

# Suggested Emergency Healthcare System Recommendations

Intent of these recommendations is to acknowledge current State system efforts and to include acute care into the trauma system development since the Mission of GETAC is:

To promote, develop and maintain a comprehensive EMS/Trauma System that will meet the **needs of all patients and that will raise the standards** for community health care by **implementing innovative techniques and systems for the delivery of emergency care for the entire population.**

## References

### **Health and Safety Code 773.002 Purpose**

The purpose of this chapter is to provide the prompt and efficient transportation of sick and injured patients, after necessary stabilization, and **to encourage public access to that transportation in each area of the state.**

### **Health and Safety Code 773.003 Definitions**

- (8) "Emergency Medical Services" means services used to respond to an individual's perceived need for **immediate medical care and to prevent death** or aggravation of physiological or psychological illness or injury.
- (9) "Emergency medical services and trauma care system" means an arrangement of available resources that are coordinated for the effective **delivery of emergency health care services** in geographical regions consistent with planning and management standards.
- (19) "Emergency medical care" means bona fide emergency services provided after the **sudden onset of a medical or traumatic condition manifesting by acute symptoms of sufficient severity, including severe pain, such that the absence of immediate medical attention could reasonably be expected to result in**
- (A) placing the patient's health in serious jeopardy;
  - (B) serious impairment to bodily functions; or
  - (C) serious dysfunction of any bodily organ or part.

### *A Strategic Plan for the Texas/ EMS Trauma System*

"It is our collective desire to use this plan as our statewide roadmap; a "living" documents that will be evaluated and updated on an on-going basis. The strategic relationships we have developed over the past several years are stronger than ever and remain collectively committed to the decreasing death and disability from sudden illness and injury." (Racht, MD, 2002)

### **GETAC Clinical Care Objectives**

1. As an essential service, the Texas EMS/Trauma System will commit to a common standard of baseline community emergency and trauma care services for all adult and pediatric patient populations.
2. Reduce time from onset of illness to definitive care.
3. Apply evidence-based approach to all EMS and trauma patient clinical care.

#### GETAC Clinical Care Strategies

- a. GETAC, with stakeholder input, will identify high priority clinical care areas (initially and on an ongoing basis), and assist TDH in collation and dissemination of current information/standards/opportunities for education (TDHBEM website, Texas EMS Magazine, Texas EMS conference, etc.) by 10/1/03 and annually thereafter.

### Recommendations

These recommendations include:

**Definitions-** Historically new terms have been added at different times that legislation is passed. While these terms are not currently in any legislation, they could possibly be referenced with 773.003 (19) (A, B, C). (The definitions are just a suggested starting point to be completely vetted by GETAC committees and Council.)

- ◆ Include and define the definition of *Emergency Healthcare Services* into TAC 157
  - *"Emergency Healthcare Services" means a comprehensive emergency healthcare system that includes acute care medical services, along with trauma, for the sick and injured, comprised of emergency medical services (EMS) and hospitals that provide appropriate care.*
- ◆ Include and define the definition of *acute care clinical programs* into TAC 157
  - *"Acute care clinical programs" means acute care clinical programs that provide comprehensive acute care treatment to the medical ill patient, i.e. acute stroke, acute cardiac care, hypothermic treatment, etc.*
- ◆ Include and define the definition of regional *Acute Care Programs* into TAC 157
  - *"Acute Care Programs" means a group of clinical care programs that address the acute care treatment and other components of acute care systems of care.*
- ◆ Include and define the definition of *acute cardiac care* into TAC 157
  - *"Acute Cardiac Care" means the emergency care and treatment provided to a patient by qualified healthcare professionals.*
- ◆ Include and define the definition of national recognized and CMS approved credentialing organizations such as Det Norske Veritas and/or other Department of State Health Services approved organizations.

**State Level Development** –State level development of the components of an emergency healthcare system should include regional representation and the additional representation of acute care programs that correspond with the overall state efforts.

- ◆ Establishment of criteria for facility designation and credentialing
- ◆ Establishment or collaboration with national or state programs for facility designation and credentialing

#### **Regional System Development**

- ◆ Promote the transformation of the Regional Advisory Council's inclusion, participation, development, education and financial support of acute care clinical programs
- ◆ Participation of hospitals within their regions with their corresponding Regional Advisory Councils Regional System Development that continues to be aligned with the State.
- ◆ Mandate the required establishment of regional Acute Care Programs.
- ◆ Standardized triage for medical conditions.
- ◆ An electronic repository of reference tools
- ◆ An electronic repository of systems contact information
- ◆ The implementation of a process to regularly share best practices with other healthcare systems throughout the state; and within healthcare systems both at an enterprise level and regionally
- ◆ Comprehensive and regionally agreed upon transfer protocols at a regional or healthcare enterprise level
- ◆ Comprehensive and regionally agreed upon triage and referral lines at a regional or healthcare enterprise level
- ◆ Comprehensive , but simplified 911 notification for acute care at a regional or healthcare enterprise level

#### **Access to Care**

- ◆ 100% geographical coverage for EMS and dispatch
- ◆ 100% geographical coverage of specialty clinical programs, this could include telemedicine programs
- ◆ Access of care for all levels of financial needs
- ◆ "Overuse access of care" patient use should be redirected to the most appropriate levels of care
- ◆ Required training for EMS regarding special needs children

**Education**-Listed are sample goals of a regional education program that could be provided. Some of these are already being addressed but may not at a state level.

- ◆ Clinical Education that corresponds with local healthcare systems

- Participation in clinical program education
  - Ride outs for nursing staff
  - Clinical rotations with local healthcare systems
- ◆ Community Education
    - Regional education regarding the risk factors, warning signs and symptoms
    - Regional education regarding calling 911 awareness
    - Community recognition programs for calling 911

### **Quality and Process Improvement**

- ◆ Mandated contribution and participation into a regional database that aligns and feeds into a comprehensive state database
- ◆ The development and maintenance of a regulated State Database
- ◆ Surveillance of regional clinical programs at a state level that would monitor:
  - Participation in RAC and clinical programs
  - Clinical program contact information database
  - Program levels of care
  - Time of care designation
  - Patient diagnosis's
  - Patient outcomes
  - Patient disposition
- ◆ Mandated integrated system communication to include healthcare system and EMS partners
  - Participation in RAC and clinical programs
  - Clinical program contact information database
  - Program levels of care
  - Time of care designation
  - Patient diagnosis's
  - Patient outcomes
  - Patient disposition
- ◆ Mandated participation of hospitals in a national database to collect and interpret data regarding:
  - Participation in acute care clinical programs
  - Clinical program contact information database
  - Program levels of care
  - Time of care designation
  - Patient diagnosis's
  - Patient outcomes
  - Patient disposition

### **Workforce Development**

- ◆ Development of new clinical programs as the science evolves