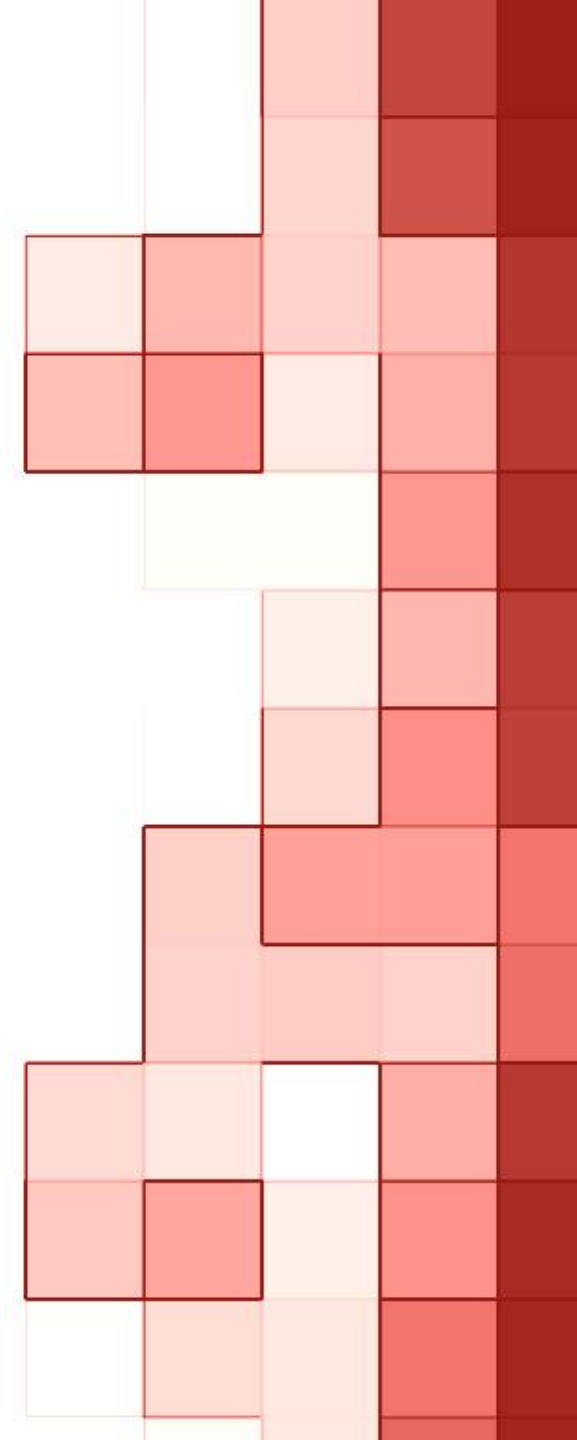


# **EMSC Annual Data Collection – No Time Like the Present!**

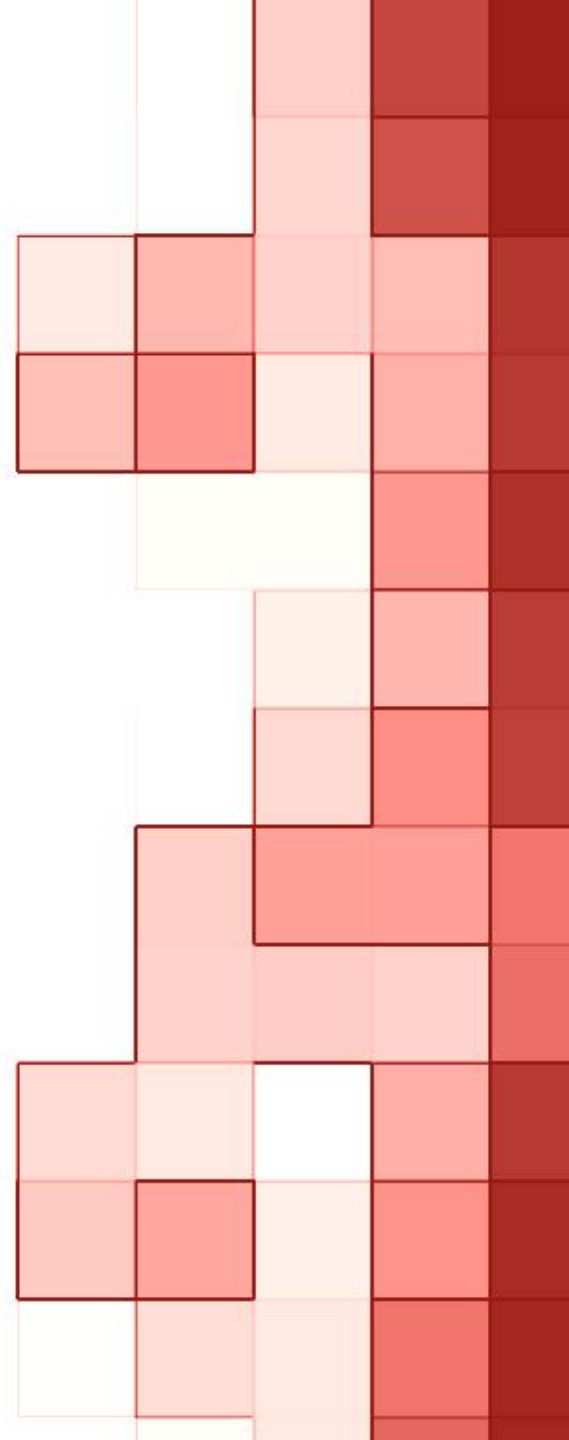
EMSC All Grantee Meeting

August 21–23, 2019

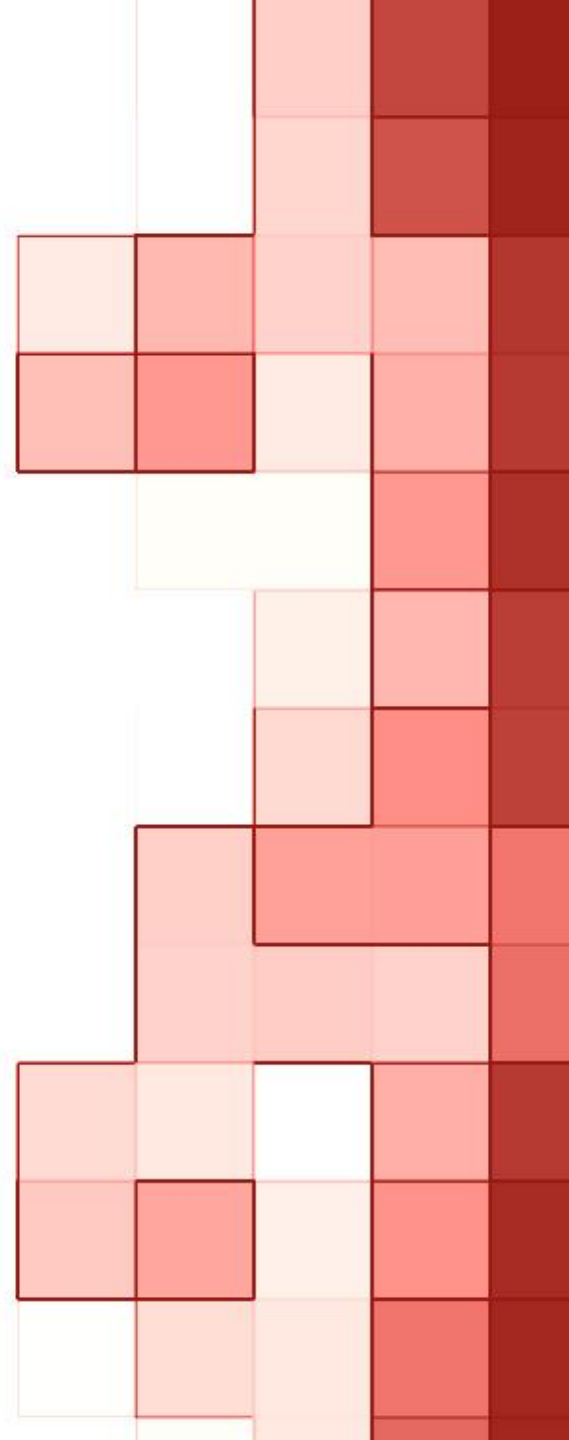
# EMSC Annual Data Collection



# EMSC Annual Data Collection: New Findings and Latest Developments

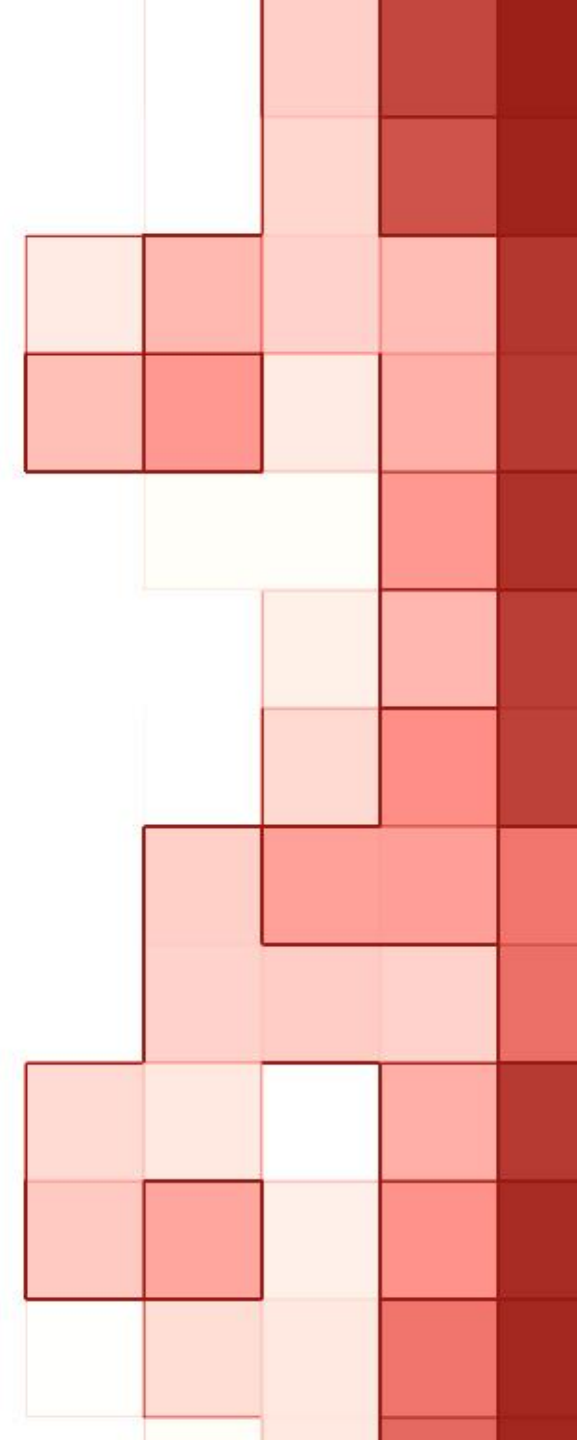


# **EMSC Annual Data Collection: No Time Like the Present!**





**Please Don't Fall Asleep....It's Not  
Our Fault They Put Us Last!!!**





# NEDARC

- **Data Coordinating Center for EMSC State Partnership Program**
- **Improve state capacity to collect, analyze, utilize EMS data**



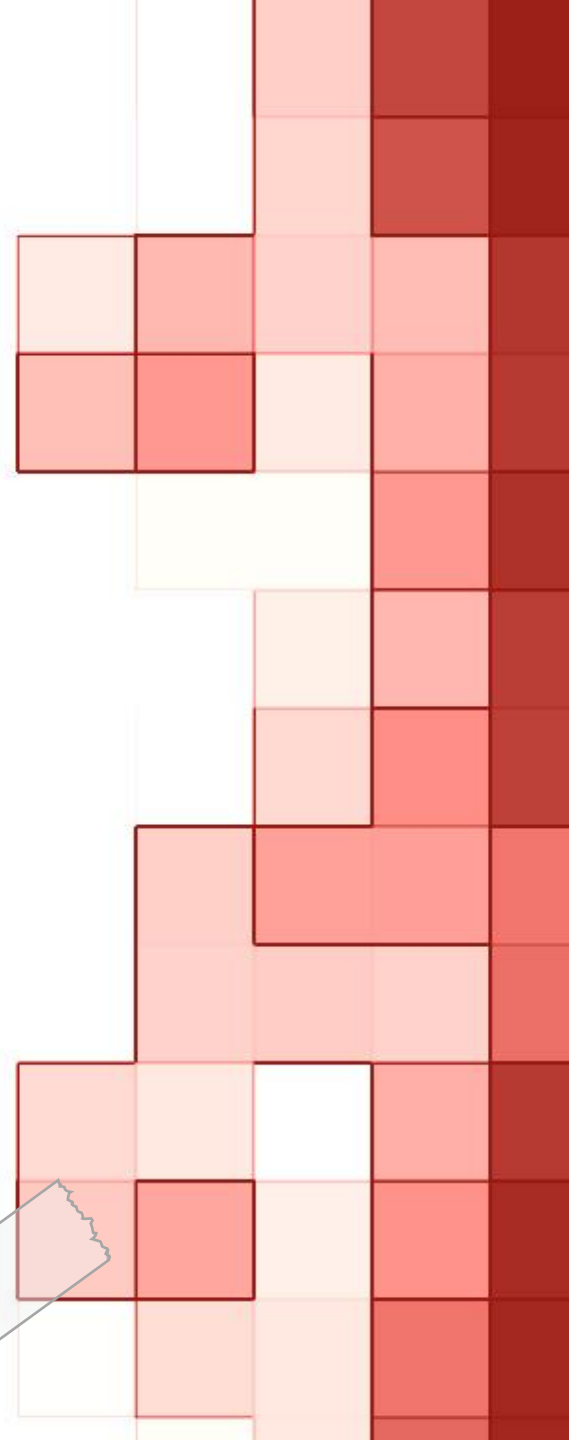
# NEDARC – Who Are We?



*Lenora Olson, PhD*  
Principal Investigator  
1999



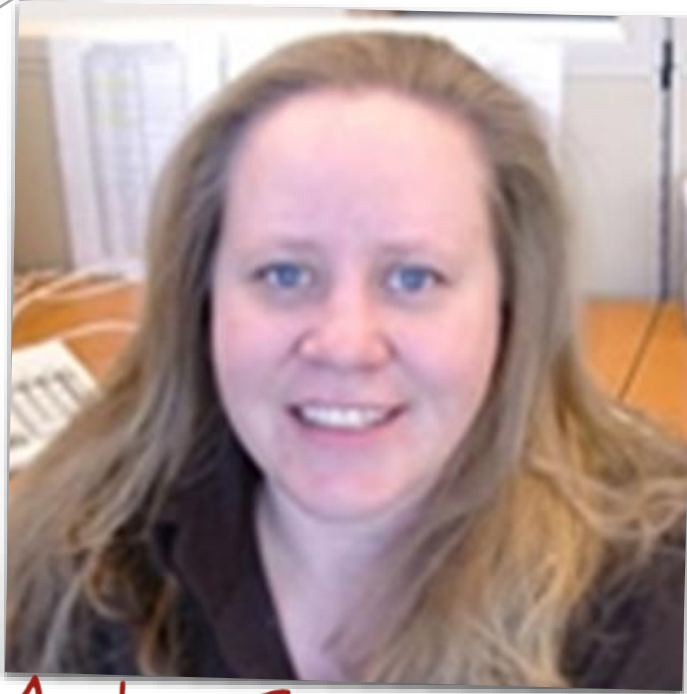
*Hilary Hewes, MD*  
Co-Investigator  
2017







Mike Ely, MHRM  
Director  
2000



Andrea Genovesi, MA  
Operations Manager  
2006



Patricia Schmuhl, BA  
Data Manager  
2005



Eddie Zamora, MPH  
Research Evaluation Specialist  
2018



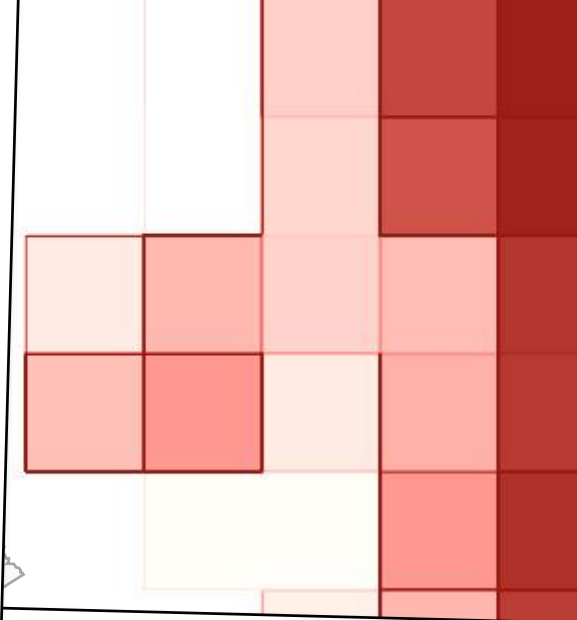
Chris Hoffman, MBA  
Communications & E-Learning  
Specialist 2018



Atim Effiong, MPH  
Data Research Analyst  
2019



Braden Green, MHA, MPA  
Training & Development  
Coordinator 2019







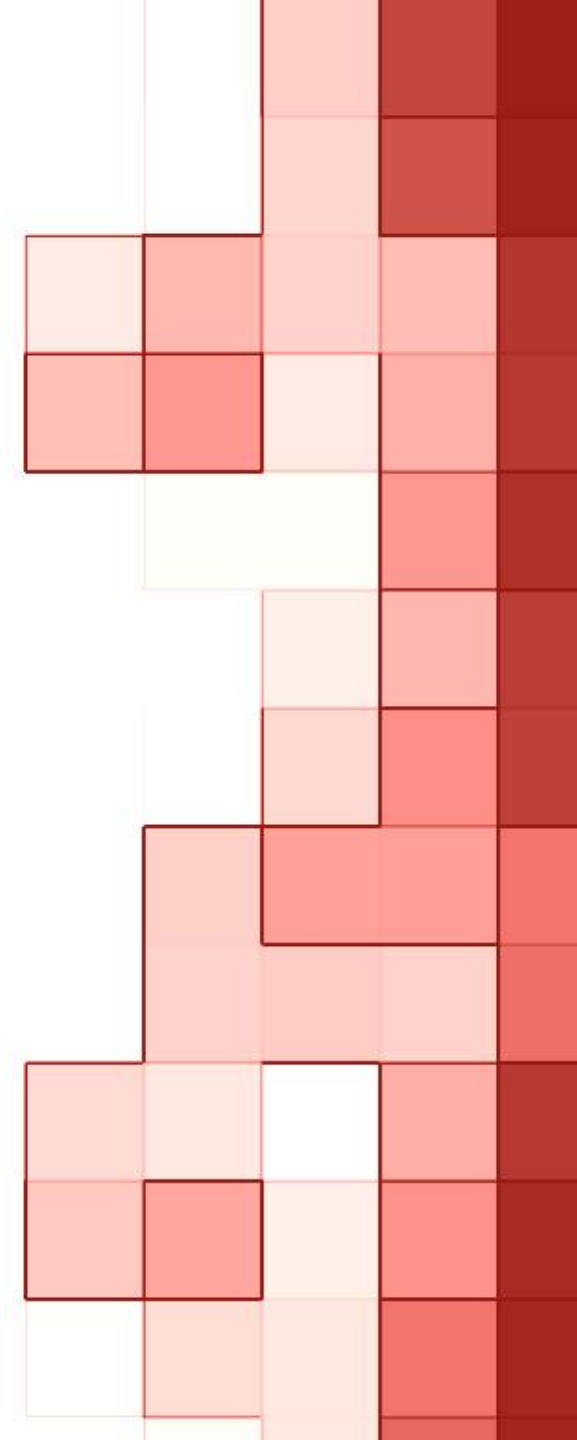
*Rachel Richards, MStat*  
Statistician  
2015



*Liz Brown, BS*  
Executive Secretary  
2018

# Presentation Objectives

- Background Information
- Preparation Steps
- Survey Distribution Options
  - Experimental/Pilot Testing
- Stakeholder Feedback
- Timeline
- Final Thoughts





EMSC 02

## PEDIATRIC EMERGENCY CARE COORDINATOR (PECC)

The percentage of EMS agencies in the state or territory that have a designated individual who coordinates pediatric emergency care.

**Goal for this measure is that by 2026:**

*Ninety percent of EMS agencies in the state or territory have a designated individual who coordinates pediatric emergency care.*

# 2017 Survey PM 02 Results

22.9%

(n=1,874)





EMSC 03

## USE OF PEDIATRIC-SPECIFIC EQUIPMENT

The percentage of EMS agencies in the state or territory that have a process that requires EMS providers to physically demonstrate the correct use of pediatric-specific equipment.

**Goal for this measure is that by 2026:**

*Ninety percent of EMS agencies will have a process that requires EMS providers to physically demonstrate the correct use of pediatric-specific equipment.*

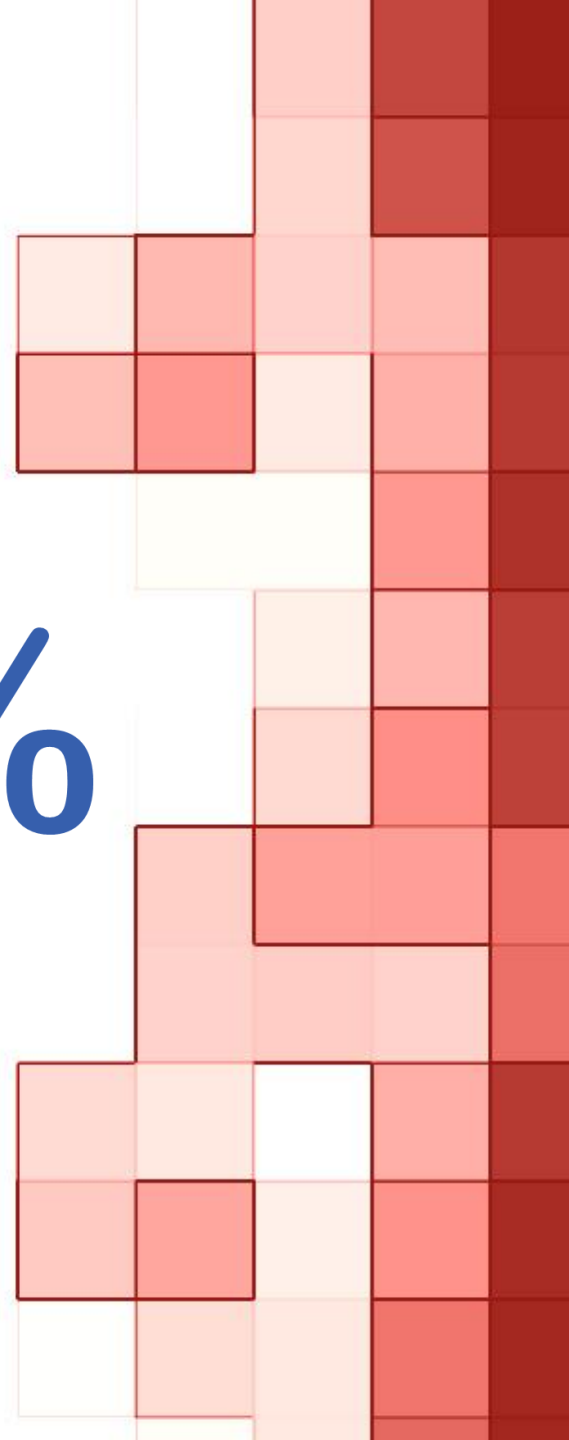


# 2017 Survey PM 03 Results



23.6%

(n=1,924)



# Summary of Changes

**PAST**

**NOW**



## **FREQUENCY**

Every **3** years

Every year



## **DEPLOYMENT**

12 Months

Jan-Mar



## **CONTACT LISTS**

Excel

Online



## **SURVEY HOSTING**

**NEDARC**

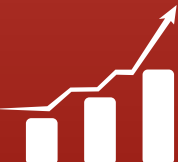
**NEDARC**



## **SURVEY INVITATIONS**

EMSC Managers

**NEDARC**  
EMSC Manager



## **EHB/RESULTS**

Excel

Tableau

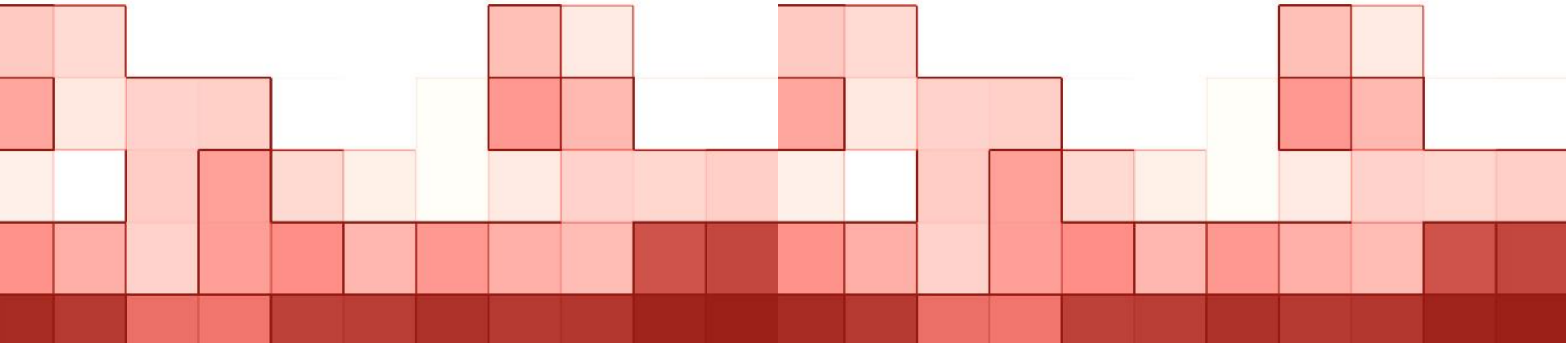
# Getting Ready for Deployment

Contact List Management System

Distribution Options

Experimental and Pilot Tests

Stakeholder Groups



# **Previous Contact List Process**

---

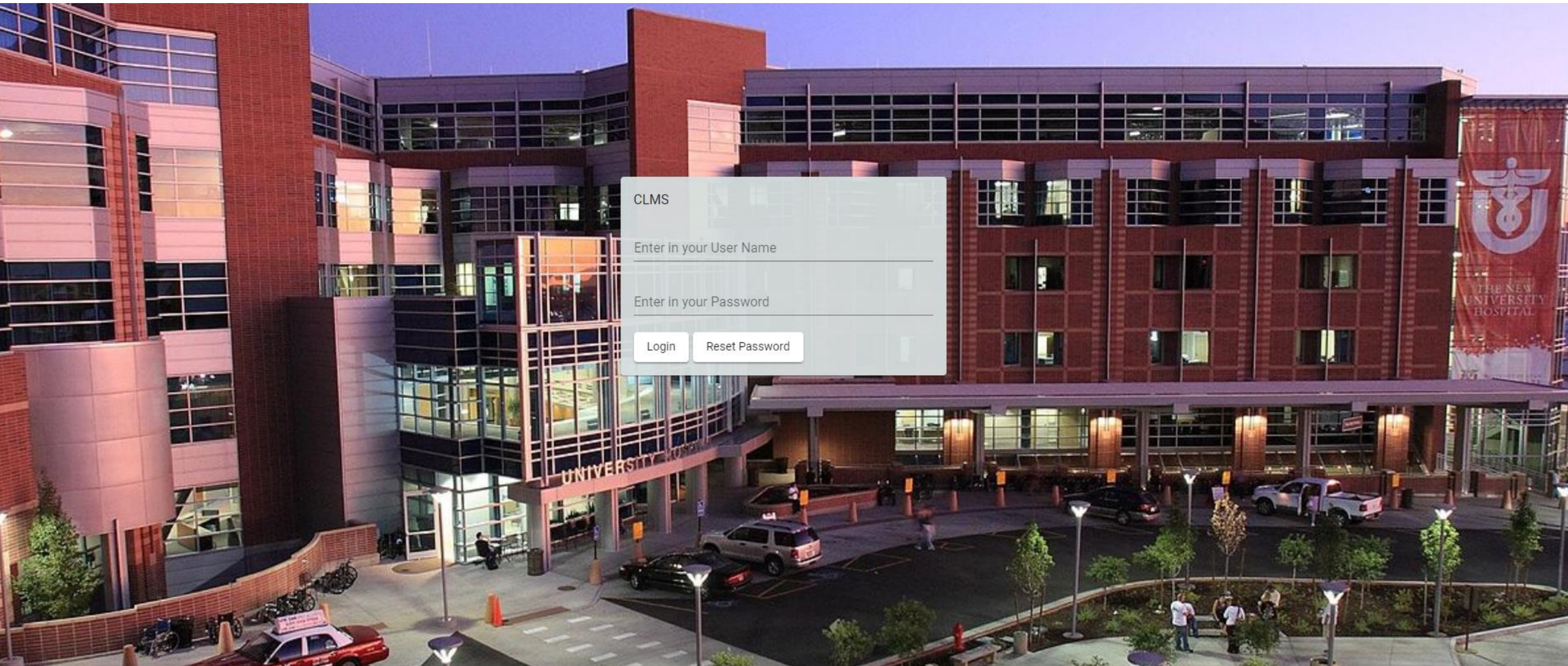
Back and forth with Excel spreadsheets

This creates opportunity for errors

We have created a centralized, online location for the contact lists.



# Contact List Management System





# Contact List Management System

State Filter:

Maine

Add New Record

portalId	State Name	EMS Agency Name	County
14295	Maine	Acton Fire - Rescue	York
14144	Maine	Albion Fire - Rescue	Kennebec
14275	Maine	Alexander VFD First Responder Unit	Washington
14307	Maine	Alfred Rescue Squad	York
14078	Maine	Ambulance Service Inc	Aroostook
14188	Maine	Andover Fire Dept	Oxford
14259	Maine	Anson Madison Starks Ambulance Service	Somerset
14300	Maine	Arundel Fire - Rescue	York
14080	Maine	Ashland Ambulance Service	Aroostook
14066	Maine	Auburn Fire Department	Androscoggin

Maine

911 EMS Agency Name: \*

Save U EMS

Cannot contain any of the following charaters: & / \ ?

10/120

Select County \*

Androscoggin



Address: \*

123 Main Street

15/200

Address 2:

0/200

City: \*

Portland

8/100

Zip: \*

01234

Valid Zip Codes will need 5 digits

5/5

Contact Name:

John Doe

8/150

Contact Title:

Agency Director

15/250

Contact Email:

Contact Name:

**John Doe**

8/150

Contact Title:

**Agency Director**

15/250

Contact Email:

**SaveUEMS@email.com**

18/100

Contact Phone:

**2071234567**

10/10

Contact Phone Ext:

0/6

EMS Region:

0/100

EMS Type? \*

**None of the Above**



Does agency submit NEMSIS 3.x data to the state EMS office? \*

**Yes**



Comments:



Save Record

Delete Record

EMS Agency List for Export	Instructions for Export
----------------------------	-------------------------

Maine

8/9/2019 3:00:52 PM - Updated Hourly (Click REFRESH above to verify latest list is showing)

☒ State  
☐ EMS Agency Name  
☐ County Name  
☐ EMS Region

July 2, 2019      July 8, 2019

2

Portal Id	State	Agency Type	EMS Agency Name	County Name	Address1	Address2	City	Zip	Contact Name	Contact Title	Contact Phone	Contact Ext	Contact Email	EMS Region	Comment	NEMSI S Stat..
14056	Maine	N	Livermore Fire Rescue	Androscoggin	10 Crash Rd		Livermore	04253	Benjamin D Gu...	Chief / Director	2078973207		bguild@southportland.co...	Tri County		Unkn...
14057	Maine	N	Mechanic Falls Fire Department	Androscoggin	108 Lewiston Street		Mechanic F...	04256	jen casey	chief	2073459896		ff15rsc55@roadrunner.co...	Tri County		Unkn...
14058	Maine	N	Poland Fire Rescue	Androscoggin	1231 Maine Street		Poland	04274	Thomas R Print..	Chief / Director	2079984689		Tprintup@polandtownoff...	Tri County		Unkn...
14059	Maine	N	Wales Rescue	Androscoggin	175 Centre Road		Wales	04280	Scott Dimmick	Chief of Services	2073758801		ScottDimmick@yahoo.com	Tri County		Unkn...
14060	Maine	N	Sabattus Fire Rescue	Androscoggin	190 Middle Rd		Sabattus	04280	Marc Veilleux	Chief	2073754201		Mveilleux@sabattus.org	Tri County		Unkn...
14061	Maine	N	United Ambulance Service	Androscoggin	192 Russell Street		Lewiston	04240	Joseph Lahood	Chief / Director	2077776006		joseph.lahood@unitedam...	Tri County		Unkn...
14062	Maine	N	Livermore Falls Fire Dept.	Androscoggin	2 Main St		Livermore F..	04254	Edward H Hasti..	Chief / Director	2078976681		firechief@lfme.org	Tri County		Unkn...
14063	Maine	N	Town of Lisbon Fire Service	Androscoggin	300 Lisbon Street		Lisbon	04250	Robert Robitail..	Deputy's Chief	2073533000		r.robitaille@aol.com	Tri County		Unkn...
14064	Maine	N	Minot Fire Department	Androscoggin	329 Woodman Hill Rd		Minot	04258	Robert Melotto	EMS Chief	2073453115		melottor@gmail.com	Tri County		Unkn...
14065	Maine	N	Lisbon Emergency Inc.	Androscoggin	42 Village Street		Lisbon	04250	James M MacD...	Chief / Director	2073534079		lems451@hotmail.com	Tri County		Unkn...
14066	Maine	N	Auburn Fire Department	Androscoggin	550 Minot Ave		Auburn	04210	Brad Chicoine	Director of EMS	2073336633		bchicoine@auburnmaine...	Tri County		Unkn...
14067	Maine	N	Durham Fire and Rescue	Androscoggin	615 Hallowell Road		Durham	04222	Joseph C Moore	Chief / Director	2073532473		chief@durhamfire-rescue...	Southern Ma...		Unkn...
14068	Maine	N	Bates EMS	Androscoggin	65 Campus Ave		Lewiston	04240	Dennis M Russ...	Chief / Director	2077958798		dennis.russell@unitedam...	Tri County		Unkn...
14069	Maine	N	Turner Rescue	Androscoggin	PO BOX 135		Turner	04282	Lisa Bennett	Chief	2072253353		trrescue@megalink.net	Tri County		Unkn...
14070	Maine	N	Greene Fire Dept Rescue	Androscoggin	PO BOX 510		Greene	04236	George R Farris..	Chief / Director	2079465606		fdgreene@fairpoint.net	Tri County		Unkn...
14071	Maine	N	Caribou Fire - Ambulance	Aroostook	121 High St		Caribou	04736	Scott D Susi	Chief / Director	2074934204		firechief@cariboumaine.o...	Aroostook		Unkn...
14072	Maine	N	Crown Ambulance	Aroostook	140 Academy Street		Presque Isle	04769	Daryl Boucher	Chief / Director	2077684386		dboucher@tamc.org	Aroostook		Unkn...
14073	Maine	N	Madawaska Ambulance Service	Aroostook	428 Main Street		Madawaska	04756	Eric D Cyr	Chief / Director	2077286126		ecyr@madawaska.me	Aroostook		Unkn...
14074	Maine	N	Presque Isle Fire Department	Aroostook	43 North Street		Presque Isle	04769	Danny Gahagan	Firefighter/Paramedic-E..	2077690881		dgahagan@presqueislem...	Aroostook		Unkn...
14075	Maine	N	Van Buren Ambulance Service	Aroostook	51 Main St Suite 101		Van Buren	04785	Peter LaPlante	Ambulance Director	2078682251		vbambulance@gmail.com	Aroostook		Unkn...
14076	Maine	N	Houlton Ambulance Service	Aroostook	97 Military St		Houlton	04730	Milton J Cone	Chief / Director	2075321320		chiefmjcone@houlton-ma...	Aroostook		Unkn...
14077	Maine	N	Island Falls Ambulance Service	Aroostook	PO BOX 100		Island Falls	04747	Paula J Sirois	Chief / Director	2072670421		iffd704@gmail.com	Aroostook		Unkn...
14078	Maine	N	Ambulance Service Inc	Aroostook	PO BOX 190		Fort Kent	04743	Josh Belanger	Assistant Director	2078343145		jbelanger@ambulance-se...	Aroostook		Unkn...
14079	Maine	N	Oakfield Fire Department	Aroostook	PO BOX 298		Oakfield	04763	Anthony White	Paramedic	2072674378		ofd11@hotmail.com	Aroostook		Unkn...
14080	Maine	N	Ashland Ambulance Service	Aroostook	PO BOX 910		Ashland	04732	Patrick Thomas..	Chief / Director	2074356323		plong117218@gmail.com	Aroostook		Unkn...
14081	Maine	N	Frye Island Rescue Service	Cumberland	1 Sunset St		Frye Island	04071	Catherine J Go...	Chief / Director	2076558618		ems@fryeislandtown.org	Southern Ma...		Unkn...
14082	Maine	N	North Yarmouth Fire Rescue	Cumberland	10 Village Square Rd		North Yarm...	04097	Gregory A Pays...	Chief / Director	2078293025		firechief@northyarmouth...	Southern Ma...		Unkn...
14083	Maine	N	Mid Coast Hospital Interceptor	Cumberland	123 Medical Center ..		Brunswick	04011	David C Hudson	Chief / Director	2073736811		dhudson@midcoasthealt...	Southern Ma...		Unkn...
14084	Maine	N	Gray Fire - Rescue	Cumberland	125 Shaker Rd.		Gray	04039	Peter Holmquist	Captain of EMS Training	2076573931		pholmquist@graymaine.o...	Southern Ma...		Unkn...
14085	Maine	N	Raymond Rescue	Cumberland	1443 Roosevelt Trail		Raymond	04071	Cathy Gosselin	Deputy Chief	2076551187		cathy.gosselin@raymond...	Southern Ma...		Unkn...
14086	Maine	N	Orrs and Bailey Island Fire Depa..	Cumberland	1600 Harpswell Islan..		Orrs Island	04066	Benjamin A Wa...	Chief / Director	2078335405		c-first@hotmail.com	Southern Ma...		Unkn...
14087	Maine	N	Standish Fire - EMS	Cumberland	175 Northeast Road		Standish	04084	Robert J Caron	Chief / Director	2076424343		haskell@standish.org	Southern Ma...		Unkn...
14088	Maine	N	Chebeague Island Rescue	Cumberland	192 North Road		Chebeague ..	04017	Ralph E Monroe	Chief / Director	2078466414		cifr0156@gmail.com	Southern Ma...		Unkn...
14089	Maine	N	Cape Elizabeth Fire Rescue	Cumberland	2 Jordan Way		Cape Elizab...	04107	Peter Gleeson	Fire Chief	2077677417		peter.gleeson@capeeliza...	Southern Ma...		Unkn...

**Password  
Protected**



**SECURITY**



**Access available 24/7 from  
any computer**





**EMSC Manager  
Turnover**

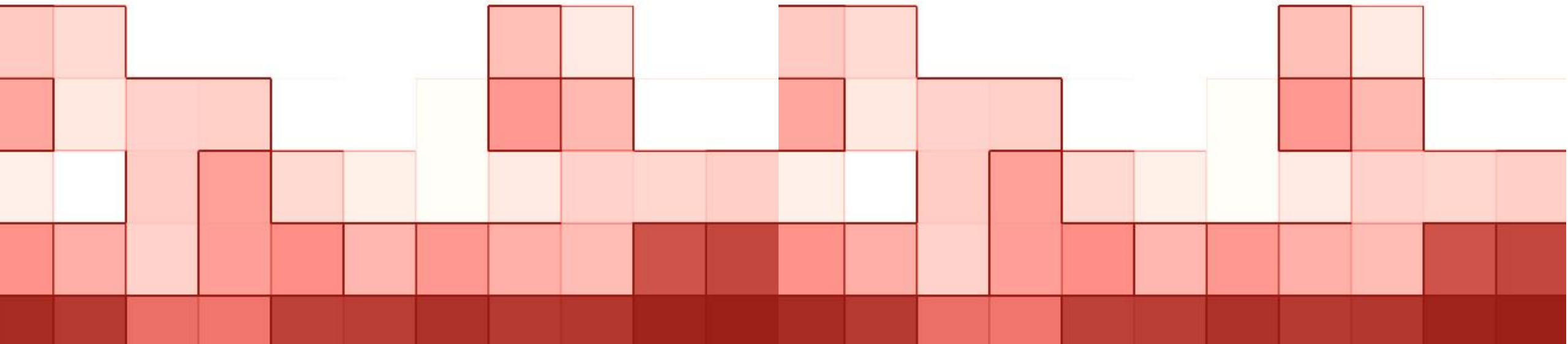




# Regional Tableau Dashboards



# **EMSC Manager Role with Contact List Management System**



# Verify Data in CLMS

Big lift 1<sup>st</sup> year to get it *Initially* clean

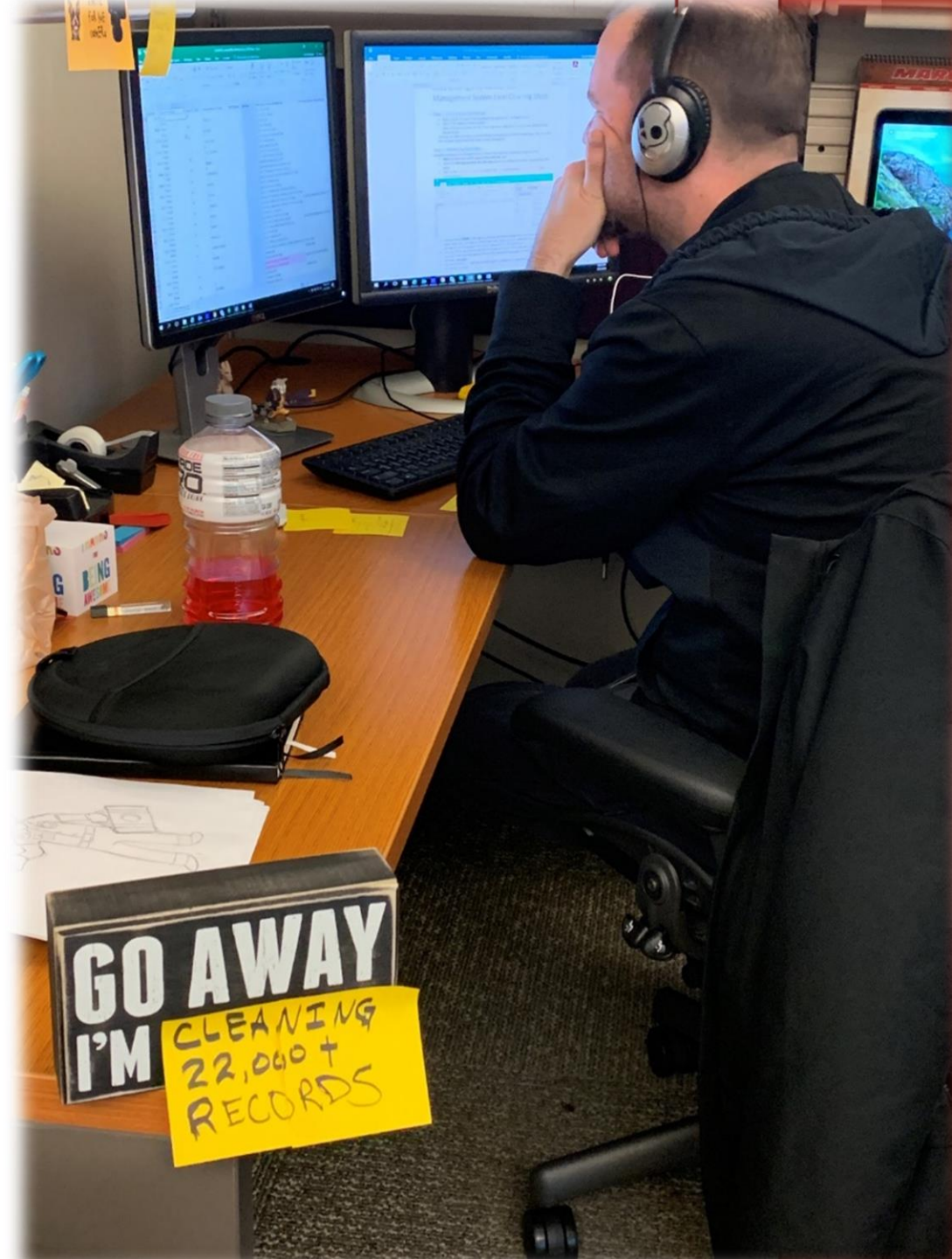




# NEDARC's Role



# Cleaning Initial Contact Lists





# Merge multiple databases

GLMS



# Identifying duplicates





# Removing duplicates





# Fix Casing Errors

EMS AgencyName

John Smith

123 South 23rd Str



# ZIP CODES



## **Format Data**



# **Format Data**

**10-digit telephone  
numbers**



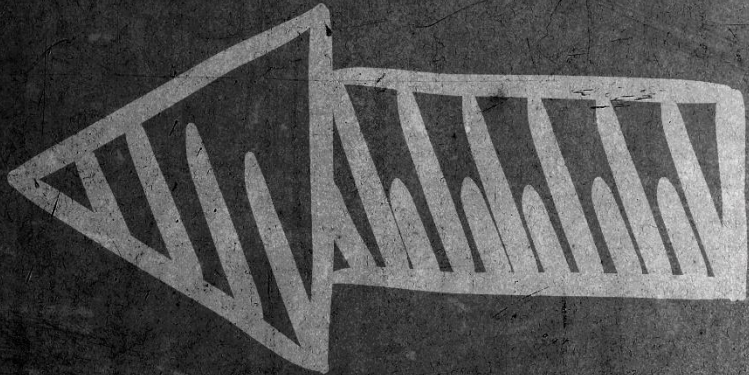
# Fill in Missing Data



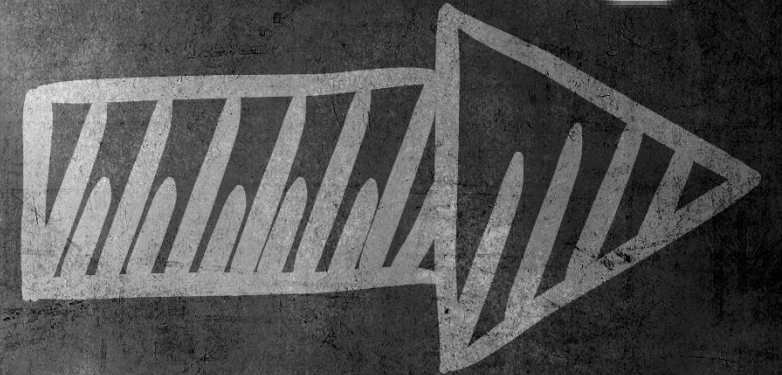


# Distribution Options

**NEDARC**



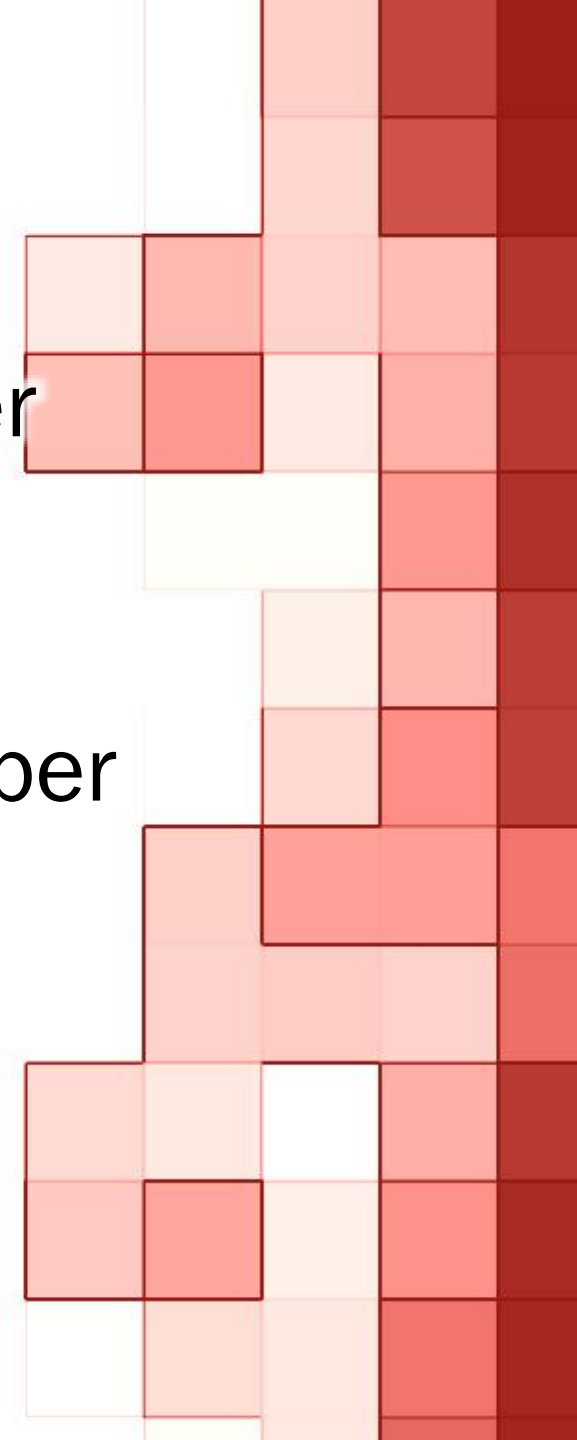
**EMSC Manager**





# Option 1 - NEDARC Sends

- NEDARC sends survey invitations and reminder emails through [emsc@hsc.utah.edu](mailto:emsc@hsc.utah.edu)
- Will include an email address and phone number that will be monitored by NEDARC
- NEDARC makes follow-up phone calls to non-respondents





## **Option 2 – EMSC Manager Sends**

- EMSC Manager sends invitations and reminder emails from their own email account
- EMSC Manager monitors responses and questions
- EMSC Manager makes follow-up phone calls to non-respondents

# Summary of Options

	Update CLMS	Create Email Templates	Survey Distribution	Phone Calls
Option 1	MANAGER	NEDARC	NEDARC	NEDARC/ SHARED
Option 2	MANAGER	NEDARC	MANAGER	MANAGER

# **Experimental Test in Maine**



# Maine EMS Agency List

n=259

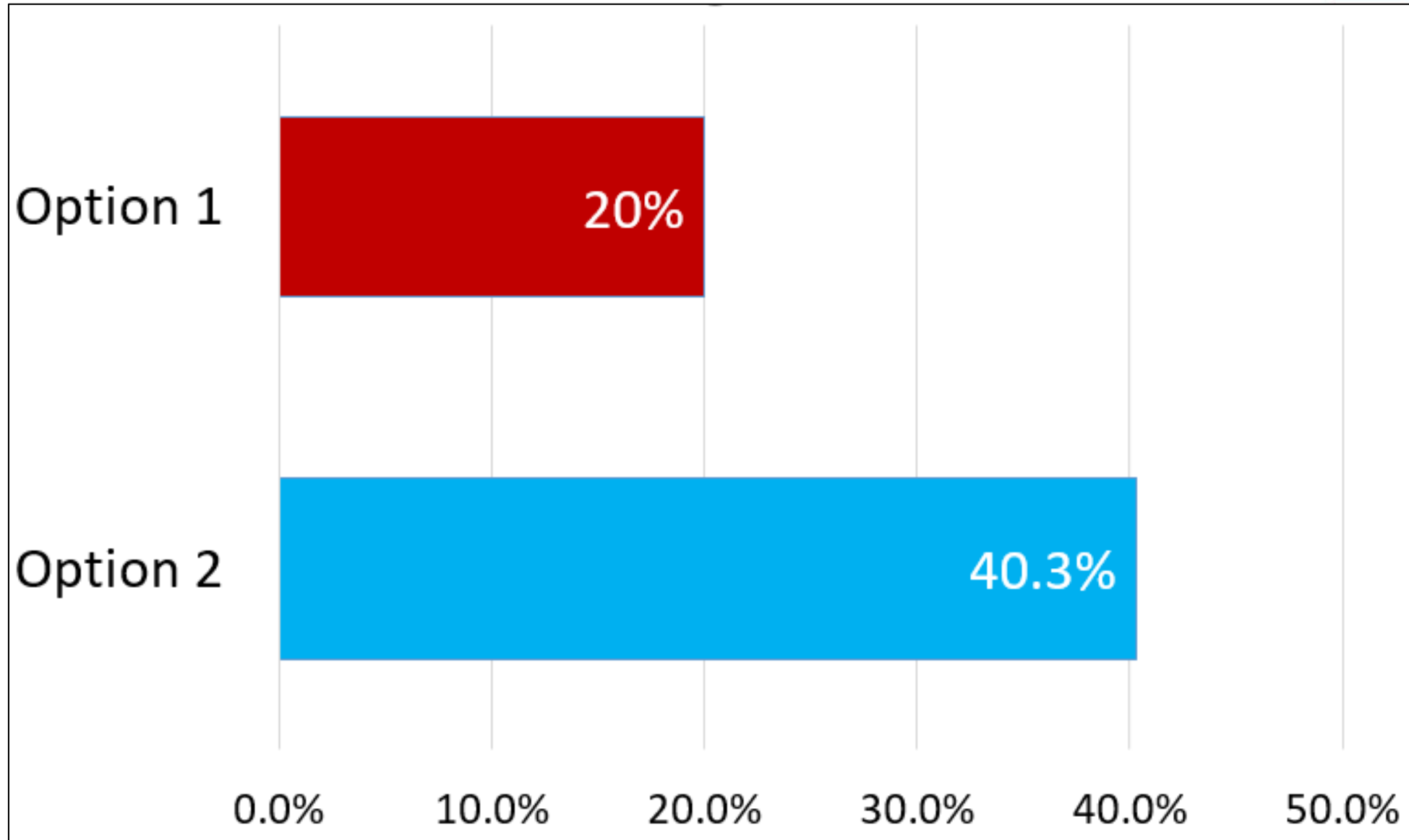
```
graph TD; A["Maine EMS Agency List  
n=259"] --> B["Option 1  
n=130"]; A --> C["Option 2  
n=129"]
```

Option 1  
n=130

Option 2  
n=129



# Maine Test Response Rates



# Pilot Test in Minnesota



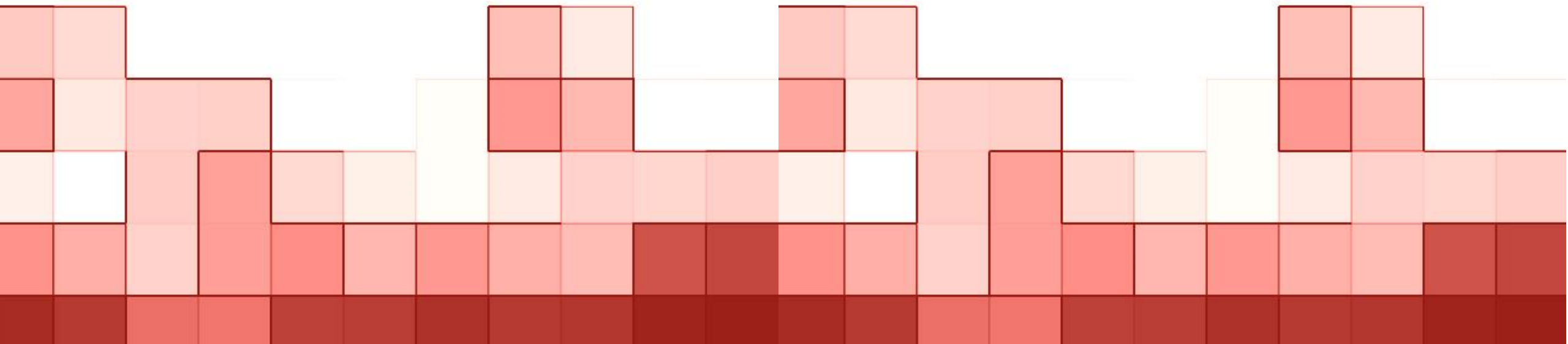


# Pilot Test Steps

- Pilot test of Option 1
- Kjelsey will clean her list using Contact List Management System



# Stakeholder Groups



# NEDARC Advisory Board

feedback



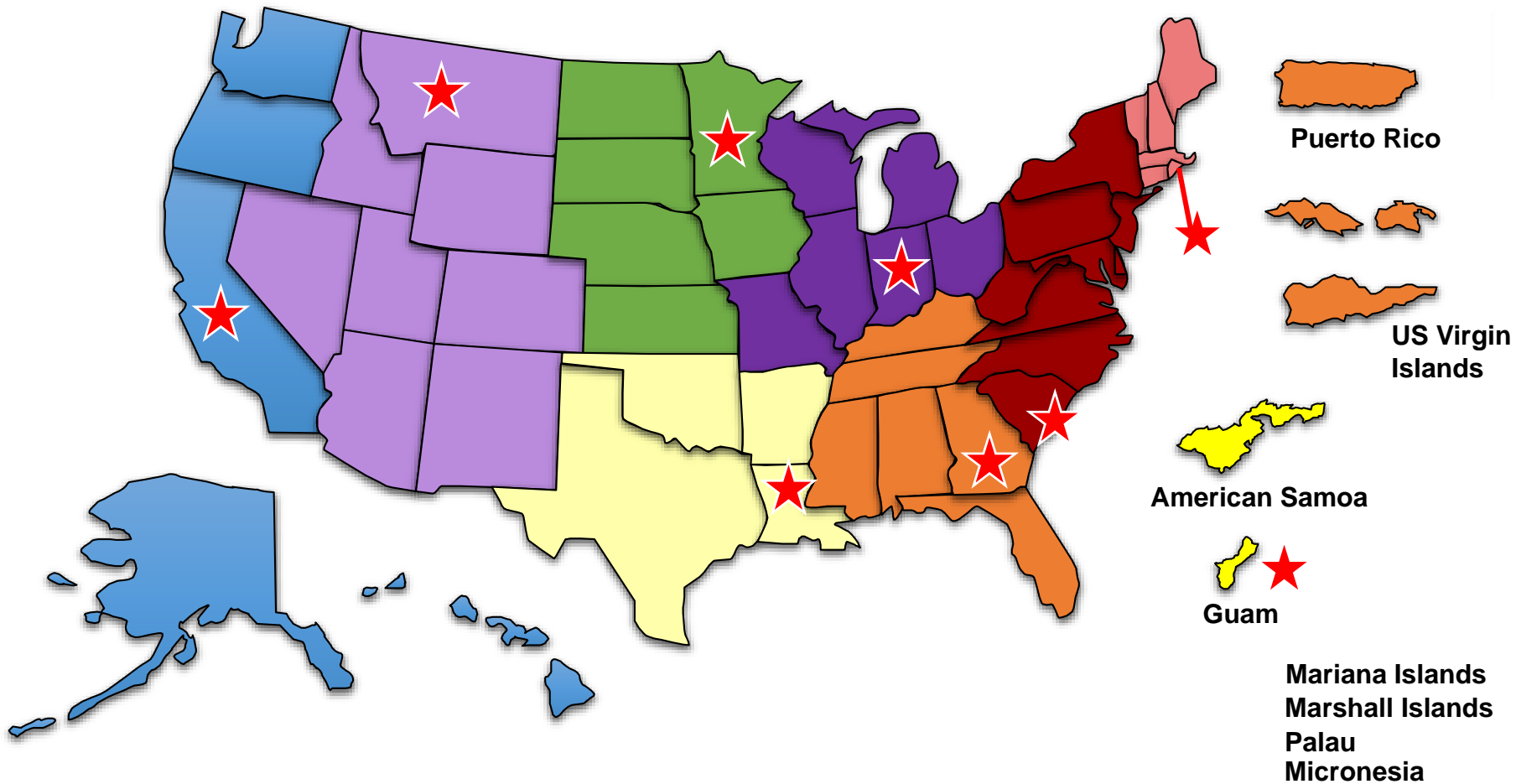
# NEDARC Advisory Board

- CLMS looks effective but will take some getting used to
- Feedback to EMS agencies!





# EMSC MANAGER Stakeholder Group

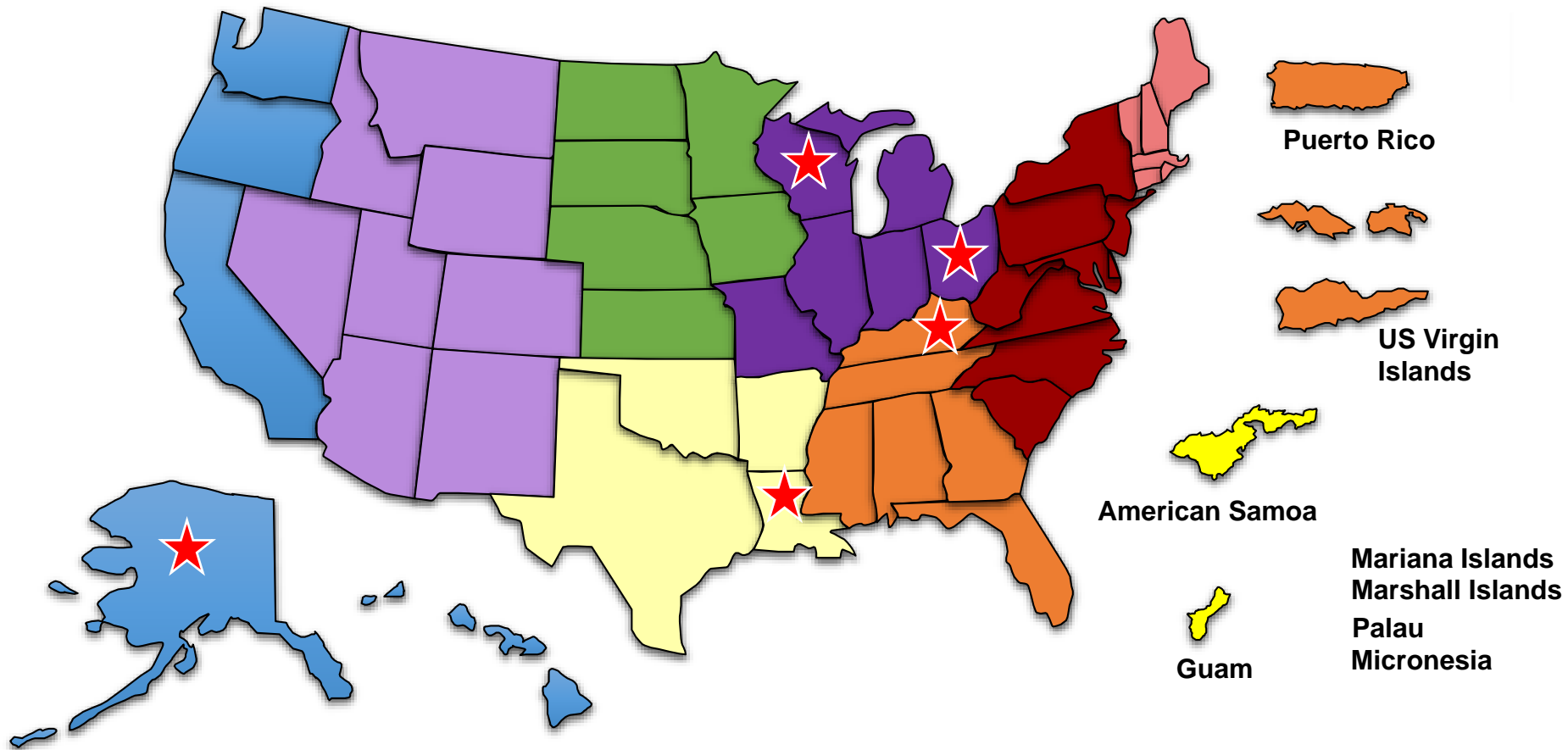


# EMSC Manager Group

- Options are good!
- Option 1
  - Include name of EMSC manager in invitation
  - EMSC manager involvement



# EMS AGENCY Stakeholder Group



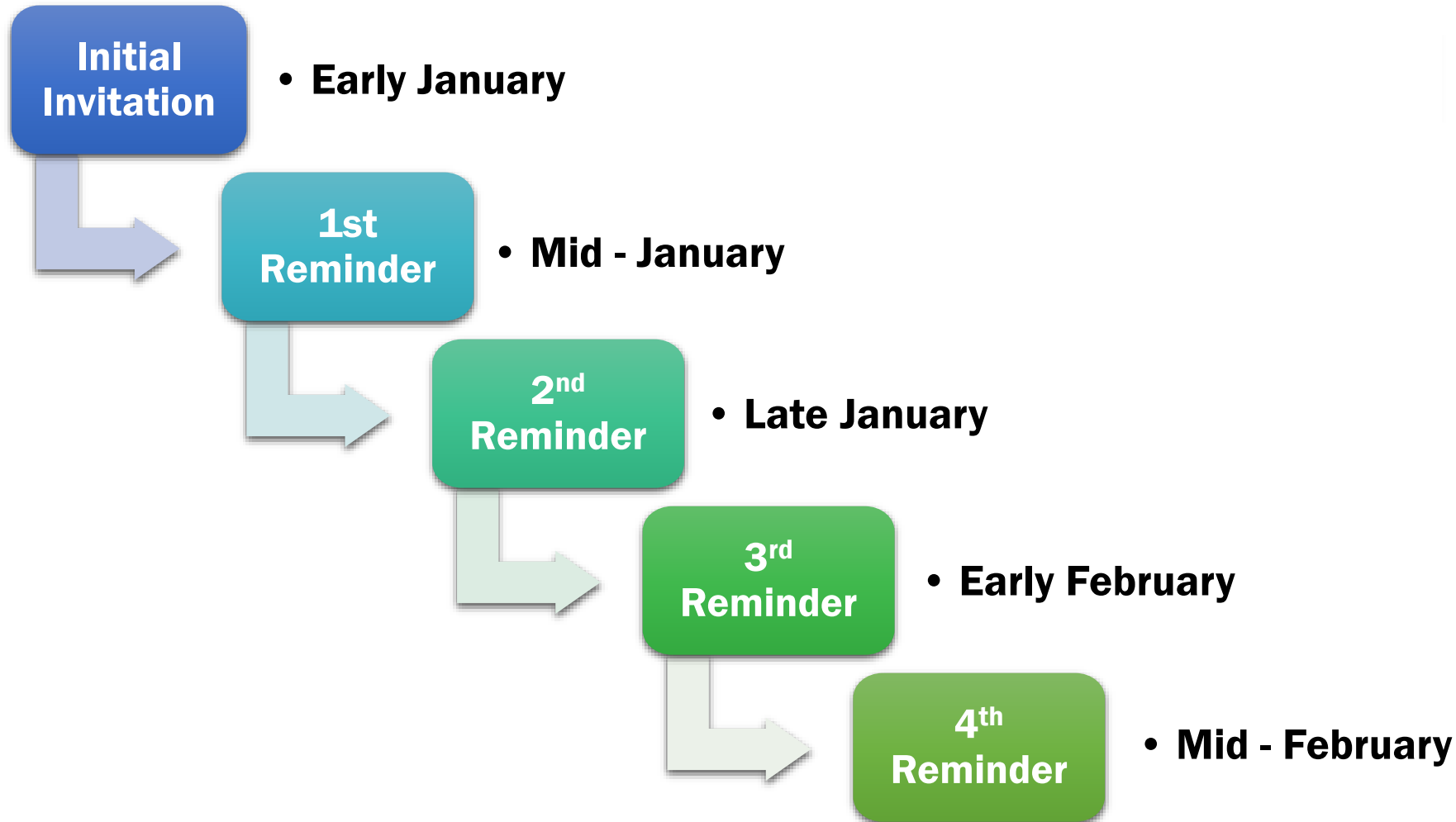


# EMS Agency Group

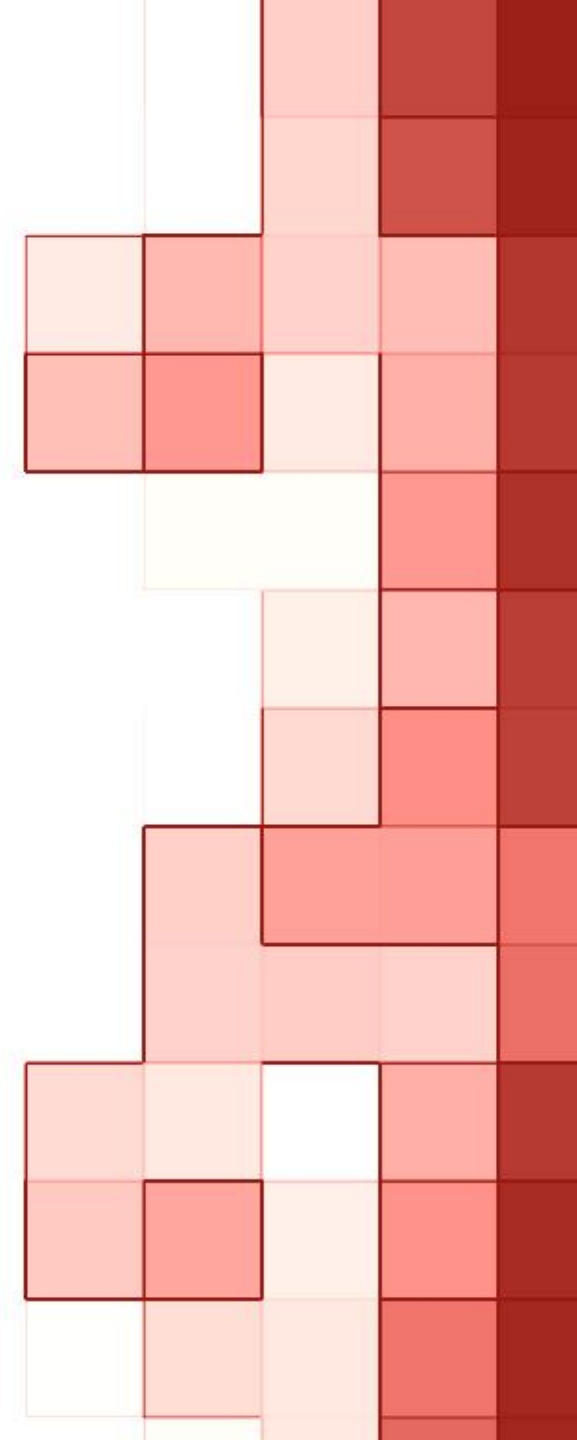
- EMSC program awareness
- Factors in survey completion
  - Clarity
  - Navigation
  - Familiarity



# 2020 Survey Launch Timeline

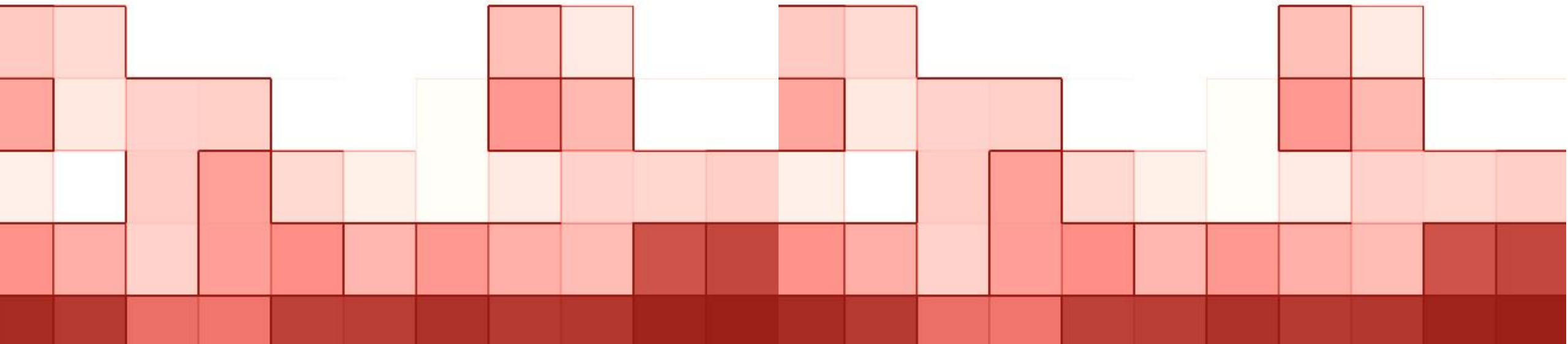


# March: Calling Non-respondents





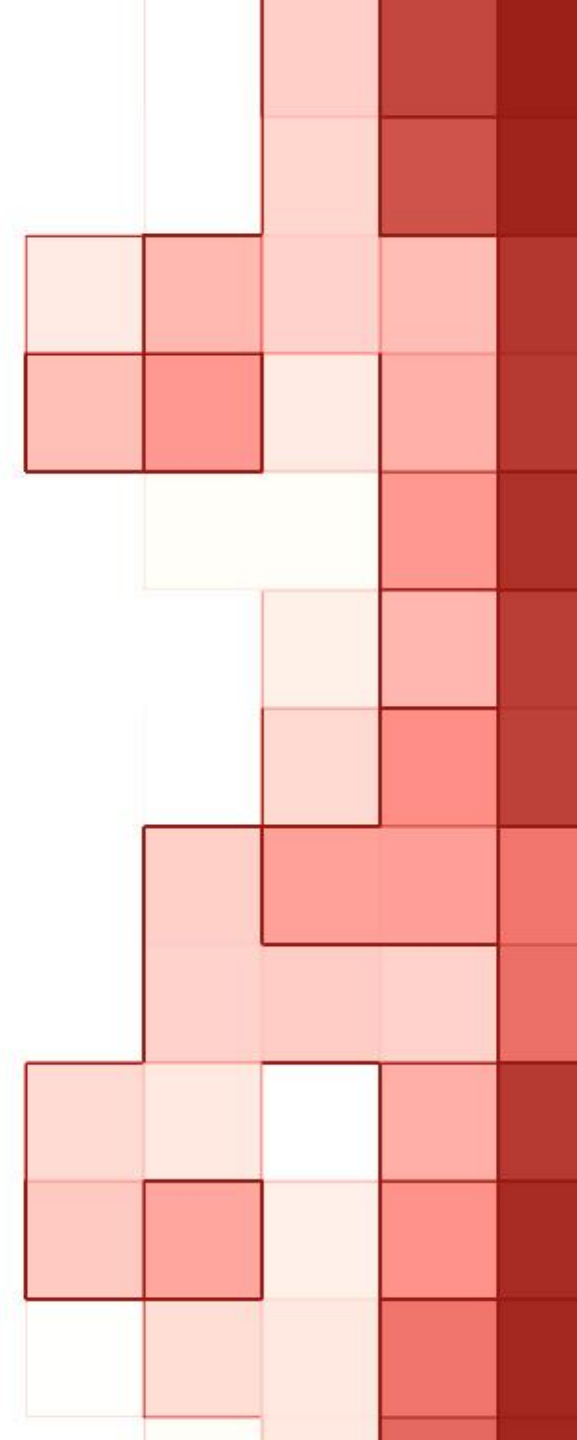
# Paradigm Shift





We want to help  
empower you to  
use your data  
for Quality  
Improvement!

Image: Freepik.com

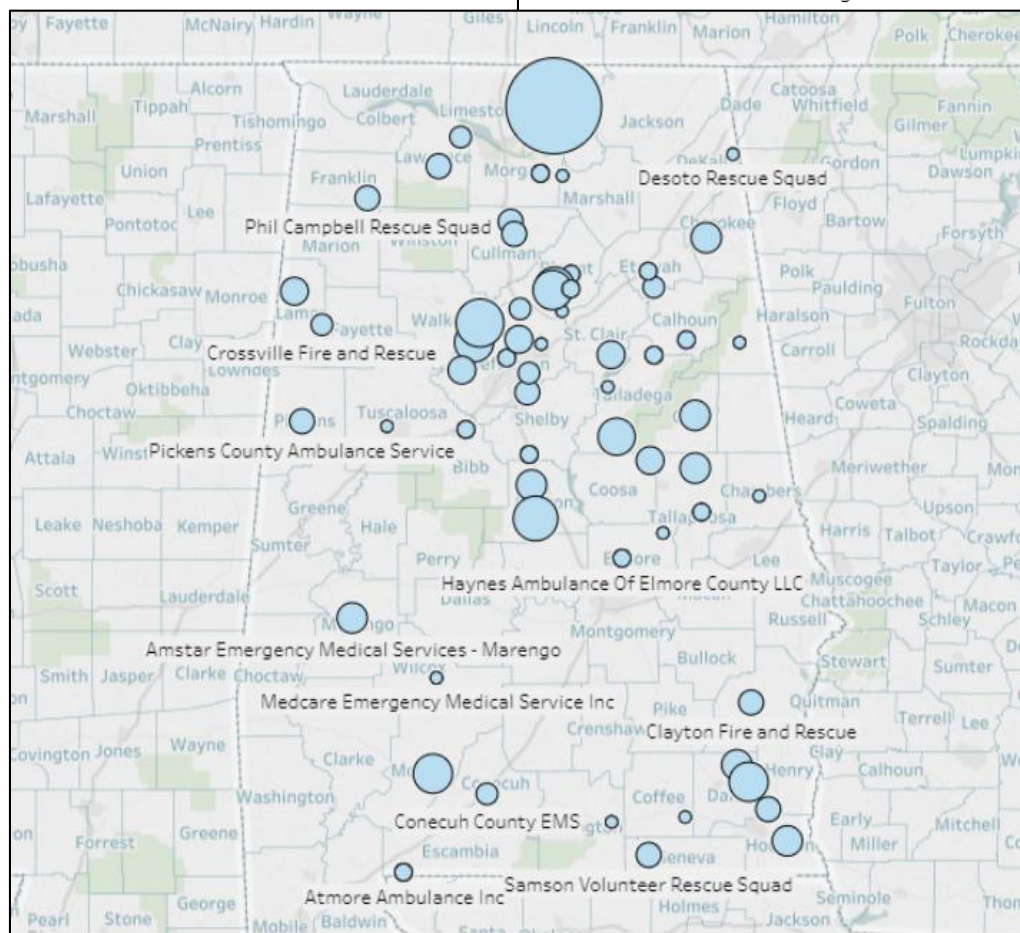


# Tableau

## Alabama EMS for Children Program 2017-18 EMS Agency Survey Results

### Use of Pediatric-Specific Equipment Scoring:

Use the filter to explore point values for each agency based on skill method or type occurring at the agencies in this dataset. Refer back to the "Skill Checking Overview" tab to review the scoring matrix from the survey.



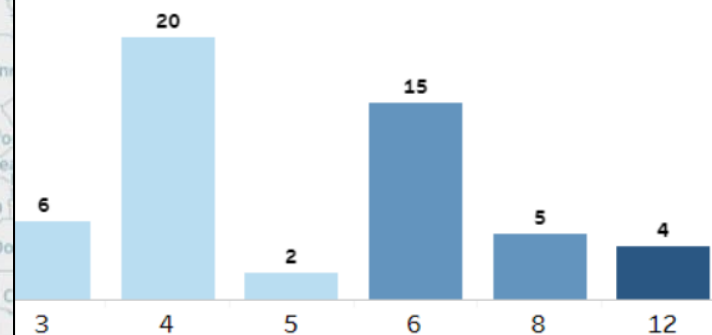
Highest Licensure

(All)

Agency:

Score Groups:

- Limited Training (1 to 5 pts)
- Moderate Training (6 to 8 pts)
- Extensive Training (9 to 12 pts)
- No Training at All or Very Little Tr...



the Performance Measures (see us, we included their information



[STATE] DATA COLLECTION RESULTS

Performance Measures 02 & 03

YOUR  
LOGO

STATE EMS AGENCY RESULTS

Number of Respondents: 231  
Number Surveyed: 282  
Response Rate: 81.9%

Agencies that Do Not Respond to 911 Calls: 11\*  
Total Number of Records Used for this Report: 220\*

\*NOTE: Agencies that do not respond to 911 calls were excluded from the questions in the survey; thus they have been subtracted from the overall number of respondents.

Performance Measure Exclusions:  
Indian Health Services or Tribal Agencies Participating: 1\*  
Military Facilities Participating: 1\* Other (State Choice): 0\*

\*NOTE: Agencies that do not respond to 911 calls were excluded from the questions in the survey; thus they have been subtracted from the overall number of respondents.



CHANGE TO YOUR STATE

19. \*Ensure the pediatric perspective is included in the development of EMS protocols

Does this individual... (Select Yes or No for each of the following questions)

20. \*Ensure that fellow providers follow pediatric clinical protocols

10. \*At a SKILL STATION, the provider requires your SPECIFIC equipment (This is an isolated situation)

Skill Checking Frequency & Types

Based on the data,

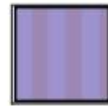
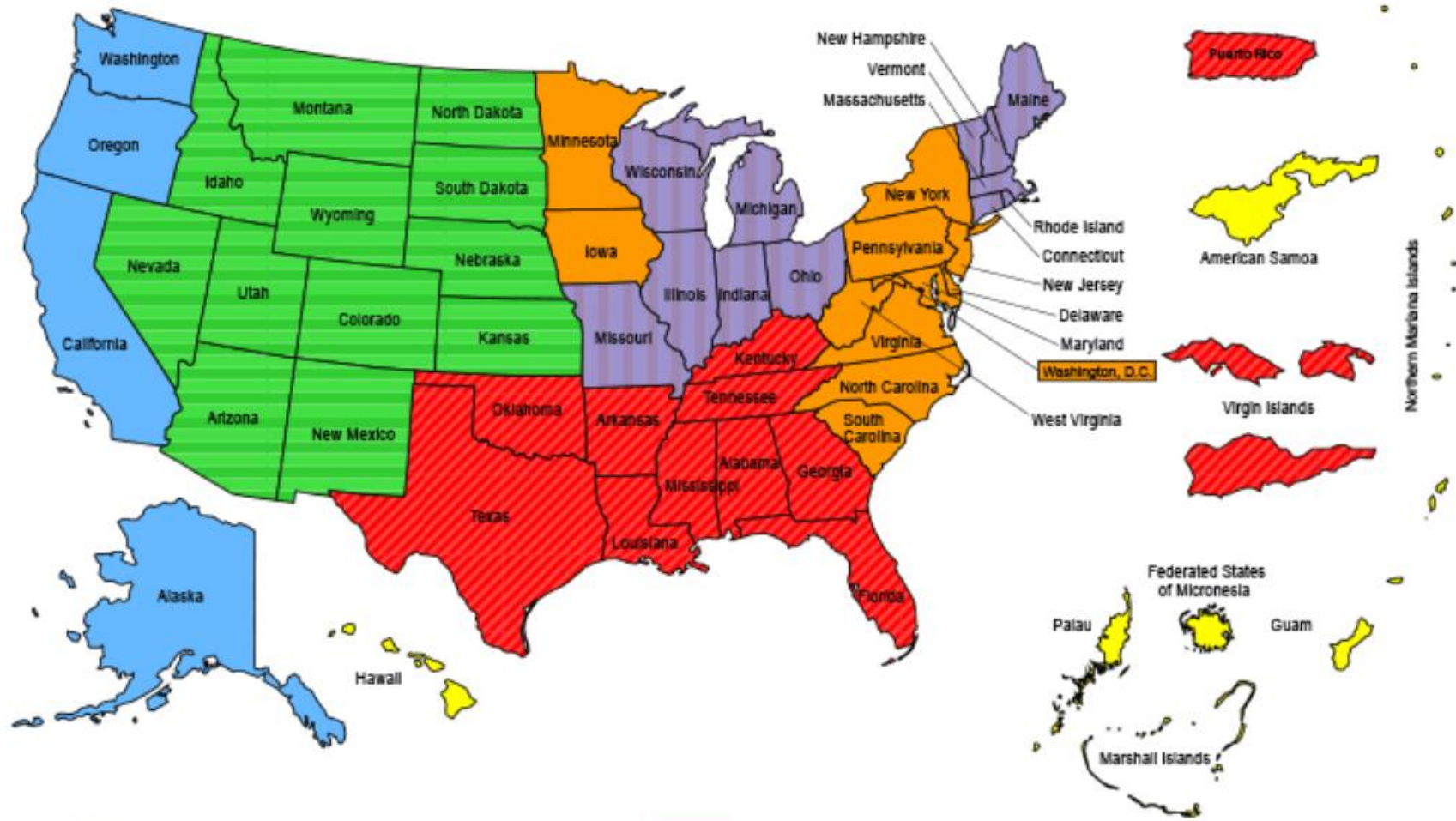
What opportunities do you see?

What areas do you want to work on?



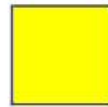
Slide Deck

# Who Is Your **NEDARC** State or Territory Contact?

**Atim Effiong**

[Atim.Effiong@hsc.utah.edu](mailto:Atim.Effiong@hsc.utah.edu)

+1 (801) 585-9158

**Mike Ely**

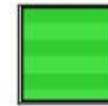
[Michael.Ely@hsc.utah.edu](mailto:Michael.Ely@hsc.utah.edu)

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**Andrea Genovesi**

[Andrea.Genovesi@hsc.utah.edu](mailto:Andrea.Genovesi@hsc.utah.edu)

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**Chris Hoffman**

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+1 (801) 581-5278

**Eddie Zamora**

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+1 (801) 587-7554