type or print name, sign and date:

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APPOINTEE STATEMENT OF AFFIRMATION

I acknowledge that I am appointed, by the medical director, as an official CQI designee. I understand my duties and will implement and maintain this CQI program as directed. Annually, as a minimum, the appointees shall report measurable outcomes, in writing, to the EMS staff and medical director.

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