



## The Jewish Healthcare Foundation

### **EMS Safety/Quality Champions FELLOWSHIP:** *Supporting EMS Systems Advances in Patient and Provider Safety/Quality Improvement Initiatives*

### **Request for Applications (RFA)**

Letter of Intent Due: August 15, 2010

Proposal Due: September 15, 2010

#### **Purpose and Overview**

The Jewish Healthcare Foundation (JHF) is accepting grant applications for the **EMS Safety/Quality Champions Fellowship**. The purpose of this Fellowship is to support EMS systems advances in patient and provider safety/quality initiatives thru developing EMS Safety/Quality champions. A one-time grant of \$5,000 will be provided to the selected fellows to compensate for time spent in training, and for the completion of a year-long mentored project. Fellows will be chosen from the Emergency Medical Services Institute (EMSI) 10-county region of Southwestern Pennsylvania.

At the conclusion of the Fellowship, the participating EMS Fellows will be:

- Better equipped to help lead efforts that improve patient and provider safety within their EMS system and in their region.
- Capable of teaching others the principles and tools necessary to develop a culture of safety.
- Using the network gained by the Fellowship to initiate relationships with other fellows and systems.
- Able to present or publish findings at local, regional or national EMS conferences.

The tools and best practices developed through this project will be available for widespread dissemination throughout our region, state and nation.

#### **The Problem:**

Since the publication of the Institute of Medicine's *To Err is Human: Building a Safer Healthcare System* report in 2000, hundreds of publications and thousands of patient safety programs have been created in hospitals. The EMS industry has been slow to study, develop or disseminate programs that advance knowledge regarding EMS patient and provider safety. The public deserves and will soon demand that EMS systems achieve a culture of safety and adopt characteristics of high reliability organizations.

#### **Proposed Intervention and Timeline:**

Each selected EMS Champion Fellow will participate in education and training in Perfecting Patient Care<sup>SM</sup> (PPC), a methodology for work redesign and quality improvement created by the Pittsburgh Regional Health Initiative, a supporting organization to the Jewish Healthcare Foundation. Perfecting Patient Care<sup>SM</sup> emphasizes operational excellence, real-time problem solving and a culture that calls out problems and empowers frontline workers to solve them. This training will take place primarily (although not exclusively) using the newly designed web-based quality improvement portal, *Tomorrow's HealthCare*<sup>TM</sup>. Fellows will receive guidance and support to learn the methodology as well as the details of the portal.



The selected EMS champions will each choose a year-long project publishable patient and provider safety or quality improvement project of publishable quality that has the potential to benefit other EMS systems. The Champions will be mentored and will engage in a PRHI-created learning network to support each other during the Fellowship.

## Key Dates

- August 15, 2010:** Deadline for receipt of a Letter of Intent to Apply
- September 15, 2010:** Deadline for Applications
- October 2010:** Selected EMS Fellows will be notified and an orientation will be provided
- December 2010:** Training in Perfecting Patient Care<sup>SM</sup>, the *Tomorrow's HealthCare*<sup>TM</sup> web portal and specially designed metrics and analytics curriculum will begin

## Training and Research Objectives

As part of the Fellowship, Champions will participate in specially designed PPC courses including:

- PPC University and Tomorrow's HealthCare<sup>TM</sup> – A combination of face-to-face interactive and internet-based training using the *Tomorrow's HealthCare*<sup>TM</sup> web portal will provide Fellows with an in-depth look at the principles underlying PPC and how they can be applied in health care. This course is required for team members involved in the development and implementation of EMS quality improvement initiatives.
- Specially Designed Metrics - Participants will receive training in data collection and reporting to assist in their research projects.
- Quarterly Seminars – Quarterly live or videotaped seminars will be presented on general topics that relate to promulgation of EMS patient and provider safety initiatives.

## Eligibility

This Fellowship and the associated \$5,000 grant funding opportunity is available to Pennsylvania DOH-approved EMTs and Paramedics who practice in the EMSI region. Candidates should be able to demonstrate their commitment to EMS education or leadership.

## Reporting Requirements and Deliverables

Awardees will be required to meet periodically with JHF and Pittsburgh Regional Health Initiative staff and participate in the *Tomorrow's' Healthcare*<sup>TM</sup> web portal, which will track their progress. Awardees will be expected to formally present their findings at a Fellowship Completion Summit. Awardees will also be encouraged to submit completed manuscripts to appropriate, peer-viewed scientific journals and/or present at professional meetings based on the projects completed over the course of the Fellowship.



## Application Requirements

### Proposal:

A complete hard-copy original application with five (5) copies containing all required elements listed below must be received by the JHF Project Officer no later than 12:00 noon EDT on **September 15, 2010**. In addition, an electronic version of the complete application should be forwarded simultaneously to the Project Officer to facilitate the review process.

The application should include a cover letter and include address, phone, fax and email contact information for the applicant and their EMS organization. The text of the application should adhere to the following format:

- I. Qualifications  
Candidates should provide a brief narrative description of individual qualifications including details of their training, experience and career goals.
  
- II. Essay  
Each candidate should provide a brief (less than 500 words) essay on their vision for the future of EMS patient and provider safety and how they will lead such efforts in their organization and the region. Additionally, they should outline a proposed Quality Improvement/Safety project they would engage in during the Fellowship, e.g., a problem they would like to solve. (See examples on Page 4)

Applicants may select from one of the examples provided, or propose their own project. All material submitted becomes the property of JHF and may be returned only at JHF's option. Proposals submitted to JHF may be reviewed and evaluated by any person at the discretion of the organization.

## Award Determination

All awards will be made at the sole discretion of JHF. A review panel appointed by JHF will review completed applications and will make recommendations for funding based on qualifications, experience and productivity of the applicant.

## Medical Advisor

Paul M. Paris, MD, FACEP, LLD (Hon.)  
Professor  
Department of Emergency Medicine  
University of Pittsburgh School of Medicine  
Medical Director, Emergency Medical Services Institute  
Chief Medical Officer, Center for Emergency Medicine

## Project Officer

Completed applications and questions regarding this RFA should be addressed to:

Nancy D. Zions, MBA  
Chief Program Officer  
Jewish Healthcare Foundation  
Centre City Tower, Suite 2400, 650 Smithfield Street  
Pittsburgh, PA 15222  
(412) 594-2559  
[Zions@jhf.org](mailto:Zions@jhf.org)

### Examples of Quality Improvement/Safety Projects:

1. Implementing an ambulance traffic safety program: The highest risk to EMS providers is ambulance crashes. The EMSI region has been very interested in supporting training and technology to decrease accidents. Many different interventions have been shown to offer promise but few systems have adopted rigorous programs of education, monitoring and support of all of the recognized factors that increase likelihood of crashes.
2. Developing a uniform program of equipment support and utilization: Medical equipment is essential to treating patients in the field environment. What equipment is taken into a scene, how the equipment is maintained to guarantee effectiveness, how equipment is stored to ensure uniform location for ease of access are all variables that can lead to less than ideal outcomes when allowed to randomly vary. Establishing a program that can be used locally then exported to other systems would be highly desirable.
3. Participating in Mission Lifeline: The American Heart Association (AHA) is rolling out this program locally and nationally. It is aimed at providing better diagnosis and appropriate transport and ensuring proper care of patients with ST-segment elevation MI (STEMI). Leaders are required to work closely with the AHA and our region to identify opportunities and implement programs to decrease time from onset of symptoms to balloon inflation in a cardiac catheterization laboratory.
4. Caring for non-transported patients: Patients who receive an EMS response that does not result in transport to a hospital are common and represent high risk of less than optimal outcomes. A program that develops routine policies and procedures for such patients would be very valuable to most EMS systems and our EMSI region.
5. Implementing standardized assessment, documentation and communication processes in the field and between the field to receiving facilities would be beneficial.
6. Video-based performance improvement: providers who volunteer for performance feedback will be offered an opportunity to have five of their calls videotaped. They would receive specific feedback on each element of each call performance.
7. Skill maintenance: Many skills used in EMS are used infrequently and can lead to skill decay. A program of skill maintenance will be developed using computerized and simulation-based approaches for continuing education and feedback on performance.