Mission: Lifeline® EMS
2024 Recognition Program

February 21, 2024
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There are no CE’s associated with this webinar

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Presenters

Alexander Kuhn
Program Consultant – Emergency Medical Services

Gino Mollica, BA, MA, NRP
Program Manager – Get with the Guidelines

Tatiana Snedeker, BS, NREMT
Intern – Quality, Outcomes, Research & Analytics/EMS Recognition
Agenda

- Overview & Welcome
- 2023 Awards Summary
- Key Concepts
- NEW Application Process/Quality and Certification Tool
- 2024 Measure Explanations
- 2024 Award Scenarios
- Q&A

For questions, email MissionLifeline@heart.org
Poll: How many years have you been recognized?

a. Never been recognized  
b. 1 year  
c. 2-5 years  
d. 6-9  
e. Unknown/Don’t Know
Mission: Lifeline® EMS

Overview

Number of Recognized Agencies by Year

For questions, email MissionLifeline@heart.org
Awards Summary
2023 Mission: Lifeline EMS Recognition

948 total submissions
*No award: 146 (15%)

Bronze: 60 (6%)  
Silver: 177 (19%)  
Gold: 314 (33%)  
Target: 251 (27%)

For questions, email MissionLifeline@heart.org
2023 Awarded Agencies

2023 Mission: Lifeline EMS Recognized Agencies

For questions, email MissionLifeline@heart.org
Key Concepts

• New application process
• Two recognition awards
  • Heart attack and stroke process measures (pre-hospital award)
  • Heart attack systems of care (target heart attack award)
• QCT walkthrough
• AHAEMS ID

For questions, email MissionLifeline@heart.org
Application Process
How to apply

1. Go to the Quality and Certification Tool (QCT) portal
   https://qct.heart.org/
2. Create and submit an account with your agency’s demographic data.
3. Once approved you will receive an email confirming your ability to submit measure data.
4. Submit measure data to complete your application.

For questions, email MissionLifeline@heart.org
<table>
<thead>
<tr>
<th>Organization Details</th>
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<tbody>
<tr>
<td><strong>Organization Name</strong></td>
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<td><strong>City</strong></td>
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<td><strong>Medical Director Email Address</strong></td>
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<td><strong>Electronic Health Record</strong></td>
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For questions, email MissionLifeline@heart.org
Selection of Programs

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

Our Programs

Healthy Senior Living Certification

Promoting quality of life in independent and assisted living facilities to help facilities move toward improved health and quality of life for their residents and improve company market attractiveness through inclusion of initiatives about facilities. The Certification helps facilities create a management style where getting and staying healthy is a top of mind initiative will be evaluated on how they effectively measure and provide opportunities to reach general, Improved Health in these categories, offering public, private, and

Host Acute Stroke Certification

High quality guidelines show that both primary and secondary prevention interventions, instituted to standard needs, have been shown to substantively improve recovery of function lost during stroke and reduce the risk of secondary effects. Aims that assess stroke program status plan acute care treatment to evaluate current stroke, performances, and in order to identify areas for more prominent improvements needed for This quality of care.

Emergency Medical Services (EMS)

Nathan L. Kline EMS reorganization is the American Heart Association’s flagship program which promotes emergency medical response through quality care for survivors of heart attack and stroke patients. The current program looks for comprehensive care and coordination of emergency care services, improved health care in these categories, offering public, private, and

Register
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<tr>
<td>EMS Agency State Identification Number</td>
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<td>State associated with State ID above</td>
<td>Florida</td>
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<td>Private, Nonhospital</td>
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<td>Agency Type</td>
<td>Response (Scene) with Transport Capability</td>
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<td>Paramedic</td>
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<td>ePCR Vendor</td>
<td>emsCharts, Inc</td>
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<td>Annual volume of suspected stroke patients</td>
<td>500</td>
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<tr>
<td>Annual volume of suspected heart attack patients</td>
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## Agreement Details

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<tr>
<td>Title of Signer</td>
<td>Chief</td>
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<td>Email of Signer</td>
<td><a href="mailto:TEST@HEART.ORG">TEST@HEART.ORG</a></td>
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<tr>
<td>Date</td>
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### Permissions Agreement:
- [x] Recognition Events
- [x] AHA website, digital media, mobile apps
- [x] Conference banners and signage
- [x] Program promotion as permitted

### Exact Organization Name for Publications
- TEST Ambulance Service

[Buttons: Close, Previous]
# Organization Management

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<td>Deactivated</td>
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## Organization Details

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<th>Location Details</th>
<th>Program Type</th>
<th>Status</th>
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No organization match your search. Please try modifying your search criteria.
Application Deadline

- **May 31, 2024**: application submission period closes at 11:59pm CST.

For questions, email MissionLifeline@heart.org
2024 Measures
Measure Development

• Based on AHA guideline recommendations for heart attack and stroke
• Developed and approved by AHA EMS volunteer work group
• Efforts to align measure criteria with NEMSIS data values
• Feedback and recommendations from volunteer workgroups and Mission Lifeline participants (measure users) taken into consideration during annual measure reviews.

For questions, email MissionLifeline@heart.org
The American Heart Association is excited to continue recognizing EMS agencies for applying the most up-to-date evidence-based treatment guidelines to improve care and outcomes in the communities they serve.

Prehospital personnel are the first providers of care to patients suffering from cardiac emergencies. The role of EMS in the system-of-care for these patients is crucial and often sets the course for the patient’s outcome.

For additional Mission: Lifeline EMS Recognition information, please visit www.heart.org/missionlifeline or email MissionLifeline@heart.org.
Measure Concepts

- Inclusion
- Exclusion (always removed from denominator)
- Exception (remove from denominator if present and numerator is not met)

- Numerator
- Denominator

For questions, email MissionLifeline@heart.org
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.

• **Exclusions**: Patient died prior to arrival at the hospital.

• **Exceptions**: None
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.

• **Exclusions**: Patients with an altered level of consciousness (AVPU less than A or GCS less than 15)

• **Exceptions**: None

For questions, email MissionLifeline@heart.org
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.

• Exclusions:
  • Patients who died prior to hospital arrival

• Exceptions:
  • Documented reason(s) for not evaluating blood glucose:
    • Patient refused blood glucose evaluation
    • Unable to complete blood glucose evaluation (e.g., No glucose monitor available)

For questions, email MissionLifeline@heart.org
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.

**Exclusions:**
- Patients who died prior to hospital arrival

**Exceptions:**
- Documented reasons for not performing stroke screen:
  - Altered level of consciousness (AVPU less than A or GCS less than 15)
  - Patient refused stroke screen
- Unable to complete stroke screen (e.g., patient in cardiac arrest, trauma injury, other time-sensitive conditions requiring care)

For questions, email MissionLifeline@heart.org
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.

• Exclusions:
  • None

• Exceptions:
  • Patients in cardiac arrest; OR
  • Patients requiring advanced airway management prior to ECG; OR
  • Patients in shock or with injury, requiring stabilization; OR
  • Patients refused care

For questions, email MissionLifeline@heart.org
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.
- **Exclusions**: None
- **Exceptions**:
  - Patients with a documented allergy or contraindication (e.g., Warfarin or other anticoagulant/antiplatelet medication, liver disease/cirrhosis, etc.) to aspirin
  - or
  - Patient refused medication

For questions, email MissionLifeline@heart.org
AHAEMS7: Pre-Arrival Notification ≤ 10 Minutes for Positive STEMI Heart Attack 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.

• Exclusions:
  • None

• Exceptions:
  • Patients in cardiac arrest OR
  • Patients requiring advanced airway management prior pre-arrival alert OR
  • Patients in shock or with injury, requiring stabilization OR
  • Patients who refused care/transport

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The American Heart Association is excited to continue recognizing EMS agencies for applying the most up-to-date evidence-based treatment guidelines to improve care and outcomes in the communities they serve.

Prehospital personnel are the first providers of care to patients suffering from cardiac emergencies. The role of EMS in the system-of-care for these patients is crucial and often sets the course for the patient’s outcome.

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**Mission: Lifeline EMS Award Levels**

- **Bronze**
  - Time Period of Compliance: One calendar quarter
  - Minimum Adherence Score: >75%
  - Minimum Volume Requirement: >4 STEMI & Stroke patients in calendar year

- **Silver**
  - Time Period of Compliance: One calendar year
  - Minimum Adherence Score: >75%
  - Minimum Volume Requirement: >4 STEMI & Stroke patients in calendar year

- **Gold**
  - Time Period of Compliance: One calendar year + Silver or Gold award in 2023
  - Minimum Adherence Score: >75%
  - Minimum Volume Requirement: >4 STEMI & Stroke patients in calendar year

* 2023 award status will be accounted into award determination.

For questions, email MissionLifeline@heart.org
Mission: Lifeline System of Care Target Heart Attack Award

AHAEMS8 and AHAEMS9

For questions, email MissionLifeline@heart.org
AHAEMS8: EMS FMC to PCI ≤ 90 Minutes for Patients with STEMI

- The percentage of patients directly transported to a STEMI receiving center, with EMS First Medical Contact to PCI ≤ 90 minutes.
- **Exclusions**: None
- **Exceptions**:
  - Patients in cardiac arrest OR
  - Patients requiring advanced airway management prior pre-arrival alert OR
  - Patients in shock or with injury, requiring stabilization OR
  - Patients who refused care/transport
AHAEMS9: Door 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
- **Exclusions:** None
- **Exceptions:**
  - Patients in cardiac arrest OR
  - Patients requiring advanced airway management prior pre-arrival alert OR
  - Patients in shock or with injury, requiring stabilization OR
  - Patients who refused care/transport

For questions, email MissionLifeline@heart.org
Mission: Lifeline System of Care
Target Heart Attack Award

AHAEMS8 and AHAEMS9 Measure Notes

- Must qualify for M:L EMS Prehospital Award
- Transporting agencies only
- Volume requirement:
  - >4 STEMI patients per calendar year
## Mission: Lifeline EMS System of Care Award Levels

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<tr>
<th>Time Period of Compliance</th>
<th>Minimum Adherence Score</th>
<th>Minimum Volume Requirement</th>
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<tbody>
<tr>
<td>One calendar quarter</td>
<td>≥75%</td>
<td>≥4 STEMI patients in the calendar year</td>
</tr>
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<td>≥75%</td>
<td>≥4 STEMI in the calendar year</td>
</tr>
<tr>
<td>One calendar year +</td>
<td>≥75%</td>
<td>≥4 STEMI patients in the calendar year</td>
</tr>
<tr>
<td>Silver or Gold award in 2023</td>
<td></td>
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</table>

*2023 award status will be accounted into award determination.*

For questions, email MissionLifeline@heart.org
2024 Award Scenarios

For questions, email MissionLifeline@heart.org
Scenario 1

- ABC County EMS earned the Gold Plus award for 2023 M:L EMS recognition. They applied for recognition in 2024 (2023 data) and met all required criteria and measures with at least 75% for the Prehospital and Systems of Care awards. What award will this agency receive?

- POLL
  - A: 2024 Mission: Lifeline EMS Systems of Care Gold Award
  - B: 2024 Mission: Lifeline EMS Systems of Care Silver Award
  - C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award
  - D: No Award
Scenario 1

- ABC County EMS earned the Gold Plus award for 2023 M:L EMS recognition. They applied for recognition in 2024 (2023 data) and met all required criteria and measures with at least 75% for the Prehospital and Systems of Care awards. What award will this agency receive?

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  - B: 2024 Mission: Lifeline EMS Systems of Care Silver Award
  - C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award
  - D: No Award

For questions, email MissionLifeline@heart.org
Scenario 2

- QRS Fire Department does not transport patients and in previous recognition years has been listed as a team member on a partner EMS agency’s application. They meet volume criteria and one quarter of compliance on the required prehospital award recognition measures. What award will this agency receive?

- POLL
  - A: 2024 Mission: Lifeline EMS Prehospital Gold Award
  - B: 2024 Mission: Lifeline EMS Prehospital Silver Award
  - C: 2024 Mission: Lifeline EMS Prehospital Bronze Award
  - D: No Award

For questions, email MissionLifeline@heart.org
Scenario 2

QRS Fire Department does not transport patients and in previous recognition years has been listed as a team member on a partner EMS agency’s application. They meet volume criteria and one quarter of compliance on the required prehospital award recognition measures. What award will this agency receive?

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  - B: 2024 Mission: Lifeline EMS Prehospital Silver Award
  - C: 2024 Mission: Lifeline EMS Prehospital Bronze Award
  - D: No Award

For questions, email MissionLifeline@heart.org
Scenario 3

• City of XYZ EMS agency has never applied for recognition in previous years. This agency meets volume criteria and 75% compliance on all Prehospital award measures for calendar year 2023, except the Blood Glucose Analysis measure. They did not have any patients meet the denominator inclusion criteria for this measure. Do they qualify for the M:L EMS Prehospital award?

• POLL
  • A: No, they did not meet the one patient in the denominator for each required measure requirement. Since they do not qualify for the Prehospital award, they also are not eligible for the Systems of Care award.
  • B: Yes, they do meet the requirements.

For questions, email MissionLifeline@heart.org
Scenario 3

- City of XYZ EMS agency has never applied for recognition in previous years. This agency meets volume criteria and 75% compliance on all Prehospital award measures for calendar year 2023, except the Blood Glucose Analysis measure. They did not have any patients meet the denominator inclusion criteria for this measure. Do they qualify for the M:L EMS Prehospital award?

- **POLL**
  - A: No, they did not meet the one patient in the denominator for each required measure requirement. Since they do not qualify for the Prehospital award, they also are not eligible for the Systems of Care award.
  - B: Yes, they do meet the requirements.

For questions, email MissionLifeline@heart.org
Scenario 4

- An EMS agency received a Silver award in 2023. This agency meets all Prehospital award criteria and measures compliance for one-quarter of data. They meet the criteria and measure compliance for the calendar year 2023 for the required Systems of Care measures. What award is this agency eligible for?

- **POLL**
  - A: 2024 Mission: Lifeline EMS Systems of Care Gold Award
  - B: 2024 Mission: Lifeline EMS Systems of Care Silver Award
  - C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award
  - D: No Award

For questions, email MissionLifeline@heart.org
Scenario 4

- An EMS agency received a Silver award in 2023. This agency meets all Prehospital award criteria and measures compliance for one-quarter of data. They meet the criteria and measure compliance for the calendar year 2023 for the required Systems of Care measures. What award is this agency eligible for?

- POLL
  - A: 2024 Mission: Lifeline EMS Systems of Care Gold Award
  - B: 2024 Mission: Lifeline EMS Systems of Care Silver Award
  - C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award
  - D: No Award

For questions, email MissionLifeline@heart.org
Application Deadline

• **May 31, 2024**: application submission period closes at 11:59pm CST.

For questions, email MissionLifeline@heart.org
Next Steps

• Visit website
  • The Mission: Lifeline EMS website has all the links you need
  • Review the key materials and FAQ

• May 31, 2024: application submission period closes at 11:59pm CST.
• If you have any questions, please reach out to missionlifeline@heart.org
THANK YOU

For questions, email MissionLifeline@heart.org or visit our website.