



Right Care. Right Place. Right Time.

### Time Critical Diagnosis System Stroke and STEMI Work Groups—November 17, 2009

The Department of Health and Senior Services (DHSS) will continue to support work groups implementing tasks to advance the stroke and STEMI arms of the Time Critical Diagnosis System. Work groups to date have drafted and finalized the proposed regulations for stroke and STEMI center designation and protocols for triage and transport of stroke and STEMI patients. Now it is time to move to the next phase of implementation, namely professional education, public education and quality assurance.

Each work group will primarily use webinars and conference calls to complete their work starting the first of 2010 with a statewide face-to-face meeting for all of the work groups tentatively planned for the spring 2010. Specific tasks that each group will do are detailed below.

Please complete the contact information (please print and make sure your information is legible) and check ( ✓ ) the work group(s) on which you want to participate.

Name/Title: \_\_\_\_\_

Facility & Address: \_\_\_\_\_

Email: \_\_\_\_\_ Day-Time Phone number: \_\_\_\_\_

#### Professional Education Work Groups.

Please check which group you want to participate in:

\_\_\_\_\_ **STEMI-Hospital based professionals**

\_\_\_\_\_ **Stroke-Hospital based professionals**

\_\_\_\_\_ **Out of Hospital based professionals** (work was begun at April 2009 statewide meetings)

#### Tasks to Complete

1. Identify professionals groups and professional education content areas for each group to obtain or update knowledge, skills and competencies for care of stroke and STEMI patients.
2. Compile core training, continuing education and continuing medical education content recommendations for each of the professional groups.
3. Identify appropriate communication strategies and implement to improve understanding of the TCD system among the impacted professional groups.
4. Identify existing options available for each respective group to obtain continuing education units (CEUs) and continuing medical education (CMEs). Compile listing of training options for each professional group. Identify options that are available at low and minimal costs and are easily accessible (conducted in multiple locations or available on-line).
5. Determine if there are any gaps in availability of continuing education by region. Compile recommendations for filling gaps and work with existing educational avenues (e.g., professional associations, universities, American Heart Association, prospective level I & II centers) to take on that charge.
6. Identify if there are needed resource tools to support training. Compile listing of available resources and make recommendations for new tools and resources needed.
7. Determine if hospitals and EMS agencies want guidance on assessment or credentialing process for assuring staff stroke/STEMI skill and competency levels. If needed, identify appropriate experts or existing group and method to compile.
8. Implement a mechanism to track continuing education opportunities available on local, regional and state level.

9. Determine approaches to update professional development plan when evidence-base and best practices change or quality assurance process identifies training weakness areas.

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**Public Education Work Group** (Please check if you want to participate)

This group will subdivide as needed to tailor messages and research existing campaigns and materials for both stroke and STEMI.

Tasks to Complete

1. Identify target audience(s) and subsets of audiences for the public awareness campaign to increase awareness of 1) the TCD system and when specialized care is needed, 2) signs and symptoms of stroke and STEMI, and 3) importance of calling 911.
2. Review market research on target audience and subsets to identify best strategies and approaches for public education campaign. Identify factors that contribute to patients delay in calling 911 or seeking timely care. If funding available use services of public relations/market research firm to assist with this research.
3. Compile listing of key messages for each communication track (signs and symptoms, and 911). Test existing TCD messages for public campaign. If service available, work with public relations to craft and test all messages.
4. Review existing campaigns on signs and symptoms and 911. Identify which have been most effective and support Missouri key messages. Establish Missouri plan to develop or adapt existing public awareness campaign.
5. Implement plan that includes campaign strategies, messages and approaches that unify and coordinate partner efforts to inform public about signs and symptoms of stroke and STEMI and importance of calling 911. This plan will address how to make campaign materials and resources easily accessible and available to all STEMI and Stroke centers and all other partner groups.

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**Quality Improvement Work Groups (QA process for continuum from prehospital through hospital):**

Please check which group you want to participate in:

**STEMI QA**

**Stroke QA**

An outside contractor with expertise in statewide health data management systems will assist with the work of this group.

Tasks to Complete

1. Contractor will complete review of existing systems on a national and state-by-state basis and review Missouri State and local data systems currently in place. Contractor will provide overview to work group.
2. The contractor will provide advice to DHSS as it creates or expands an existing platform for the data management system based on the work group recommendations and plan. DHSS will strive to a) build on current successful approaches to capture and link data across the system, b) ensure compatibility with data reporters, and c) establish realistic procedures that are not redundant with other reporting requirements.
3. The contractor and work group will identify performance measures, benchmarks, indicators and outcomes to be collected for Missouri data management system.
4. The work group and contractor will complete plan for data management system to support pre-hospital and hospital agencies within the TCD system. The plan will address means to establish statewide data management system that is reliable, valid and timely to support quality assurance, assessment and evaluation functions. Will also recommend data elements, quality improvement functions and benchmark measures in order to identify what is to be incorporated into Missouri system-wide data management program.

Please return to [beverly.smith@dhss.mo.gov](mailto:beverly.smith@dhss.mo.gov)  
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