



Corporate Office: 71 Halifax Street  
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Kennebec Valley RAC

Mid-Coast RAC

Northeast RAC

Southern Maine RAC

### Atlantic Partners EMS Inc

January 1, 2024, to June 30, 2024, Contract Report to the Maine EMS Board

EMS Regions: Southern Maine (1), Kennebec Valley (3), Northeastern Maine (4), and Mid-Coast (6)

### Status Update

Rob McGraw became the Executive Director for APEMS in January of 2024. All prior responsibilities of the executive director role were filled by the interim director Rick Petrie. In the role of Executive Director, Rob will also act as the regional coordinator for the contracted regions. Beth Scott has been moved to the Director of Education for APEMS.

### Regionwide Quality Assurance and Quality Improvement Plan

In 2023 a QA plan, "Raising the Bar" was submitted to Maine EMS for review and implementation. The regional QA has been supportive waiting for the initiative to be approved prior to the former director leaving. We understand that that did not happen. All QA work has been regionally focused on metrics decided within the RAC

### January 1 – June 30

Report out will specifically be from January to June of 2024 as these are items I can attest to as I was in the role during this period. This report will be reflexive of the 4 contracted regions as effective date of Chapter 15 has not been implemented into the Medical Directors

### Quality Assurance & Quality Improvement Support to Services- Quality Assurance and Quality Improvement Indicators

*Region 1 (Southern Maine)*- Cardiac Arrest Management has been a continued area of focus for this region. We were also involved in various hospital or service-initiated requests for run reviews. This also translated into more involvement within the AMI Committee for the Greater Portland Area. Dr Bohanski did step down as the regional medical director in March, role is being interviewed currently by the RAC per Chapter 15 rules.

*Region 3 (Kennebec Valley)*- APEMS and Dr Tim Pieh focus on No Treatment/No Transport calls, as well as cardiac arrest calls. Specific calls as requested by either services or hospitals are also reviewed. Integration of MD3 into the region has brought new insight and diagnostic abilities to patient's bedsides.

*Region 4 (Northeastern Maine)*- Our work with Dr. David Saquet continues in cardiac arrest management QA, as well as reviewing calls as requested by hospitals or services.



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*Region 6 (Mid-Coast)*- Dr Benjy Lowry continues to review cardiac arrest calls and works with services and hospitals on specifically requested call reviews.

Call reviews in each of the regions presented educational opportunities in areas such as thoroughness of documentation, differential diagnoses, and protocol knowledge among others. We continue to work with the services and the regional medical directors to utilize the tools, specifically reports, available to them the Maine EMS run reporting system (MEFIRS). Regional QA meetings were held within the regional council advisory meetings. All service leadership, as well as all hospitals within the specified regions were invited to participate. We are working on increasing participation in these meetings, especially hospital participation in hopes of scheduling more standalone QA/QI meetings. The medical directors (when positions are filled) from the 4 regions, we will continue to develop additional Quality Assurance metrics. Building on the 100% review of cardiac arrest cases, we will be developing QA metrics for post-arrest return of spontaneous circulation care. Understanding the liability of the No Treatment/No Transport call, but also because of the focus of future reimbursement for this type of care, reviews of these calls are a regional focus moving forward. We will be working with service leadership as well as the regional and service level medical directors in each region to continue to develop and make this a robust process.

Each of the 4 regions continues to have representation on the Maine EMS Quality Assurance and Improvement Committee as below:

Region 1 (Southern Maine)- Brian Langerman

Region 3 (Kennebec Valley)- Oliver Mackenzie

Region 4 (Northeastern Maine)- Rick Petrie

Region 6 (Mid-Coast)- Jon Powers

Each of the members works diligently within the Quality Assurance and Improvement Committee to improve patient care. This Committee did express interest of the "Raising the Bar" initiative but understood because of the transition in leadership at Maine EMS.

**January 1 – June 30**

The Regional Medical Directors continue to review Cardiac Arrest calls and provide feedback to the EMS crews as appropriate. In addition, the APEMS Executive Director has been involved in specific QA follow-up as requested by the Regional or service Medical Director in each of the four regions administered by APEMS. In addition, APEMS was involved in the development and dissemination of an education program for post-arrest transport developed by Southern Maine Healthcare.

Last yearly report referenced a newsletter within the regions, it was put on hold until Maine EMS approved the QI/QA plan, it was never approved and pushed back to the regions.

**Continuing Education**



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Continuing Education Programs were approved as below for the period of July 1, 2023, through June 30, 2024.			
Region 1 (Southern Maine)- 528			
Region 2 (Kennebec Valley)- 215			
Region 4 (Northeastern Maine)- 490			
Region 6 (Mid-Coast)- 201			

APEMS understands that quality education is key for Maine providers and agencies. APEMS supports education with educators, equipment, the Mid-Coast Conference, and many other endeavors. Delivery of education has significantly changed because of the pandemic and APEMS has adapted to assist agencies and providers in that change of delivery.

### Attendance at Meetings

The Regional Coordinator attended the required meetings as below:

*Maine EMS Board*

All Scheduled Board Meetings from Jan 2024 to June 2024

*Medical Direction & Practices Board*

All Scheduled MDPB Meetings from Jan 2024 to June 2024

*Quality Assurance and Improvement Committee*

All Scheduled QA/QI meetings from Jan 2024 to June 2024

*Education Committee*

All Scheduled Education Committee meetings from Jan 2024 to June 2024

### Regional Advisory Council Meetings

Regional Advisory Council meetings for each of the regions were held as below. During each of these meeting's topics included an update from Maine EMS from Maine EMS staff, Maine EMS Board members and/or the Regional Coordinator. In additions to updates from Maine EMS, topics discussed included staffing difficulties, challenges faced when moving patients via ambulance from hospitals to other destinations, diversion, changes in the Maine EMS rules as well as the Maine EMS Strategic Planning and the Blue-Ribbon Commission. Any pertinent EMS legislation was also presented at these meetings. EMS services and hospital representation were invited to each meeting in each region. We have made a change from a fully virtual meeting to a hybrid meeting format where members have the option of attending in-person or virtually.

Region 1 (Southern Maine) – These meetings are scheduled every other month, Jan, March, May, etc at 9am on the 4<sup>th</sup> Wednesday of the Month. All meeting invites have been adjusted to confirm Maine EMS notification. Any minutes are available on request.



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Region 3 (Kennebec Valley) – These meetings are scheduled quarterly (March, June, etc) at 9am on the second Thursday of the month. All meeting invites have been adjusted to confirm Maine EMS notification. Any minutes are available on request.

Region 4 (Northeast) – These meetings are scheduled quarterly (March, June, etc) at 3pm on the second Wednesday of the month. All meeting invites have been adjusted to confirm Maine EMS notification. Any minutes are available on request.

Region 6 (Mid-Coast) - These meetings are scheduled quarterly (March, June, etc) at 3pm on the fourth Wednesday of the month. All meeting invites have been adjusted to confirm Maine EMS notification. Any minutes are available on request.

### *EMS Service and Hospital Support and Communications*

- When requested by Maine EMS staff, emails were sent to service leadership with Maine EMS activities, updates, and other pertinent information.
- Worked with the Maine EMS staff to provide communication and resources to services regarding the service level medical director requirements.
- Assisted Regional Medical Directors and services in obtaining service level medical directors.
- Provided services with Safety Plan information and assisted them with resources to complete one if requested.
- Kept EMS Providers apprised of the Maine EMS Strategic Planning process and encouraged participation.
- Continued to distribute information pertinent to any infectious disease concerns.
- Assisted services and hospitals on diversion issues.
- Worked with EMS services and hospital pharmacies regarding any medication issues including medication shortages, changes in packaging, and medication requirements.
- Continued our work with CISM teams when requested by services or providers. We offered continuing education for CISM team members at the November conference and will be continuing to work with clinicians and other CISM personnel to offer more educational opportunities.
- Worked with Maine EMS staff and EMS services to promote the importance of the “Leave Behind Naloxone” program and encourage services to participate in the program.
- Encouraged EMS providers to participate in the 2023 protocol revisions, as well as attend the protocol update forums.

#### January 1 – June 30

- APEMS was actively involved in advocacy for EMS agencies and the education of Maine Legislators to help get an unprecedented 31 million dollars for EMS agencies in Maine, as well as other legislation that will ensure another EMS Blue-Ribbon Commission,



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commercial insurer payment for no-transport calls, a study on reimbursement for Community Paramedicine, and waiver of Physician Certification requirements for certain calls.

- Continued communication on drug shortages and alternatives.
- Continued to advocate for the reinstatement of the representatives from the Southern Maine and Northeast Regions to the Maine EMS Board. The regions worked toward that until the Chapter 15 rules change on April 7<sup>th</sup>, 2024.
- Organized/Participated in many CISD deployments.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Rob McGraw".

Rob McGraw  
Executive Director, Atlantic Partners EMS  
Contracted Regional Coordinator