



Quality Management Program

Presented by Denise Treadwell

September 2016



The CAMTS Quality Management Program is focused on the processes and standards to allow for evaluation and re-evaluation in a continuous effort to improve performance and enhance best practices.



Committee Members

- Barbara Dunham
- Cheryl Wraa
- Heather McClellan
- Julia Spring
- Stan Kocol
- Andrew Farkas
- Charlann Staub
- James Houser
- Steve Sittig
- Eileen Frazer
- Karen Rogers
- Shelley Dixon
- Dudley Smith
- Tammy Rush
- Garrett Hickman
- Jan Eichel



Mission Statement

CAMTS is dedicated to improving patient care and transport safety by providing a dynamic accreditation process through the development of standards, education and services that support our vision.



Vision

All patients are transported safely by qualified personnel using the most appropriate mode of transport.

CAMTS: Site Surveyor Performance Evaluation

Updated: 21 Sep 16

OPERATIONS	Jan-16	Feb-16	Mar-16	Summary	Apr-16	May-16	Jun-16	Summary	Jul-16	Aug-16	Sep-16	Summary	Yearly
Number of Site Visit Surveys During Given Month	11	21	23	55	4	13	22	39	1	6	2	9	103
Number of Evaluations Received During Given Month	10	14	33	57	-	11	24	35	2	12	3	17	109
Lead Site Surveyor Percentage	36%	48%	30%	25%	25%	62%	45%	25%	50%	33%	33%	25%	20%
Appropriately prioritized the site survey activities / agenda for review.	100%	96%	94%	98%	95%	98%	100%	98%	100%	100%	100%	98%	96%
Identified anticipated needs for the site survey and planned accordingly.	100%	96%	96%	98%	100%	97%	99%	98%	100%	100%	100%	98%	97%
Demonstrated a high proficiency level through the opening conference, interviews and closing conferer	98%	98%	95%	98%	100%	98%	100%	98%	100%	100%	100%	98%	97%
Demonstrated the ability to perform the site visit in an organized and thorough manner.	100%	99%	96%	99%	100%	97%	100%	99%	100%	100%	100%	99%	98%
Referenced questionable procedures or issues if an issue required immediate attention.	100%	98%	95%	99%	98%	98%	100%	99%	100%	100%	100%	99%	97%
Actively participated in the opening and closing conference.	100%	97%	95%	98%	95%	98%	100%	98%	100%	100%	100%	98%	97%
Provided a verbal report identifying strengths and weaknesses as observed during the visit. Did not offe	100%	98%	97%	99%	100%	98%	100%	99%	100%	100%	100%	99%	98%
Demonstrated thorough understanding of the CAMTS policies and procedures, site survey process and c	100%	99%	97%	99%	90%	97%	100%	99%	100%	95%	100%	99%	98%
Provided a clear explanation to questions regarding CAMTS, the site survey process and accreditation ac	100%	99%	96%	99%	95%	98%	100%	99%	100%	95%	100%	99%	98%
Collaborated frequently with program personnel to clarify questions in the PIF and policies of the progra	100%	99%	95%	99%	100%	97%	100%	99%	100%	100%	100%	99%	98%
Maintained a high level of professionalism during the site visit.	100%	100%	98%	100%	90%	97%	100%	100%	100%	100%	100%	100%	99%
Maintained program and patient confidentiality during all site survey activities.	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
Facilitated CAMTS professional presence and relationship with program personnel in a positive manner.	100%	100%	97%	100%	95%	98%	100%	100%	100%	100%	100%	100%	99%
Collaborated with the other site surveyor to clarify issues and create a cohesive working relationship (ap	100%	100%	98%	100%	95%	100%	100%	100%	100%	100%	100%	100%	99%
Served as well-rounded expert in medical transport; knowledgeable in all areas relative to your service.	100%	97%	96%	98%	95%	97%	100%	98%	100%	100%	100%	98%	97%
Demonstrated consistent objectivity in order to complete a report that accurately represents your servic	100%	99%	97%	99%	100%	98%	100%	99%	100%	100%	100%	99%	99%

Additional Comments available on Data Tab

Mark Stovall did a good job to trying to keep questions clear and within the bounds of the CAMTS accreditation standards.

[Site Survey partner] did not look at any of other documents that were requested. He did not share any comments at the closing session. He was smoking outside of our office and doorway

[Site surveyor lead] spent 4 hours of her time driving to and from one of our bases.....might have been time better spent at the base and with staff members

Wade was equally great to work with, being a new surveyor he was very professional, knew his material and very approachable. here are a few quotes pulled from fellow team members that were on the receiving end of Wade's survey / interview... -"They both came in and set very clear expectations of how the survey would go and I did not feel there were any surprises. I thought both surveyors were very professional and related questions directly to the standards and tried their best to get questions answered that were given to them from the pre-review." -"Wade was very professional, personable, and easy to talk with." -"both very professional and helpful throughout the process. The were encouraging and enthusiastic which was great." -"My brief interaction with

Andrew was great to work with, easy to contact, very approachable, extremely prompt with answers & feedback from questions I had when beginning the survey process. here are direct quotes from several CCT crew members that were recipients of Andrew's survey... -"both very professional and helpful throughout the process. They were encouraging and enthusiastic which was great" -"They both came in and set very clear expectations of how the survey would go and I did not feel there were any surprises. I thought both surveyors were very professional and related questions directly to the standards and tried their best to get questions answered that were given to them from the pre-review"

Was very thorough and dug deep into investigating how we were or weren't meeting the standards.

Walter has a great interviewing style and was able to educate the personnel on the standards along the way.

Didn't wear a tie or suit coat and commented on arrival that he thought he was going to be overdressed. Decided to advise that a base wasn't excited about transitioning to a new rotor platform.

Thought it was important for us to know but we were the ones to explain the situation during the opening interviews. Smoked on premise even though [program] has a non-smoking policy.

Recommended that we complete a PAIP facility drill during the survey so that it can be noted in the survey as complete.

Multiple interviews were delayed 10-15 minutes because site surveyor wasn't prepared to ask questions. • Didn't review documents prior to beginning survey, continually asked for documents when they were provided electronically. • Smoked on premise even though [program] has a non-smoking policy. • Left interviews to take phone calls. • Requested that we attempt to take Adult aged son on Aircraft during survey. • Lacked the interest in [program] showing best practices during survey. We prepared binders to review program highlights that never were reviewed.

David was very professional. David visited the bases, and staff at those bases commented on how professional he was during the visit. Poor guy had his flight delayed the day before and arrived at 0600 on the day of the visit. Regardless - he was alert and attentive.

David was always professional, open and easy to communicate with. An asset to your organization.

CAMTS: Program Evaluation of the Process

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OPERATIONS	Jan-16	Feb-16	Mar-16	Summary	Apr-16	May-16	Jun-16	Summary	Jul-16	Aug-16	Sep-16	Summary	Yearly
Number of Surveys Completed During Given Month	11	21	23	55	4	13	22	39	1	6	2	9	103
Executive Director, Associate Executive Director, and/or staff provided guidance and assistance?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
and/or CAMTS staff responded to questions addressing the CAMTS Policy and Procedures and Accreditation Standards in a timely manner?	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%	100%	93%	
Site Survey Coordinator provided appropriate guidance and assistance with coordination of the site survey?	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
PIF was formatted to allow for easy completion and electronic submission?	100%	92%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	
Accreditation standards are written in clear and concise manner?	100%	100%	100%	100%	100%	100%	92%	97%	100%	100%	100%	100%	
Accreditation fees are within market value?	100%	100%	100%	100%	100%	100%	92%	97%	100%	100%	100%	100%	
Were your expectations met by the CAMTS accreditation process?	100%	100%	100%	100%	100%	100%	92%	97%	100%	80%	100%	93%	

Additional Comments available on Data Tab

Shelly provided the necessary assistance without any problem

Yes they helped with any questions which were minimal

Was great to work with.

Recommendations/suggestions for the Program Information Form (PIF)

streamline the process, avoid duplication of requests, make it cloud based

Comments on Accreditation Standards

Have you overextended on what you expect? Felt like a cursory review except for the time they spent with the educators, would have appreciated more time with the crews, spent very little time in

the comm center yet had some serious comments re: the center

Just to make sure all the surveyors understand them equally as to what meets and what doesn't

What was your main reason for applying for CAMTS accreditation or pursuing re-accreditation?

State Required

Always want to make sure we are meeting the highest safety and quality standards. Also always looking for ways to improve as sometimes we don't see it without external eyes looking.

We feel that the process drives our organization to be better.

Outside agency to validate the professional practices (clinical, safety, etc).

Were your expectations met by the accreditation process?

Multiple interviews were delayed greater than 15 minutes because the surveyor was unable to locate the questions she wanted to ask. Additionally the material we provided in the PIF was not

reviewed. In the closing conference two items were noted that we were not compliant on, when the documentation was in the PIF and onsite requested materials but had not been reviewed.

Specifically, medical control orientation and required metrics to monitor in the Quality Management. No questions were asked during interviews regarding the items but they were sited as deficiencies in the closing conference.

What are the benefits of accreditation that would motivate you to recommend accreditation to other transport services?

yes if the focus can remain on quality and patient care

Again I feel that it is a good quality improvement process and to assure that you are looking at all aspects of your program yourself and then having external eyes looking at it as well.

Historically we feel the process makes us better. The standards challenge us to continue to grow and mature but it would be tough to recommend our survey team.

Additional comments:

[Program] has both achieved CAMTS and been withdrawn, and both times the survey made us better. I believe we performed very well during the survey, but was disappointed in the surveyors. Its the first time I had to question if being apart of CAMTS made us better.



Reportable Events

Reported by Program and also Noted in Comments of
Evaluation Survey

- Site Surveyors not adhering to program policies (i.e. smoking on premises or in smoking areas away from the program interrupting the site visit).
- Site Surveyors asking for a relative to ride in an aircraft not associated with logistics to get the site visit complete.

