



North Carolina Department of Health and Human Services  
Division of Health Service Regulation

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**MEMORANDUM**

TO: NC EMS Advisory Council Members

FROM: Amy Douglas, RN  
Trauma System Manager  
North Carolina Office of Emergency Medical Services

SUBJECT: Staff Recommendations for Novant Health Presbyterian Medical Center

DATE: July 26, 2016

Novant Health Presbyterian Medical Center was reviewed by the North Carolina Office of Emergency Medical Services (NC OEMS). The purpose of this review was for consideration as a state designated Level III trauma center. The reviewers for this visit were Dr. Todd Nickloes, Dr. Theodore Delbridge and Terrie Stewart, RN. This hospital provides trauma care for adult and pediatric patients. The findings of the review team are as follows:

**Notable strengths:**

- Evidence of strong administrative support with regard to infrastructure of the trauma program and outreach support.
- Strong leadership with collaborative culture between the Trauma Medical Director, Trauma Program Manager, PI Coordinator, trauma registrar and administration.
- Nursing Education is patient focused and provides input across all disciplines. This is demonstrated by the high degree of staff competency.
- Demonstration of excellent patient care.
- The facility's footprint is well designed and suited to facilitate prompt and efficient care of the trauma patient.
- Very goal-directed as far as consistent efforts toward further trauma program development

**Deficiencies**

- None noted

**Office of Emergency Medical Services**

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**Weaknesses:**

- The present call structure for trauma surgeons places an inordinate burden on the Trauma Medical Director, which will inhibit participation in statewide and national activities.
- Some inconsistencies in clinical management approaches possibly due to poorly defined protocols and development plans.
- Trauma registrar is working at capacity based on number of records entered into registry.
- Attendance of some physicians at peer review meetings only meets minimal requirements.

**Recommendations:**

- It is paramount that recruiting for additional trauma surgeons to decrease the burden of the trauma medical directors call schedule be a top priority for the administration.
- Treatment protocols as well as decision plans for trauma patient acceptance should be better defined and adherence to monitored in the PI process.
- Add an additional .5 or ideally 1.0 FTE position for the trauma registry. In addition to relieving some of the workload of the current trauma registrar this will ensure the ability to remain concurrent as trauma volume increases. An additional employee would also enhance the effectiveness of the PI process.
- Trauma PI committee meeting attendance should continue to be actively encouraged in a multidisciplinary fashion. This will facilitate the ongoing hospital-wide education goals as protocols/pathways are refined. Clear, administratively supported, broader community participation in the PI process should be encouraged and include representation from local EMS agency.

**Staff Recommendations:**

Staff recommendations are consistent with that of the reviewers. Novant Health Presbyterian Medical Center should be designated as a Level III Trauma Center.

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