

# Montana Time Sensitive Injury & Illness Quality Improvement Initiative A Voluntary EMS Agency Recognition Program

## Exceptions/Exemptions

This Initiative is meant to be a way to improve patient outcomes by providing better patient care following guidelines established by EMS experts. It is not meant to be used as a disciplinary function in any way. Agency participation will also provide information to the EMSTS office about QI projects to be enacted state-wide as well as inform staff about other issues that can best be addressed at a state-wide level. If your agency has a specific issue with the ability to achieve recognition, please contact EMSTS Staff Shari Graham or Janet Trethewey to discuss options for success.

### Typical Issues

**Low Call Volume.** If an agency sees very few of the specific types of TSII addressed in the Initiative, mock codes/additional training will substitute for actual calls. Discuss with staff ways to document this.

**High Call Volume.** Agencies that do a large number of TSII calls each quarter may not need to do a mock drill with their receiving hospital and/or first responder agencies. Discuss with staff ways to document this.

**No medical director.** Agencies operating at the basic level who do not have a medical director will need alternatives for call review. Review with receiving hospital ED staff may be an appropriate substitute. Discuss with staff other possible alternatives for this requirement.

**Training Needs.** Agencies in need of trainers or equipment to train on a specific TSII should first reach out to nearby agencies to pool resources for training. [SIM-MT](#) has contracted with EMSTS to provide education to each state region on the various TSII conditions. Use of on-line training may be appropriate in some cases.

**Emergency Medical Dispatch (EMD).** Dispatchers many times are left out of the feedback loop. Communicating patient outcomes, recognizing excellent care, and offering feedback for improvement are part of the loop. Working with PSAP supervisors to develop this loop is a way to improve patient outcomes. Document this activity for Plus recognition. If your dispatching agency does not offer EMD, working with PSAP supervisors to get this program implemented is also an activity to qualify for Plus recognition. Be sure to include documentation of activities.

### Contact

Janet Trethewey  
[jtrethewey@mt.gov](mailto:jtrethewey@mt.gov)  
406/444-0442

Shari Graham  
[sgraham2@mt.gov](mailto:sgraham2@mt.gov)  
406/444-6098