

The Pediatric Emergency Care Coordinator/Champion (PECC)

Focus Area #1

September 16, 2021



Emergency Medical Services for Children
Innovation and Improvement Center



Acknowledgement & Disclaimer

The Emergency Medical Services for Children Innovation and Improvement Center is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award (U07MC37471) totaling \$3M with 0 percent financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

A recording of this session will be posted to the participants-only section of the website here:

<https://emscimprovement.center/collaboratives/pwdc/participants/>

Disclosure to Learners

Pediatric Emergency Care Coordinator Workforce Development Collaborative (PWDC) Learning Sessions

Criteria for successful completion in order to receive contact hours:

1. Credit awarded commensurate with participation
2. Completion and submission of evaluation

The planners and presenters of this course have no conflicts of interest to disclose.

The nursing continuing professional development activity was approved by the Emergency Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation



Speakers



Rachael Alter, BS

Co-Lead: Prehospital Pediatric Readiness Project

Co-Lead: EIIC State Partnership & Prehospital Domains



Michelle Moegling BSN, RN, CPN

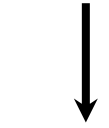
Co-Project Manager: EIIC Disaster Domain

Co-Nurse Lead: EIIC Hospital Domain

Agenda



Overview

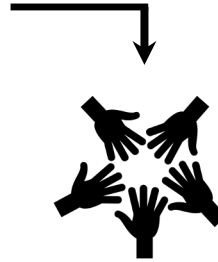


Key Drivers



How to Begin

- Process Flow Map
- Environmental Scan
- Measurement



Aim Statement & Building a Team

- Session Evaluation & CE Credit
- Build a Team
- Measurement
- Resources



Housekeeping & Reminders

- Session Evaluation & CE Credit



Breakout Sessions

- Track-specific guest speakers
- Group discussion

Poll Everywhere

We will be using Poll Everywhere to ask a few questions during this Learning Session.

Today's Poll Everywhere can be accessed through:

- Your web browser
(use QR code or <https://pollev.com/ralter226>)

OR

- The mobile app – enter ***ralter226***
(Apple Store or Google Play)

OR

- Text ***ralter226*** to 22333



Choose one famous person from history you want on your team during a zombie apocalypse.



Do you currently serve as a PECC in your agency or hospital?

Yes

No

Purpose Statement

Pediatric Emergency Care Coordinator

Explore the roles, responsibilities, and skill set of an effective PECC, and identify strategies to create and strengthen the role within your EMS agency, emergency department, or hospital.



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Overview

Pediatric Emergency Care Coordinator

Background

POLICY STATEMENT Organizational Principles to Guide and Define the Child Health Care System and/or Improve the Health of all Children

American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™

Pediatric Readiness in the Emergency Department

Katherine Remick, MD, FAAP, FACEP, FAEMS,^{a,b,c} Marianne Gausche-Hill, MD, FAAP, FACEP, FAEMS,^{d,e,f}
Madeline M. Joseph, MD, FAAP, FACEP,^{g,h} Kathleen Brown, MD, FAAP, FACEP,ⁱ Sally K. Snow, BSN, RN, CPEN,^j
Joseph L. Wright, MD, MPH, FAAP,^{k,l} AMERICAN ACADEMY OF PEDIATRICS Committee on Pediatric
Emergency Medicine and Section on Surgery, AMERICAN COLLEGE OF EMERGENCY PHYSICIANS Pediatric
Emergency Medicine Committee, EMERGENCY NURSES ASSOCIATION Pediatric Committee

TECHNICAL REPORT

American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™

Pediatric Readiness in Emergency Medical Services Systems

Sylvia Owusu-Ansah, MD, MPH, FAAP,^a Brian Moore, MD, FAAP,^b Manish I. Shah, MD, MS, FAAP,^c Toni Gross, MD, MPH, FAAP,^d
Kathleen Brown, MD, FAAP,^{e,f} Marianne Gausche-Hill, MD, FACEP, FAAP, FAEMS,^g Katherine Remick, MD, FACEP, FAAP, FAEMS,^{h,i,j}
Kathleen Adalgais, MD, MPH, FAAP,^k Lara Rappaport, MD, MPH, FAAP,^l Sally Snow, RN, BSN, CPEN, FAEN,^m
Cynthia Wright-Johnson, MSN, RNC,ⁿ Julie C. Leonard, MD, MPH, FAAP,^o John Lyng, MD, FAEMS, FACEP, NRP,^p
Mary Fallat, MD, FACS, FAAP,^q COMMITTEE ON PEDIATRIC EMERGENCY MEDICINE, SECTION ON EMERGENCY MEDICINE, EMS
SUBCOMMITTEE, SECTION ON SURGERY

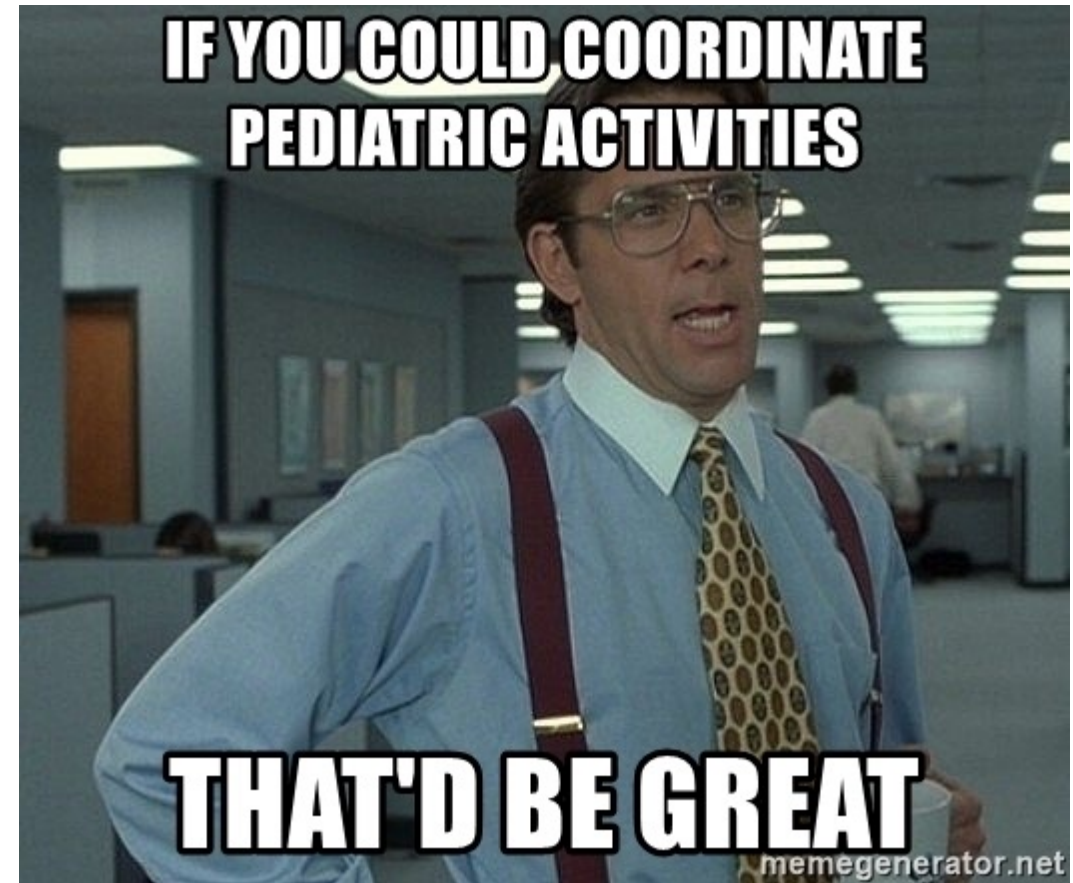
individual who coordinates pediatric emergency care.

for this measure is that by 2026:

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

What is a PECC?

An individual(s) who is responsible for coordinating pediatric specific activities.





When poll is active, respond at pollev.com/ralter226

Text **RALTER226** to **22333** once to join



Do you think having both an EMS agency & ED PECC improved the care of the baby in the scenario?

When poll is active, respond at pollev.com/ralter226

Text **RALTER226** to **22333** once to join



If this were your EMS agency or ED, would it have gone the same way?

Yes

No

Roles and Responsibilities of PECC



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Who can fill this role?



Physician Assistant Nurse Physician Pharmacist

Passion for
kids is all
that's
required.

PeCC Workforce
P W D C
Development Collaborative

Physician Assistant Nurse Pharmacist EMT Paramedic

Nurse EMT Pharmacist Paramedic

PeCC Workforce
P W D C
Development Collaborative

Roles and Responsibilities

Prehospital Practitioner

Development & maintenance of protocols

Support use of pediatric protocols and guidelines

Promote pediatric CE

Oversee process improvement

Ensure availability of pediatric medications, equipment, and supplies

Promote participation in injury prevention programs

Liaise with ED PECC

Promote family-centered care

Roles and Responsibilities

Physician or Advanced Practice Provider

Maintain competencies in pediatric-specific care

Promote pediatric skills and knowledge of provider team

Participate in pediatric quality improvement

Assist in the development and review of ED specific policies and protocols to ensure inclusion of or specific to children

Advocate for appropriate pediatric specific equipment and supplies

Roles and Responsibilities

Nurse

Maintains competency in pediatric emergency care

Facilitates the inclusion of pediatric care in orientation and continuing education

Promote adequate pediatric skills and knowledge of team

Promotes inclusion of pediatric patients in disaster preparedness for the ED and integrate this into the hospital disaster committee

Hospital PECC Collaboration

Promoting skills and knowledge

Participate in the quality improvement development of pediatric outcome metrics

Assist in assuring and reviewing ED policies, procedures and standards to assure pediatric considerations are included

Facilitate the inclusion of pediatric care in orientation and continuing education

The Pediatric Emergency Care Coordinator

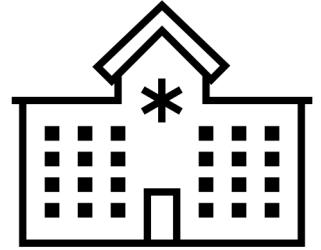
Passionate about providing high-quality pediatric emergency care and advocates for pediatric needs in all aspects of care.





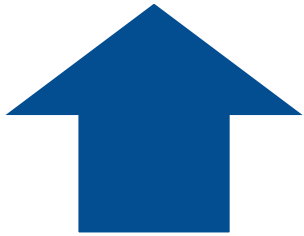
*Pediatric patients often
provoke discomfort and
anxiety among
healthcare personnel*

Value of the PECC Role Emergency Departments



83%

of **children arrive
at general EDs**
(versus specialized
pediatric EDs)



Increased pediatric
readiness scores...

...are associated
with decreased
mortality



Value of the PECC Role

Prehospital



43%

of EMS agencies **see fewer than 1 pediatric patient** a month
(on average)

<10%

of EMS calls are for
pediatric patients

Why This Role Matters



Increased staff
confidence



Additional training
opportunities



Improved care



Pediatric Voice

Summary of Benefits

Ensure resources are available

Maintain relationships

Disaster preparedness

Establish/maintain protocols

Establish QI plans

Equipment & supplies

Hospital and EMS liaisons

Family-centered care



**Based on the overview just provided, do you serve as a
PECC in your organization (even if unofficial)?**

Yes

No

Key Drivers

Key Driver 1: Advocacy & Communication

Advocacy & Communication

- Identify experts
- Garner input from the team
- Raise awareness

Advocacy & Communication

“What is your pediatric volume?”

“We include specific lecture-based training on different complex care patients, like kids with trachs and being prepared for those runs and having pre-planned response for kids in the area we know have special or complex medical needs and being aware of their presence in our community.”

“What is your team's comfort level when treating pediatric patients?”

What illnesses do you most often see in children?

(e.g., respiratory asthma; CYRCL/Tsawit)

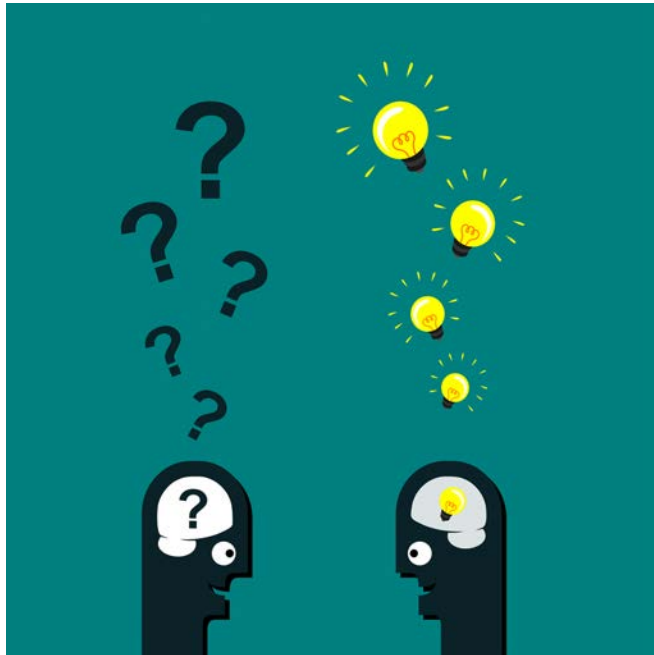


Key Driver 2: Education for PECC

Education

- Identify needs/gaps
- Identify training opportunities

Education



”
“

Since I started the PECC program, I became a

PALS instructor... that was important. I value teaching a quality PALS class, and not make it a course that you just have to do and everybody passes. So I'm trying to continuously get better at teaching and presenting the material in different formats that help other people learn. I think I'm

always trying to become a better instructor and an educator. I think the more times that I teach it, the better I get at it.

What are your
strengths?
What are your
top
opportunities?

Where are
your
weaknesses?

What do you worry
about?
(e.g., potential codes,
life threatening
situations)

Key Driver 3: Process & Policies

Process & Policies

- Key responsibilities
- Job description
- Protected time

Process & Policies

Does your organization have a PECC job description?

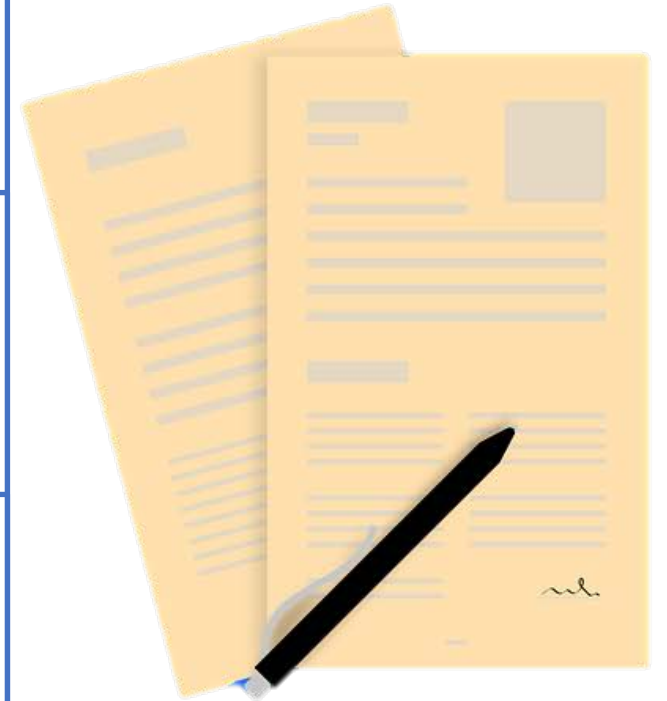
How do you create one?

Is the role integrated into your current job description?

Do you have a PECC-related job title?

It is a part-time role that is an add-on to a full-timer's duties. So it can be at times full-time, but mostly, it's part-time. If they're not working a 24-hour shift, they may put two hours a day into the PECC part of it.

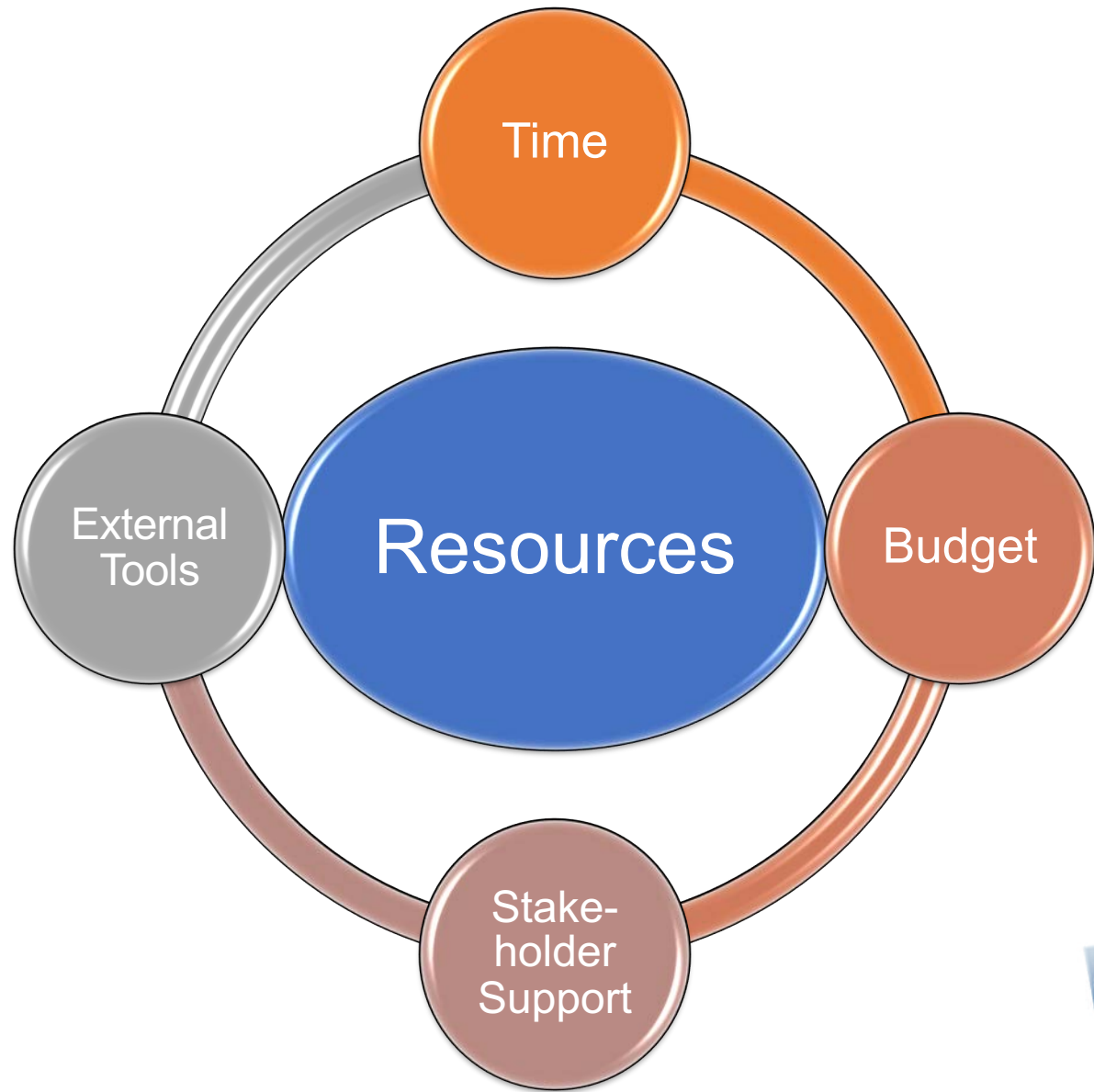
Do you have protected time for PECC duties?



Key Driver 4: Resources

Resources

- Time
- Budget
- Stakeholder Support
- External Tools



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“

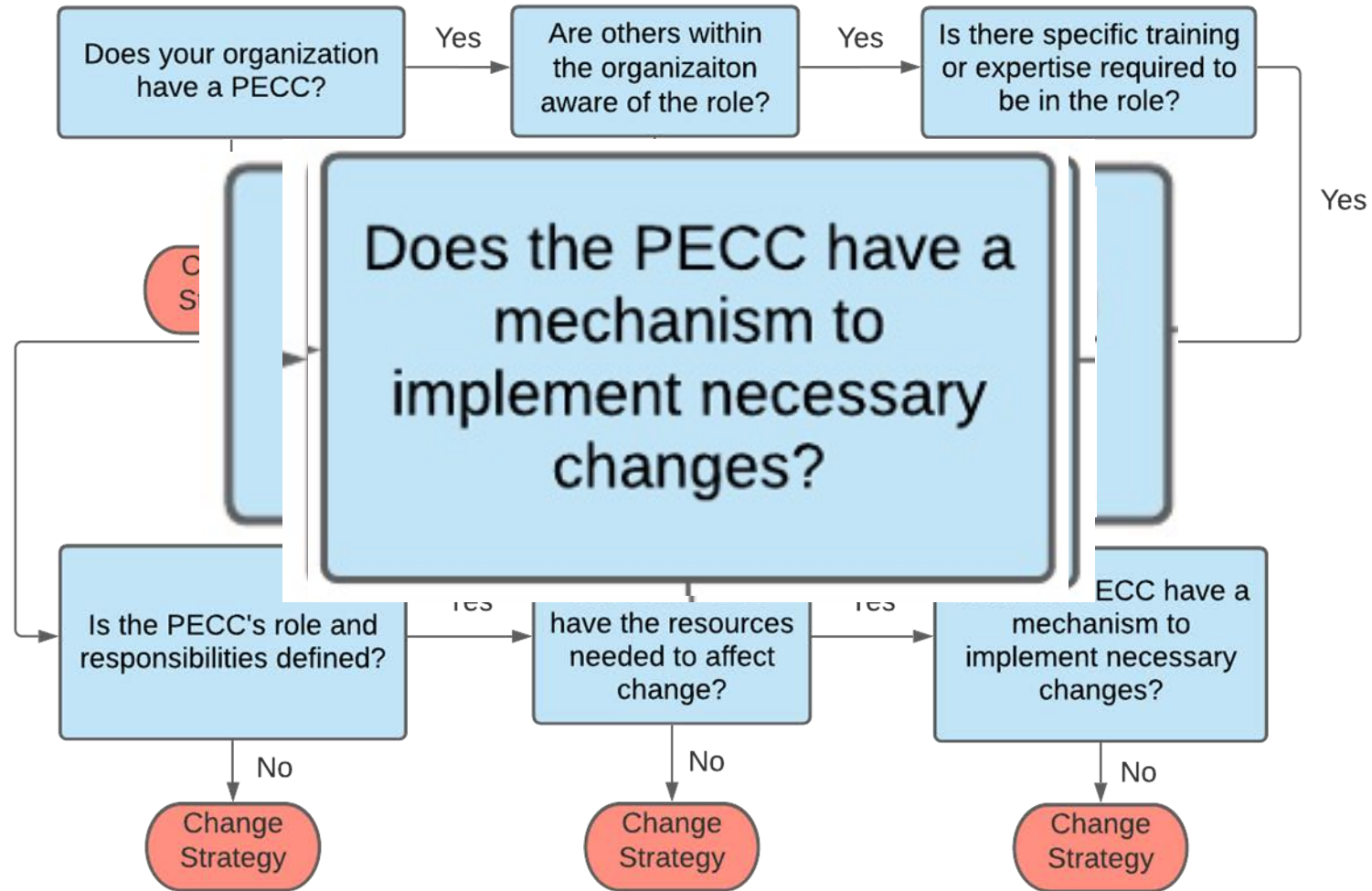
It's been quite eye-opening getting to meet all these different people from all over the state. Some dealing with totally opposite problems that we would never deal with and vice versa.



How to Begin

Assessing Your Baseline

Process Flow Map



Environmental Scan



Focus Area 1: The Pediatric Emergency Care Coordinator

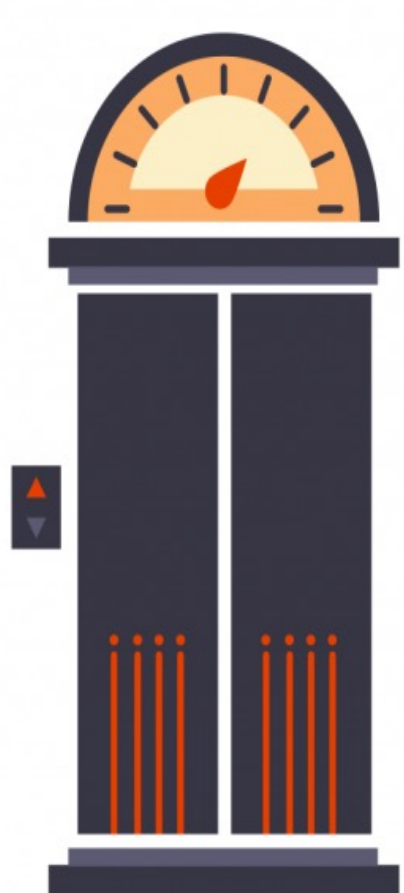
Environmental Scan Worksheet

Instructions

The purpose of these questions is to help you explore the current state of the focus area at your EMS agency, ED, or hospital and identify areas for improvement. To be eligible for CE credit, you must answer the Yes/No and strengths/barriers questions in REDCap. The “Key Considerations / Considerations”, “Best / Suggested Practices” and “Possible Change Strategies” sections are not required but are designed to help you delve deeper into the question, capture best practices shared during learning sessions, and help strategize on how to improve in this area. Please remember that there is an individual link to each of these forms. Please email Meredith Rodriguez at collaboratives@emscimprovement.center for assistance.

1) Is there a PECC, pediatric champion, or an individual(s) in a similar position that is assigned responsibilities for coordinating pediatric care?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Key Elements / Considerations	Best / Suggested Practices	Possible Change Strategies	
<i>How was the role assigned?</i> <i>How long has the PECC been in the role?</i> <i>Is there a process for turnover?</i> <i>If no, why isn't there a PECC within your organization?</i> <i>Has there been efforts to establish a</i>	<i>What are groups doing around the country that would work well for your agency or ED/hospital?</i> <i>How do others select PECCs and address turnover?</i>	<i>What could be done to improve here?</i> <i>Relevant Key Driver(s): 1-Advocacy & Communication</i>	

Pick one thing you can do to improve



First floor

What is a PECC?

Second Floor

What does a PECC do?

Third Floor

What makes the PECC unique?

Forth Floor

What training do you need to be successful?

Rooftop

How does this benefit patient care?

Think about what it will take to make the improvement



<https://thesalesmindsetcoach.com/aim-high-but-start-small/>

Goal Setting

SMART Aim = defining the change/improvement you want to make

Specific:

- What do you want your outcome to be (simple and small)

Measurable:

- Get a baseline
- What do you want the future state to be
- %, rate, #

Attainable:

- This is not part of your aim statement
- Think about the "HOW"
- Make sure it can be accomplished

Relevant/Realistic:

- Is it achievable with the resources you have?

Time-Framed:

- Start small 3-6 month time frame or shorter



EIIC

SMART Aim Examples

By December 1, 2021, 100% of leadership will be able verbalize the importance of the PECC role.

By December 1, 2021, 100% of ED staff will be able identify who is in the role of the PECC .

By January 30, 2022, the PECC will have completed an ENPC class.

By December 31, 2021, three primary roles of the PECC will be defined.

By May 30, 2022, the PECC will identify one support person necessary to make effective change.

Build the Team

- Depending on project, team may be 1 or it may be many
- Identify your key players



Measurement

- Measurement is how you show improvement
- You cannot change what you cannot measure
- Some is not a number and soon is not a time

Focus on learning, Not perfection

- Gain leadership and team buy in
 - How will this improve function or workflow?
- Be flexible, you may need to change things up as you go
- Think about the steps to making changes
 - Always start small
 - One item or one part of a process
- Learning will be incremental improvement

RESOURCES



Conclusion

"If you always do what you've always done you're going to get what you always got."

~ Henry Ford



Housekeeping & Reminders

- CE Credit
 - You will be emailed a link to the session evaluation. You must complete this to receive credit
- Complete the online version of the Focus Area
 - Email Meredith if you need your link.
 - Automatic reminders go out every Monday
- Next Learning Session
 - Patient Safety & Family-Centered Care
 - Oct 7th @ 1:00 ET
- Questions? pwdc@emscimprovement.center

Breakout Sessions



1 – The Pediatric Emergency Care Coordinator

September 16, 2021 | 1:00 ET / 12:00 CT
<https://conference.globalcastmd.com/pwdc#>

AGENDA

Main Session

1:00pm –1:50pm ET	The Pediatric Emergency Care Coordinator Welcome Overview Building A Team Key Drivers How to Begin Housekeeping Items	Speakers: Rachael Alter, BS, QAS Michelle Moegling, BSN, RN, CPN Meredith Rodriguez, PhD
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10 Minute Break

Breakout Sessions

2:00pm – 3:00pm ET	1 - Prehospital Practitioners Mike Ryan, LP, NREMT-P, BS EMS Division Chief Duncanville Fire Department (Duncanville, TX)	Moderator(s): Louis Gonzales, LP, MPH, CPHQ, CPPS Meredith Rodriguez, PhD, CCRC
	2 - Nurses & Other Healthcare Providers Robin Goodman, MSN, RN, CPEN Affiliate member, Pediatric Liaison Nurses Los Angeles County Project Manger, The Lundquist Institute at Harbor-UCLA Medical Center (Torrance, CA)	Moderator(s): Lisa Gray, MHA, BSN, RN, CPN, TCRN Michelle Moegling, BSN, RN, CPN Rosemary Thuss, MA, RN
	3 - Physicians & Advanced Practice Providers Sujit Iyer, MD Pediatric Emergency Medicine UT Dell Medical School (Austin, TX)	Moderator(s): Kate Remick, MD Sujit Iyer, MD Jason Crellin, MD
	4 - State/Territory EMSC Programs In lieu of a guest speaker, we will be presenting the specifics of the EMSC program track.	Moderator(s): Rachael Alter, BS, QAS

- All Teach, All Learn
- Support One Another
- Active Participation
- Ask Questions
- Improvement = Success
- Celebrate Successes





Breakout Sessions

10 Minute Break
(sessions will commence at top of the hour)

1 – Prehospital Practitioners

Guest Speaker:

Mike Ryan, LP, NREMT-P, BS
EMS Division Chief
Duncanville Fire Department
(Duncanville, TX)

2 – Nurses & Other Healthcare Providers (hospital-based)

Guest Speaker:

Robin Goodman, MSN, RN, CPEN
Affiliate member, Pediatric Liaison Nurses Los Angeles County
Project Manger, The Lundquist Institute at Harbor-UCLA
Medical Center (Torrance, CA)

3 – Physicians & Advanced Practice Providers (hospital-based)

Guest Speaker:

Sujit Iyer, MD
Pediatric Emergency Medicine
UT Dell Medical School (Austin, TX)

4 – State / Territory EMSC Programs

Moderator:

Rachael Alter BA, QAS
Collaborative Structure and Expectations for EMSC Programs