



Friday Night [under the] Lights

2014



Happy Friday.

Happy 2014 (or MMXIV if you'd rather not mess with the numbers)... 2014 is the Year of the Horse according to the Chinese Zodiac. Hard to believe it's already here. Seems like just yesterday it was a pony...

But, holy crud. Did 2013 fly, or what? 2013 was an extremely busy and productive year in the Envision Healthcare family. As the largest practice of out-of-hospital medicine in the country, we have a lot to be proud of. Since my very first day in this organization, I've been in awe of its size and its reach. It's hard not to be. We're humungous. And with that size comes the privilege of the responsibility for millions of patient's lives.

It's neat to be big. It means that our collective actions can have a substantial impact on our communities.

And with that bigness (hey - it's a new year – I can make up a few new words if I want) comes a HUGE responsibility to get it right. If big is good, it's fantastic. If big is bad, it's a catastrophe.

So it's our collective obligation to work together to do everything we can to bring sound evidence to our patients in a compassionate, caring and accountable way. We made significant (and I mean *significant*) strides last year in our EMS Practice. We did things that I would have never imagined possible but always dreamed an EMS system could one day accomplish.

I've said this many times before in this space because I really like the message:

“We are more effective as one than we will ever be as many”

I want to share a few of the things I'm talking about that I'm especially proud of from 2013. What we've done together is the direct result of many different people, in different practices with different perspectives, challenges and approaches shared amongst ourselves. The end result is “big” being “great”.

Sound a little too fluffy? Take a gander at this...

- First, thanks to Ryan Mayfield and courtesy of our newly developed data mining tools and his genius, you may want to know that:
 - We respond to 6 calls per minute (one every 10 seconds)
 - 4.3 of those are emergency 911 calls
 - Every 3 minutes, we administer a dose of pain medication
 - Every 5.5 minutes, we perform a critical intervention
 - 90 patients every hour are given some sort of medication
 - We treat 72 pediatric patients every hour
 - AMR and our partners save over 2500 patients a year suffering sudden cardiac arrest
 - We deliver a baby a day (more than Amazon...)
 - Every 17 minutes a combative patient must be restrained (slightly less than the number of GMs that need to be retrained...)

- While we don't hold the official World Record for most people trained in compression only CPR in one day (Guinness requires paperwork – Imagine that...), on May 22nd of last year, we trained 54,349 individuals in CPR – the largest number on record.

- 3 years ago, we had 7 AMR Practices that were participating in the Cardiac Arrest Registry to Enhance Survival (CARES) initiative. Widely recognized as the most universal measure of EMS system cardiac arrest performance, today (thanks in large part to the dedication of passionate individual champions in each practice and the tremendous efforts of Lynn White and our partners in the Medtronic Foundation Heart Rescue Program), today we boast 55 Practices participating in the initiative.

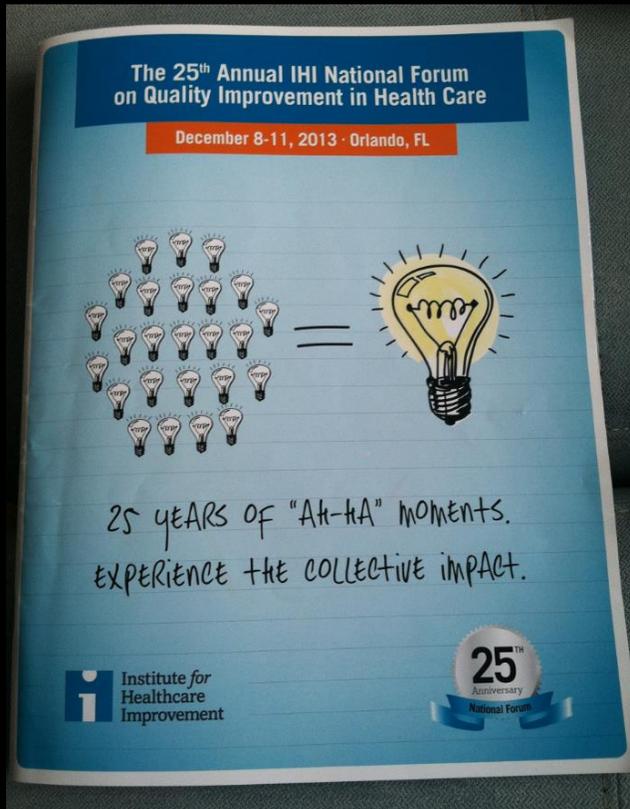
- CARES data reported last year for 2012 events reported an overall national survival rate to hospital discharge of 9.9% (all participating EMS systems). AMR participating systems had a survival rate of 11.7%. Bystander CPR rate across the country according to CARES was 37.8%. In AMR communities, it was 40.8%.

- Almost 3 years ago, an outside researcher was given appropriate, confidential access to our airway data as part of a study (data was appropriately protected). Much to our dismay, he discovered that less than 50% of patients that had an advanced airway placed had confirmation using end-tidal CO₂. Less than 50%! As one of the “Things that Matter”, Practices spent considerable effort preaching and teaching the importance of ETC) 2 verification of advanced airway placement. The results? Last month, our ETCO₂ confirmation rate was 99% across all AMR Practices. A monumental effort with solid clinical results.

- Our average scene time in critical trauma has decreased by 5.5 minutes since April of this year.

- We now calculate two RAPS Scores in 72% of patients...

- Our efforts to improve quality and enhance patient safety through the innovative Caring for Maria project was the first EMS project to ever be accepted and presented at the prestigious Institute for Healthcare Improvement last month. It was the 25th anniversary of the organization.



D20/E20: Caring for Maria: Improving Things That Matter in Ambulance Service

Anaheim

Ambulances treat and transport an estimated 16 million patients to emergency departments annually. The 2006 Institute of Medicine report "EMS at the Crossroads" recommended developing evidence-based care and effective measurement for emergency medical service (EMS). In this workshop, participants will learn how American Medical Response, the largest ambulance provider in North America, is leading a national improvement collaborative to reduce harm and improve care outcomes while sharing its results with the industry.

After this session, participants will be able to:

- Discuss the development of measurement and change ideas in an innovation space
- Recognize the elements of a sustainable national improvement collaborative system
- Identify the individual and organizational challenges of executing improvement in the EMS setting

Williams, D., PhD, Improvement Advisor, TrueSimple Consulting; **Bourn, S., PhD**, Vice President of Clinical Practices and Research, American Medical Response; **Taigman, M.**, General Manager, American Medical Response; **White, L.**, National Director of Resuscitation and Accountable Care, American Medical Response

Obviously, I could go on & on about all the success stories in AMR Medicine. It is so invigorating (I'm not kidding) to hear about all the cool things that make a difference in your Practice.

Why?

Because, we are more effective as one than we will ever be as many. That's why.

But, as I wrap up tonight, nothing speaks to what we do as powerfully as our patients themselves.

Our Spokane colleagues got this Christmas card last month...



In April of 2013, one of the family members on this card suffered an event that led to multiple cardiac arrests and required almost 90 units of blood... His recovery was dramatic to say the least.

So, you know what? All the statistics above translate into cards like this. I'm sure they'll never forget, nor will we.

I'm really proud of this practice of medicine. I'm proud of what we do and how we do it.

So, happy 2014. We have more to do – Our patients and our communities expect us to do it well. We'll continue to push the envelope, search for the best way to deliver the best science and have a blast doing it.

And by the way...

The spirit of the horse is recognized to be the Chinese people's ethos – making unremitting efforts to improve themselves. It is energetic, bright, warm-hearted, intelligent and able. Ancient people liked to designate an able person as 'Qianli Ma', a horse that covers a thousand li a day (one li equals 500 meters).

I'm glad it's the Year of the Horse...

So that's it from my world. *Happy Friday.* As always, thanks for what you do and how you do it...

Ed

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