

**PC EMS COUNCIL  
CQI COMMITTEE MINUTES  
January 29, 2020 – 11:00**

**Attendance:**

Membership Attendance Roster on File

**Call to Order**

Meeting was called to order by Ryan McGrady at 11:03 am. Introductions were made around the room. Minutes from November 27, 2019 were voted on and accepted as written.

**Unfinished Business:**

**A. Standing Updates: Stroke Updates: (Stroke Update will be in March)**

• **Cardiac Update:**

- Franciscan HS – The Franciscan representative presented the update based on St. Joseph Medical Center patients. AMI patients are about the same in Q1 this year as it was last year. There was a slight uptick in Q4 last year. There were no transfer STEMIs in the first quarter so far. The preliminary numbers for Q1 are in line with historical averages so far. A brief case study that occurred on December 1, 2019 was shared.
- Multicare HS – Seaneen Holmes presented the Multicare update with final 2019 data. For Tacoma General Hospital, 20% were POV, 80% were EMS with 76% field activation. For Good Samaritan Hospital, 17% were POV, 83% were EMS with all of them field activated. A brief case study that occurred on November 7, 2019 was shared.

**Presentation**

**A. Perception of Uncaring – Dr. Waffle**

Dr. Waffle gave a presentation of the perception of uncaring that is currently occurring in our area. We are seeing more and more complaints of this nature. Two cases were reviewed where the perception received by the patient or the family members was of uncaring by the EMS personnel. There have been complaints about attitude and uncaring. There is no protocol for attitude, however, we can be nice and provide exceptional, compassionate service. We need to continue to strive for improvement. If a complaint comes to the PCEMS office, the agency will be notified, and the case reviewed as needed. Dr. Waffle requested everyone to look at your organizations and see what you can do to work on this.

**New Business:**

**A. Chair/Vice Chair Elections**

At the last meeting, nominations for 2020 were made of Ryan McGrady for Chair and Calvin Johnson for Vice Chair. Further nominations were requested, none received. Ryan McGrady was voted as the chairperson and Calvin Johnson was voted as the vice-chairperson.

**B. CQI Plan Discussion**

The State has requested each region to review CQI Plans. As a result, we are needing all agencies to submit their current CQI plan to Norma Pancake. If you do not have a current CQI Plan, please send an email to Norma stating that.

C. SWOT-WEMESIS – Will be covered at the March meeting.

**Unscheduled Business:**

None.

**Announcements:**

The next meeting will be on March 25, 2020

**Adjournment:** Meeting Adjourned @ 11:56 AM.

Scribe: Donna Vitale, PC EMS Office