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2025 CAASE Awards

Application Instructions

The CAA Service Excellence (CAASE) Awards are open to all ambulance companies and agencies operating within California. To participate, applica[nts] online submission that includes a **Statement of Entry** and any relevant supporting materials.
Submission Process
All materials must be submitted through the CAA's online application form. The following file types are accepted:
Documents: PDF, Word, Excel
Images: JPEG/PNG
Links: Video content or webpages that support the entry
Once your submission is received, you'll get a confirmation email with instructions for uploading any additional materials. If you wish to include pos[ters/]
displays, these may be shipped separately to the CAA for presentation at the Annual Convention.
Terms of Use
By submitting an entry, you grant the California Ambulance Association permission to publicly share your materials as examples of best practices w[ith]
Submissions may be used for educational, promotional, or marketing purposes.

Contact Information

Contact Name:
Konnor PAcheco
Organization:
LifeLine-EMS
Email:
Preferred
kpacheco@lifeline-ems.com
Address:
Organization
6605 E. Washington Blvd.

Commerce CA 90040
United States
Phone:
Company Phone Number
3238958142

Phone:
Mobile Phone Number
6614788941

2025 CAASE Awards Submission

Submission Category:
Innovation in EMS
Submission Title:
CQI a Holistic Approach
Number of Annual Service Requests:
90,000
Number of Ambulances:
110
Business Type (check all that apply):
Business
Privately Held Corporation
Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):
Katie Palmatier, Director of Performance Improvement kpalmatier@lifeline-ems.com Konnor
Pacheco, Manager of Clinical CQI and Performance Improvement kpacheco@lifeline-ems.com Gary
Oba, CQI Supervisor goba@lifeline-ems.com Angelica Perez, CQI Supervisor aperez@lifeline-
ems.com Alexis Mayagoitia, SCT CQI Specialist amayagoitia@lifeline-ems.com Dr. Amar Shah,
Clinical Director amarshah@lifeline-ems.com Danielle Thomas, Chief Operating Officer
dthomas@lifeline-ems.com Louis Mendoza, Director of Training and Education lmendoza@lifeline-
ems.com David Munoz, Division Chief dmunoz@lifeline-ems.com Nichole Sternquist, Director of
Administration and People Operations nsternquist@lifeline-ems.com Cesar Gil, Director of Billing
cgil@lifeline-ems.com Ross Klun, Director of Communications rklun@lifeline-ems.com
Situational Analysis (Background of Project):
Lifeline-EMS launched the Continuous Quality Improvement (CQI) Holistic Program to address the
growing need for a more integrated, real-time, and accountable quality assurance framework in

? **Help**

prehospital care. While traditional CQI focused heavily on clinical documentation, LifeLine-EMS expanded the concept to include dispatch, billing, logistics, culture, leadership, and fleet readiness, creating a unified system for improvement across departments. Built on the success and foundational learnings of our Safety-365 and In-The-Loop programs, this CQI initiative was designed to transform our culture from reactive compliance to proactive performance enhancement. With over 100 CQI indicators, automated feedback loops, and real-time dashboards, the program now drives transparent, cross-functional improvement efforts enterprise-wide.

Project Goals:

Improve clinical documentation accuracy and protocol adherence across all levels of patient care (BLS, ALS, SCT). Integrate operational departments (dispatch, billing, fleet) into a unified CQI model. Empower leaders through transparent, accessible performance data and recognition. Align performance review metrics with local and county EMS regulations and policies. Create measurable, department-level improvements in compliance, efficiency, and patient care quality.

Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):

Planning Phase (January 2024)Lifeline-EMS's Performance Improvement Department (PI) recognized that traditional QA/QI processes were too narrow and reactive. Using the foundation of prior initiatives such as Safety-365 and In-The-Loop, the PI team undertook several months of research and design work to create an integrated CQI framework. This involved:Forming a cross-functional planning group of clinical educators, field supervisors, dispatch managers and billing specialists who met regularly to review key performance indicators, training gaps and improvement opportunities.Cataloguing more than 100 potential indicators spanning clinical care, dispatch, billing, fleet readiness, recruitment, training and company culture. The team identified data sources (ePCR/FirstPass, CAD, Lytx, OperativeIQ, PowerBI, Smartsheet, etc.) and developed automated dashboards and report-card formats.Aligning metrics and report-card criteria with county protocols, state EMS regulations and national best-practice guidelines, and establishing feedback loops so that results could be reviewed in real time rather than at quarterly audits.This planning work resulted in a holistic CQI model that embedded measurement into daily operations and prepared the organization for a phased rollout beginning in January 2024.Implementation Phase (January 2024 – June 2025)Implementation was deliberately staggered to ensure learning and adjustment. Key milestones included:January 2024: Launch of the first Field Provider Report Card covering initial clinical indicators such as narrative quality, physical assessment quality, interventions, patient movement and ethical/legal considerations. Monthly Quality Quips and a Communications Report Card were also introduced to engage clinicians and dispatchers and to measure booking, complaints, cancellation and customer-service processes.February 2024: Basic Life Support (BLS) report cards went live; onboarding metrics such as orientation feedback and ride-time completions were added; billing indicators focused on claims accuracy and regulatory compliance.March 2024: ALS/Specialty Care report cards were created and tested, and operations began tracking policy violations, ePCR trends and DriveCam activations.April – June 2024: Billing added metrics on coding practices and physician-certification holds; Fleet & Logistics began monitoring gurney & stairchair preventive-maintenance compliance and technician efficiency; Training & Education evaluated the START program and ride-time QA.July 2024: New indicators were added across all levels of service (demographics, current medications, allergies, medical history, billing fields, treatments appropriate to impression and required signatures). Report-card templates were refined through PDF mapping to improve provider engagement and documentation.August 2024: The program expanded organization-wide. Each department developed KPIs, and bi-weekly/monthly indicator reviews were instituted to support informed decision-making.September 2024: ALS & CCT report-card indicators were expanded to include cardiac monitor data uploads, controlled-substance administration, end-tidal CO_2 and IV/IO access.November – December 2024: Field-provider annual training sessions incorporated CQI findings; help-text was added to ImageTrend; the grading scale was refined toward letter grades; and an end-of-year review set 2025 goals.January 2025: Cultural and workforce indicators (vibe checks, commendation/complaint tracking) were added, along with scheduling metrics such as tardiness and no-show trends.February 2025: Fleet & Logistics began analyzing repair frequency per unit and underlying causes.June 2025: The program assessed fleet cost-per-unit and vehicle service-time efficiency and evaluated Field Training Officer (FTO) performance and consistency in training.Throughout implementation, the PI team continued to meet regularly with department leads to review trends, provide feedback, and adjust workflows. Automated dashboards allowed providers and supervisors to see performance in near real time, fostering accountability and quick corrective action.Project DurationThe holistic CQI initiative was planned and formally launched in January 2024. Implementation proceeded in phases through June 2025, giving the project an approximate duration of 18 months from initial rollout to full, organization-wide adoption.

Results (Did you achieve your goals? How did you measure results?):

Yes, the project achieved and exceeded its goals and continues to demonstrate measurable impact through 2025. How We Measured Results: Foundational Data Strategy: At the heart of Lifeline-EMS's CQI Program is a commitment to capturing, analyzing, and leveraging every available data point, both existing and newly identified. From documentation audits to staffing metrics, system logs, compliance, employee engagement, and clinical outcomes, our goal was to create a comprehensive ecosystem of measurable inputs. This enabled our teams to track performance from multiple dimensions, reveal intersecting trends, and inform tailored interventions with context and clarity. Seeking out and integrating new indicators has become a core CQI function, ensuring we don't just measure what's easy, but what matters. The CQI Program itself is a measurement system. Rather than treat measurement as a single phase or external tool, Lifeline-EMS built a CQI model where measurement is embedded into every layer of operations. The program was intentionally designed to function as a real-time diagnostic engine, capturing, visualizing, and responding to performance data as part of daily workflows. This living system constantly evaluates compliance, trends, feedback, readiness, and employee experience, using a blend of structured indicators, dashboards, and feedback loops. In this way, CQI is not just a process for reviewing past performance, it's a platform for continuous, in-the-moment improvement. We didn't build measurement tools around the program. We built the program as the measurement tool.

Impact (What impact has this project had on your service? Information can be given as narrative. However, if possible, please provide qualitative and quantitative information.):

The impact of Lifeline-EMS's CQI Program has been both transformative and measurable, fueling a cultural shift in how quality is understood, owned, and improved across departments. By creating feedback-rich environments supported by real-time data and collaborative problem-solving, the program has delivered tangible gains in clinical care, operational efficiency, employee experience, and financial performance. Clinical Excellence & Documentation Accuracy The CQI Program elevated clinical documentation through standardized formats, targeted education, and real-time coaching. An example of this is provider narrative quality saw marked improvements, with clearer clinical understanding, justifications and transport rationales with steady improvement through 2025. Billing Accuracy & Reimbursement Efficiency Improvements in billing compliance directly contributed to increased reimbursement speed and fewer claim delays: PCS-related billing holds were reduced by 54% from Q1 2024 to Q2 2025. Claims accuracy maintained a 97%+ compliance rate throughout 2025 YTD. Signature capture rates rose 30% following new coaching protocols and audit feedback loops. Dispatch & Communication Center Optimization CQI integration into the Communications Center has improved both performance and customer satisfaction: Call

documentation, professionalism, and accuracy steadily improved across all dispatch shifts. Customer service satisfaction scores rose 8–15% despite concurrent technical system upgrades. Targeted scripting and regular 1:1 coaching were credited for improvements in resolution quality and dispatcher confidence. Training, Onboarding & Retention The Training and Education team, supported by CQI findings, restructured new hire onboarding: Early results show notable improvement in documentation and clinical quality among new employees, better preparing them for field expectations. Automated 30/60/90-day onboarding surveys created a feedback loop that informed onboarding refinements and enhanced early retention. Field Training Officer (FTO) Program Impact: Elevated Field Training Consistency and Quality: FTOs consistently received exceptional scores, 4.8 to 5.0 on a 5-point Likert scale, across metrics such as helpfulness, feedback quality, clarity of expectations, and overall demeanor. This high performance reinforces the effectiveness of our instructor development efforts and reflects a culture where FTOs are not only mentors but high-performing ambassadors of the organization's values. Using CQI data to uplift and support FTO performance. Improved Training Alignment: The percentage of trainees reporting inconsistencies between different FTOs dropped from 11.0% to 1.9%, demonstrating that continuous evaluation and CQI feedback have strengthened program standardization. This allows all trainees—regardless of shift or region, to receive consistently high-quality experience. Reduced Gaps Between Onboarding Phases: Reports of inconsistency between START orientation and Ride Time training phases remained near zero, confirming the effectiveness of our onboarding structure and CQI oversight in maintaining program continuity. Operational Efficiency & Workforce Well-being CQI-driven improvements in operational readiness and scheduling contributed directly to workforce satisfaction: Since its peak in April 2024, holdovers decreased by 36%, reducing burnout and increasing shift predictability. Fleet PM compliance consistently exceeded 95%, enhancing unit reliability and response safety. Trending and identifying bottlenecks with equipment tickets led to a 40% reduction in equipment-related delays, improving readiness without adding labor burden. Leadership, Accountability & Corrective Action A major strength of LifeLine-EMS-EMS's CQI Program is its empowerment of frontline and mid-level leadership to not only identify trends, but to act decisively on them. The system fosters shared responsibility across departments and ensures that accountability is proactive, not punitive: Corrective actions are now data-driven, documented, and tracked through workflows, ensuring transparency and follow-through. Shift Commanders and Department Leads are regularly looped into trend reviews, enabling timely interventions, coaching conversations, or system-wide adjustments. Operational events, ranging from delayed unit responses to equipment failures or communication breakdowns, are now logged, reviewed, and resolved with documented root cause analysis and follow-up. CQI metrics such as station readiness, unit response failures, and schedule exceptions are reviewed collaboratively with field and operations leadership, reinforcing continuous accountability across all levels of the organization.

Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):
The CQI Program was implemented without a formal standalone budget but is fully embedded into LifeLine-EMS-EMS's operational infrastructure by leveraging existing platforms and dedicated personnel. Technology Investments: The CQI system was built using tools already deployed across the organization, including FirstPass, CAD, ePCR, Operative IQ, Lytx, Power BI, and Smartsheet. While these platforms serve multiple functions beyond CQI, a portion of their cost is attributed to CQI-specific usage. LifeLine-EMS allocates approximately $20,000 annually from its overall technology budget to cover CQI-related use of these platforms—supporting data integration, dashboard development, form automation, and audit workflows. Personnel Time: Approximately 85% of the Performance Improvement Department's time is dedicated to CQI operations, conducting analysis, leading cross-departmental improvement initiatives, updating workflows, and implementing policy changes. This represents an estimated $200,000 annually in personnel investment. While this investment may appear high, these roles and responsibilities were already present within the organization. The holistic CQI framework did not create new positions; it optimized the efficiency and impact of existing team members by aligning their work with measurable outcomes and interdepartmental collaboration. Other departments (Clinical, Dispatch, Billing, Fleet, etc.) contribute to CQI execution within their existing roles and leadership, estimated at 5% of combined leadership labor budgets. The CQI Program delivers a high return on investment, improving reimbursement rates, strengthening regulatory compliance, accelerating employee growth, and boosting employee satisfaction, while leveraging the people, platforms, and values already in place.

Supporting Documents #1:
Continuous Quality Improvement Program Overview for CAASE Awards 2025.pdf
Supporting Documents #2:
Holistic CQI Timeline.pdf
Supporting Documents #3:
CQI Clinical Timeline.pdf
Supporting Documents #4:
Supporting Documents #5:
Supporting Documents #6:
Comments:
CAASE Awards Submission Fee:
CAASE Awards Submission - $100.00

Holistic Continuous Quality Improvement (CQI) Program

Introduction

At LifeLine EMS, our Holistic Continuous Quality Improvement (CQI) Program serves as the cornerstone of clinical and operational excellence. Grounded in the belief that performance evaluation should be constructive, educational, and data-driven, the Holistic CQI Program is a dynamic, organization-wide system that enhances patient care, operations, communication, compliance, and interdepartmental collaboration.

More than a traditional QA/QI model, LifeLine's CQI Program integrates real-time data and feedback loops across all major operational areas, including clinical care, dispatch, billing, fleet, logistics, training, people operations, and onboarding. With over 100 indicators actively monitored and reported, the program leverages automation, dashboards, and coaching tools to drive actionable improvements, provider accountability, and transparent performance tracking.

Foundational programs like *Safety-365* and *In-The-Loop*, both recognized by CAASE in previous years, are fully embedded into the CQI framework. These initiatives laid the groundwork for the expansion of CQI beyond clinical review by establishing templates, structure, and early feedback systems that now support organization-wide quality oversight. Their benchmarks, risk indicators, and communication pathways remain active components within the broader CQI ecosystem, enabling early risk detection, continuous education, and system-level responsiveness.

LifeLine's CQI Program reflects more than just a system of measurement, it represents a deeply embedded culture of learning, safety, and shared accountability that drives performance improvement at every level of the organization.

CQI PROGRAM – AT A GLANCE

Category	Highlights
Departments Involved/Focus	Clinical, Dispatch, Billing, Fleet, Logistics, Communications, Training, Recruitment, Operations, Leadership, Company Culture, Employee Experience
Indicators Tracked	100+ organization-wide indicators across compliance, readiness, accuracy, morale, onboarding, patient care, and more.
Key Platforms	FirstPass, ePCR, Lytx, Operative IQ, CAD, Power BI, Smartsheet, Blink

Scalability and Replicability

LifeLine EMS's CQI Program was built with adaptability in mind. The program relies on tools and structures available to most EMS organizations, such as Smartsheet, Power BI, CAD, and internal training platforms. Its phased rollout and iterative evolution allow it to scale regardless of agency size. By grounding CQI in shared dashboards, feedback automation, and department-driven goals, the model is replicable across both clinical and non-clinical teams without major capital investments.

Our goal was never to build something flashy, it was to build something sustainable. The result is a CQI framework that any organization can scale with their people, their platforms, and their purpose.

Simplified LifeLine EMS CQI workflow

Color Coding:
- **Core Processes**: **Blue**
  - For key workflow steps that drive the CQI process.
- **Review and Evaluation**: **Green**
  - For elements involving analysis, feedback, or monitoring.
- **Training and Actions**: **Orange**
  - For training, education, or corrective actions.
- **Compliance and Reporting**: **Purple**
  - For all compliance-related activities, including external reporting and adherence to thresholds.

Identify the objectives of evaluation

Create system or process for data collection and analytics.

Set initial thresholds or benchmarks for each indicator

CQI of:
Patient Care Reports
Dispatch & Call Taking
Billing & Collections
Operations
People Operations
Compliance
Safety & Risk

CQA - Quality Assurance If Thresholds are met consistently for 90 days, then they are moved and continued to be monitored under CQA, if needed reevaluated and added back into CQI workflow.

Indicator Evaluation Bi-Weekly / Monthly Department Leaders and PI Department

Changes to Indicators, thresholds or benchmarks.

PCR Report Cards

Communications Report Cards

Billing Audit Denial Audit

ALL Department Leaders use the regular review of their specific indicators to implement training, knowledge sharing, during monthly CQI meetings with our Medical Director

CQI Supervisors connect with Providers via phone call, virtual meeting, email communication or targeted training depending on the need.

Real-Time Closed Loop Feedback and Assessment shared with Employees

Department Leaders use the regular review of their specific indicators to implement training,

Annual Training

Policy Change or creation and or Training and Education

Monthly CQI Meeting All department Leaders and Medical Director

Annual Training

If flagged for additional follow up Clinical Director, Education Director and COO are alerted.

Continued Education

External Reporting OCEMS LEMSA REMSA Hospitals

Remediation or Corrective Action

REASSES & REEVALUATE Changes to Indicators, thresholds or benchmarks.

Program Outline

Performance Improvement (PI) Department

The Performance Improvement Department leads the CQI Program and includes cross-functional leaders such as clinical educators, field supervisors, dispatch managers, and billing team members. Meeting regularly, the PI team reviews key performance indicators (KPIs), compliance trends, training gaps, and emerging improvement opportunities. Their work directly influences not only clinical outcomes but also operations within Fleet and Logistics by identifying patterns in vehicle readiness, equipment reliability, and support structure efficiency.

Provider and Department-Level CQI Reviews

The CQI Program incorporates provider-specific reviews for EMS clinicians, communications center team members, and billing team members. Reviews assess both individual and team performance using structured report cards, checklists, and audit tools based on industry standards, local regulations, and internal benchmarks.

Clinical and Patient Care Report (PCR) Review

- 100% of BLS, ALS, and SCT patient care reports are reviewed using FirstPass automation.
- BLS, ALS, and SCT Report Cards provide structured, 1:1 coaching for providers, reinforcing clinical and documentation accuracy.
- Key Performance Indicators (KPIs): Narrative quality, vital signs documentation, treatment appropriateness, ethical/legal compliance.
- Automated feedback loops ensure findings are promptly relayed to providers for corrective actions.

Dispatch & Communications Center CQI

- Real-time review of Communication Center calls using the Communications Report Card.
- KPIs include: call accuracy, documentation compliance, and customer service quality.
- Regular 1:1 coaching sessions with dispatchers to address call-taking trends and areas for improvement.
- CQA Trends are reviewed monthly and incorporated into departmental huddles and interdepartmental PI meetings.

- Feedback from Supervisors and Peer Reviews is collected and cross-referenced with performance indicators to identify training needs.

Fleet & Logistics CQI

- Lytx MV+AI technology tracks driver performance, identifying risky driving behaviors and compliance trends.
- Atlas Labs GPS Tracking monitors real-time unit locations, response efficiency, and fleet readiness.
- Vehicle Preventive Maintenance (PM) compliance tracking, ensuring vehicles meet regulatory and safety standards.
- Equipment tracking and safety checks, ensuring all units are stocked, operational, and ready for service.
- Automated tracking and reporting dashboards allow leadership to trend issues, implement corrective actions, and ensure compliance.
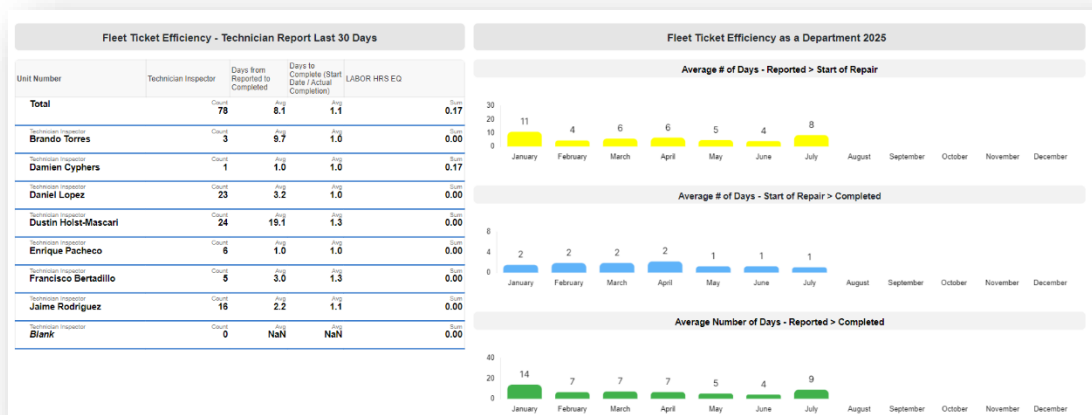
- Equipment & Vehicle Tracking includes monitoring of missing or malfunctioning gear and unit readiness at shift start.

Operations & Leadership

- Corrective Action Notices (CANs) are tracked by input speed, completion rate, and issue type to identify common professionalism, attendance, and conduct trends.
- Operations Event closure and timeliness metrics.
- Violation Types such as Professionalism, Safety, and Policy Compliance are monitored monthly and used to design targeted coaching plans.
- Policy Violations are categorized and reviewed quarterly to align training and accountability measures.
- DriveCam Activations and Safety Alerts are trended and tied to field-level coaching.

Billing & Revenue Cycle CQI

- Billing Compliance Review ensures claim accuracy, regulatory adherence, and documentation sufficiency.
- PCS Hold Reduction Initiative: Real-time tracking of Physician Certification Statements (PCS) documentation, with coaching to reduce errors and improve reimbursement rates.
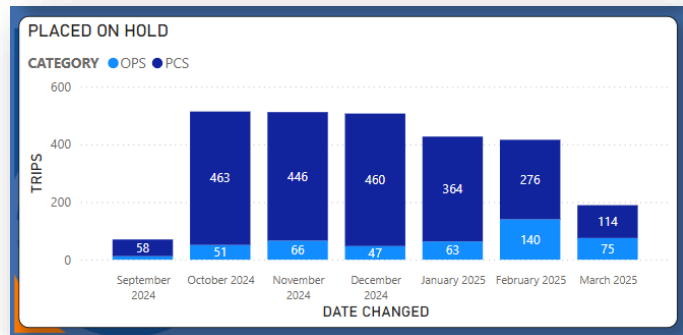
Clinical Performance & Provider Education

- Medical Director reviews for high-acuity case evaluations.
- Targeted training programs based on CQI data trends, ensuring providers receive education tailored to identified gaps.
- Case-based learning and scenario-based simulations to reinforce clinical protocols and best practices.
- Automated alerts for protocol deviations to ensure meaningful and timely remediation and training interventions.

Employee Well-being & Workplace Safety

- Employee Pulse Checks (bi-annually) and Field Provider Vibe Check & General Feedback forms, to monitor team morale, job satisfaction, and well-being.
- Holdovers & Shift Extension Tracking: LifeLine tracks *Holdovers*, instances where crews are held past their scheduled end time, as part of its effort to monitor operational stressors and improve work-life balance. CQI reviews these trends monthly to identify scheduling bottlenecks and operational inefficiencies, with the goal of minimizing unplanned overtime and protecting team morale.

- Workplace Safety Audits to assess trends in employee injuries and near-misses, implementing proactive mitigation strategies.
- Recognition & Incentive Programs that acknowledge high-performing providers in CQI compliance and patient care excellence.

Training and Education

- Structured Evaluation of Instructors & CE Programs: Post-class feedback surveys and scoring tools are used to evaluate internal instructors and continuing education (CE) offerings, ensuring that each session meets instructional and operational standards.
- CQI-Driven Curriculum Updates: Training content is regularly reviewed and updated in response to trends identified through CQI data, ensuring education remains current, relevant, and targeted to known gaps in clinical or documentation performance.
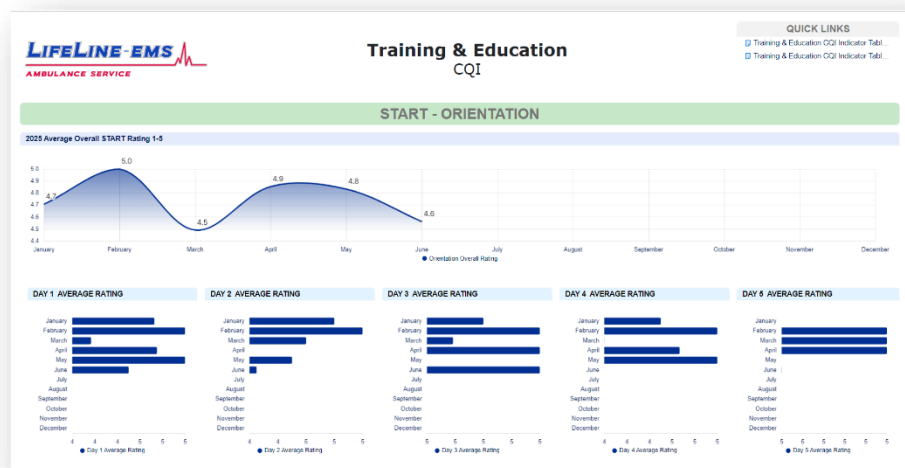
- Individualized
Learning Through Report Cards: Provider-specific documentation and clinical performance data from FirstPass and report card audits are used to customize continuing education plans, reinforcing strengths and addressing individual or team-specific areas of improvement.
- Field Training Evaluation (FTE) & Onboarding Oversight: FTE documentation and training deviation logs are reviewed under CQI to evaluate the effectiveness of initial training, identify instructional inconsistencies, and ensure new hires meet core competencies.
- Instructor Development: Feedback trends from student evaluations are used to provide instructors with coaching and professional development support, improving both instructional delivery and student engagement.

- Real-Time Education Alerts: CQI-generated alerts (e.g., documentation outliers, protocol deviations) trigger immediate education interventions, creating a closed-loop system of feedback, remediation, and follow-up.

Recruitment & Onboarding
- Real-time onboarding feedback loops from new hires are captured through automated 30-, 60-, and 90-day surveys, assessing orientation quality, field training effectiveness, and early-stage satisfaction.
- Data from these surveys inform improvements in onboarding content, FTO engagement, and operational readiness for new employees.
- Completion rates and qualitative feedback from ride-along experiences are tracked to ensure preparedness before solo deployment.
- Cross-functional collaboration with Scheduling and People Operations supports early retention, proactive coaching, and smoother transitions into independent roles.
- Ongoing review of new hire performance ensures CQI principles are actively reinforced throughout the onboarding period.

Scheduling
- Call Offs, Tardiness, and No Call/No Shows are tracked monthly and trended quarterly to identify staffing challenges and scheduling effectiveness.
- True Unit Count vs Goal is monitored by day of the week to measure scheduling accuracy and daily readiness.
- Automated Data Dashboards allow leadership to quickly identify staffing shortfalls and initiate interventions.
- Ride Time Progression Logs flag any delays between new hire milestones (e.g., from START clearance to first ride) for corrective scheduling.

Core Components of the CQI Program

Real-Time Feedback Loops

Automated feedback systems, In-The-Loop, send individualized audit results to employees following call reviews. This creates a transparent feedback loop where team members can learn and improve in real time. Feedback is delivered through mobile-friendly platforms and email, making it accessible across shifts and locations. Timely delivery of insights allows issues to be corrected before they become patterns.

Data-Driven Education
Each CQI review drives targeted education. Educational emails, one-on-one coaching, and group training sessions are developed based on recurring trends and non-compliant findings. The PI team uses aggregate data to create proactive educational strategies that address systemic gaps while also tailoring interventions to the individual provider level. Education delivery is tracked for accountability and effectiveness.

Policy-Integrated Metrics
CQI reviews are aligned with local policies. All reviewed indicators reflect current protocols and evidence-based best practices. As protocols evolve, CQI tools and indicators are updated to ensure real-time alignment with regulatory expectations and clinical guidelines.

Cross-Departmental CQI Reporting
Quarterly reports are generated across all CQI areas, including dispatch operations, clinical care, billing accuracy, response time compliance, and fleet readiness. These reports are not only created and reviewed by the PI team, but also distributed to key leaders in operations, communications, billing, and logistics to foster shared accountability and continuous organizational learning.

Interdepartmental Collaboration
CQI efforts are not siloed. Regular engagement between PI, Fleet, Communications, Clinical, and Billing teams ensures that issues are addressed holistically. Shared indicators and dashboards allow departments to work together to solve cross-functional challenges.

Integrated Technology Platforms
CQI is powered by integrated platforms such as CAD, FirstPass, ePCR, RescueNet, and internal form submissions. These technologies enable automated data collection, performance flagging, and seamless report generation, allowing real-time insights and trend tracking across all departments.

Employee Engagement & Recognition
The CQI Program incorporates motivational tools such as the CQI Champion Award and performance-based incentives. By recognizing excellence and improvement, the program encourages a culture of pride, engagement, and accountability among all team members.

Continuous Indicator Review & Evolution

Indicators are not static. The PI team continuously evaluates the relevance and effectiveness of each CQI metric, refining, retiring, or adding indicators based on data trends, regulatory updates, and operational needs. This ensures the CQI Program remains agile, forward-looking, and impactful.

CQI Hub: Mobile Accessibility to CQI Tools & Reports

Departments can access their CQI feedback, trending reports, and improvement tools directly from their phones using our Blink mobile platform. This transparency empowers employees to track their performance and seek resources independently.

Conclusion

The LifeLine EMS CQI Program is more than a compliance and clinical tool, it is a cultural cornerstone built on data analytics, transparency, empowerment, and education. By embracing modern technology, interdepartmental collaboration, and continuous learning, our Holistic CQI Program strengthens employee accountability, enhances patient care, and sets a new standard for EMS quality improvement. Through consistent evaluation, innovative tools, and strong leadership engagement, LifeLine EMS continues to raise the bar in prehospital care and operational excellence.

> Together, we don't just meet standards. We improve them.

2024 Clinical CQI Timeline

January
- Field Provider Report Card Created
- Initial Indicators
  - Physical Assessment Quality
  - Ethical & Legal Considerations
  - MEDSYNCC
  - Narrative Quality
  - Interventions
  - Patient Movement
- Monthly Quality Quips
  - Engagement
  - Best Practice

February
- BLS Report Card Launched
- Comms Report Card Created & Launched
  - Booking a Call
  - Crew/Operations Interactions
  - Complaints / Compliments
  - Booking Follow Up
  - Cancelation
  - Data Entry & Compliance
  - Customer Service

March
- ALS/ SCT Report Card Created and Tested
  - Similar Indicators as BLS

July
- New Indicators Added all LOS
  - Billing Field
  - Current Medications
  - Allergies
  - Medical Hx
- Created PDF Mapping for Report Cards
  - Improved Provider Engagement
  - Improved Report Card Design
  - Strengthened Documentation

August
- Expansion of Indicators all LOS
  - Demographics
  - Tx Appropriate for Impression
  - Required Signatures
- Expand CQI Organization Wide
  - KPIs for all Departments
  - Informed Decision Making
  - Monthly/Bi-Weekly Review of Indicators

September
- Expansion of ALS & CCT Report Card Indicators
  - Caridiac Monitor Data Upload
  - Controlled Substances, administration & dosage
  - IV/IO Access
  - End Title CO2
  - Ventered, monitored & documented correctly

November
- Field Provider Annual Training
- Performance Update
  - Inclusion of Help Text into ImageTrend

December
- End of Year Review & 2025 Goal Setting
- Performance Update
  - Started working to enhance Grading scale to Letter Grade

LifeLine-EMS AMBULANCE SERVICE

2024 - 2025 Holistic CQI Timeline Summary

January 2024
- Operations — Corrective Action Notices (CAN), Driving/Safety, Attendance/Punctuality
- Billing — Claims Accuracy, Regulatory Compliance
- Training & Education — Instructor Ratings, CE Feedback

February 2024
- Recruitment & Onboarding — Orientation Feedback, Ride Time Completions
- Comms Report Card Created & Launched — CQA Report Cards, Call Documentation and Resolution Review

March 2024
- Operations — Policy Violations, EPCR Trends, DriveCam Activations

April 2024
- Fleet & Logistics
- Billing — Coding Practices, PCS Hold Trends

June 2024
- Gurney & Stairchair PMs, Technician Efficiency
- Training & Education — START Program Evaluation, Ride Time QA

August 2024
- CQI Organization Wide

Janruary 2025
- Company Culture
- Scheduling
- Vibe Checks, Commendation and Complaint Tracking
- Tardiness, No Call/No Shows, Call Off Trends

February 2025
- Fleet & Logsitics — Reapir Frequency per Unit and underlying issues.

June 2025
- Training and Education — FTO Evaluations, differences between training,
- Fleet & Logistics — Cost per unit, VST Efficiency

LifeLine-ems
AMBULANCE SERVICE