

System Performance Improvement

Standard:

In accordance with the Texas Health and Safety Code section 773 and Texas Medical Board requirements for EMS Medical Directors section 197; the System Performance Improvement program was established and implemented.

System response agencies (transport providers and FROs) and the Office of the Medical Director shall work together to continuously evaluate and improve behaviors, performance, and processes critical to maintaining a high standard of patient care and a high degree of patient safety. The performance improvement program requires active participation in each of the following performance improvement functions:

1. performance measures to drive safe and patient-centered behaviors,
2. preplanning and post-implementation evaluation to identify potential clinical improvements,
3. clinical errors & concerns to identify individual and systemic improvements, and
4. participation in external data registries and systems of care programs targeting clinical system improvements.

All organizations have agreed to participate in a system-wide performance improvement program including the execution of all necessary Memoranda of Understanding for the exchange of Health Insurance Portability and Accountability Act (HIPAA) protected information. All organizations further agreed to participate in the System error reporting guidelines included in the performance improvement program. Failure (Individually or Organizationally) to participate in the performance improvement program may result in suspension of credentials to practice and/or FRO Agreement.

Process management documents to administer this System Program are located at:

<http://www.austintexas.gov/page/performance-improvement>

All process management documents may be modified as necessary for ongoing program improvement.