



CENTRAL DUPAGE HOSPITAL  
EMERGENCY MEDICAL SERVICES SYSTEM  
POLICY & PROCEDURES

TITLE: AGENCY OF THE YEAR

SECTION: RECOGNITION

POLICY NUMBER: P-1

APPROVED BY: DR. STEVE GRAHAM EMS MEDICAL DIRECTOR

EFFECTIVE DATE: 01 AUGUST 2019

NUMBER OF PAGES: 2

**PURPOSE:**

To define the Central DuPage Hospital Emergency Medical Services (CDHEMSS) policy on “Agency of the Year” award(s).

**POLICY:**

EMS agencies can be awarded “Agency of the Year” based on the below defined points system derived from the CDHEMSS QA process:

1. For the below categories, 5 points will be awarded for 1<sup>st</sup> place, 3 points will be awarded for 2<sup>nd</sup> place and 1 point will be awarded for 3<sup>rd</sup> place
  - a. Overall Average ALS Scene Time
    - i. Calls in which scene delay is marked anything other than “none” will be excluded in the average totals
  - b. Overall Average BLS Scene Time
    - i. Calls in which scene delay is marked anything other than “none” will be excluded in the average totals
  - c. Overall Average Pediatric Scene Time
    - i. Calls in which scene delay is marked anything other than “none” will be excluded in the average totals
  - d. Adult “core” measures as defined in policy “CQI Data Dictionary” policy
    - i. Stroke Care
    - ii. STEMI Care
    - iii. Medication dosing accuracy
    - iv. Respiratory care
    - v. Altered mental status
    - vi. Seizure care
    - vii. Hypo/Hyperglycemia
    - viii. Intubation success rate
    - ix. Intubation care
    - x. Supraglottic success
    - xi. Supraglottic care
    - xii. Cardiac arrest care
    - xiii. Uniform reporting criteria cardiac arrest
    - xiv. ETCO<sub>2</sub> use with oxygen administration
    - xv. ETCO<sub>2</sub> use with altered mental status

- xvi. IV success rate
  - xvii. IO success rate
  - xviii. Patient contact to 12 lead when dispatched for chest pain
  - xix. Patient contact to 12 lead for non-chest pain patients with STEMI
  - xx. SIRS / Sepsis fluid bolus administration
  - xxi. Syncope patients with 12 lead and blood glucose
    - i. Temperatures on ALS patients
    - ii. Vital Signs within 2 minutes of patient contact
  - e. Agency CQI complaints
  - f. File Upload / attachments
2. Should an agency have 100% in any of the above categories, the agency shall be awarded 3 extra points for each category at 100%.
  3. For each case review -1 points shall be applied to the total
  4. For each “Call of the Month” win 1 point will be awarded for the agency
  5. The review period for “Agency of the Year” is from 01 January – 31 December each year
  6. The “Agency of the Year” point totals will be calculated and the agency with the most points will be the “Agency of the Year.” Should there be a tie, both agencies will be awarded “Agency of the Year”
  7. No agency shall be informed by the CDHEMSS of any other agency’s point total, rankings, or scores other than the top 3 agencies.

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|-------------------|--------------|---------------|-------------|-------------|-------------|
| Effective Date:   | 01 July 2018 |               |             |             |             |
| Review Date(s):   | 01 July 2019 | 01 June 2021  | 01 Oct 2021 | 01 Feb 2023 | 01 Nov 2023 |
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