



## MEMORANDUM

DATE: November 23, 2015

TO: Muskegon County Life Support Agencies

FROM: Chad Lawton, MCA Coordinator

SUBJECT: **Cardiac Arrest Continuous Quality Improvement**

The MCA, through its Professional Standards Review Organization (PSRO) Committee and Resuscitation Subcommittee, have been working to improve survival from Out of Hospital Cardiac Arrest. This is being done through a deliberate process of continuous quality improvement with a “measure, improve, measure” approach. As a part of this ongoing process of Continuous Quality Improvement, the MCA will be working to provide timely feedback to Life Support Agencies involved in the care of cardiac arrest patients. Please note that when feedback is provided it is not punitive or disciplinary in nature, but is provided as a constructive mechanism to improve patient care at all levels.

This feedback process will include the following elements:

1. 100 percent review of Out of Hospital Cardiac Arrests within Muskegon County.
2. Collection and submission of 66 unique data elements into the CARES database.
3. Agency feedback will be forwarded only to those agencies directly involved in patient care for each case (agency data/feedback will not be shared with other agencies not involved in patient care or be disseminated through mass communication methods unless all relevant information is first de-identified).
4. Agency level use of a standardized Process Improvement Form from the MCA when applicable.
5. Agency level feedback on patient outcome when applicable.
6. System level feedback through regular update of survival rates and other reports as necessary.

Comments, questions, or concerns are welcome and can be directed to any of the individuals listed below:

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