



City of Dallas

DFR EMS Quality Management Program

**Public Safety Committee
November 9, 2020**

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Presentation Overview



- To provide a high-level overview of the DFR Quality Management Program (QMP):
 - Background/History
 - Program Goals
 - Program Enhancements
 - Action Cycle



Background / History



- Previous program, the Incident Management System (IMS), involved incident review and investigation
- IMS focused on complaints and concerns with occasional commendations





- Identified Opportunities for IMS Improvement:
 - Be Proactive rather than Reactive
 - Avoid a Focus on Punitive Actions
 - Improved Documentation (Patient Care, Liability, Reimbursement)
 - Reduced Complaints / Investigations
 - Improved Data Collection and Analysis



Program Goals



- Identified Program Goals:
 - Improve Data Reporting and Statistical Analysis to Identify Trends and Areas of Concern
 - Improve Accessibility and Avenues of Communication between Field Personnel and EMS Leadership
 - Improve Training and Education Programs
 - Develop Tracking and Evaluation Methods for Program Effectiveness



Program Goals



- Anticipated Benefits:
 - Improved System and Personnel Performance
 - Improved Documentation
 - Improved Morale
 - Decreased Liability
 - Decreased Complaints



Program Enhancements



- City Council approved funding to support the continued development of the DFR EMS Quality Management Program in February 2020
- Quality Management Team in place August 1, 2020
 - Hired through UTSW
 - On-boarded through both UTSW and DFR
 - QM Team operates within DFR Office of the Medical Director



Program Enhancements



Office of the Medical Director:

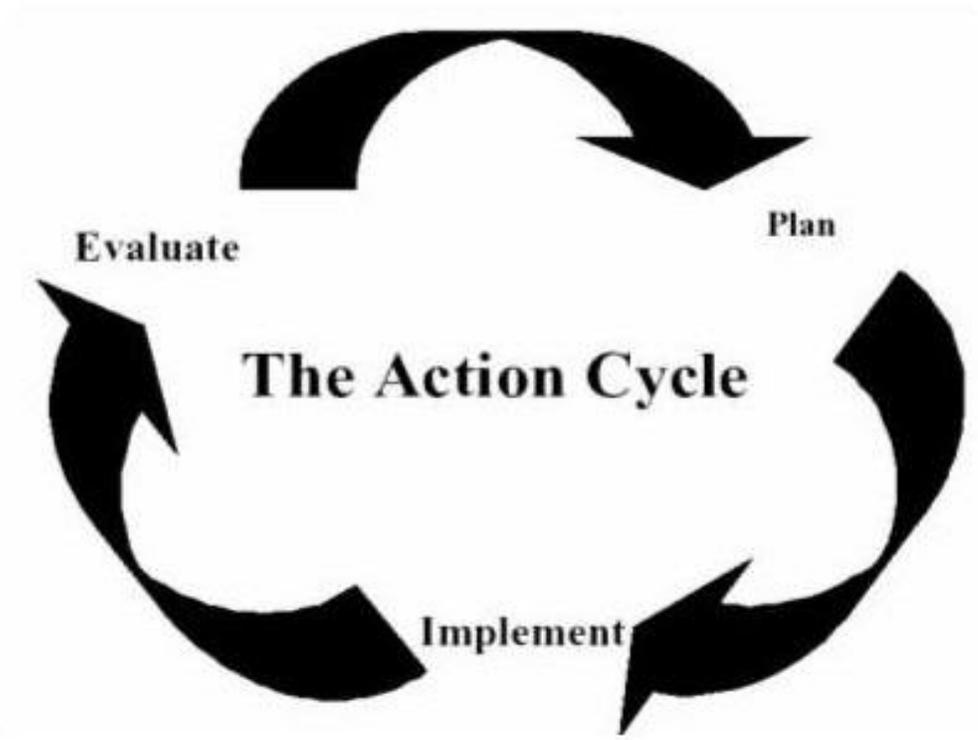
- Full-time Medical Director
- Three (3) part-time Deputy Medical Directors
- One (1) Civilian EMS Quality Management Coordinator
- Three (3) Civilian EMS Civilian Quality Management Specialists
- One (1) Uniformed Officer working in concert with the DFR EMS Leadership



Action Cycle



- DFR QM follows the Action Cycle:

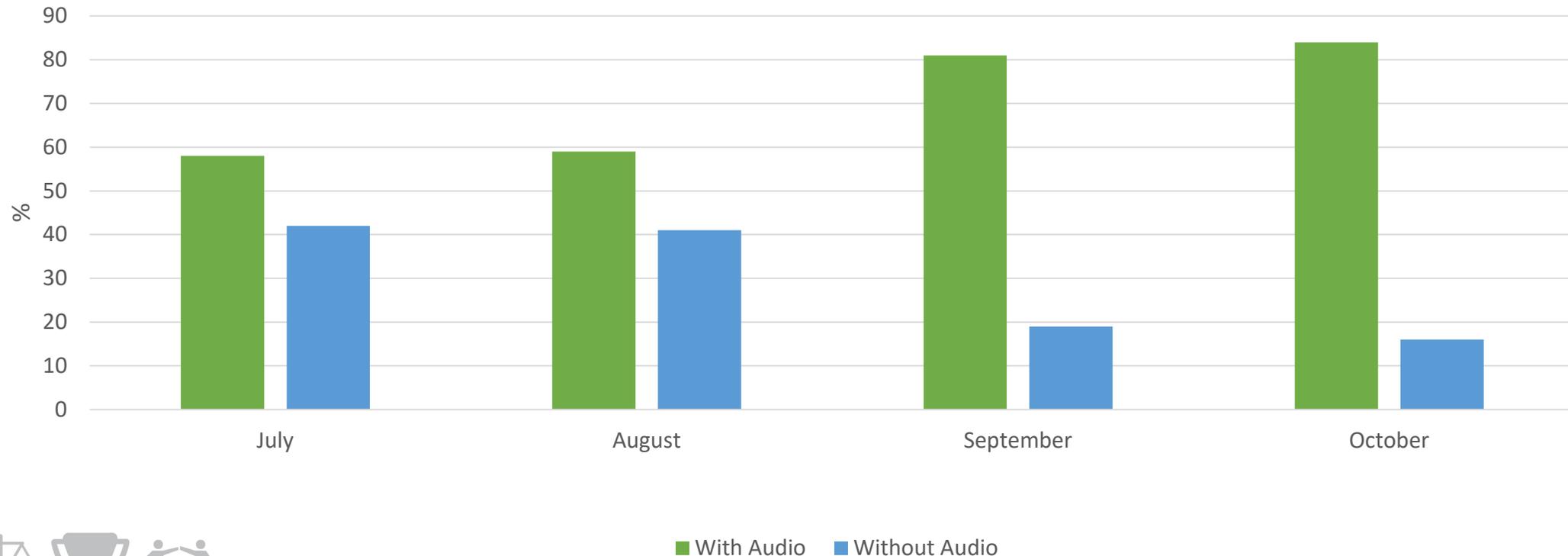


Action Cycle - Evaluation



- Evaluation of implemented changes to EPCR software with goal of improving audio documentation of refusals of transport:

Patient Declined Transport

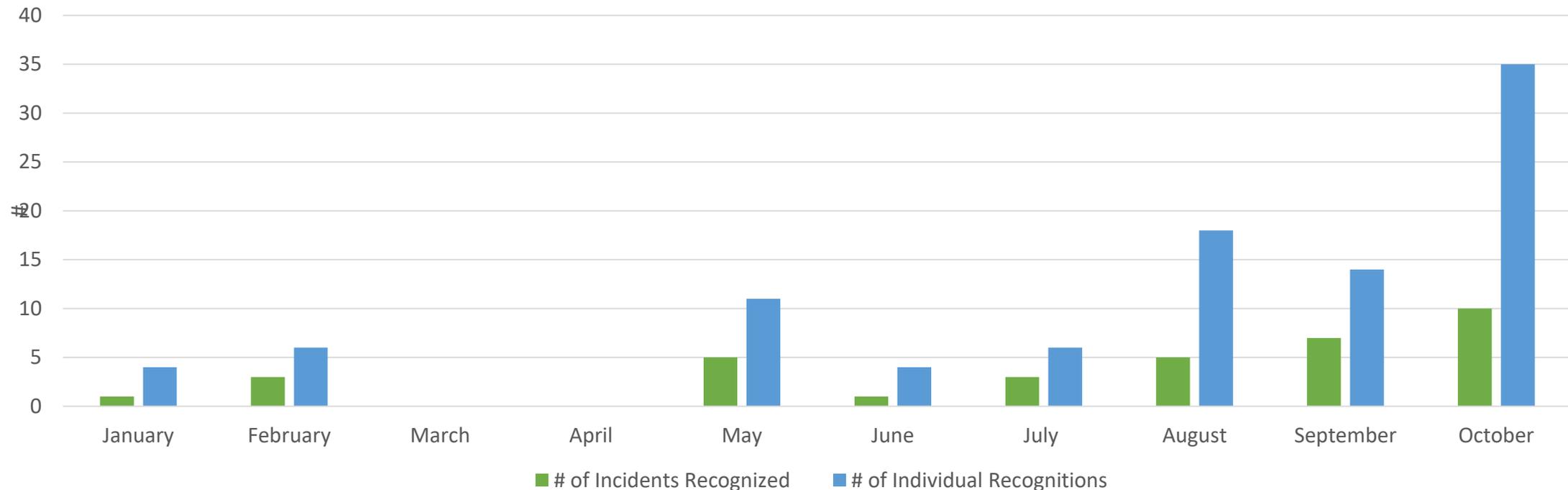


Action Cycle - Evaluation



- Evaluation of implemented plan to foster excellence by increasing the number of Commendations for Exemplary Service

Recognitions for Exemplary Performance





Future Expansion:

- Development of a Peer Review Process
- Re-Imagining of EMS Field Supervisors' Roles and Responsibilities
- Development of real-time problem resolution procedures





Future Improvements:

- Increase number of cases reviewed by QM Staff, Field Supervisors, and Medical Directors
- Decrease time to case resolution
- Decrease in frequency and number of State concerns and actions
- Identify repetitive performance deficiencies by division, shift, district, station, crew and individual provider





- Future Enhancements:
 - Development of a QM dashboard with key performance measures
 - Tracking and Evaluation high risk/low frequency procedures
 - Patient Outcome Statistical Analysis and Reporting (e.g., STEMI, Stroke, Cardiac Arrest, Trauma, Pediatrics)





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Questions?