

Evaluation of Cardiac Care Systems South Dakota Dedication to Documentation Transcription:

Slide: Dedication to Documentation

Ralph Renger (UND Center for Rural Health):

Evaluation. The word can conjure memories of bad experiences. Like when your boss tells you all the things you did wrong. But evaluation can mean something much different. The purpose of good evaluation is to provide information to help make decisions. This evaluation will help all of you who play a critical role in the cardiac care system: dispatchers, Basic Life Support EMTs, Advanced Life Support personnel, emergency departments at critical access hospitals, emergency departments at tertiary care centers. Evaluation helps everyone. Do we need better software to pinpoint a caller? Do we need better training to use equipment? Do we need other equipment? Are there ways to streamline our process to reduce response times? Are there ways to improve communication between our partners in the cardiac care system to improve survival rates? These are just a few questions a good evaluation can answer. But evaluation also helps the funder.

The Leona M. and Harry B. Helmsley Charitable Trust has invested more than forty million dollars into the state's cardiac care system.

Slide: \$40 Million Invested In Cardiac Care

Ralph Renger: AEDs, Twelve-Lead EKGs, simulators and the LUCAS device are some examples of Helmsley's commitment to support all of you to do your job better and save lives. Evaluation is important to improve the cardiac care system. Your evaluations help funding agencies decide where to make future investments. We all want to save more lives. Many of you already document events with databases and registries like the CARES System. The data must be entered into these tools as accurately as possible. Many of the devices you use also collect data, but the data they collect are only as good as the user. If you document correctly, it helps make your jobs more efficient and more effective. Your good work will be documented and sponsors will be aware of what resources you might need.

Our evaluation team is reaching out and meeting with dispatchers, BLS, ALS, and hospital staff to understand the challenges you face. We're learning what information is most valuable and meaningful to you. Our job is to design something useful for you. Many of you already engage in the continuous quality improvement process, or as you know it, CQI. CQI is evaluation. You are analyzing and making changes on a case by case basis. But, there's a really good chance many of you might be experiencing the same problems. Local problems might be state problems. By closing the loop with your data, we will learn whether local problems are in fact state problems. We will learn whether we need changes to our policies and procedures. We will learn how we can serve you better, so you can serve our citizens better. In closing, we need your help. The evaluation is only as good as the input you provide. This is your evaluation, it belongs to you. Without your dedication to documentation nothing will improve. We need your help to understand the data to improve your job and to document the good work you do.

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Ralph Renger: If you have any questions about the importance of evaluation or what we are trying to accomplish, please contact me directly. Our evaluation team looks forward to working with you. We want to get the resources you need. Thank you in advance for your cooperation and being an important part of our evaluation team.

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