



City of Dallas

Dallas Fire-Rescue Quality Management Program Updates

**Public Safety Committee
March 7, 2023**

Executive Deputy Chief Delridge Williams
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City of Dallas

Presentation Overview



- Quality Management Program (QMP):
 - Recent Enhancements
 - Goals
 - Organization
 - Components
 - Data
 - Results
- Next Steps



QMP Recent Enhancements



- New Medical Direction Contract
- Additional Deputy Medical Director
- Addition of Clinical Practice Division
 - Coordinator
 - Specialists (x3)
- QMP Personnel Ride Outs



QMP Goals



- Ensure our patients are consistently provided “Excellence in Care” by evaluating:
 - What we do
 - How well we do it
 - How we can improve it
- This aim is built upon the core belief that Dallas Fire-Rescue (DFR) members:
 - Genuinely care about the work they do
 - Want to always provide the best patient care,
 - Have an innate desire to incrementally improve from every patient encounter



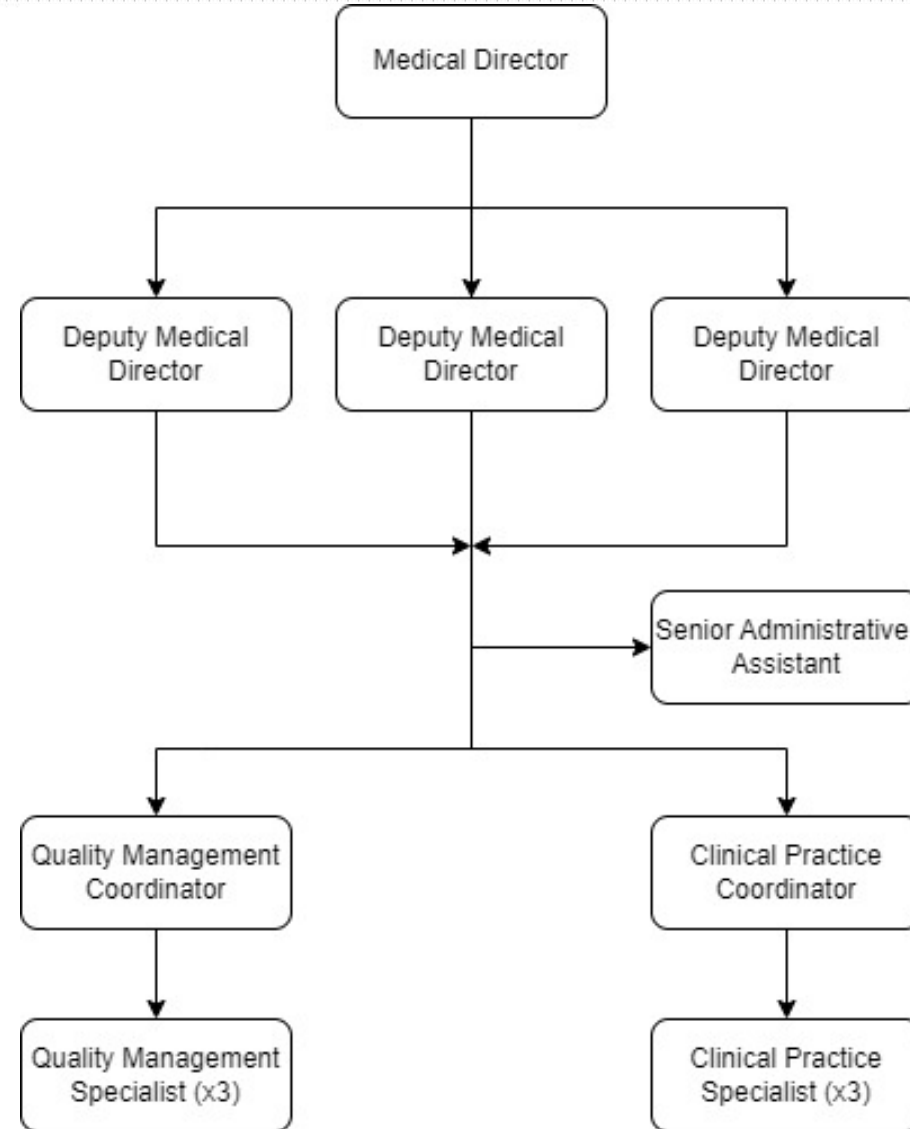
QMP Goals



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



QMP Organization



QMP Organization



- DFR Medical Director
 - Overall oversight responsibility for QMP
 - Regularly rides out with frontline DFR paramedics





- DFR Deputy Medical Directors
 - Assists the Medical Director in providing 24-hour Medical Direction coverage
 - Regularly ride out with frontline DFR paramedics
 - Other Duties as assigned



- DFR EMS QM Coordinator
 - Responsible for:
 - Overseeing the review of electronic patient care reports (ePCR) and other clinical data
 - Ensuring care delivered is consistent with clinical practice guidelines (CPG)
 - Oversee clinical quality investigations / reviews
 - Developing reports and instructional / educational materials



- DFR EMS QM Specialists
 - Responsible for:
 - Reviewing ePCR's and other clinical data
 - Ensuring care delivered is consistent with CPGs
 - Coordinate clinical quality investigations / reviews
 - Developing reports and instructional / educational materials



- DFR Clinical Practice Coordinator
 - Responsible for:
 - Oversee the development, implementation, and evaluation of a field training program
 - Coordinating with DFR EMS Leadership for the clinical orientation / Bootcamp program
 - Oversee the provision of the credentialing program, and education / training activities
 - Conduct field evaluations of personnel
 - Develop individual education and remediation plans



- DFR Clinical Practice Specialists
 - Have an active role in the credentialing process:
 - Develop and deliver education and training programs
 - Maintain records and track providers for compliance
 - Assist with field training process





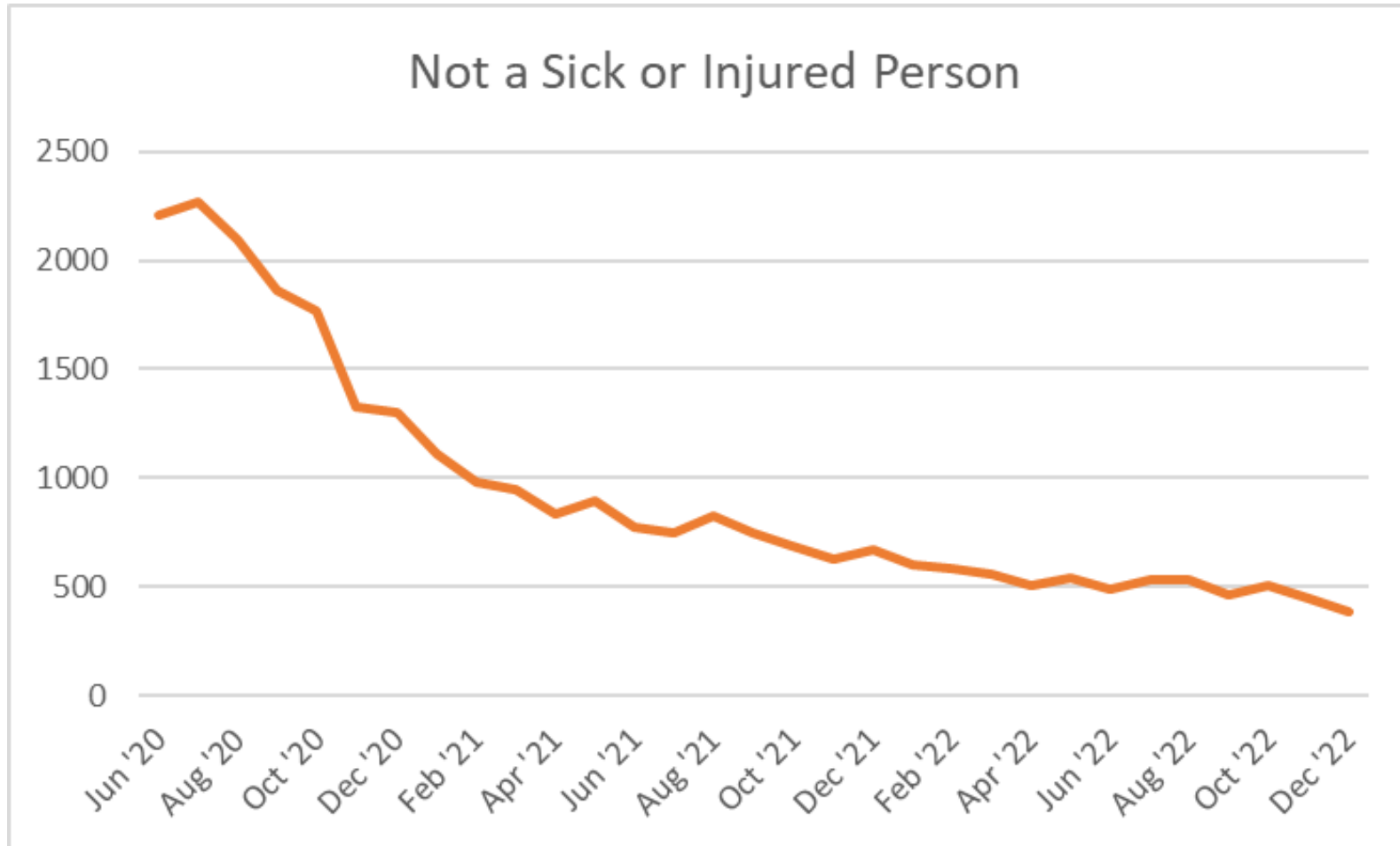
- DFR EMS QM Officer
 - Serves as the primary liaison between QM Team and DFR EMS Leadership
 - Participates in the review of ePCR's and other clinical data
 - Administers DFR EMS Recognition and Peer Review Programs



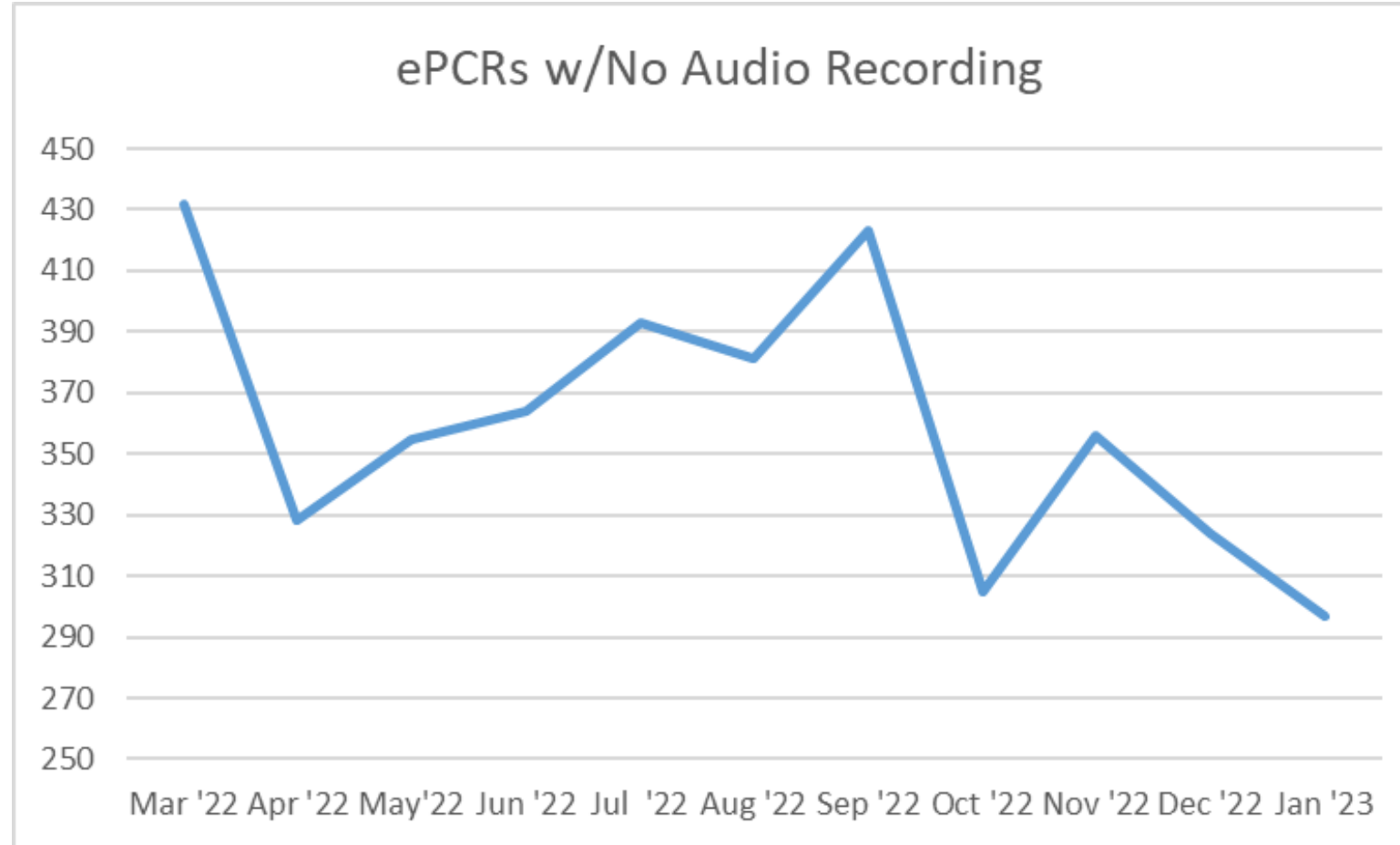
- Credentialing Bootcamp
 - 40-hour
 - Physician directed education
 - Multi-modal teaching methods
- Clinical Practice Guideline Exam
 - Evaluate all credentialed DFR Paramedics
 - Content is base-level knowledge
 - May result in retest, retraining, remediation

- QMP concentrates on high-risk incident types and outcomes
 - Disposition of “Not a Sick or Injured Person”
 - Missing required documentation – Audio Recordings of Refusals
 - High Risk Transport outcomes – Transported by Law Enforcement
- QMP also measures metrics that suggest positive outcomes
 - Shift Duty Officer (SDO) on scene
 - Return of Spontaneous Circulation (ROSC)
 - Transport Rate

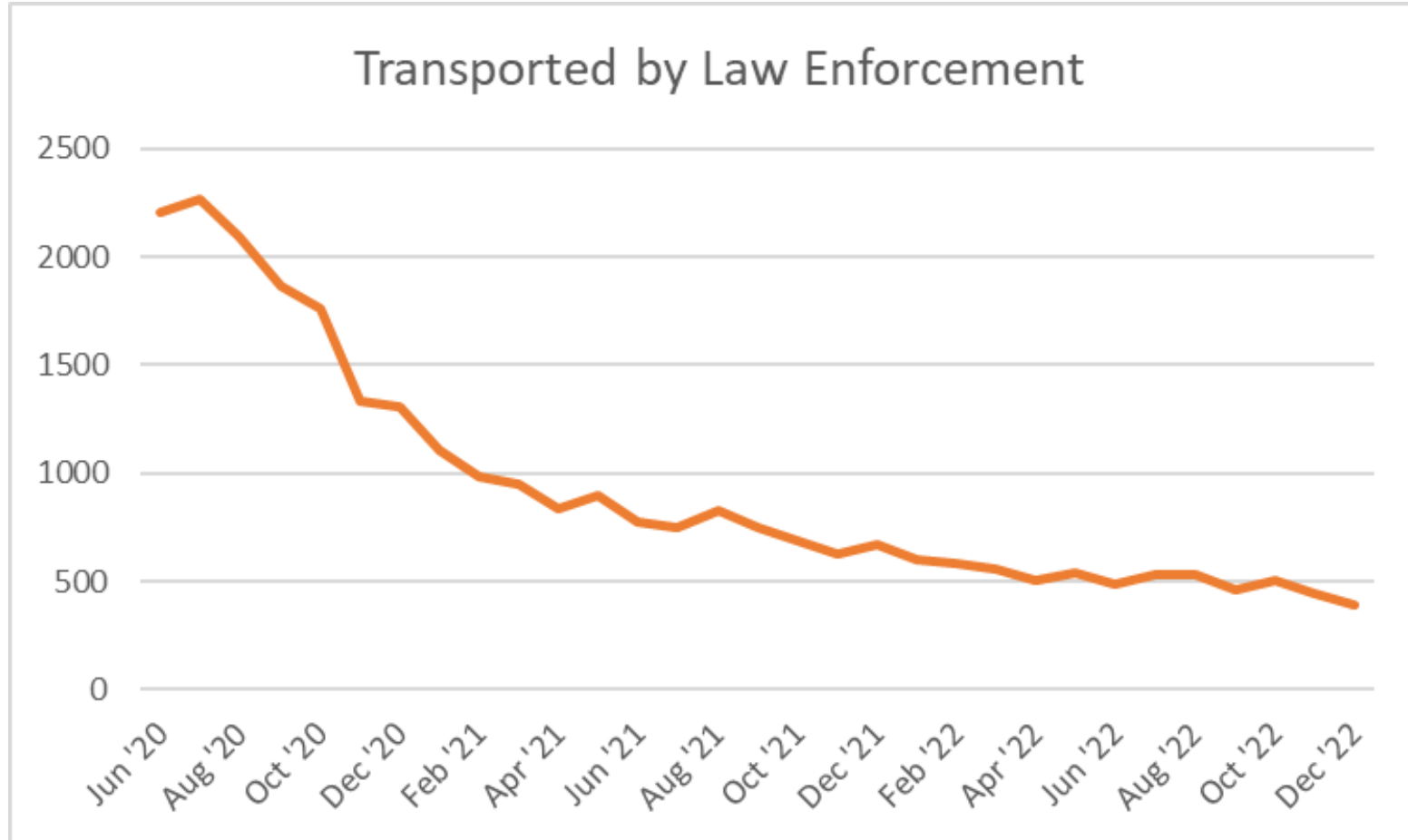
QMP Data – High Risk Disposition



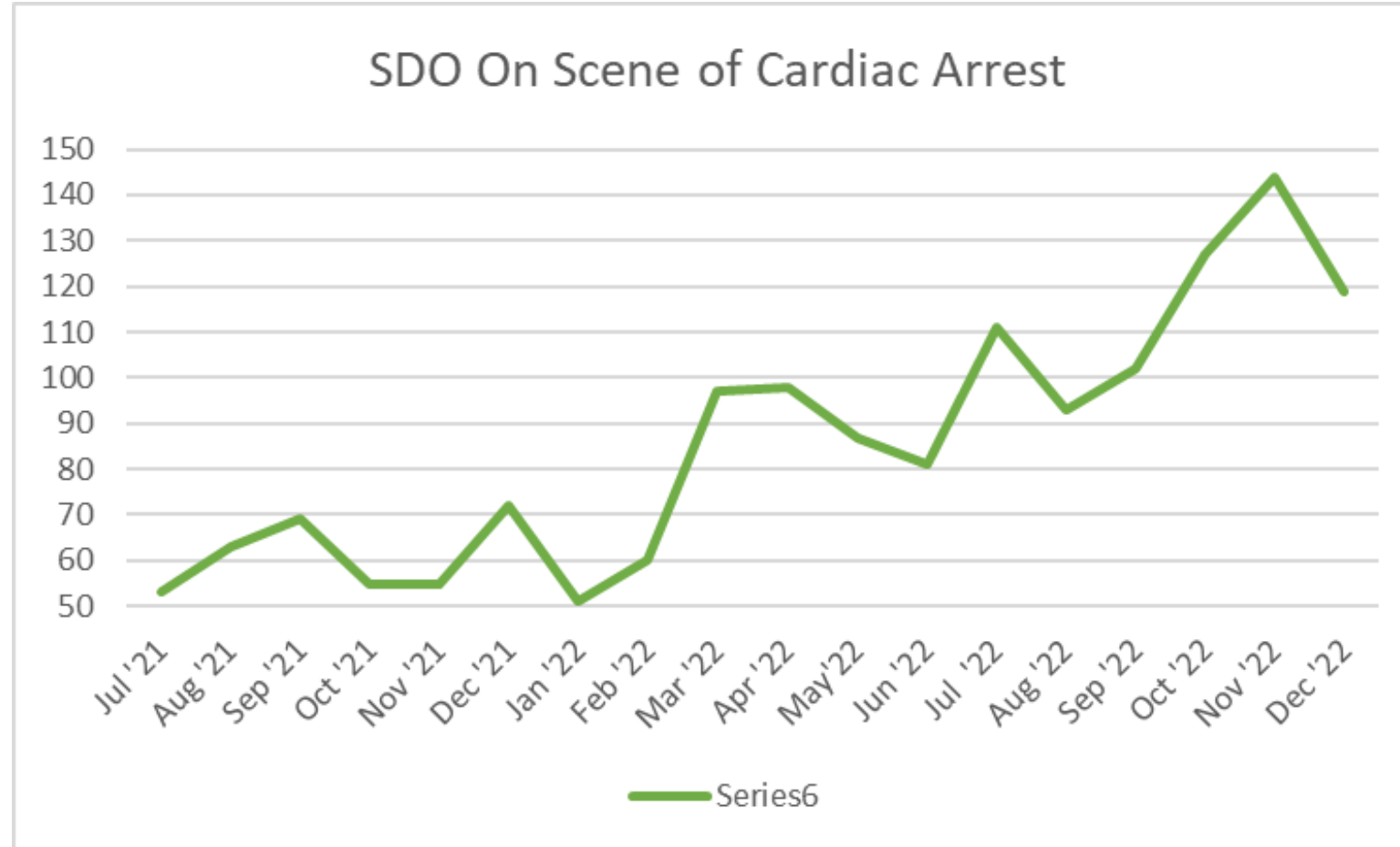
QMP Data – Missing Documentation



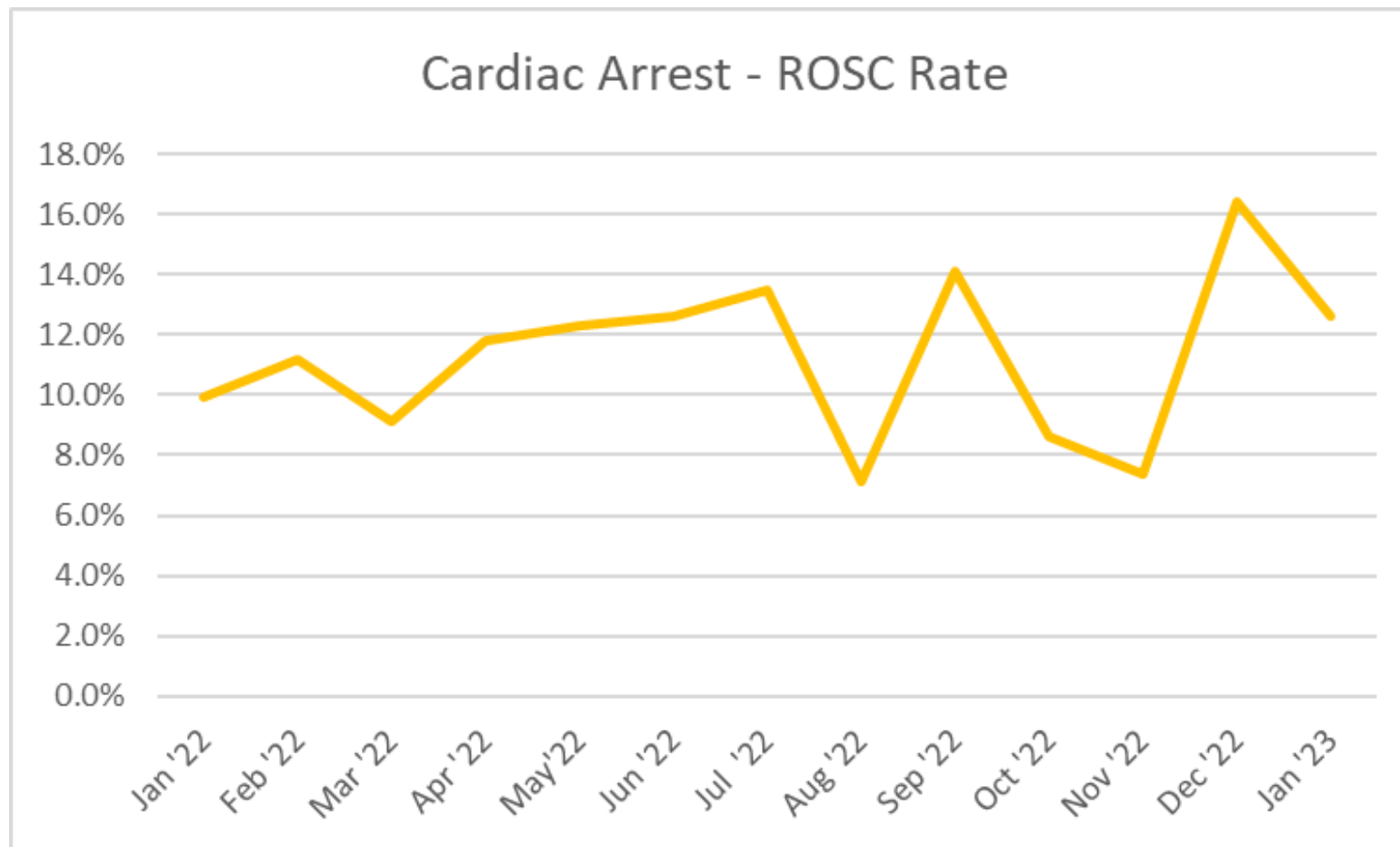
QMP Data – High Risk Transport



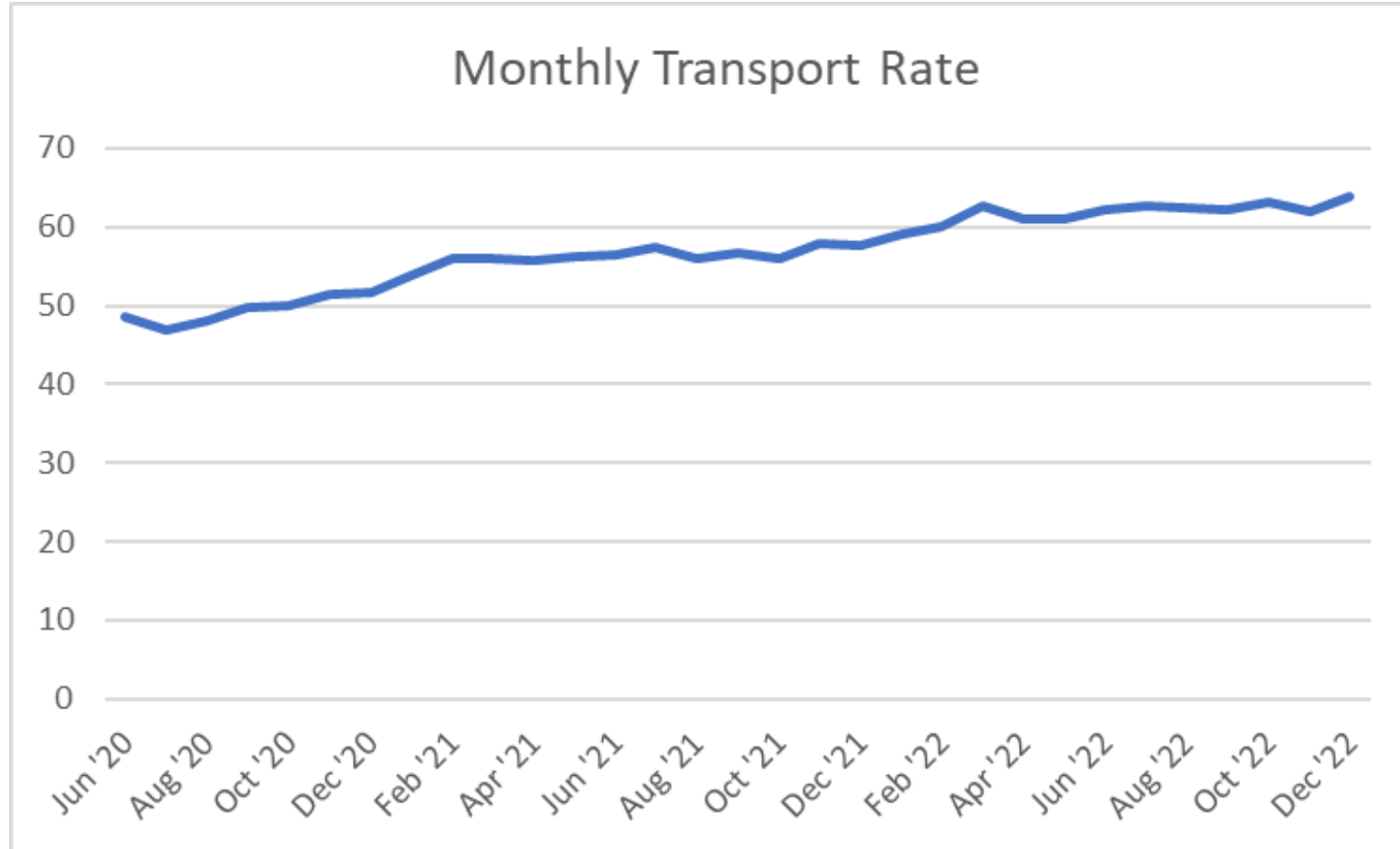
QMP Data – Supervisor On Scene



QMP Data – ROSC in Cardiac Arrests



QMP Data – Transport Percentage



- Improved patient outcomes
 - In 2022 DFR paramedics saved 51 lives of people who suffered cardiac arrest. – the second straight year we have topped 50 (56 in 2021)
- Reduced EMS Complaints
 - 2 state complaints last year; 8 in 2021
- Increased reimbursement
 - Due in large part to the increased transport rate and improved documentation, our cash receipts from ambulance billing last fiscal year increased 14.8% over the previous year
- Response times
 - Due in part to increased call volume and increased transport rate, response time performance has been impacted

- Resource Allocation Review
- Emergency Response Review Project
- Further expansion and development of QMP
 - Move focus from Quality Assurance (QA) to Quality Improvement (QI)
 - Peer Review Program
- Specialized Response Development and Expansion
 - Opioid Response Team
 - Single Function Paramedic
 - RIGHT Care
 - Community Paramedics
 - Facility Imbedded Paramedics



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