

EMS Quality Improvement Basics Level 2: Improvement Implementation Summary

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Team Concepts in EMS

- Who makes up an EMS QI team?
- Important to make sure project charter and messaging is clear to all team members.



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Communication Techniques

- SBAR
 - Situation
 - Background
 - Assessment
 - Recommendation
- Check-Back
- Elevator Speech



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PDSA in EMS

- Plan-Do-Study-Act (PDSA) allows for small tests of change.



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Data in EMS

- Data for improvement projects is available in electronic patient care record (ePCR) systems.
- Can supplement with surveys or data from outside sources.



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EMS QI Basics Level 2



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