Quality & Certification Tool (QCT)

Emergency Medical Services (EMS)

User Manual (For Domestic Customers)

Table of Contents

1   Introduction

Welcome and congratulations on your decision to pursue certification and engage in evidence-based quality improvement efforts with the American Heart Association (AHA).

2   About this Manual

This manual is designed as a reference to provide general knowledge to the End User on QCT – Emergency Medical Services (EMS) tool use, functions, and its operability.

This Manual also covers the elements of EMS including logging in to the tool, navigating the features, and managing your certification or quality improvement program requirements.

3   Technical Overview

The QCT-Emergency Medical Services Tool serves as a portal for maintaining compliance with program requirements, quality measure data entry, and as a general resource for your selected Award. The EMS is specifically designed to enable your organization to:

- Register/Apply for the Emergency Medical Services Award
- Electronically sign your Participating Agreement (contract)
- Submit quarterly quality improvement data to support your program's initiative
- Download your Award Certificate and Marketing Toolkit

4   Logging in to Emergency Medical Services Tool

You can access the EMS tool to engage in AHA certification or quality improvement programs by following the link https://qct.heart.org/.

1.   Click on the Sign in/Sign up button from the home page.
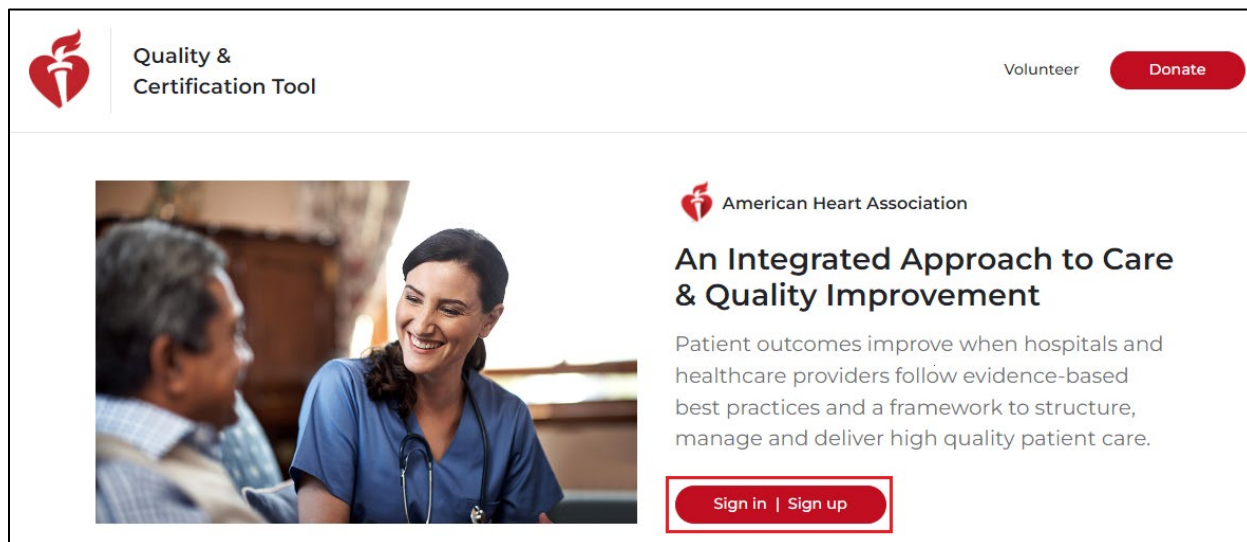

Figure 1 – QCT Login page

4.1   New User Registration – US and US Territories

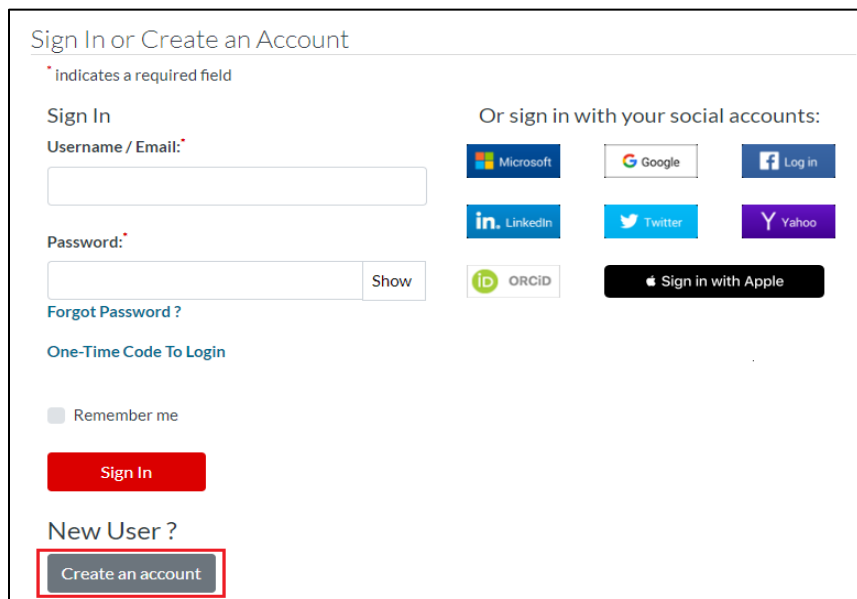Follow the steps for registration:

1.   Click on Create an account.

Figure 2 – New User Registration

2. Enter the essential required information in the respective fields and click on Continue after checking on the Terms of Use and Privacy Policy box.

Figure 3 – Create Account

Once clicked, you will be navigated to the QCT - EMS welcome page followed by the User Dashboard page.
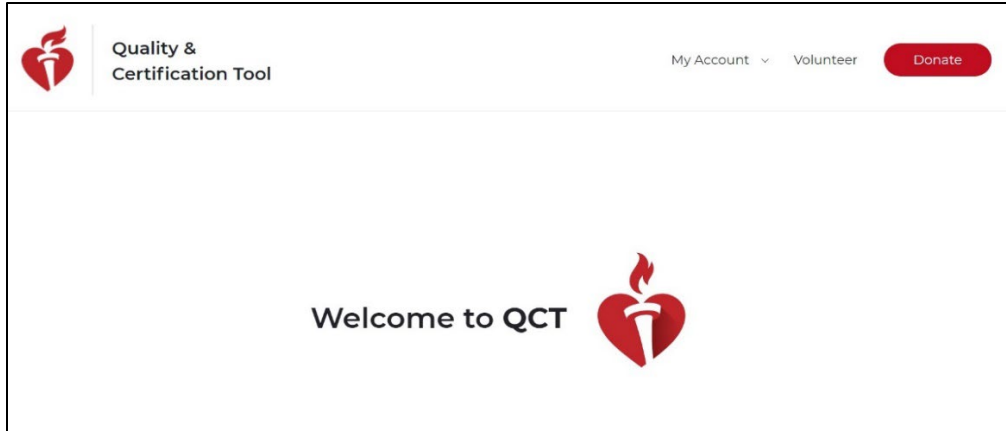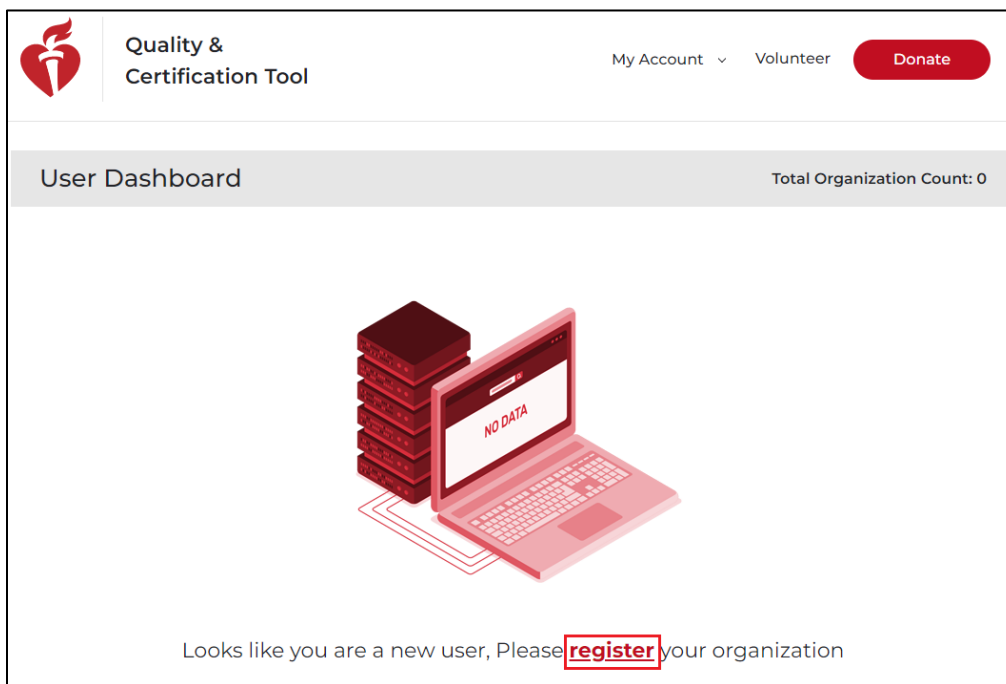
Figure 4 – QCT Welcome Page

Figure 5 User Dashboard

3. Click on the register link to go to the Registration form.
    Or
4. Go to My Account drop down and click on Add New Organization to go to the Registration Form.

Figure 6 My Account dropdown
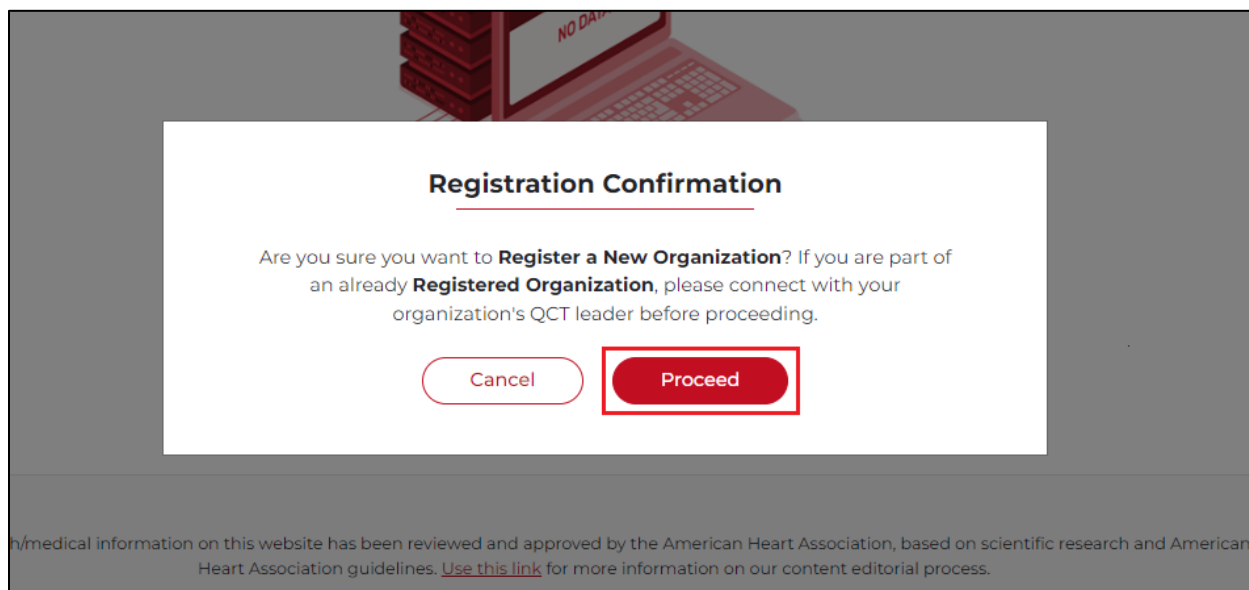
Registration Confirmation window appears.

Figure 7 Registration Confirmation

5. Click on Proceed

Note:

- *While signing in as an existing user the register hyperlink does not appear. In such cases, the Add New Organization option from My Account dropdown must be chosen.*

Registration form opens.

6. Fill out the Registration Form and click on Continue. You must select US and US Territories in the Choose Region field.

Home / Organization Details

Registration
Please complete the following Registration Form

Information

* mandatory fields

Organization Name*

(Enter 3 to 200 characters)

Choose Region* ⦿ US and US Territories ○ International

Mailing Address*

(Enter 2 to 300 characters)

City*

(Enter 2 to 30 characters)

State / Province* [Select State ▾]

Zip Code / Postal Code*

(Enter 2 to 9 characters)

Website

(Enter 2 to 30 characters)

Primary Contact Name* [Mr. ▾]

(Enter 2 to 30 characters)

Primary Contact Phone Number*

(Enter 10 to 20 characters)

Primary Contact Email*

Signatory Name* [Mr. ▾]

(Enter 2 to 30 characters)

Signatory Email*

Medical Director Name (If applicable) [Mr. ▾]

(Enter 2 to 30 characters)

Medical Director Email (If applicable)

Does your site use an Electronic Health Record(EHR)?* ○ Yes ○ No
(Select NO if you are an EMS organization.)

[Continue]

Figure 8 – Registration Page

Selection of Programs

1. Select the Emergency Medical Services (EMS) program from the available programs and click on the Register button under it.

Home / Organization Details / Programs

American Heart Association

An Integrated Approach to Care & Quality Improvement

Our Programs

Healthy Senior Living Certification

Promoting cultures of health in independent and assisted living facilities to help facilities move toward improved health and quality of life for their residents and help consumers make better-informed choices about facilities. The Certification helps facilities create environments where getting and staying healthy is top of mind. Facilities will be evaluated on how they educate residents and provide opportunities to work toward improved health in these categories: smoking status, physical

Register

Post Acute Stroke Certification

High-quality guideline directed rehabilitation and secondary prevention interventions, customized to patient needs, have been shown to dramatically improve recovery of function lost during stroke and reduce the risk of secondary effects. AHA's Post-Acute Stroke Program assists post-acute care facilities to evaluate current standards, performance, and outcomes to identify areas where practice improvement is needed to increase quality of care.

Register

Emergency Medical Services (EMS)

Mission: Lifeline EMS recognition is the American Heart Association's program that recognizes prehospital emergency agencies for their quality of care for heart attack and stroke patients. The recognition program focuses on transforming care quality by connecting all heart attack and stroke care components into a seamlessly integrated care system. Fundamental tenets of these care systems reinforce evidence-based guidelines and measure performance, identify gaps, and
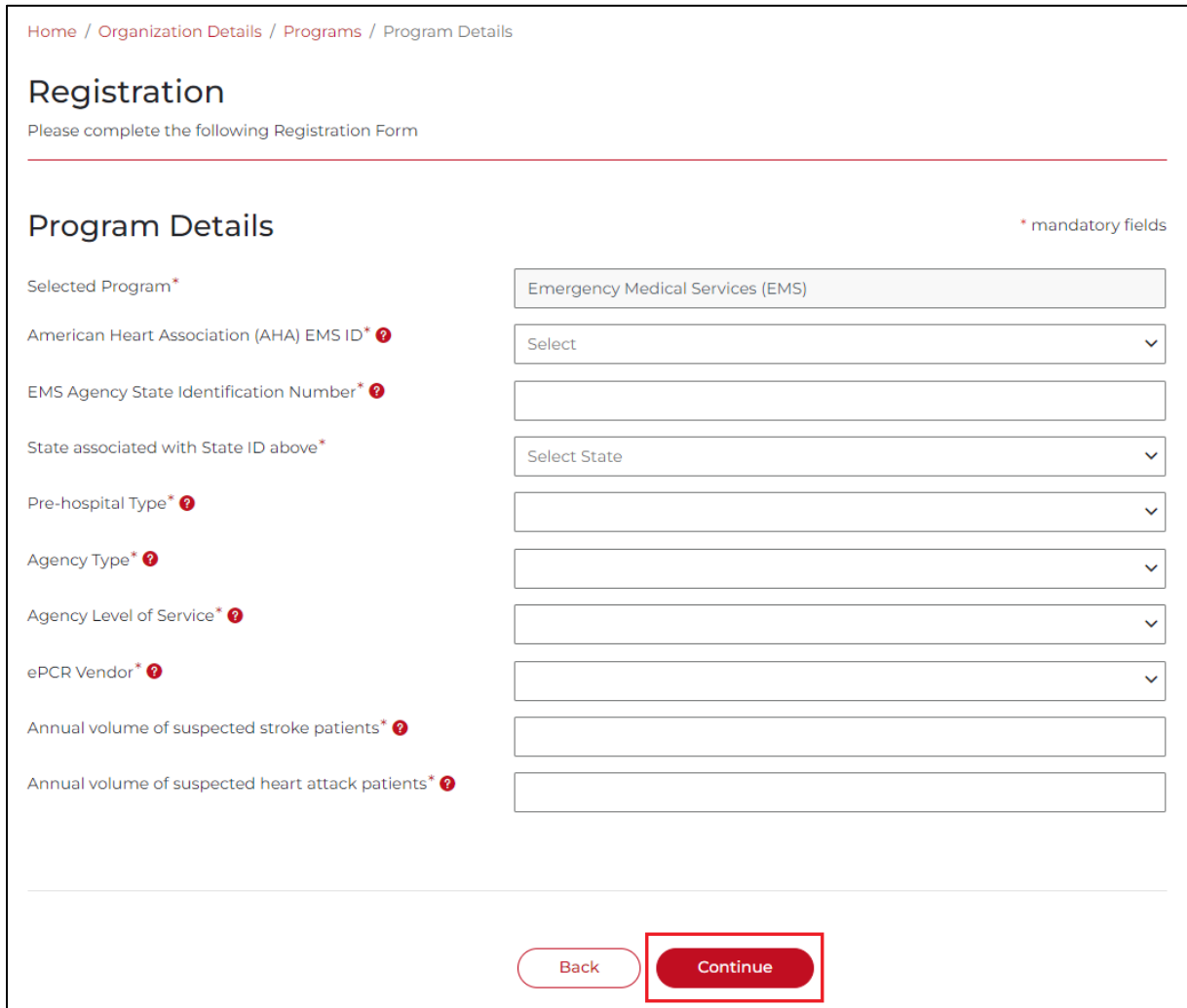
Register

Figure 9 – Program Selection

2. Under Program details:

- Select the appropriate AHA EMS ID suitable for the organization from the American Heart Association (AHA) EMS ID dropdown.
- Provide the required essential details in the respective fields using the help texts displayed when hovered over the ❓ icon.

3. Click on the Continue button when all the required details are entered.

Figure 10 – Registration - Program Details

Note:

- *Only one organization can be mapped against one AHA EMS ID.*
- *If there is any organization mapped with the selected EMS ID, an error message will be displayed as shown below.*

❌ AHA EMS ID 42_Abingdon Ambulance Service_Abingdon_VA already mapped to another organization

4.1.1   Participating Agreement

Check on the agreement box as an acknowledgment for Participating in the Agreement.

Figure 11 – Participation Agreement Acceptance

4.1.2   Permissions Agreement

The AHA may recognize the Center's Certified status on our website or in its program materials only with your organization's permission.

Kindly de-select the permissions those your organization does not agree to allow the AHA to publish.

1. Enter the required essential details and click on Submit.

Figure 12 – Permissions Agreement

<u>Note:</u>

- *All fields above will be prepopulated except 'Title of Signer'.*

2. Once submitted, the registration details will be sent for Admin approval with a completion message on the screen.

Thank you for completing your registration details.

We will review your information and get back as soon as possible. You will receive an email verifying your status and next steps.
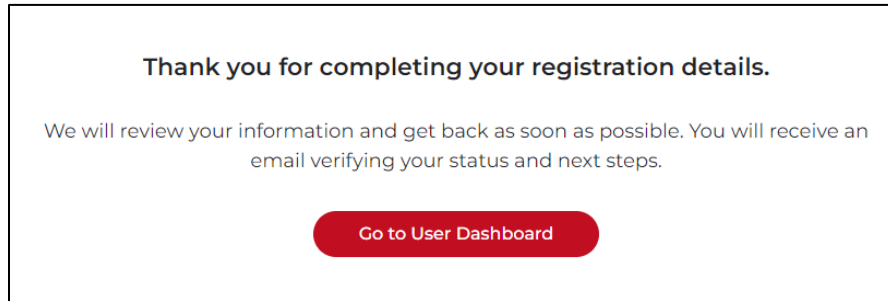
Go to User Dashboard

Figure 13 – Registration confirmation window

3. Click on Go to User Dashboard to go back to User Dashboard. The newly registered program will be listed under My Organizations with its status as Pending.
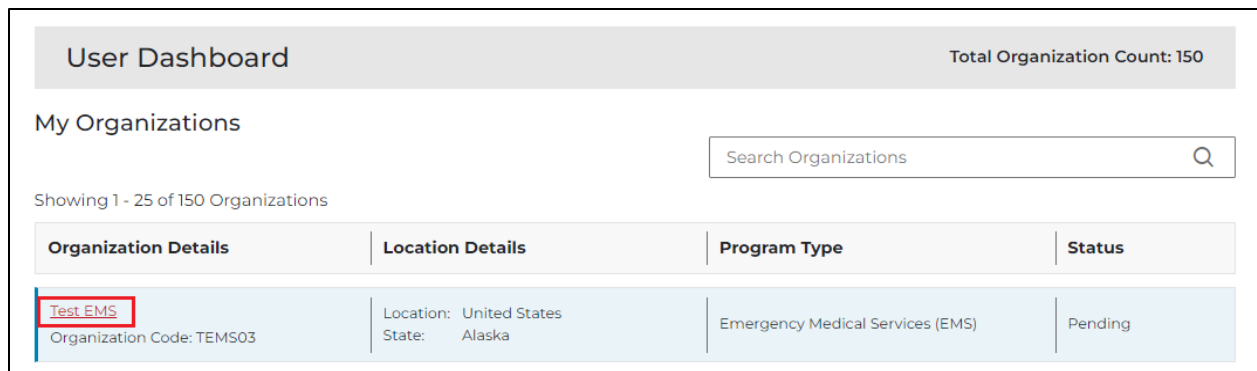
User Dashboard		Total Organization Count: 150	

My Organizations

Search Organizations

Showing 1 - 25 of 150 Organizations

Organization Details	Location Details	Program Type	Status
Test EMS Organization Code: TEMS03	Location: United States State: Alaska	Emergency Medical Services (EMS)	Pending

Figure 14 – User Dashboard

4.2 Existing User Logging In

If you have a registered account:

1. Enter the Sign In credentials in the Sign In or Create an Account page and click on the Sign In button.
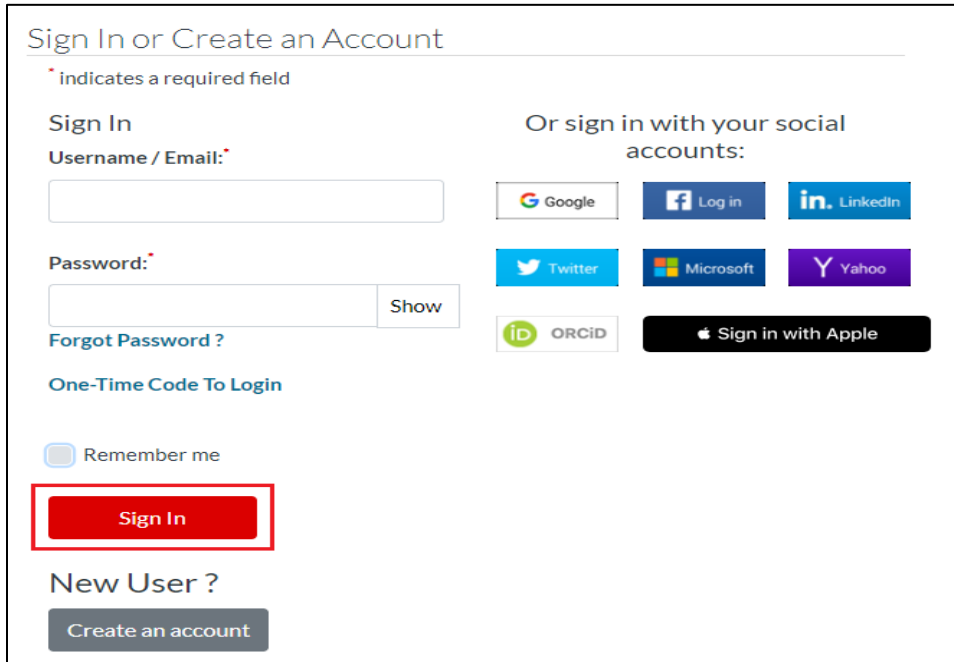

Figure 15 - Existing User Logging In

Once signed in, the User Dashboard page appears.

2. Go to My Account drop down and click on Add New Organization to go to the Registration Form.

Figure 16 - My Account dropdown

3. Once clicked, the Registration form opens. Continue with the registration as shown in section 4.1.

5   Measures

Measures are aggregate summary data for comparative analysis captured as Numerator and Denominator values against a listed scenario under a specific program.

Follow the steps to create the measures:
1. In the User Dashboard, click on the organization name hyperlink under Organization Details column.

Figure 17 – User Dashboard

2. Under Measures, click on Create Measures button.

Figure 18 – Create Measures

Once clicked, the Measures page is displayed.

The Measures can be created by two methods:

- Enter Data
- Upload Data

5.1 Enter Data

Enter Data method allows you to enter the required details directly into the provided space and save the inputs. The Enter Data page consists of Measure table that has two set of measures; Required and Optional. The measure table consists of the following columns.

- Measures ID
- Measures Name
- Description
- Type (N, D, %)
- Quarters (Q1, Q2, Q3, Q4)

To enter data:

1. Select Enter Data tab.
2. In the measure table, enter the Numerator (N) and Denominator (D) values against each measure under the Quarter (Q1, Q2, Q3, Q4) columns. The % is calculated based on the entered N and D values.

Note:

- *All the measures under the* Required *set of measures must be given N and D values to submit.*

3. Click on the Save as Draft button if you want to save the currently entered data and return later for further editing.

    OR

3. Click on the Submit button to submit the entered data.

If you want to cancel the entering of data, click on Cancel Edit.

Figure 19 – Cancel Edit

Measures

Emergency Medical Services (EMS)

Select Year
2023 ▾

Enter Data | Upload Data | Cancel Edit

N (Numerator), D (Denominator), % (Percentage)

Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4
Mission: Lifeline EMS Award Achievement Measures (Required)							
AHAEMS1	Pre-Arrival Notification for Suspected Stroke	The percentage of EMS patients aged 18 years and older transported from the scene with a primary or secondary impression of stroke whom a pre-arrival alert for stroke was activated during the EMS encounter.	N ❓ D ❓ %				
AHAEMS2	Documentation of Last Known Well for Patients with Suspected Stroke	The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom Last Known Well was documented during the EMS encounter.	N ❓ D ❓ %				
AHAEMS3	Evaluation of Blood Glucose for Patients with Suspected Stroke	The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom blood glucose was evaluated during the EMS encounter.	N ❓ D ❓ %				
AHAEMS4	Stroke Screen Performed and Documented	The percentage of EMS patients aged 18 years and older transported from the scene with a suspected stroke for whom a stroke screen was performed and documented during the EMS encounter.	N ❓ D ❓ %				
AHAEMS5	12-lead ECG performed ≤ 10 minutes for Suspected Heart Attack	The percentage of EMS patients aged 18 years and older transported from the scene with chest pain or a suspected MI for whom a 12-Lead ECG was performed ≤ 10 minutes of first medical contact.	N ❓ D ❓ %				
AHAEMS6	Aspirin Administration for STEMI-positive ECG	Percent of EMS patients aged 18 years and older transported from the scene with a STEMI positive ECG who were administered aspirin.	N ❓ D ❓ %				
AHAEMS7	Pre-Arrival Notification ≤ 10 Minutes for STEMI-positive ECG	The percentage of EMS patients aged 18 years and older transported from the scene with a STEMI positive ECG for whom pre-arrival notification was activated ≤ 10 minutes of positive ECG.	N ❓ D ❓ %				
Mission: Lifeline System of Care Target Heart Attack Award (Optional)							
AHAEMS8	EMS FMC to PCI ≤ with STEMI 90 Minutes for Patients	The percentage of patients directly transported to a STEMI receiving center, with EMS First Medical Contact to PCI ≤ 90 minutes.	N ❓ D ❓ %				
AHAEMS9	FMC to Thrombolytic Administration ≤ 30 Minutes for Patients with STEMI	The percentage of patients with STEMI treated and directly transported to the destination hospital, with a door-to-thrombolytic time of ≤ 30 minutes.	N ❓ D ❓ %				

Save as Draft | Submit
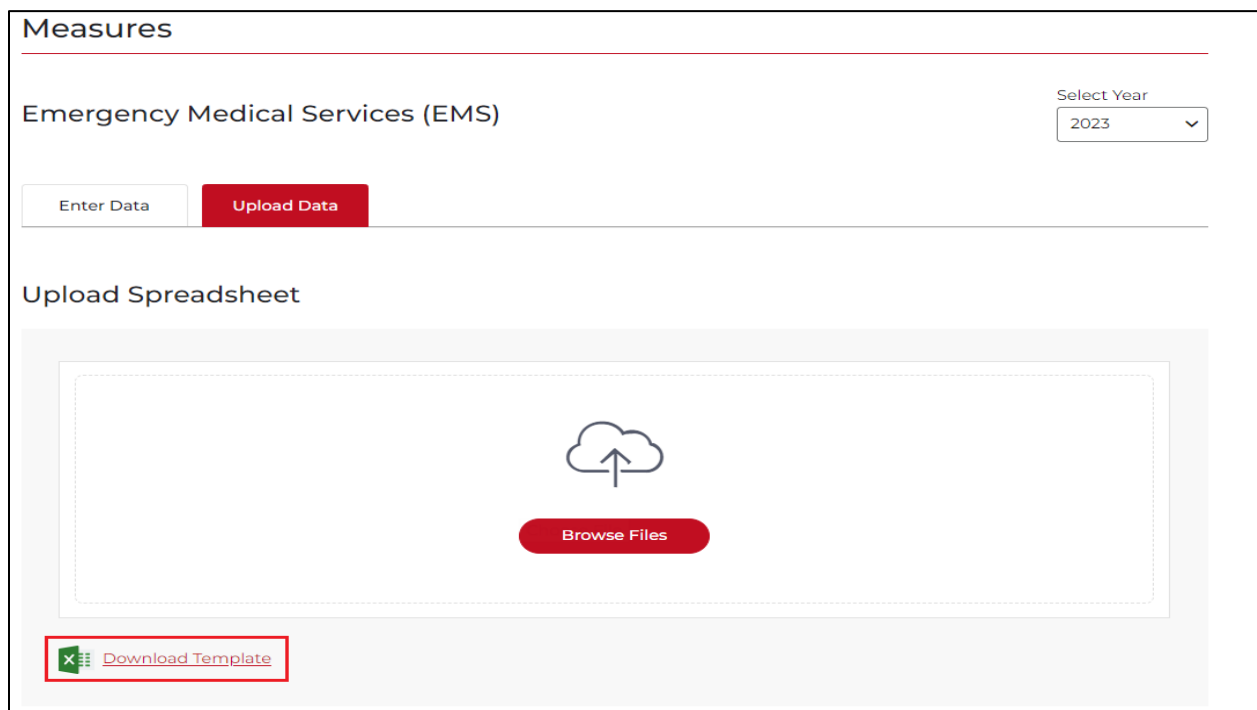
Figure 20 –Enter Data - Measure Details

Note:

- *The Numerator (N) value must be always less than the Denominator (D) value.*
- *A maximum of six digits are allowed in the N and D values. The number can be ≤ 999999.*
- Save as Draft *option only saves the info and does not submit. This saved data is not visible to the Admin. Only submitted data is visible to the Admin.*
- *Helping texts to fill the N and D values are available for each measure. Click the* ❓ *icon to view the help texts.*

5.2   Upload Data

Upload Data method allows you to upload the data through an excel file which is rendered by the tool and the extracted details are fed to their respective fields.

To upload:

1. Select Upload Data tab.
2. Click on Download Template.

Figure 21 – Upload Data – Download Template

Once clicked, the template spreadsheet file gets downloaded in your system folder.

3. Enter the data into the spreadsheet as per the mentioned format and save the filled spreadsheet file in your organization system.
4. Click on Browse Files button and upload the saved spreadsheet file from the saved organization system location.

Figure 22 – Upload Data – Browse Files

5. Once the uploading is completely processed, click on the Submit button.

Figure 23 – Upload completion

6. Once clicked, the spreadsheet gets uploaded with a success message on the screen.

AHA_EMS_2024_Upload_Template.csv has been successfully uploaded.

These uploaded spreadsheets are listed under the Uploaded Spreadsheet list to keep a track of all the files uploaded. You can download the file to view its details by clicking on the ⬇ icon under the Action column.

Uploaded Spreadsheet

Showing 1 - 2 of 2 Files

Date	File	Status	Action
2024-Jan-22	AHA_EMS_2024_Upload_Template.csv	Success	⬇
2024-Jan-22	AHA_EMS_2024_Upload_Template.csv	Failed ⓘ	⬇

« 1 »

Figure 24 – Upload Spreadsheet list

7. Once successfully uploaded, the data from the spreadsheet are assigned to their respective fields.

Enter Data	Upload Data						Edit Data

N (Numerator), D (Denominator), % (Percentage)

Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4
Mission: Lifeline EMS Award Achievement Measures (Required)							
AHAEMS1	Pre-Arrival Notification for Suspected Stroke	The percentage of EMS patients aged 18 years and older transported from the scene with a primary or secondary impression of stroke whom a pre-arrival alert for stroke was activated during the EMS encounter.	N ❓	1	3	4	6
			D ❓	3	4	5	9
			%	33.33%	75.00%	80.00%	66.67%
AHAEMS2	Documentation of Last Known Well for Patients with Suspected Stroke	The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom Last Known Well was documented during the EMS encounter.	N ❓	2	2	3	3
			D ❓	3	5	5	8
			%	66.67%	40.00%	60.00%	37.50%
AHAEMS3	Evaluation of Blood Glucose for Patients with Suspected Stroke	The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom blood glucose was evaluated during the EMS encounter.	N ❓	2	2	4	4
			D ❓	7	3	6	6
			%	28.57%	66.67%	66.67%	66.67%

Figure 25 – Uploaded data from the spreadsheet

Note:

- *The Numerator (N) value must be always less than the Denominator (D) value.*
- *A maximum of six digits are allowed to be entered in the N and D values. Highest number can be 999999.*

5.3   Edit Data

To modify the data entered for the measures; in the Enter Data page:

1. Click on Edit Data link.

Figure 26 – Edit Data link

2. Do the required modification and click on the Submit button.

Figure 27 – Edit Data

6 Organization User Management

A primary user can add a secondary user. The secondary user can do the further activities or functionalities on behalf of the primary user. A maximum of 4 users can be added.

The Organization User Management tab is available only for the approved organizations.

1. In the User Dashboard, click on the organization name hyperlink in the Organization Details column.

Figure 28 – User Dashboard

2. In the organization page, click on Organization User Management from My Account dropdown.

Figure 29 – My Account dropdown

Once clicked, the User Management page opens.
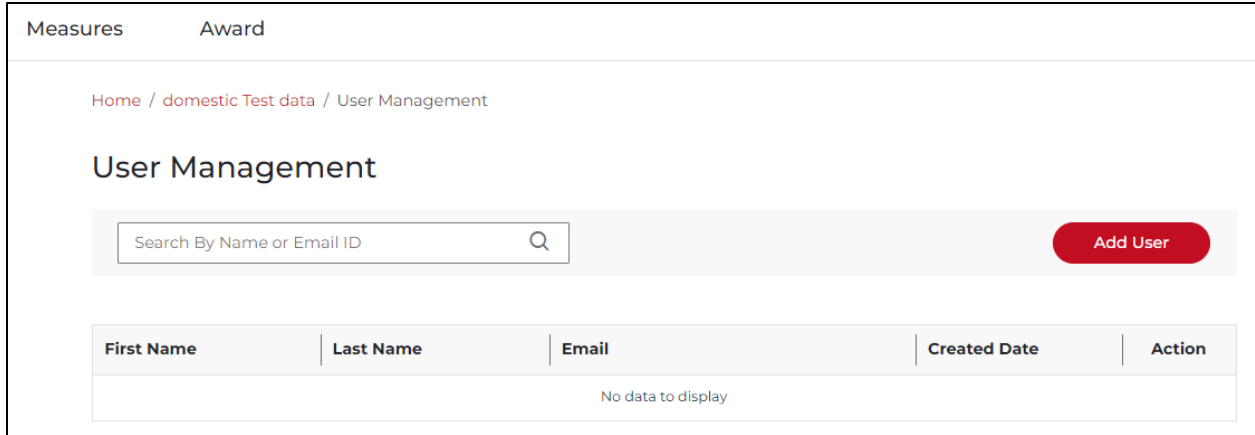
Figure 30 – User Management

6.1 Add a User

If a user does an SSO registration, the user needs to share the credentials with the primary user, so that they get access to the organization. To add secondary user, after doing the SSO registration,

1. Click on Add User button in the User Management page.
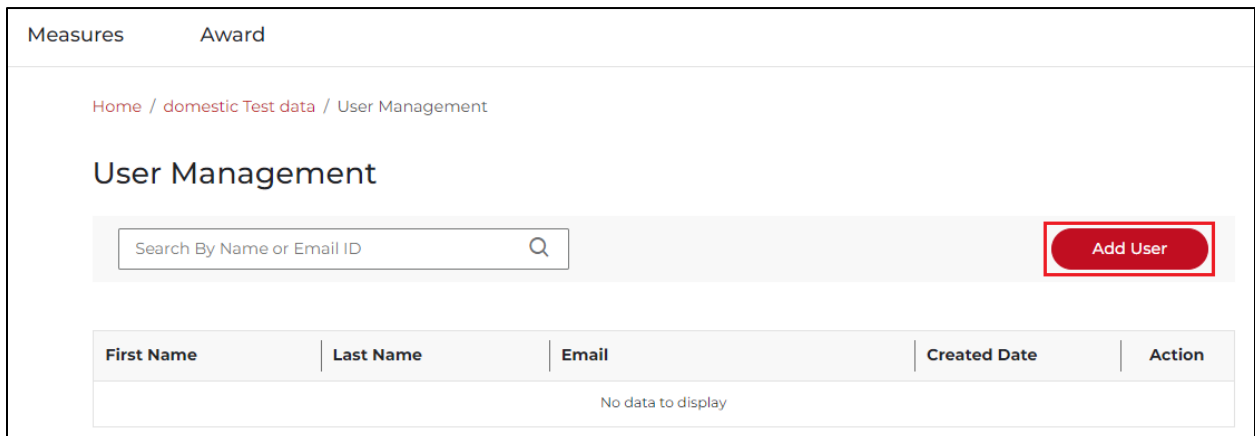
Figure 31 – Add User

2. Enter the SSO registered mail id.
3. Click on the Validate button.
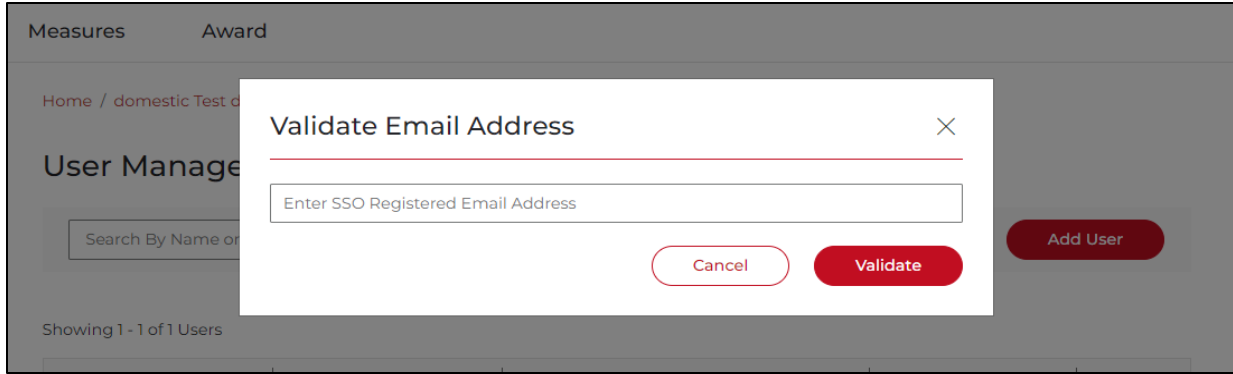
Figure 32 – Email validation popup.

Note:

- *If the user does not have the SSO ID, they need to sign up in the SSO first in-order to be added to the organization.*
- *Then enter this valid SSO registered email address in the Add User popup.*
- *On entering invalid/non-SSO registered email address an error message is displayed on the screen.*
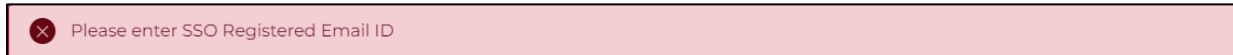
Figure 33 – Invalid email address error message.

4. Once validated, the user will be added to the User list with a success message displayed on the screen.
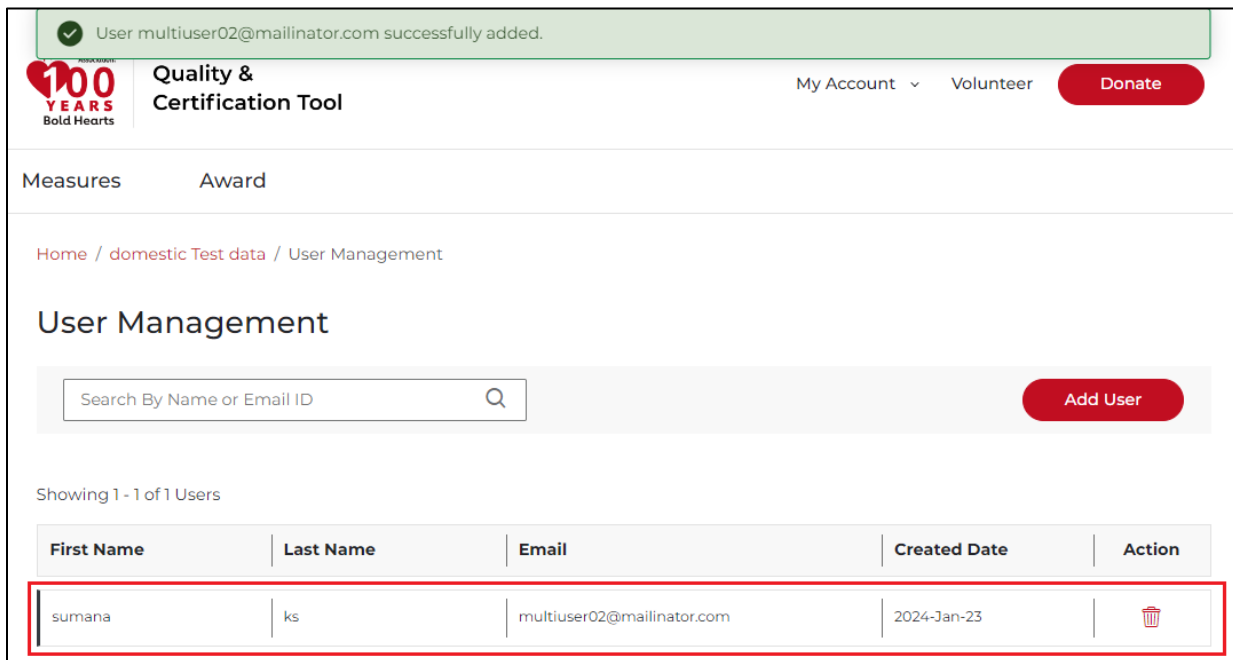
Figure 34 – User added list

6.2   Delete a User

A user cannot delete his or her own account. There should be minimum one more account to delete the first account. The unwanted user must be deleted to stop them from accessing the account.

To delete a user:

1. Click on the Delete icon in the Action column against the user in the User list.
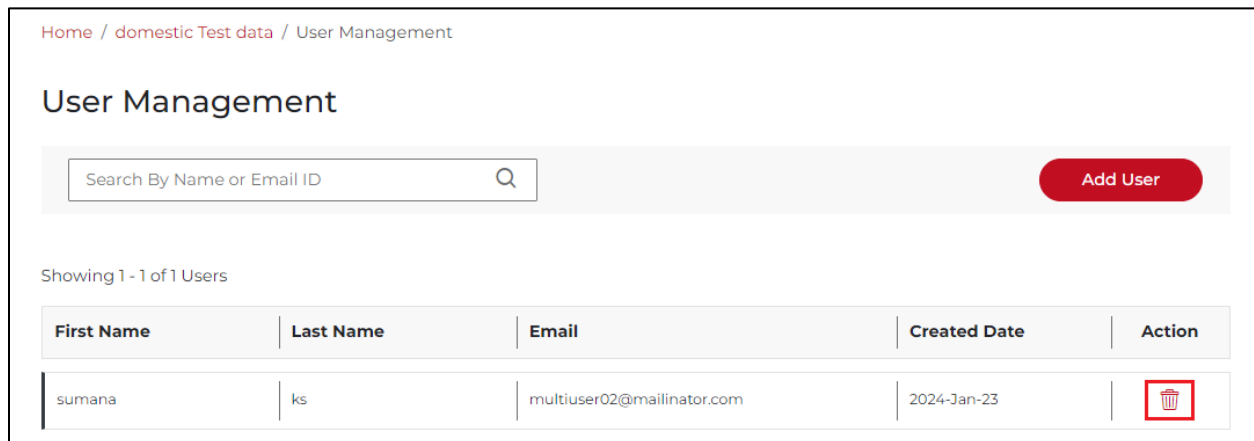
Figure 35 – User list

2. Click on the Yes button to confirm the deletion.
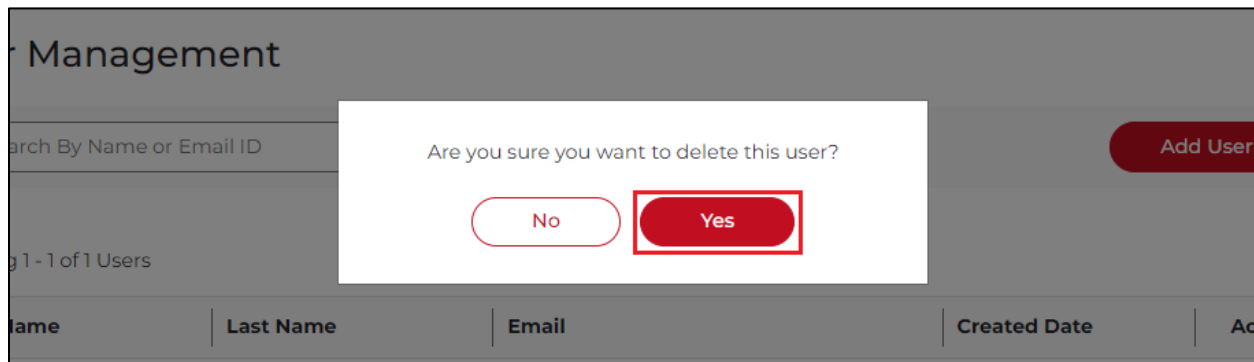
Figure 36 – User deletion confirmation popup

3. Once confirmed, the user will be deleted from the user list with a success message displayed on the screen.
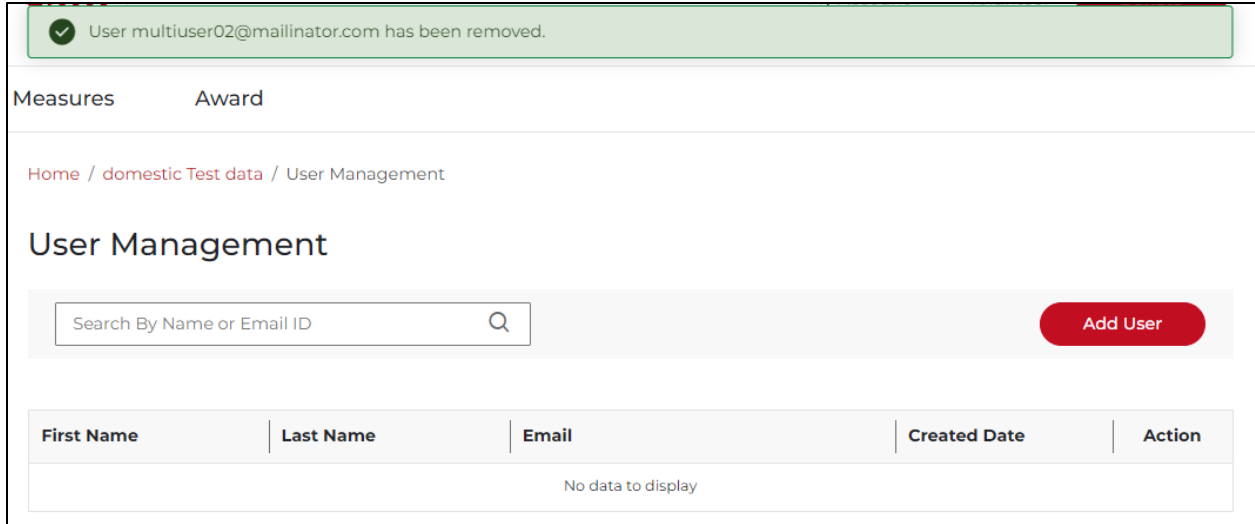
Figure 37 – User deletion success

7 Organization Settings

The Organization Settings displays the organization details and all the registered programs. This tab is available only for the approved organizations.

1. In the User Dashboard, click on the organization name hyperlink in the Organization Details column.
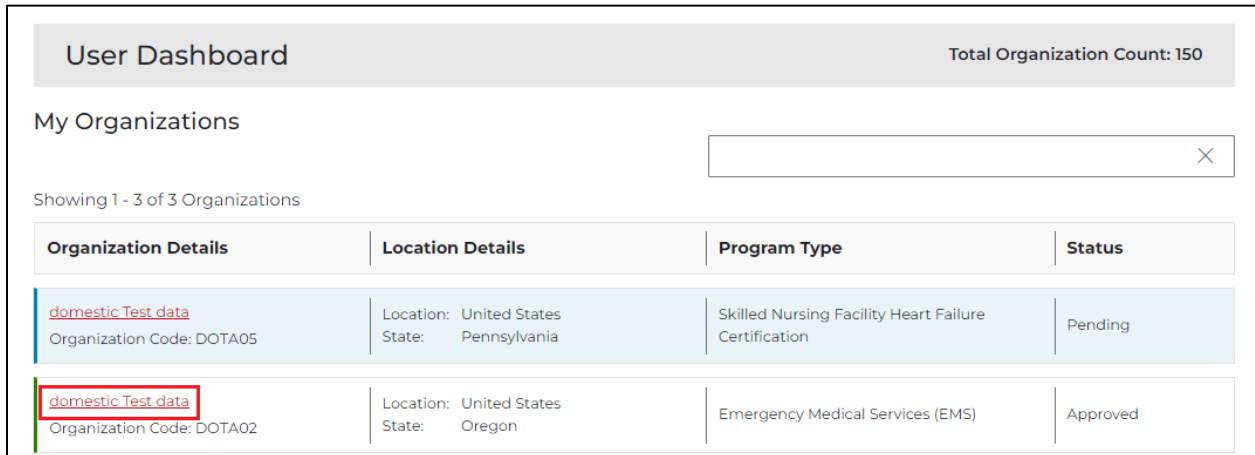
Figure 38 – User Dashboard

2. In the organization page, click on Organization User Management from My Account dropdown.

Figure 39 – My Account dropdown

Once clicked, the Organization Settings page opens.

7.1   Organization Details

All the details about the organization are available in the Organization Details tab. You can view the organization details and edit them if required.

Figure 40 – Organization Details

To edit the organization details:

1. Click on the Edit [icon] icon.
2. Edit the required details and click on the Save button.

Figure 41 – Edit Organization Details

3. Once clicked, the changes will be saved throughout the application with a success message displayed on the screen.

Note:

- *Organization Name and Location fields are not editable.*

7.2   Program Details

This tab displays the details of program associated with the organization. You can view the details of the program and edit them if required.

Figure 42 – Program Details

To edit the program details,

1. Click on the Edit [icon] icon.
2. Do the required changes and click on the Save button.

Figure 43 – Edit Program Details

3. Once clicked, the changes will be saved throughout the application with a success message displayed on the screen.

Note:

- *American Heart Association (AHA) EMS ID and Prior Year Award fields are not editable.*

7.3 Agreement Details

This tab displays all the agreement details registered with the organization. You can view the details and edit them if required.

Figure 44 – Agreement Details

To edit the agreement details:

1. Click on the Edit [icon] icon.
2. Do the required changes and click on the Save button.

Figure 45 – Edit Agreement Details

3. Once clicked, the changes will be saved throughout the application with a success message displayed on the screen.

Note:

- *Date and Permissions Agreement fields are not editable.*

Version Control

Title	Version Number	Version Date	Created By	Reviewed By
Quality and Certification Tool – User Manual (For Domestic Customers)	1.0	11/12/2023	Girish Malagimani	
	1.1	24/01/2024	Girish Malagimani	
	1.2	15/02/2024	Girish Malagimani	
	1.3	18/03/2024	Brady Leaver	

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