

Rural EMS Quality Improvement Basics Level 3: Improvement Leader Summary

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Communication & Facilitation in EMS

- Having standardized practices for managing meetings is valuable.
- Consider size and background of teams when creating meeting formats.



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Organizational Culture & Change Management in EMS

- Multiple players, various perspectives, and complex systems make planful change management vital for successful implementation in EMS.



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Lights and Sirens Case Study

- Goal: Reduce use of lights and sirens to lower the risk of crashes.
 - Identify partners.
 - Meet, discuss data, set SMART* goals.
 - Use data for tracking and reporting progress.
 - Celebrate successes.



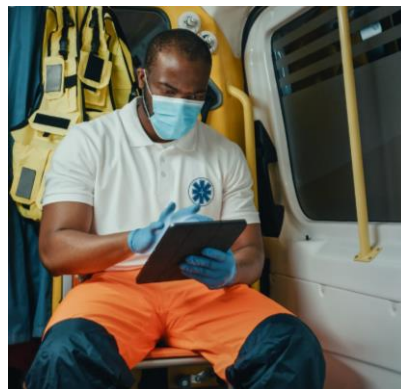
*SMART= Specific, Measurable, Achievable, Relevant, Time-bound

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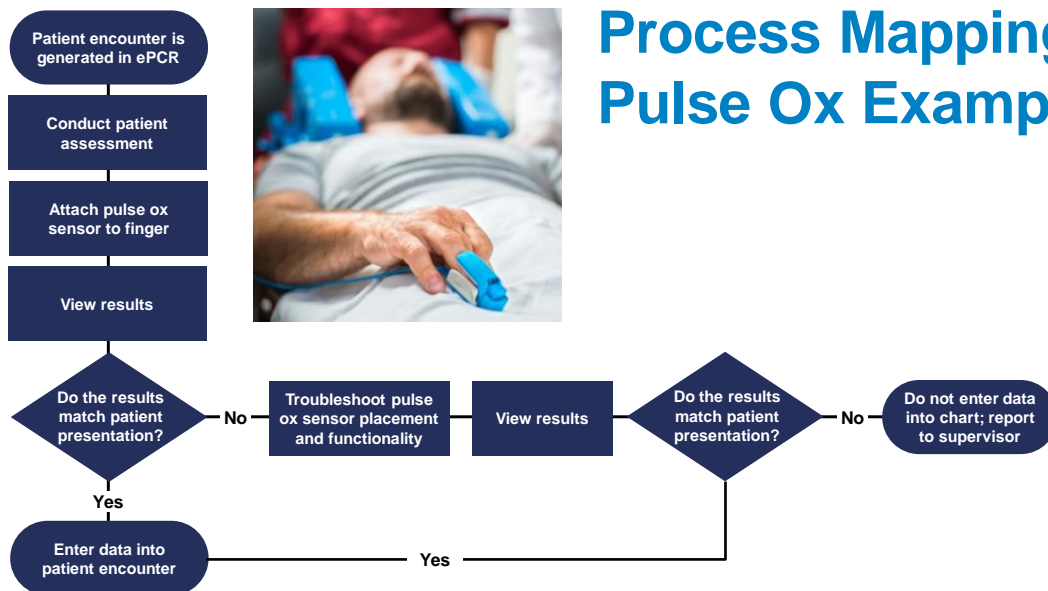
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Vitals Documentation Case Study

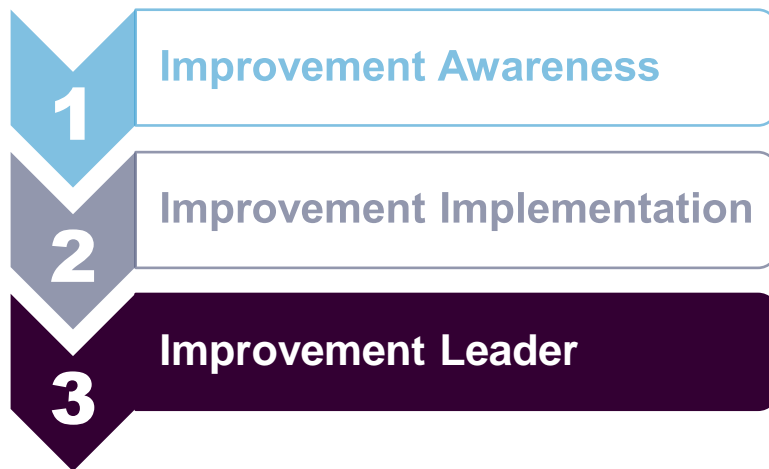
- Goal: Documentation of a complete set of vital signs in a patient's record.
 - Share with team.
 - Use course tools to assess potential causes for missed recordings.
 - Identify potential interventions and PDSA.



Process Mapping Pulse Ox Example



Rural EMS QI Basics Level 3



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