

# MPDS Protocol 26 (Sick Person) and Paramedic/EMT Provider Impression Study

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Northwell Health Center for EMS, Syosset, New York, ACE and CAAS Accredited



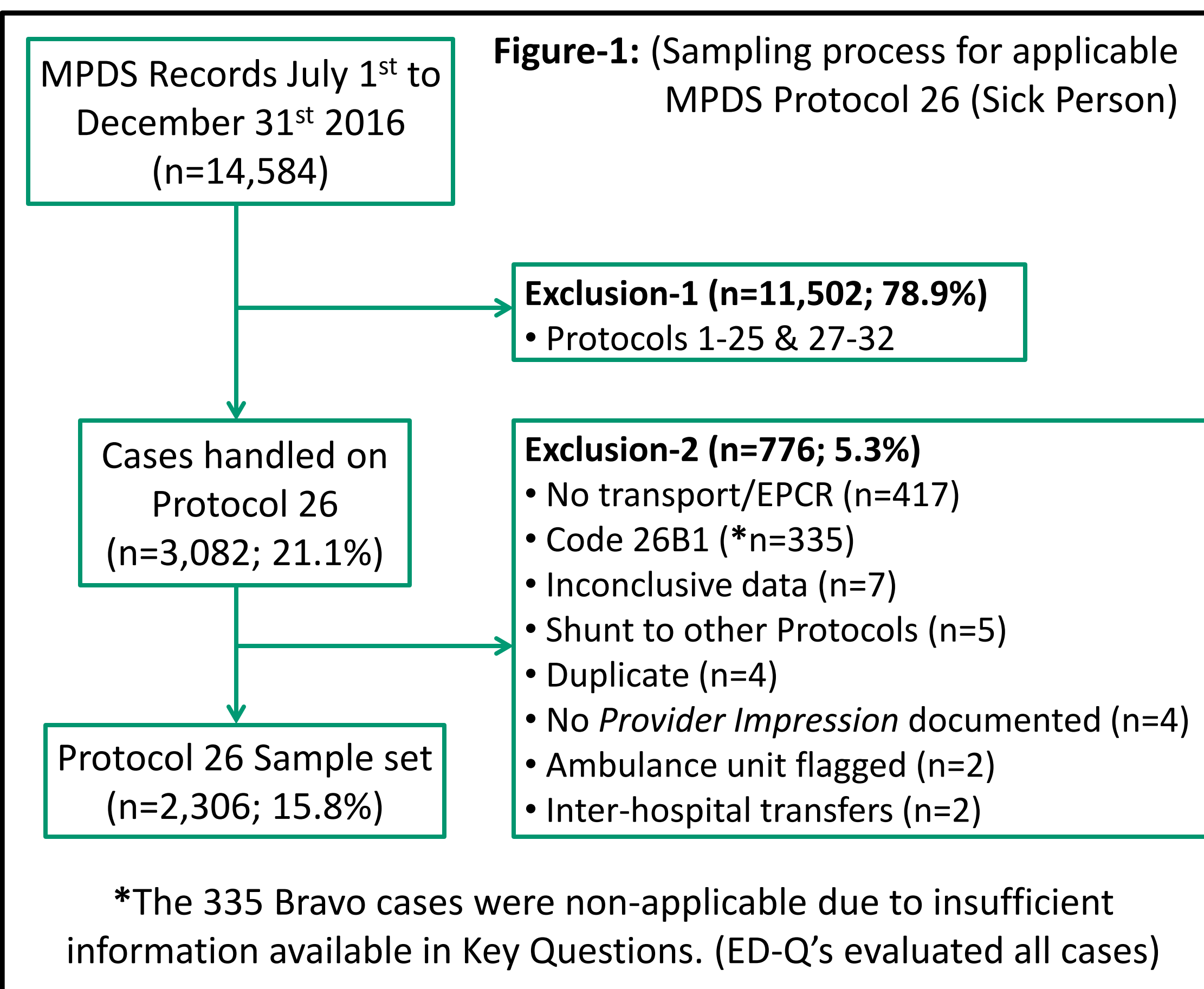
## INTRODUCTION

Northwell Health Center for Emergency Medical Services (CEMS) strives to provide the best pre-hospital care in the Northeast Region. CEMS Communications, an Accredited Center of Excellence (ACE) with the IAED, continually monitors the effectiveness of its MPDS system as it applies to EMS response through Clinical and Communication Quality Assurance and Quality Improvement Programs. Protocol 26 (Sick Person) is currently the most utilized protocol in CEMS Communications. To ensure proper response and care for patients assigned to this MPDS complaint, it is important to determine the subsequent EMS crew findings of these patients and compare these findings to the initial dispatch-assigned complaint type and priority level. Evaluation of this data will look to validate the use of Protocol 26 for non-specific and general sick cases, evaluate the number of *Provider Impression Protocol Outliers* and ensure Paramedic/EMT documentation of appropriate *Provider Impressions*.

## SPECIAL DEFINITIONS

**Provider Impression:** The Paramedic/EMT presumptive diagnosis based on their evaluation of the patients symptoms. There are Primary, Secondary and Tertiary fields within the *EMR*.  
**Electronic Medical Record (EMR):** Electronic patient care report used by Paramedic/EMT to document patient history, evaluation, vitals, interventions and pertinent medical information.  
**Provider Impression Protocol Outlier:** A documented impression that could be more appropriately handled on a Chief Complaint other than Protocol 26 (Sick Person).  
**Monitoring Required:** A *Provider Impression* that does not associate with a specific complaint protocol.

## METHODS



Correct Chief Complaint selection is monitored as part of IAED ACE Performance Standard. CEMS Communications exceeded these standards from 07/01/2016 – 12/31/2016. See **Table-2**

Figure-2:

## Clinical and Dispatch Quality Collaboration

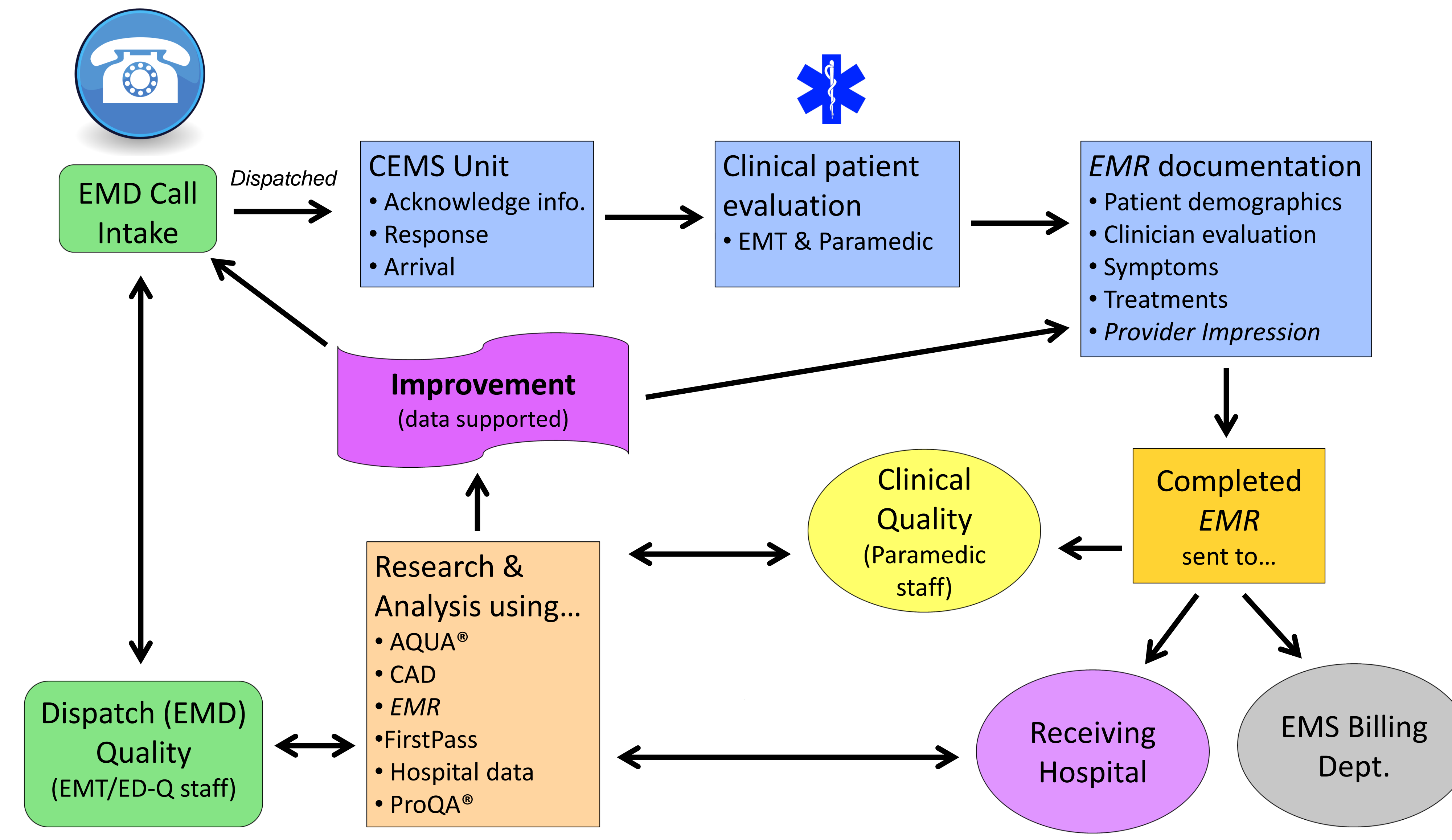


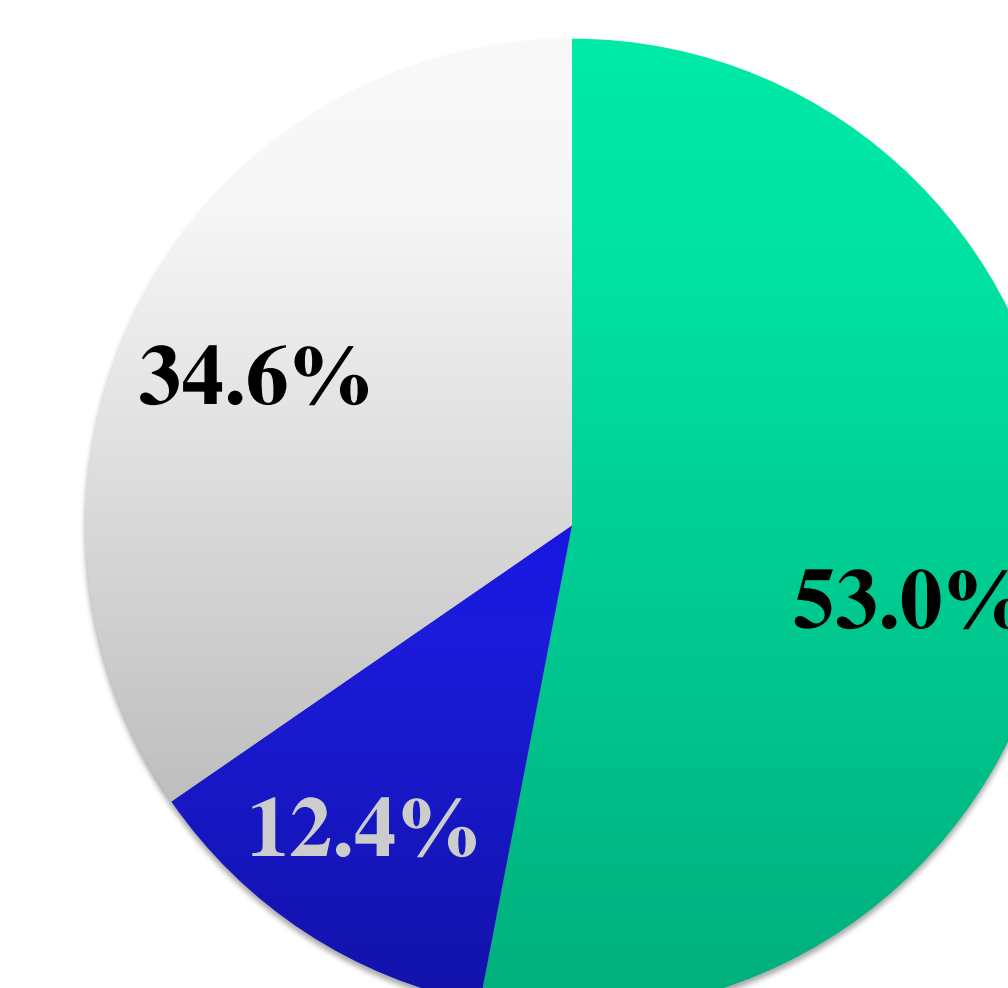
Table-1: (Provider Impression breakdown)

Provider Impression (n=49 total)	N=2,306 n (%)
1. Appropriate to Protocol 26 (Sick Person) (n=30)	1,223 (53.0)
Weakness	311 (25.4)
Elevated Temp/Fever	162 (13.3)
Unknown Medical	149 (12.2)
Others	601 (49.1)
2. Monitoring required (n=1)*	798 (34.6)
3. Protocol outliers (n=18)	285 (12.4)
Abdominal Pain	94 (33.0)
Dyspnea/SOB	44 (15.4)
Back Pain (no trauma)	36 (12.6)
Others	111 (38.9)

\*This Provider Impression is non-specific when compared to the remaining 48.

## RESULTS

- Appropriate Chief Complaint 26 (Sick Person)
- Provider Impression Protocol Outliers
- Monitoring Required (further eval needed)



Paramedics & EMTs who documented more specific *Provider Impressions* were highly accurate when comparing the MPDS code against *EMR* documentation.

## CONCLUSION

As a result of the study, awareness was brought to a potential bias for Paramedic/EMT to avoid specific complaint documentation. The utilization of ProQA data in a clinical quality department can identify Paramedic/EMT documentation that requires improvement specific to presumptive diagnoses. When improved, documentation can provide a more clear report of the patient's symptoms for hospital and billing staff and be used for more accurate research.

## FUTURE RESEARCH GOALS

Further evaluation of the *EMR* narratives for *Monitoring Required* cases will look to improve the Paramedic and EMT documentation of a more specific impression for applicable cases.

Pending IRB approval, further research will be conducted to look at the hospital reports for these patients and analyze findings on admitting diagnosis, length of stay, patient outcome and discharge diagnosis.



Table-2: (CEMS ACE PERFORMANCE STANDARD)

07/01/2016 – 12/31/2016		
Compliance Level	% / Deviation	# / Cases
High Compliance	41%	377
Compliant	45%	419
Partial Compliance	6%	56
Low Compliance	2%	18
Non-Compliant	6%	55

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- Communications Specialists (EMDs), EMT's & Paramedics of Northwell Center for EMS
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- Physio Control HealthEMS® Manager
- Priority Dispatch Corp.
- TRITECH Software Systems



## CONTACT INFORMATION

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