



PeaceHealth

The Spirit of Health



Collaboration with EMS through Stroke Case Conference

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Background

- Sacred Heart Medical Center is a certified Primary Stroke Center (PSC) through Det Norske Veritas (DNV).
- At last review, DNV identified that the PSC could improve its communication to Emergency Medical Services (EMS).
- The Springfield/Eugene Emergency Medical Services Chief requested feedback about patients who received t-PA.
- The stroke team felt it would be valuable to have EMS participate in the monthly Stroke Case Conference.



DNV Criteria

CR.2 Notification and EMS; including data exchange between EMS, ED and the Stroke Team so that **relevant prehospital data** can be incorporated into the evaluation of effectiveness of the PSC. This data shall capture stroke team response time to acute stroke patients, treatments used and patient disposition.(page 10)



Method

- Obtained approval from Medical Staff Services – peer protected meeting
- Utilized an existing Confidentiality Agreement
- Identified a “success story” where everything went right for first case review
- EMS Chief facilitated attendance by responding paramedics
- EMS Chief brought copy of actual 911 call to dispatch
- Stroke Program Manager obtained copy of EMS call to Emergency Department



Value

Improved understanding that:

- there is a continuum of care
- a stroke isn't a death sentence and early intervention saves lives and decreases disability
- stroke patients may minimize their symptoms and not seek care
- the hospital team can reach out to EMS crew to clarify patient information
- assessing for a stroke in the field isn't as easy as it seems



Difficulties Encountered

- Lack of common language. EMS can relate to cardiac but is less familiar with the brain
- Hard to build EMS interest due to EMS not fully appreciating the relevance to their practice



Improvements

- Seeing the value of reporting last seen well (LSW) in military time versus ambiguous time
- Protocol changes: obtaining name and cell number of by-stander so that hospital team can call and clarify information
- Building the neurologic assessment protocol to better identify stroke patients



Summary

EMS can successfully be incorporated into the existing Stroke Case Conference with overall benefit to the stroke program through improved communication between EMS and the stroke team.



Questions