# Use Case: Use of CRISP Services for Emergency Medical Services Quality Assurance and Quality Improvement – Pilot

## Overview

The Maryland Emergency Medical Services (EMS) System is a coordinated statewide network consisting of EMS Operational Programs (EMSOP), trained Paramedics, Emergency Medical Technicians (EMTs), and Emergency Medical Dispatchers (EMD) who provide patient assessments and medical care outside of hospital settings 24-hours a day, year round. The Maryland Institute for Emergency Medical Services System (MIEMSS), EMSOP stakeholders, and hospitals have communicated to CRISP that hospital outcome data is important for Quality Assurance and Quality Improvement. Maryland regulations require each jurisdictional EMS Operational Program (EMSOP) to implement a quality assurance program (COMAR 30.03.04). Use of facility data is permitted for quality assessment and quality improvement (COMAR 30.03.04.05a). CRISP offers administrative efficiencies to existing quality improvement and quality assurance processes that rely on faxes and phone calls between EMSOPs and hospitals. Leveraging existing hospital integrations and the Query Portal, CRISP will provide access to outcome data to a Quality Assurance Officer (QAO) appointed by the Highest Jurisdictional Emergency Medical Services Official (HJO), the Jurisdictional Medical Director, and with concurrence of MIEMSS.

## Permitted Purpose Category

For quality assessment and improvement activities, including care coordination, defined in HIPAA as a subset of health care operations activities (Permitted Purpose #3).

## Technical Design

EMSOP Medical Director and designated QAO at local jurisdictions will leverage the existing CRISP Query Portal. The QAO will have access to only encounters and documentation. The QAO will not have access to other Portal data, including PDMP. An eligible QAO is required to be a Maryland Licensed EMS provider, appointed by the the respective HJO, and recognized by MIEMSS. The QAO will only be permitted access for the EMSOP of employment/affiliation. Prior to authorization, QAO's and the EMSOP Medical Director will be required to complete a data use agreement with CRISP specifying the purpose and intent of access.

## Use Case Description

The EMSOP QAO will investigate particular cases and incidents using both data from internal systems and outcome data requested from facilities for quality improvement and quality assurance. The QAO will leverage CRISP for outcome data from facilities by querying by last name and date of birth. Queries will be limited to the transport population only. Users will be subject to the CRISP credentialing process, all CRISP policies and procedures, and will be required to undergo training for the services. Additionally, EMSOP users of CRISP must be approved by a MIEMSS POC. CRISP will work with jurisdictions to audit queries against run sheets and incident logs to ensure appropriate use.

## Opt Out Applicability

Individuals who have chosen to opt-out of any applicable CRISP Services will not be accessible under this use case.

## *Pilot Scope*

The pilot will be limited to a single EMSOP—Prince George's Fire Department—and apply to an EMSOP QAO and EMSOP Medical Director in a limited scale for a 3-month period with feedback to be provided to the CRISP Clinical Committee. During the course of the pilot, all queries will be audited.

## *Approval*

This Use Case Policy has been approved by the Clinical Advisory Board/

_____           11/3/16 _____
Chairperson                                 Dated