

## **Performance Indicators**

Under the direction of the Office of Emergency Medical Services, the EMS Council, Inc. has been directed to enhance regional quality improvement monitoring capabilities. EMS Council has elected to start this process with the addition of performance indicators to the regional protocols.

Performance indicators are a means of following identified performance benchmarks through the quality improvement process. EMS Council is enabling all agencies in the region to participate in quality or performance improvement management through a regional database and statistical package which will monitor how well the region is delivering prehospital medical care.

Many of the performance indicators have been developed to increase documentation reliability throughout the region. The performance indicators should be used as a basic template for patient care documentation related to specific protocols. Compliance with the performance indicators will enable the regional council and local EMS/Fire agencies to obtain a valid snapshot of how any given agency is performing with regards to specific protocols. Over time, these snapshots can be used by the regional council and local EMS/Fire agencies to improve the consistency and quality of prehospital patient care.

We encourage all providers in the EMS Council region to actively use the performance indicators. Thank you for assisting the Regional Council and your local EMS/Fire agency as we strive to provide the highest level of quality prehospital medical care.