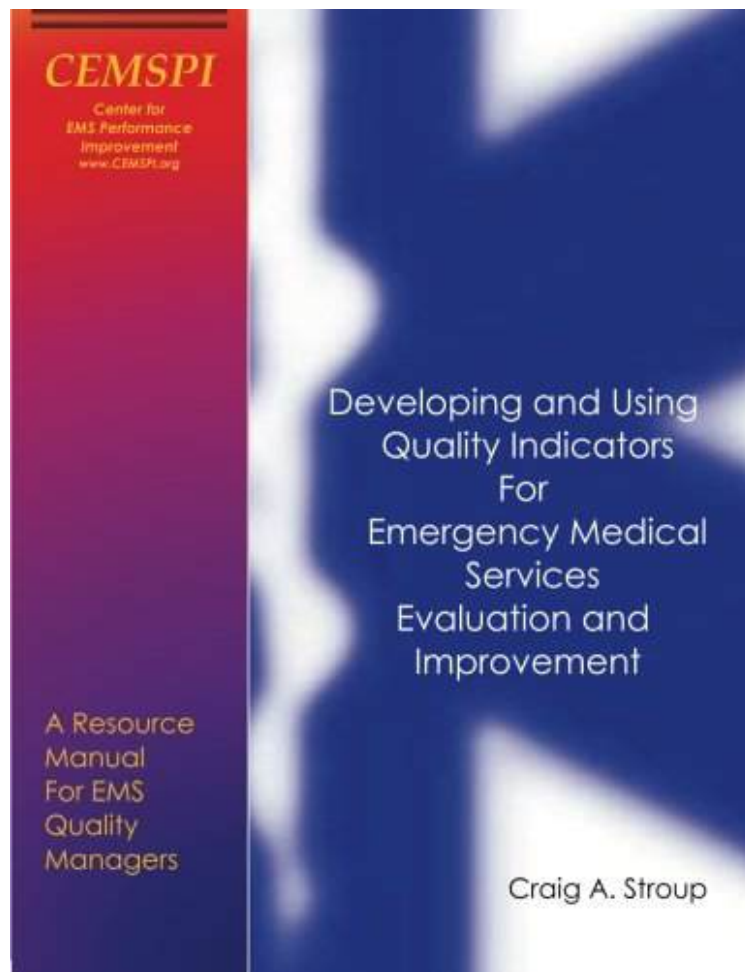


(Mobile pdf) Developing and Using Quality Indicators for Emergency Medical Services Evaluation and Improvement: A Resource Manual for EMS Quality Managers

Developing and Using Quality Indicators for Emergency Medical Services Evaluation and Improvement: A Resource Manual for EMS Quality Managers

By Craig Stroup

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2 of 2 review helpful Great stuff By SweetVRN I've been to a course that Craig has taught and this is a great resource for both the novice QA/QI person or the experienced EMS professional. Thanks, Craig! With the ever-changing healthcare environment surrounding the Emergency Medical Services (EMS) industry today, now more than ever, EMS administrators, paramedics, and EMTs need to be able to show what their systems are doing and how well they are doing it. This is the true utility and purpose of the quality indicator. Whether you call them benchmarks, measures, metrics, markers, or indicators, understanding how to capture and present EMS system performance information is about the Author. Craig is the Director of a non-profit patient safety center in northern California and is a member of the Contra Costa County Quality Leadership Team. With over 30 years of experience in EMS at all levels, he has received his leadership certificate.

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