

**Aroostook Region V EMS QA/I Committee
111 High Street, Suite 1
Caribou, ME 04730
January 31, 2019 at 10:00 am**

QA/I MEETING – January

Meeting was held downstairs in the EOC training room, 111 High Street, Caribou, Maine 04736. Meeting was called to order at 10:00 am

Staff: Benjamin Zetterman, Regional Coordinator; Debbie Morgan, Fiscal Manager/Administrative Assistant; Dr. Beth Collamore, Regional Medical Director

Attendees Present: John Labrie, Ambulance Services Inc.; Peter LaPlante, Van Buren Ambulance; Mira Saucier, Crown Ambulance; Chris Zappone, Cary Medical Center; Scott Susi, Caribou Fire; Travis Norsworthy, Crown Ambulance; A.J. Gagnon, Northern Maine Community College

Zoom: Danny Gahagan, Presque Isle Fire; Jessica Pelletier, Madawaska Ambulance; Kris Albert, Madawaska Ambulance

TOPIC	DISCUSSION	ACTION/FOLLOW UP
Opening	<ul style="list-style-type: none"> • Ben opened the meeting with introductions from everyone present. • Dr. Collamore explained the importance of QA/I to the group. She explained that we understand the importance of QA/I but we do not always know how to do it correctly or how to do it. She explained how she goes in and reviews the runs and that many times the documentation is horrible and we need to take the time to do better documentation. She wants providers and services to understand that this committee is not to be punitive. It is being formed to be informational and educational. Dr. Collamore put emphasis on what we are doing are many good things but there needs to be improvement as the State of Maine is looking at QA/I at all the Regions and how important it is. Dr. Collamore stressed that we need buy in from all the hospitals, services, and providers in this area. Our patients depend on this and this committee has been formed to move forward in a positive direction, 	

	<p>not a punitive direction. There is a lot that we can do to help each other with in this process.</p> <ul style="list-style-type: none"> • Peter LaPlante pointed out that he did not know when it stopped but they used to get feedback from the hospitals on a regular basis from the services runs. • Dr. Collamore suggested that it could have been from turn over or just lack of communication from both hospitals and services. We need to move from the mistakes of the past and do better with this and that is why Chris Zappone from Cary Medical Center will be the QA person at Cary. 	
Documentation	<ul style="list-style-type: none"> • Ben started the discussion on documentation as that is an area that needs improvement. Dr. Collamore has put together a PowerPoint presentation. He explained that there are multiple methods that you can use for better documentation. It is the easiest form of liability protection. • Dr. Collamore says it needs to be done in baby steps that we are not going to change everything overnight. We want to make our website better by putting this PowerPoint and a posttest on it. You will get 1 hour of CEH's for doing this test after reviewing the presentation. This first training will be in the category of Prep/Ops; however, future trainings will be different topics and categories. If you have any questions on the presentation, email Dr. Collamore with the question and she will get back to you on it. 	
Goals	<ul style="list-style-type: none"> • What goals do you want? What do your services do for QA/I? • Peter LaPlante stated that he reviews 100% of their runs as he is preparing for billing. He does not sit down and gather data from specific runs, but he does review them all. He did bring it up at the last Council meeting that there are great things on MEFIRS but it is hard to navigate and training on it would help. • Dr. Collamore mentioned that Jason Oko was willing to put something together to help with navigating MEFIRS on doing QA/I. • Dr. Collamore suggested that we could meet more than quarterly if everyone would like that. She explained the different worksheets such as the General Documentation Worksheet that you can check off on to make sure that you have documented everything that you need. She would like to introduce 	

	<p>them as we go along for everyone to use by putting them up on the website to be available to everyone.</p> <ul style="list-style-type: none">• Jessica Pelletier stated that she and Kris were the QA people at Madawaska and they review every run. She would like as far as goals we would like to share what they need education on and how they can do better. As a goal for the Committee maybe we can look at reaching out to other services as to who their QA people are and are paramedics reviewing paramedic runs because that is going to be a big deal.• Dr. Collamore agrees with Jessica and Dr. Collamore strongly put out there that the service medical directors should review 100% PIFT runs, as it is State of Maine EMS Rule. In addition, is the hospital giving feedback to services on their reviews?• Discussion followed on QA reviews.• Peter LaPlante brought up that the service medical directors may not be doing some of what is required of them, not so much because of lack of wanting not to do anything, but because they do not know what they should be doing. He suggested doing some type of meeting with them.• Dr. Collamore agreed with him and explained that when the Regional Office hears that there is a new service medical director, the office has a training guidebook for the medical director to assist them with their duties. We also give them contact information to contact us if they need help. We try but it also has to come from them as to how engaged they are or are willing to be. Hopefully, with this committee we can help this process. We have to remember, medical directors are voluntary. Dr. Collamore also suggested that each service needs to reach out to the medical director as well to help them find information.• Ben suggested that he has the medical director guidebook in a PDF and we could put it up on the website as well.• Ben also suggested that we are going to try to do CEH's for this committee.• Ben suggested that we have a representative from each service and each hospital at these meetings. It was suggested that anyone who wishes to come, should be allowed to come.• Another point brought up was that there had to be buy in from every service and hospital to make this work.	
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	<ul style="list-style-type: none"> • It was suggested that we pick one indicator for each service to fill out the form each week and send it to the Regional Office for review. • The committee decided that TXA administration would be the first one to review and monitor. We want to not only look at the runs that TXA was administered but also the runs that TXA should have been administered. We will do this until the next meeting. Dr. Collamore will work on a TXA worksheet to put up on the website for the services use. It was agreed upon that services would submit these forms on a weekly basis. • At the last EMS Council Meeting, Tim Nangle agreed to come up to the region and host a MEFIRS training. This training is open to everyone and will encompass the “ins and outs” of the MEFIRS system. More to come as Ben and Tim are trying to work out a date and time for Tim to come up. • Dr. Collamore stressed that this is a learning process not a punitive process. The QA/I process has carried a stigma to be more punitive than learning and this mentality needs to change. • The education piece that will be put up on the website with a test for a CEH will be on documentation. 	
<p>Interfacility Transfers & Level of Care</p>	<ul style="list-style-type: none"> • Dr. Collamore spoke about the letter that she wants to send to the hospitals and services regarding interfacility transfers and PIFT. Dr. Collamore spoke in length regarding this and that we need to do something about this. It is the hospitals responsibility to send patients via the appropriate care. She can control Cary Medical Center but she cannot control the other hospitals but she can control the services. We need to empower our paramedics that do not feel comfortable on a PIFT who is critical to say that. Dr. Collamore asked the committee for approval on the letter to send via email to all the services and hospitals in the Region. The committee approved to have the letter emailed to all the services and hospitals in the Region. PIFT is not just medications; it is about stability of the patient. • Getting buy in from not only hospitals and services but also all providers to make this committee more robust and moving forward in a positive direction. 	
	<ul style="list-style-type: none"> • Next Meeting is Thursday, March 14, 2019 at 8:30 am at the EOC, 111 High Street, Caribou, Maine 	

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APPROVED BY _____ **Signed copy on file**
Dr. Beth Collamore, Regional Medical Director

APPROVED BY _____ **Signed copy on file**
Benjamin Zetterman, Regional Coordinator

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