EMD-Q Performance Standards Edition 9a

Update Guide

Edition 9 of the IAED™ EMD-Q® Performance Standards was specifically designed to reduce the emphasis on scores in favor of a system better equipped to pinpoint and prioritize specific areas for improvement. In Edition 9, deviations from standard practice have been divided into four categories: CRITICAL, MAJOR, MODERATE, and MINOR. This categorization helps QI personnel use limited resources to address the most important problems first.

A parking lot analogy is often used to describe how this works. The CRITICAL deviations lot contains calls with problems that are likely to have a significant negative impact on the incident such as failure to obtain an address, selecting the wrong Chief Complaint Protocol, or failure to provide PAIs when appropriate. Clearly these issues need to be corrected as soon as possible.

After the CRITICAL lot has been cleared, QI personnel can start focusing on the MAJOR lot, followed by the MODERATE lot, and then the MINOR lot.

MINOR deviations include issues such as asking questions out of order or performing a brief lapse in customer service that is immediately corrected before having a negative effect on the call. These minor issues, especially in combination, may have a negative impact on the incident but are clearly less significant than the CRITICAL deviations described above. It would be any administrator’s dream to get to the point where the greatest concern is clearing out the MINOR lot.

Feedback on the new Performance Standards and the parking lot concept has been largely positive. It seems that the new system does indeed do a better job of pinpointing and prioritizing specific areas for improvement.

However, as is the case with almost any major revision, a few areas of concern have been identified in the new standards. Edition 9a is designed to clarify or resolve some of the most significant concerns.
Universal Protocol Standards

Universal Protocol Standard 1 (As Written)

- Mention of insignificant errors in instructions has been removed from Universal Protocol Standard 1 because there are no Performance Determinations to address them.
- Each Case Entry Question or Key Question asked with an insignificant error is now recorded and tracked as a MINOR deviation.

Universal Protocol Standard 12 (Appropriate Protocol Links)

- The “Determining AGONAL BREATHING” and “Take pulse & return to sequence” symbols have been removed as examples of protocol links since the use of these items is evaluated in the Diagnostic and Instruction Tools section.

Universal Protocol Standard 20 (Record Information Correctly)

- Recording information correctly applies only to Key Questions.

Performance Determinations for Universal Protocol Standards

- Each Case Entry Question or Key Question asked with an insignificant error is now recorded and tracked as a MINOR deviation (Universal Protocol Standard 1).
- Deviations for Case Entry Questions have been removed from this section and moved to the Case Entry section because different questions are weighted differently.

Performance Determinations for Customer Service

- Both “failure to apply Universal Customer Service Standards 1-7” and “performing a small error when applying Customer Service Standards 1-6” are now recorded and tracked as MINOR deviations.

Performance Determinations for Case Entry

- Items that were repeated from the Performance Determinations for Universal Protocol Standards have been removed from this section.
- Items related to the specific weighting of Case Entry Questions are now included here.
Performance Standards for Chief Complaint Selection

Chief Complaint Selection Standard 3

- The Chief Complaint Selection Rules have been removed from the Performance Standards. Please refer to the current version of the MPDS® for an up-to-date listing of Chief Complaint Selection Rules.

Chief Complaint Selection Standard 6

- This standard has been made more generic to account for changes made in MPDS® v13.

Chief Complaint Selection Standard 9

- This standard has been made more generic to account for changes made in MPDS® v13.

Performance Standards for Dispatch Life Support Instructions

- Post-Dispatch Instructions (PDIs) and Pre-Arrival Instructions (PAIs) are now evaluated separately for all calls.

Performance Determinations for DLS Instructions

- It may appear that the DLS compliance percentages have changed. However, the percentages listed in the Edition 9a Performance Standards match what AQUA has already been doing for several years. To ease in the transition from Edition 8 to Edition 9, AQUA used the DLS labels from Edition 8 and translated them to the new Edition 9 standards (i.e., Edition 8 MINOR = Edition 9 MODERATE, Edition 8 MODERATE = Edition 9 MAJOR, Edition 8 MAJOR = Edition 9 CRITICAL). In Edition 9a the labels have now been changed to match the Edition 9 Standards.
- Adhering to a PDI compliance percentage between 75.01% and 95% (with no other PDI deviations) is now classified as a MINOR deviation. (Adhering to a PAI compliance percentage between 75.01% and 95% is still classified as a MODERATE deviation.)

Quality Improvement Review Matrix

- The Quality Improvement Review Matrix now shows minimum thresholds for each Compliance Level instead of maximum deviations allowed in each Compliance Level.
- The Compliance Level categories have been relabeled: High Compliance, Compliant, Partial Compliance, Low Compliance, and Non-Compliant.
- The Feedback Times have been adjusted to be more generic.
- Additional explanation has been added to the Performance Standards to clarify these changes.