



**City of Dallas**

# **EMS Quality Management Report**

**Public Safety Committee  
August 8th, 2022**

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Dallas Fire-Rescue Department  
City of Dallas

# Presentation Overview



- DFR QMP Overview
- QMP Goals
- QMP Data
- 2022 QMP Highlights
- Medical Control Service Contract Status



# DFR QMT Overview



- The DFR Quality Management Program (QMP) evaluates DFR firefighter paramedics to ensure delivery of high-quality emergency medical care.
- This program, managed by the DFR Office of the Medical Director (OMD), is in coordination with UTSW
- The OMD, in collaboration with EMS leadership, advocates for, mentors, and educates our members with the goal of consistently providing “Excellence In Care”.



# QMP Program Goals



- Ensure compliance with all State Federal statutes and Guidelines
- Ensure the highest level of patient care and minimize risk to patients, providers, DFR, and the City
- Provide evaluation of all DFR EMS processes
- Improve medical knowledge and skills of DFR personnel



# QMP Data

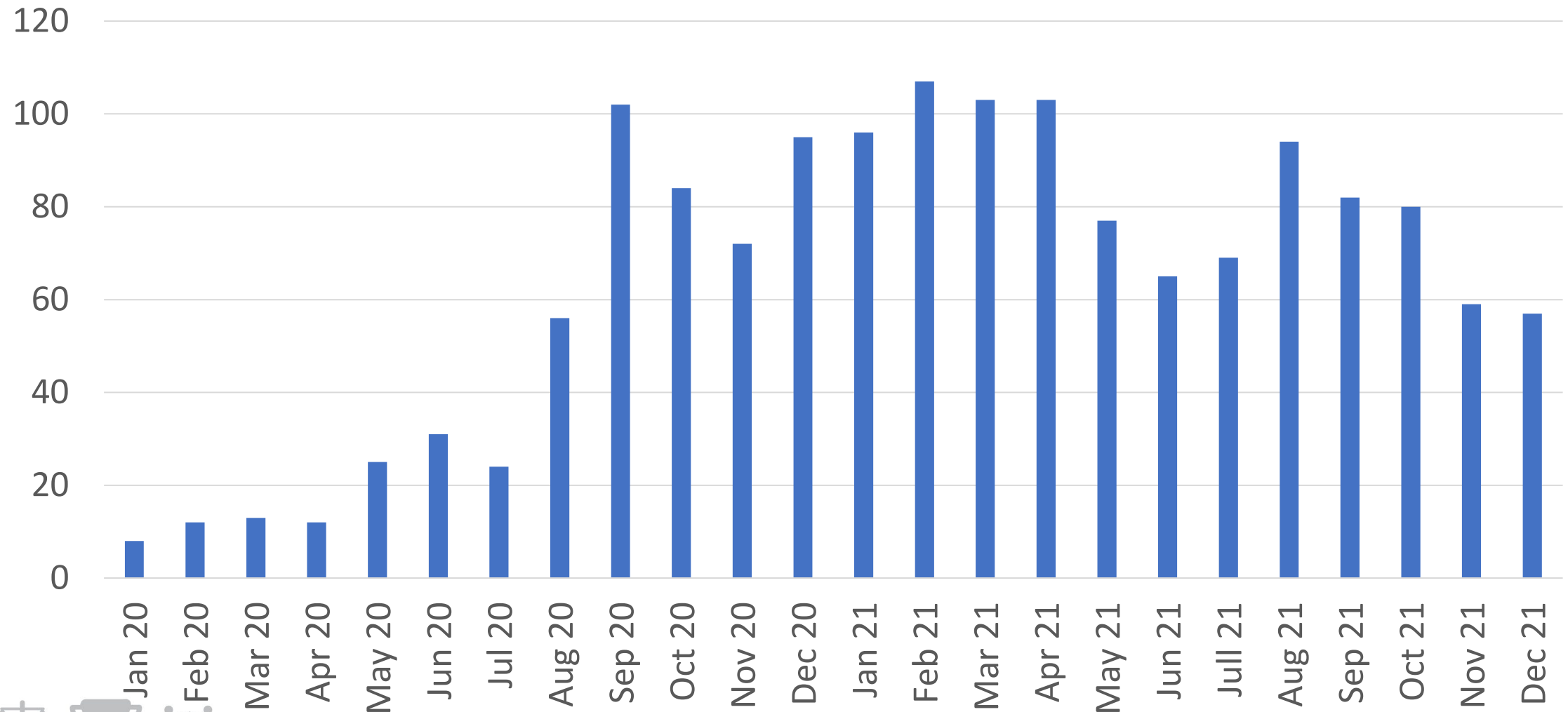


- In 2021 DFR responded to over 221,000 requests for emergency medical services
- Over 100,000 patients were transported to the hospital
- The quality management program reviewed nearly 25,000 patient contacts

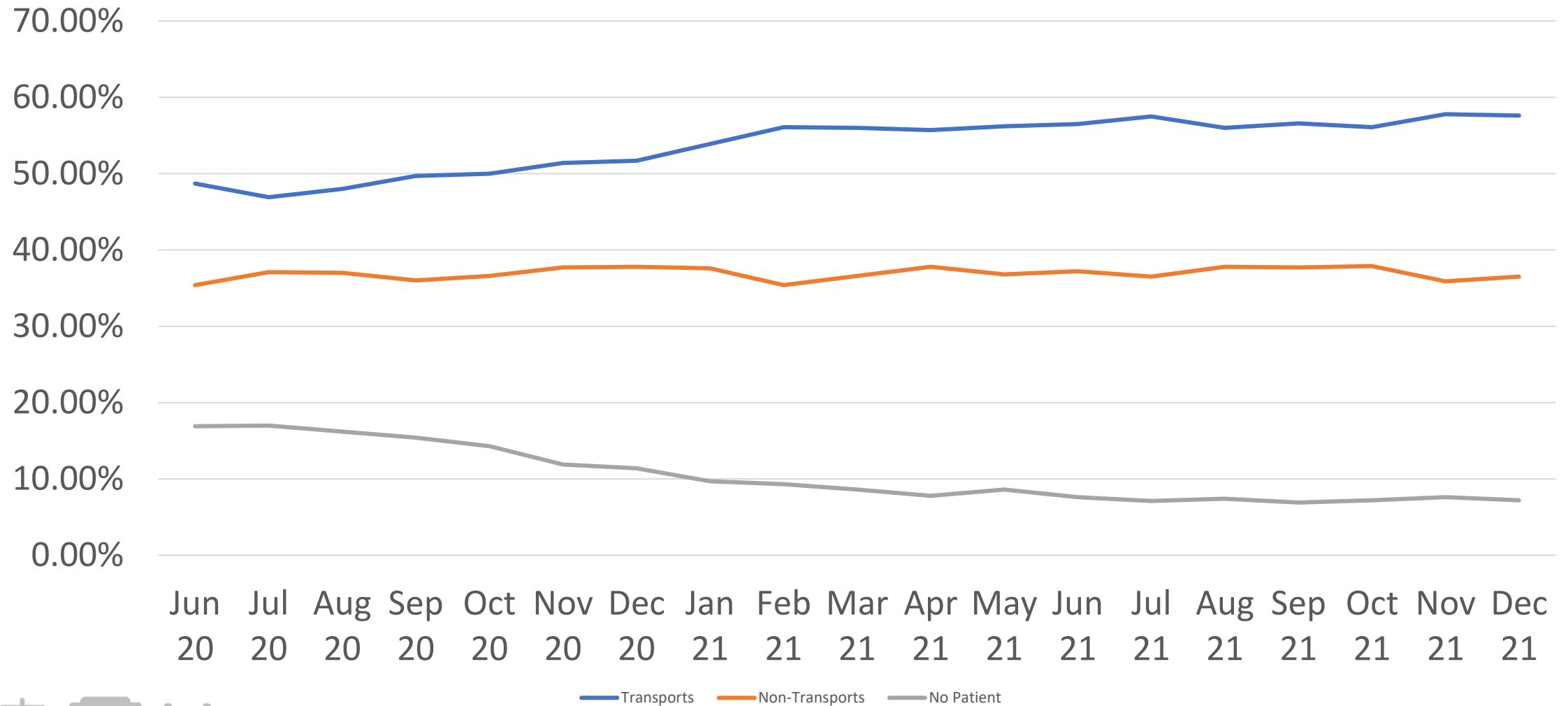




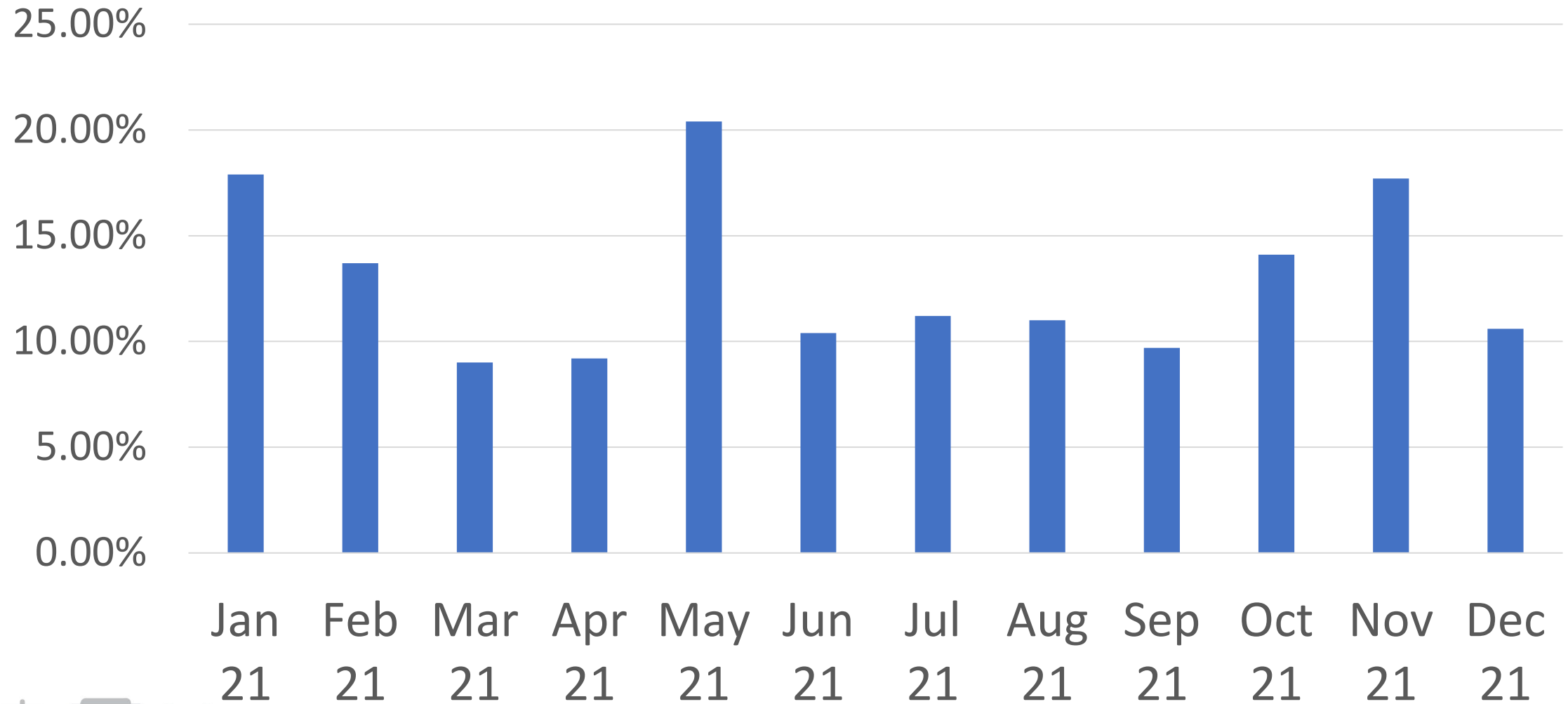
## Incidents Receiving Physician Review



## Incident Patient Transport Data



## CPR Patients that Regained a Pulse





# QMP Data



In 2021 DFR played a role in 56 patients who survived neurologically intact after suffering pre-hospital sudden cardiac arrest.



# 2022 QMP Program Highlights



- Developed Clinical Improvement Plans for paramedics identified through the Quality Management Program as needing additional support.
- Obtained outcome information on 99.9% of all cardiac arrest patients transported by DFR paramedics to Dallas-area receiving hospitals.



# 2022 QMP Program Highlights



- Developed and implemented a 40-hour “Medical Director Bootcamp” for physician-directed education for newly graduated DFR paramedic students using multi-modal teaching methods
- Increased the referral of educational case reviews to EMS Supervisors allowing their experience and field perspective to be shared.



# Medical Control Service Contract Status



- As required by the Texas Department of State Health Services (DSHS), the City contracts the following Medical Direction services:
  - Offline medical supervision
    - Treatment guidelines, education, training, and research.
    - Quality Management was added effective April 2020.
    - Current contract with UTSW
  - Online medical control
    - During the critical care and EMS transport of patients to appropriate medical facilities.
    - Current contract with Parkland (BioTel System)





# Medical Control Service Contract Status



- RFP solicitation for a comprehensive Medical Control Service contract is underway at the direction of Office of Procurement Services.
  - Deliverable Services include:
    - Designated licensed physician services for both online and offline medical direction.
    - Continued quality management services
    - New clinical practice services to improve patient care through increased oversight and training of paramedics.
- The new contract is expected to go to Council in September with an effective date of 10/1/22.





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**Questions?**