

Innovation and Improvement Center



*Emergency Medical Services for Children*



## Prehospital PECCLC Learning Session 3

December 13, 2018

# Acknowledgement

- The Health Resources and Services Administration (HRSA), Maternal Child Health Bureau (MCHB), EMS for Children (EMSC) Program's EIIC is supported in part by the HRSA of the U.S. Department of Health and Human Services (HHS) under grant number U07MC29829.
- This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

# Housekeeping



- **To reduce background noise and interference please ONLY use phone audio**
- If you are not speaking, please mute your phone- do NOT place on hold as some phone systems have “on hold music”
- Hold questions and discussion to the end or submit via the WebEx chat box

# Meeting Agenda

- **40 min.: Group Discussion on successes, barriers, and lessons learned from November's recruitment efforts** (Dr. Auerbach to moderate)
  - 4 State Partnership Teams to present: 10 mins each
    - Kentucky
    - Wisconsin
    - Connecticut
    - New Mexico
- **10 min.: What Have You Learned?**
- **10 min.: Challenges and Opportunities**

# Learning Objectives

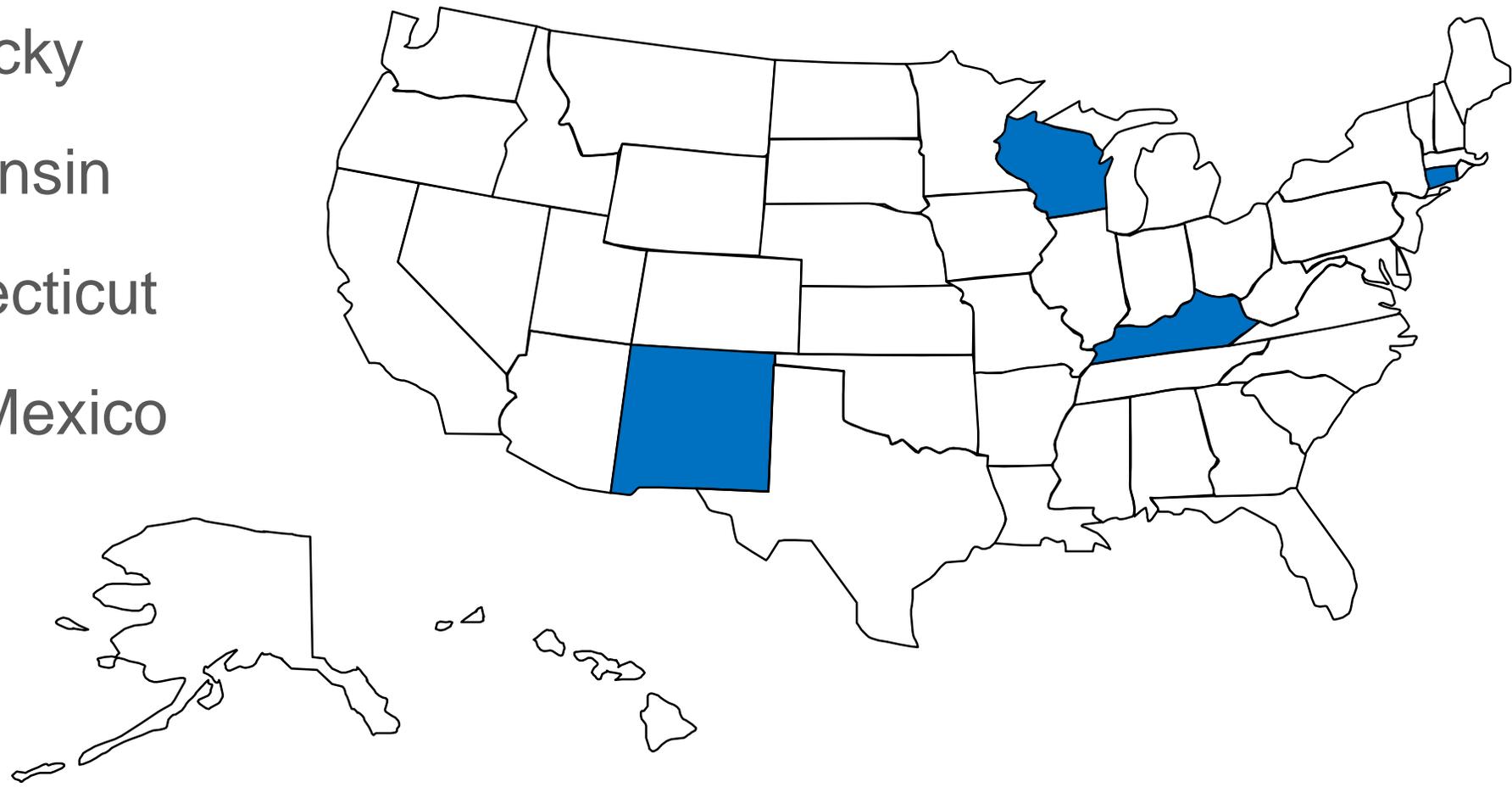


**After this webinar you will be able to do the following:**

- Discuss successes, barriers, and lessons learned from November's recruitment efforts.
- Be able to present your first PDSA cycle highlighting a timeline which includes dates and results.

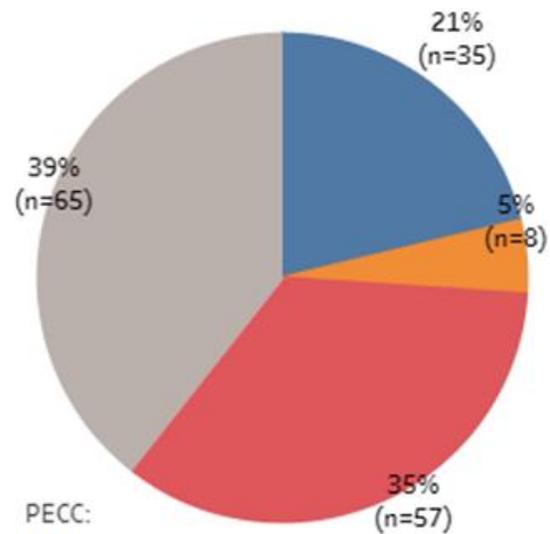
# Successes, Barriers, and Lessons Learned

- Kentucky
- Wisconsin
- Connecticut
- New Mexico



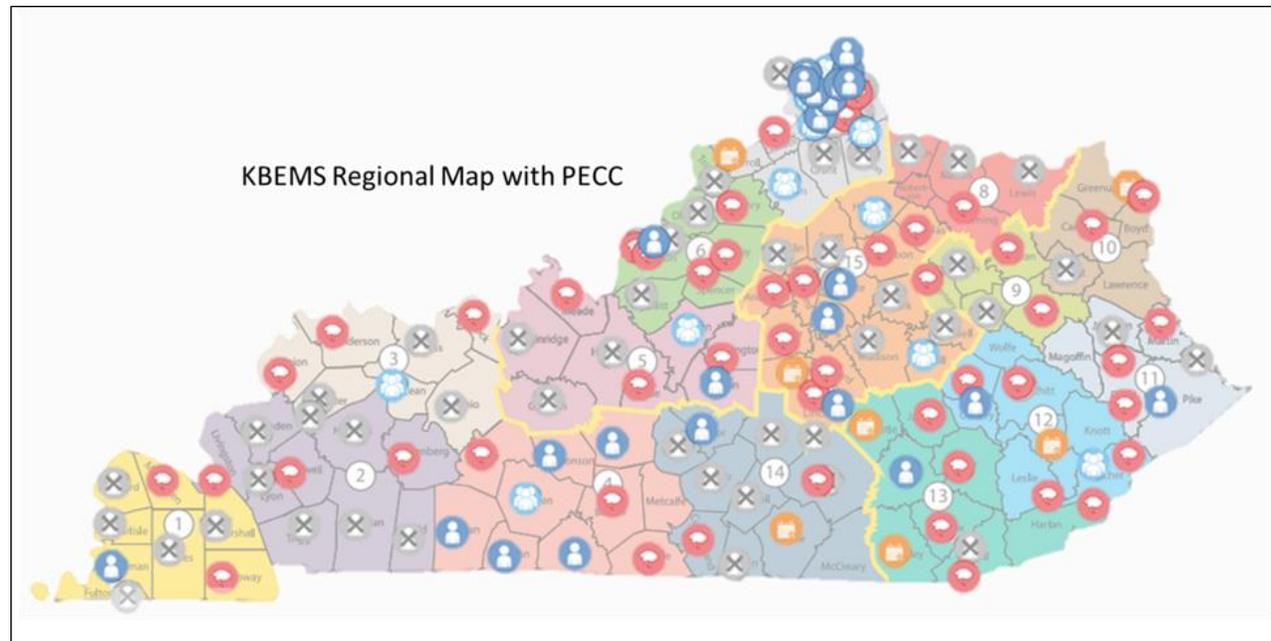
# Kentucky

## Pediatric Emergency Care Coordinator



PECC:

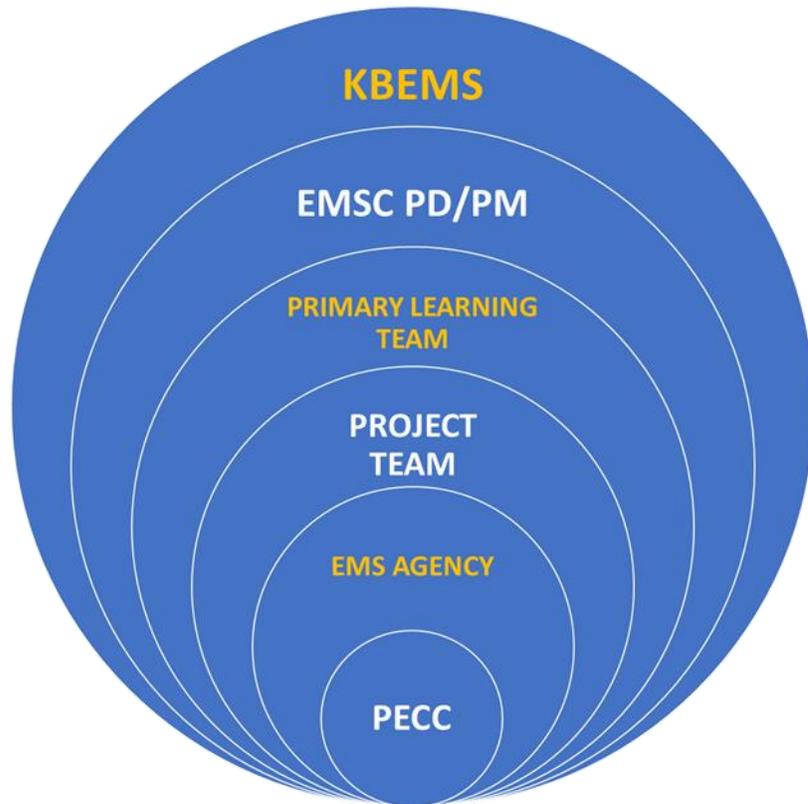
- Has a PECC
- Plans to Add a PECC
- Interested in a PECC
- No PECC



# Initial Barriers

- Uneven response
  - Multiple applicants from some districts, none from others
  - Targeted recruitment
  - “Stretching” boundaries, splitting large district
- Planned for 4 representatives to cover the larger regions with an additional 12 from the remaining districts
  - 2 from EMSC program, 1 PECC for the learning team
  - 16 additional PECCs for the state project team
- Delays in getting MOA through legal review
- Time

# Team Building



- Primary Learning Team
  - Morgan Scaggs
  - Dr. Mary Fallat
  - Chad Wheet
- State Project Team
  - 17 agency PECCs
  - Geographically distributed among the 15 regions
  - Services - 12 county, 1 hospital, 3 private, 1 fire

# Email Contact to Each “Group”

**Prehospital PECC** **Fast Facts**

What is a Pediatric Emergency Care Coordinator and why are they important?

what can we do to provide better care to children?

**definition** Pediatric Emergency Care Coordinator (PECC)

An individual or individuals who are responsible for coordinating pediatric-specific activities.

A designated individual who coordinates pediatric emergency care need not be dedicated solely to this role; it can be an individual already in place who assumes this role as part of their existing duties. The individual may be a member of your agency, or work at a county or region level and serve more than one agency.

What the research shows **the evidence**

## For the agencies claiming to have a PECC:

In completing the 2017 EMSC Survey, you indicated that your agency has an individual who was responsible for coordinating or supporting pediatric-specific activities.

Our program uses the title Pediatric Emergency Care Coordinator (PECC) to describe this person or persons, even if this is an “extra duty” and not a stand-alone position. As an example, this person may be a director, training officer, supervisor, or even someone with an interest in pediatrics that you may be grooming for a future promotion. The one-page attachment includes a very brief overview of the role.

\*\*\*Please reply to this email with the name, email, and phone contact of the designated “PECC” for your agency. Within your agency KEMSIS account, please tag this person as the PECC just like you indicate the director, point of contact, medical director, etc. You will also notice there is a place to name the PECC on your agency licensure application.

FYI: in the future, I will try to address the majority of the correspondence from my office to the PECC. This may include requests for survey completion, educational opportunities, equipment offers, etc., so that they can distribute the information within your department as appropriate.

Please let me know if you have any questions or if there are other issues I may be of assistance with.

Thank you for your time and consideration.

# Tracking Progress

Reg	county	agencyPortalName	PECC 2017 Survey	PECC	Name	Email
14	ADAIR	ADAIR COUNTY AMBULANCE SERVICE	noPECC	✓	Joseph Chad Wheel	<a href="mailto:joseph.wheel@adaircounty.org">joseph.wheel@adaircounty.org</a>
7	CAMPBELL	ALEXANDRIA FIRE DEPARTMENT	interestedInAPECC	✓	Jacob See	<a href="mailto:jsee@campbellcounty.org">jsee@campbellcounty.org</a>
4	ALLEN	ALLEN COUNTY AMBULANCE SERVICE	hasPECC			
12	OWSLEY	ALLEN'S AMBULANCE SERVICE, INC.	hasPECC	✓	Richard "Michael" M	<a href="mailto:michael@allensambulance.com">michael@allensambulance.com</a>
13	LAUREL	AMBULANCE INC. OF LAUREL COUNTY	hasPECC	✓	Tracy Sizemore	<a href="mailto:tracy31@laurelcounty.org">tracy31@laurelcounty.org</a>
15	FAYETTE	AMERICAN MEDICAL RESPONSE - LEXINGTON	noPECC			
6	JEFFERSON	AMERICAN MEDICAL RESPONSE - LOUISVILLE	interestedInAPECC			
7	KENTON	AMERICAN MEDICAL RESPONSE - NORTH	noPECC			
6	JEFFERSON	ANCHORAGE AMBULANCE DISTRICT	noPECC			
15	ANDERSON	ANDERSON COUNTY EMS	interestedInAPECC			
11	PIKE	APPALACHIAN 1ST RESPONSE EMERGENCY	noPECC	✓		
12	BREATHITT	ARROW-MED AMBULANCE SERVICE 1672	interestedInAPECC			
1	BALLARD	BALLARD COUNTY AMBULANCE SERVICE	noPECC			
4	BARREN	BARREN-METCALFE COUNTY AMBULANCE	interestedInAPECC			
9	BATH	BATH COUNTY AMBULANCE SERVICE	noPECC			
13	BELL	BELL COUNTY EMERGENCY AMBULANCE SERVICE	noPECC			
7	BOONE	BELLEVUE-MCVILLE FIRE PROTECTION DISTRICT	noPECC			
10	BOYD	BOYD COUNTY EMERGENCY AMBULANCE SERVICE	interestedInAPECC	✓		
15	BOYLE	BOYLE COUNTY EMS	planToAddPECC	✓		
8	BRACKEN	BRACKEN COUNTY EMS	noPECC			

- Vol EMS Peds Recognition
- PECCCLC Project Team
- Responded to 1st email 11-20-2018
- Responded to 2nd email 11-30-2018
- Resp. 1st email to noPECC group 11-30-18

2017 Survey	Recognition Program	PECCCLC State Team	1st Email	2nd Email	Current Total Confirmed	
Has PECC	35	3	2	7	4	16
Plan to add PECC	8	1	0	0	0	1
Interested in PECC	57	2	7	2	1	12
No PECC	66	1	7	4	N/A	12
<b>Total</b>	<b>166</b>					<b>41</b>

# Licensing Data Base

Remove Primary	Name ▲	Positions	Actions	Agency Cert Number	Agency Cert
<input type="checkbox"/>	[REDACTED]			[REDACTED]	Paramedic
<input type="checkbox"/>	WHEET, JOSEPH CHAD ([REDACTED])			[REDACTED]	Paramedic

Save Roster

- = TEI Administrator
- = PEC Coordinator
- = TEI Coordinator
- = TEI CoAEMSP Director
- = Data Coordinator
- = Primary Contact
- = Operations Officer
- = Medical Director Online
- = Medical Director Offline
- = Service Director
- = Assistant Service Director
- = Service Representative
- = Primary QA Contact
- = Infection Control Officer
- = Inactive User

Actions ▾ Generate Report



### Service PEC Coordinators

Service Name	Service License Number	Service Shipping Street 1	Service Shipping Street 2	Service Shipping Municipality	Service State	Service Shipping Postal Code	Service Position Name	User Provider First Name	User Provider Last Name	User Provider Email	User Work Phone	User Cell Phone
ADAIR CO. AMBULANCE SERVICE	1466	PO BOX 549		COLUMBIA	KY	42728	PEC Coordinator	JOSEPH	WHEET	[REDACTED]	[REDACTED]	[REDACTED]
ALEXANDRIA FIRE DEPARTMENT	1558	7951 ALEXANDRIA PIKE		ALEXANDRIA	KY	41001	PEC Coordinator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
ALLEN'S AMBULANCE SERVICE, INC.	1302	PO BOX 83		BOONEVILLE	KY	41314	PEC Coordinator	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

# Next Steps

- State Project Team – first online meeting January 16
  - Project overview
  - First assignments
  - Monthly follow up
  - Regional/District in-person meetings
- Planning statewide EMS PECC meetings for mid-2019
  - 2 hour block before EMSC Advisory Committee Meeting (every other month)
  - In-person with webinar access
  - Clinical education, instructor methodology, peer-to-peer exchanges
- KBEMS field staff to educate during annual inspections throughout 2019 and encourage agency to designate a PECC

# Wisconsin – Environmental Scan

Wisconsin	70 EMS agencies that have expressed an interest in adding a PECC.	Recruit 36 EMS agencies to add a PECC by March 31, 2019.	Percent of EMS agencies showing evidence that they have a PECC.	Spreadsheet tracking	Establish a PECC Team and draft a state implementation plan for adding 70 PECCs
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# New Mexico – Successes to Date

- PECC Initiatives presented at three EMS conferences in NM, UNMH Pediatric EM Division meeting, Southwest ReTrAC, Statewide EMS Advisory Committee and the Trauma Advisory and System Stakeholder Committee.
- Recruited three independent EMS providers from Regions 1 and 2 to participate in the upcoming Focus Group,
- Obtained support for PECC program from all three regions with representatives from each region offering to provide initiative information through local EMS and ReTrAC meeting with the provision that I will create the information for dissemination.
- Two hospitals were recruited regarding participation in a designation process; and will work foremost on implementing a PECC role.
- 59 EMS providers have completed our pre-survey with 32 potential focus group participants.
- Excited that there haven't been any major nay-sayers regarding initiative.

# New Mexico – Successes to Date

- Refined and created contact list for the EMS Survey responses in the “hasPECC” category.
- Delegated to an intern for help!
- Great vendor contacts for participant incentives.
- Communication Template in Progress.
- Still believe we are on target with a 10% improvement by end of grant cycle.
- Disseminated a refined agency list to EMSC Advisory members regarding “Interested in PECC” to obtain their support in contacting or discussing PECC in their EMS regions and during community events.

# New Mexico – Barriers

- Time – Not enough time to move through the action items, travel to various location, come back, and do the work.
- Getting the actual work partners to do their parts since this is a very busy time of year for renewals and CE projects.
- Finding a location to hold the focus group during the holiday season difficult and costly; we postponed until January.
- Coordinating payment to the consultants is very time consuming due to internal processes and requirements.
- Creating documents to promote PECC. Brain Block!
- Issues with identified internal staff working on the project such as unforeseen medical leave, unanticipated issues with shared time of collaboration partner, and other priority projects within the program cause conflict.
- Will not have a December Web Talk regarding the PECC initiative due to time constraints.

# New Mexico – Lessons Learned

- Always double the amount of time ANYTHING will take!
- Money does not always buy “volunteers” when time away is time away.
- Fall is VERY busy for many people and holiday season is worse.
- Using friendly competition is a good method for getting involvement.
- Time management is key.



What 3 Take Home Messages Did You Learn From Today's Presentation?



*\*Take  
home message*

# Group Discussion: Barriers and Opportunities



# Reminders



- Registration for Austin Workshop was due December 7<sup>th</sup>
- Contacts with EMS agencies that currently report having an individual who is responsible for coordinating pediatric specific activities due December 21<sup>st</sup>
- Begin working on Storyboards that were introduced in you December Pulse Check

