Quality & Certification Tool (QCT)
Emergency Medical Services (EMS)
User Manual (For Domestic Customers)
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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.

4.1 New User Registration – US and US Territories

Follow the steps for registration:

1. Click on Create an account.

Figure 1 - QCT Login page

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.
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.
Registration Confirmation window appears.

![Registration Confirmation](image)

**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.

![Registration Form]

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.
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.
4.1.1 Participating Agreement

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

![Participation Agreement Acceptance](image)

*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.

![Permissions Agreement](image)

*Figure 12 - Permissions Agreement*

**Note:**
- *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.

![Image: Registration confirmation window](image)

**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.

![Image: User Dashboard](image)

**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.

![Sign In or Create an Account](image)

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.

![My Account dropdown](image)

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](image)

2. Under Measures, click on Create Measures button.

![Figure 18 – Create Measures](image)
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](image-url)
## Measures

### Emergency Medical Services (EMS)

<table>
<thead>
<tr>
<th>Measures ID</th>
<th>Measures Name</th>
<th>Description</th>
<th>Type</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHAEMS1</td>
<td>Pre-Arrival Notification for Suspected Stroke</td>
<td>The percentage of EMS patients aged 18 years and older transported from the scene with a suspected stroke whom a pre-arrival alert for stroke was activated during the EMS encounter.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS2</td>
<td>Documentation of Last Known Well for Patients with Suspected Stroke</td>
<td>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.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS3</td>
<td>Evaluation of Blood Glucose for Patients with Suspected Stroke</td>
<td>The percentage of EMS patients aged 18 years and older transported from the scene with a suspected stroke for whom blood glucose was evaluated during the EMS encounter.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS4</td>
<td>Stroke Screen Performed and Documented</td>
<td>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.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS5</td>
<td>12-Lead ECG performed within 10 Minutes for Suspected Heart Attack</td>
<td>The percentage of EMS patients aged 18 years and older transported from the scene with a suspected MI for whom a 12-Lead ECG was performed within 10 minutes of medical contact.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS6</td>
<td>Aspirin Administration for STEMI-positive ECG</td>
<td>Percent of EMS patients aged 18 years and older transported from the scene with a STEMI-positive ECG who were administered aspirin.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
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<td></td>
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</tr>
<tr>
<td>AHAEMS7</td>
<td>Pre-Arrival Notification at 30 Minutes for STEMI-Positive ECG</td>
<td>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 within 30 minutes of positive ECG.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS8</td>
<td>EMS FMC to PCI ≤ 60 Minutes with STEMI</td>
<td>The percentage of patients directly transported to a STEMI-receiving center, with EMS First Medical Contact to PCI ≤ 60 minutes.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHAEMS9</td>
<td>FMC to Thrombolytic Administration ≤ 30 Minutes for Patients with STEMI</td>
<td>The percentage of patients with STEMI treated and directly transported to the destination hospital, with a door-to-thrombolytic time of ≤ 30 minutes.</td>
<td>N (Numerator), D (Denominator), % (Percentage)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Figure 20 – Enter Data - Measure Details**

V 1.3, 18/03/2024
**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](image)

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

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

**Figure 24 – Upload Spreadsheet list**

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

**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](image)

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

![Figure 27 – Edit Data](image)
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.

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

Once clicked, the User Management page opens.
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.

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.
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.

2. Click on the Yes button to confirm the deletion.

3. Once confirmed, the user will be deleted from the user list with a success message displayed on the screen.
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.
2. In the organization page, click on Organization User Management from My Account dropdown.

![Figure 39 – My Account dropdown](image)

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.
To edit the organization details:

1. Click on the Edit 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.

To edit the program details,

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

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<th>Reviewed By</th>
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<td>11/12/2023</td>
<td>Girish Malagimani</td>
<td>Girish Malagimani</td>
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