

# 2018 Moving EMSC Forward: Championing Quality and Collaboration

April 30 – May 2, 2018  
Austin, Texas



## Meeting Purposes:

- 1) Provide technical support to EMSC State Partnership Managers and Family Advisory Network (FAN) members on EMSC new performance measure baseline data, health outcomes and program priorities.
- 2) Reconvene FAN and provide an in-person venue to develop a strategic plan
- 3) Launch 2018 Pediatric Readiness Quality Collaborative (PRQC)
- 4) Reunion for the Facility Recognition Collaborative states (FRC)

## Expected to attend:

Quality Improvement Collaborative (PRQC)

State Partnership Program Managers

Family Advisory Network (FAN) Representatives

**Hotel Reservations:** AT&T Hotel and Conference Center general information <http://www.meetatatexas.com>

Link to book for those **who need** the government rate (limited quantity available) <https://aws.passkey.com/e/49595806>

For those who can book **without** the government rate <https://aws.passkey.com/e/49595804>

**Meeting Reservations:** Coming soon!

**Airport Information:** Austin-Bergstrom International Airport (AUS)

**Transportation from the Airport:** Uber, Lyft, Super Shuttle, etc. <http://www.austintexas.gov/department/ground-transportation>

**Please make sure each individual person registers to attend the conference. Hotel arrangements at the AT&T Hotel and Conference Center will also need to be made on your own as we are not making those arrangements.**

**Preliminary Agenda** (subject to change, for travel planning purposes only)

<b>Day 1 – April 30<sup>th</sup></b>			
8:00am – 9:00am	<b>Welcoming and Opening Remarks</b>		
Break Outs	Quality Improvement Collaborate (PQRC)	Program Managers Meeting	FAN Professional Development
9:00am-10:00am	<p>Session 1: NPRP/EMSC</p> <ul style="list-style-type: none"> <li>Define the mission of EMSC program</li> <li>Discuss the EMSC performance measures</li> <li>Review the overall mission of the National Pediatric Readiness Project</li> <li>Identify common gaps in pediatric readiness</li> </ul>	<p>Session 1: Welcome and a look back at the past year</p> <ul style="list-style-type: none"> <li>A year in review: A look back to all that we have accomplished</li> <li>Where are we now and where are we going</li> </ul>	<p>Re-Introducing ourselves:</p> <ol style="list-style-type: none"> <li>Who we are (advocacy director and manager)</li> <li>What we heard (from Aug and interviews)</li> <li>What we hope to accomplish (at conference)</li> <li>What FAN members hope to accomplish</li> </ol> <p>Dr. Jean Raphael Tiffany Rattler</p>
10:00am-11:00am	<p>Session 2: Welcome to the EMSC Community</p> <ul style="list-style-type: none"> <li>Understand the role of the State Partnership Program Managers in pediatric readiness and EMSC Program</li> <li>Identify potential collaborative opportunities for PRQC with SP managers</li> <li>Strategies for Success – Spotlight on FRC Success - how the QI collaborative helped</li> </ul>	<p>Session 2: EMSC Vision (from the perspective of MCHB)</p> <ul style="list-style-type: none"> <li>How states can put this vision to work and show change</li> </ul>	<p>The Advocacy Cycle</p> <ol style="list-style-type: none"> <li>What is advocacy</li> <li>Explain the advocacy cycle</li> </ol> <p>TBD/Tim Schauer, Cornerstone Government Affairs (can also ask Government Relations or CCHPA for additional names)</p>
11:00am-12:00pm	<p>Session 3: Overview of QI and Collaboratives</p> <ul style="list-style-type: none"> <li>Discuss the difference between Quality Improvement and Quality Assurance</li> </ul>	<p>Session 3: EIIC now that we have the data, how do we move forward</p>	<p>Telling a patient story (part 1)</p> <ol style="list-style-type: none"> <li>Why does the “story” matter in advocacy</li> </ol>

	<ul style="list-style-type: none"> <li>• Discuss the overall goal of PDSA cycle</li> <li>• Discuss QI Collaboratives structure</li> </ul>		<p><a href="http://citnetwork.org/wp-content/uploads/2015/05/Storytelling-for-Advocacy-2015.pdf">http://citnetwork.org/wp-content/uploads/2015/05/Storytelling-for-Advocacy-2015.pdf</a></p> <p>2. How do you tell your story</p> <p>TBD/TBD (possible presenters The Arc of Texas, Texas Parent to Parent (both Austin based); inquire if EMSC has a contact with Family Voices</p>
<b>12:00pm-1:00pm</b>	<b>Lunch Break</b> <b>Members of the PQRC will have a networking lunch with SP managers</b>		
1:00pm - 2:00pm	<p>Session 4: Introduction to Quality improvement Methodology</p> <ul style="list-style-type: none"> <li>• Understand the critical components of a SMART aim using the global PRQ Collaborative as example</li> <li>• Review the process to develop Key Driver and Fishbone diagrams</li> <li>• Create a template for Process mapping</li> <li>• Review strategies for presenting QI data (i.e. run charts, Pareto charts, etc)</li> </ul>	<p>Session 4: Outcome Evaluation – NEDARC presents data from new PM’s</p> <ul style="list-style-type: none"> <li>• now that we have the data, how do we move forward - what to do at the state level to show progress on PM’s</li> </ul>	<p>Telling a patient story (part 2)</p> <ol style="list-style-type: none"> <li>1. Knowing your audience</li> <li>2. How to tell your story to various audience</li> </ol> <p>TBD/TBD (possible presenters The Arc of Texas, Texas Parent to Parent (both Austin based); inquire if EMSC has a contact with Family Voices</p>
2:00pm - 3:00pm	<p>Session 5: Data, Devices, and Dashboards</p> <ul style="list-style-type: none"> <li>• Explain how data will be collected and used</li> <li>• Review the importance of confidentiality and aggregate reporting</li> <li>• Define data collection points and data type</li> <li>• Review logistics for data submission</li> <li>• Discuss the reporting features (site-specific, team-specific, intervention-specific) of the PRQ Collaborative</li> </ul>	<p>Session 5: EMSC Roadmap: What Does All This Mean for Grantees on a Day-to-Day basis?</p> <ul style="list-style-type: none"> <li>• Discuss roadmap as it relates to grantees on a day-to-day basis</li> <li>• How to show outcomes in a short period of time</li> </ul>	<p>Speaking to Legislators</p> <ol style="list-style-type: none"> <li>1. Getting the meeting</li> <li>2. The presentation - Maximizing time with rep</li> <li>3. Building relationship</li> </ol> <p>TBD/ TCH Government Relations; or CCHPA</p>

3:00pm - 4:00pm	Extra time for Sessions 4 and 5	Session 6: History of EMSC & EMS	<b>Social Media Advocacy</b>  <ol style="list-style-type: none"><li>1. Online platform</li><li>2. Your message</li><li>3. Tips for messaging across platforms</li></ol> TBD/Drs. Padma Swamy, Margaret Wood, or Ana Monterrey
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## Day 2 – May 1<sup>st</sup>

	Quality Improvement Collaborate (PQRC)	Program Managers Meeting	FAN Strategic Planning
8:00am – 10:00am	<p>Session 6 Intervention bundle #1- Weighing in Kilograms</p> <ul style="list-style-type: none"> <li>• Discuss importance of intervention and potential impact on patients</li> <li>• Discuss potential SMART aims</li> <li>• Integrate QI tools into intervention bundle to include development of key driver and fishbone diagrams</li> <li>• Create a process map to drive activities and change strategies</li> <li>• Implement PDSA cycles</li> <li>• Discuss data collection tools for intervention</li> <li>• Review potential outcomes</li> <li>• Discuss ways to measure performance related to change strategies</li> </ul>	<p><b>Morning Plenary: Planning for Disaster (EMSC, HPP, FAN)</b></p>	
10:00am- 11:00pm	<p>Session 7 Intervention bundle #2- Identification of abnormal vital signs</p> <ul style="list-style-type: none"> <li>• Discuss importance of intervention and potential impact on patients</li> <li>• Discuss potential SMART aims</li> <li>• Integrate QI tools into intervention bundle to include development of key driver and fishbone diagrams</li> </ul>	<p>Session 7: Pending planning committee discussions</p>	<p>Moving FAN Forward</p> <ol style="list-style-type: none"> <li>1. How FAN has contributed</li> <li>2. Introduce redefined role of FAN (new framework for supporting EMSC)</li> </ol> <p>TBD/Needed: 3<sup>rd</sup> party Facilitator</p>
11:00am – 12:00pm	<ul style="list-style-type: none"> <li>• Create a process map to drive activities and change strategies</li> <li>• Implement PDSA cycles</li> </ul>	<p>Session 8: New EMS Policy; Statement: Guidelines for Care of Children in EMS</p>	<p>Working with State Managers</p> <ol style="list-style-type: none"> <li>1. The relationship between state managers and FAN</li> <li>2. Best practices</li> </ol> <p>TBD/Panel session -multiple speakers (state managers, FAN reps) Neutral 3<sup>rd</sup> party facilitator also needed</p>

	<ul style="list-style-type: none"> <li>• Discuss data collection tools for intervention</li> <li>• Review potential outcomes</li> <li>• Discuss ways to measure performance related to change strategies</li> </ul>		
<b>12:00pm-1:00pm</b>	<b>Lunch Break</b>		
1:00pm-2:00pm	<p>Session 8 Intervention bundle #3- Interfacility transfers</p> <ul style="list-style-type: none"> <li>• Discuss importance of intervention and potential impact on patients</li> <li>• Discuss potential SMART aims</li> </ul>	Session 9: Pending planning committee discussions	<p>Performance Measures (Part 1)</p> <p>1. Performance measures interpreted/explained</p> <p>TBD/ TBD – speaker from EMSC or affiliated group</p>
2:00pm-3:00pm	<ul style="list-style-type: none"> <li>• Integrate QI tools into intervention bundle to include development of key driver and fishbone diagrams</li> <li>• Create a process map to drive activities and change strategies</li> <li>• Implement PDSA cycles</li> <li>• Discuss data collection tools for intervention</li> <li>• Review potential outcomes</li> <li>• Discuss ways to measure performance related to change strategies</li> </ul>	Breakout Sessions: TBD	<p>Performance Measures (Part 2)</p> <p>1. Working with FAN to determine what they can do to support performance measures in their state</p> <p>TBD/TBD (facilitator)</p>
3:00pm-4:00pm	<p>Session 9 Intervention bundle #4- Pediatric disaster preparedness</p> <ul style="list-style-type: none"> <li>• Discuss importance of intervention and potential impact on patients</li> <li>• Discuss potential SMART aims</li> </ul>	Breakout Sessions: TBD	<p>Debrief and Wrap Up</p> <p>1. Summarizing what was learned and next steps</p> <p>TBD/ Tiffany Rattler</p>
4:00pm-5:00pm	<ul style="list-style-type: none"> <li>• Integrate QI tools into intervention bundle to include development of key driver and fishbone diagrams</li> </ul>	Session 10: EMSC Showcase on New Initiatives	

	<ul style="list-style-type: none"><li>• Create a process map to drive activities and change strategies</li><li>• Implement PDSA cycles</li><li>• Discuss data collection tools for intervention</li><li>• Review potential outcomes</li><li>• Discuss ways to measure performance related to change strategies</li></ul>		
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## Day 3 – May 2nd

	Quality Improvement Collaborate (PQRC)	Program Managers Meeting	FAN Strategic Planning
8:00am-10:00am	Session 10: Project management <ul style="list-style-type: none"> <li>Discuss the challenges of managing a team</li> <li>Explain the value of a SWOT analysis using sample team profiles</li> <li>Discuss ways to track team engagement and performance</li> <li>Describe ways to ensure successful completion of tasks</li> <li>Review available resources to support collaborative activities</li> </ul>	Session 11: Working Together Effectively – State Partnership Managers and FAN	Working Together Effectively – State Partnership Managers and FAN
10:00am-12:00pm	Session 11: Closing session <ul style="list-style-type: none"> <li>Describe the team structure and role of the trainers and champions</li> <li>Review current team profiles and breakdown of intervention bundle participation</li> <li>Discuss global metrics of the PRQ collaborative and monitoring</li> <li>Assess strengths and weaknesses related to collaborative activities</li> <li>Create initial process map to facilitate next steps</li> </ul>	Session 12: Wrap-Up	Working Together Effectively – State Partnership Managers and FAN



