Steps to Meeting the Gold Standard

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Objectives

- To review the CAAS mission and history
- Identify the value of Accreditation
- Introduce the CAAS Standards
- To Explore CAAS Accreditation process
  - Learn 5 steps to begin work on accreditation
  - Look at CAAS application materials
  - Discuss application preparation
  - Learn about the CAAS timeline
- To answer your questions

An Overview: CAAS and its Mission

“The Commission on Accreditation of Ambulance Services is an independent accrediting agency which exists to encourage and promote the highest standards for medical transport systems.”
An Overview: CAAS History

• Conceptualized by AAA Task Force in the early 1980s
• Independent Commission Established 1990.
• First Standards Developed
• First Services Accredited in 1993
• Standards revised in 2000, 2004, 2009
• Adoption of an electronic submission process in 2011-2012

An Overview: CAAS Standards

• 101 - Organization
• 102 - Interagency Relations
• 103 - Management
• 104 - Financial Management
• 105 - Community Relations
• 106 - Human Resources
• 201 - Clinical Standards
• 202 - Safe Operations and Managing Risk
• 203 - Equipment and Facilities
• 204 - Communications Center

CAAS Accreditation

Any agency can claim it is delivering a quality service; but a CAAS accredited agency can prove it.
What is the Value of CAAS Accreditation?

Accreditation has an...

**Internal Value**

And an...

**External Value**

What is the Value of CAAS Accreditation?

- Written, documented procedures, systems and reports
- Strong financial accountability
- Proven Medical Director involvement
- Established Performance Improvement (CQI) program
- Closely monitored and trended response times
- Systems for recognizing, identifying, resolving, reporting and trending issues as they develop and preventing future events from occurring
- Documented safety and compliance programs
- Quality fleet and equipment maintenance programs

What is the Value of CAAS Accreditation?

- Fewer Clinical Errors
- Reduced Risk
- Decreased Liability
- Reduced Loss
- Fewer Insurance Claims
What is the Value of CAAS Accreditation?

- Improved relations with other agencies
- Attract high caliber employees
- Enhanced community awareness and involvement
- RFP/Contract negotiations
- Regulatory oversight requirements

“Being CAAS accredited ensures that our agency strives to be at the forefront of Emergency Medicine and that we serve our customers with the highest confidence.”

-Susan Chilton, Guilford County EMS, Greensboro, North Carolina

What is the Value of CAAS Accreditation?

- Increased Productivity
- Better Communications
- Improved Financial Performance
- Better Accountability
- Improved Clinical Performance
- Improved Safety and Performance
- Heightened Community Awareness
What is the Value of CAAS Accreditation?

“Pursuing CAAS accreditation is an arduous but rewarding process for the entire organization and for our customers. The CAAS accreditation process ensures that every aspect of the way we do business must be well planned, consistently executed, and constantly improved. The entire process improves service, value, and quality.”

Mark A. Lamphier, EMS Chief
Gaston County EMS

What is the Value of CAAS Accreditation?

The “Process” itself is the ultimate value because it forces change, adaptation, and perpetual organizational evaluation.

What is the Value of CAAS Accreditation?

“Whether you are a large or small organization, the CAAS process forces you to hit pause while you conduct a thorough and systematic review of your system. CAAS accreditation is external validation of our work.”

Joe Penner, Executive Director
Mecklenburg County EMS “MEDIC”
Charlotte, North Carolina
CAAS - Beyond the EMS Community

Does CAAS Accreditation matter to anyone other than EMS?

CAAS serves as an “independent” review of your entire organization
CAAS provides the template for a comprehensive, high-quality infrastructure
CAAS helps you increase productivity, quality and safety measures while decreasing your risk and liability
CAAS accreditation demonstrates your commitment to your employees, your patients, and the community you serve.
CAAS accreditation signifies that you are among an elite group of providers that has successfully reached the “Gold Standard” of pre-hospital care.

CAAS - Beyond the EMS Community

YOUR Community
Knows your agency meets the highest national standards set for the medical transportation industry.
Knows efficient management practices are followed in all areas of your agency.
Knows your agency provides first rate patient care.
Knows their emergency needs are met in a timely way.
Knows they will receive a quick response to catastrophic events.
Knows your agency will perform continuous quality improvement.
State EMS Rules Regarding Accreditation

Currently 6 US States have already enacted legislation that recognizes CAAS accreditation:
- Missouri
- North Carolina
- Texas
- Michigan
- Iowa
- North Dakota

- 10 other states are currently reviewing the CAAS standards for consideration.
- Some areas of the country require CAAS accreditation in order to enter into contracts.

County and Municipal Regulatory Oversight
- CAAS accreditation becoming a requirement or highly desired component to Request for Proposal language.
- Certain cities require CAAS accreditation by city ordinance
- CAAS is actively meeting with County, Municipal and Government officials across the country to increase the awareness of CAAS at the regulatory level

Hospital and Healthcare Facilities
- Have a heightened awareness of accreditation
- Accredit not only their facility but many of the specialty care departments and subsidiaries
- Are being held responsible by Joint Commission for the quality of contracted services
- CAAS is working with Joint Commission and large healthcare providers to require or highly encourage contracting with accredited service providers
How Much Does Accreditation Cost?

“How much does accreditation cost?”

CAAS Application Fees

CAAS Standards and Application Materials:
- $100.00

Three-Tier Fee Schedule Accommodates Agencies of Varying Sizes:
- 1 - 4,999 Annual Patient Transports = $3,500.00
- 5,000 - 19,999 Annual Patient Transports = $7,500.00
- 20,000 or More Annual Patient Transports = $10,000.00

Site Review Fees

- $5,000.00 - $6,000.00
  - Travel
  - Lodging
  - Meals
  - Reviewer Honoraria
How Can My Agency Justify the Expense?

Increased efficiency and productivity plus reduced risk and liability equals SAVED DOLLARS

An Overview: CAAS Composition

The Commission (CAAS) is comprised of:
- Board of Directors
- Panel of Commissioners
- CAAS Staff
- Reviewers
- Agencies

An Overview: CAAS Board of Directors

- American Ambulance Association
- American College of Emergency Physicians
- International Association of Fire Chiefs
- National Association of EMS Physicians
- National Association of Emergency Medical Technicians
- National Association of State EMS Officials

Board Liaison
- National Highway Traffic Safety Administration
An Overview: CAAS Panel of Commissioners

Three Members
- Business
- Law
- Medicine

An Overview: CAAS Staff

- Executive Director: Sarah L. McEntee, BS, NREMT-P
- Accreditation Process Manager: Carl Wangman
- Accreditation Process Coordinator: Marcie McGlynn

An Overview: CAAS On-Site Review Teams

- Physician
- Non-Physician

Team is selected based upon experience to best compliment your agency’s delivery service model.
The On-Site Reviewers

Physician Reviewer

- Minimum 5 Years EMS Provider
- Minimum 2 Years Base Station experience or service as an on-line or off-line Medical Director for an EMS system
- Licensed Physician

Two Non-Physician Reviewers
(May Need Only One for Re-Accreditation)

- Minimum 5 Years Experience in EMS
- Minimum 3 Years Experience in:
  - EMS Business Administration
  - Patient Care with Medical Transport Experience
  - EMS Training and Education
  - Dispatch or,
  - Ambulance Vehicular Maintenance

CAAS Staff Services

- Applications
- Publications
- Press Releases
- Recognition Materials
- Industry Information
- Selection/Training of Site Reviewers
- Annual Report
- Support to Board
- Support to Commissioners
- Web Site Maintenance
Helpline Services

- Help Your Department Interpret and Apply Standards
- Assist with Timeline Development
- Locate Sample Documents
- Assist Your Department with the Application
- Answer Any Questions

Over 155 Accredited EMS Agencies

- All over the US, Canada, and West Indies
- Large National Companies
- Small Volunteer Services
- For-Profit and Not-for-Profit Services
- Urban Services
- Rural Services
- Fire-Based Services
- Municipal
- Hospital-Based Services
- Public Utility Models

North Carolina CAAS Accredited Agencies

- Apex Emergency Medical Services, Apex
- Gaston County Emergency Medical Services (GEMS), Gastonia
- Guilford County Emergency Medical Services, Greensboro
- Mecklenburg EMS Agency (MEDIC), Charlotte
- WestCare Emergency Medical Service, Sylva
An Overview:
Steps to Accreditation

Step 1: Order Application and Begin Self Assessment
- Order the application materials ($100) and conduct a thorough self assessment at your own pace using the CAAS materials as a guide to build your application.

Step 2: Submission of Application and Support Documentation
- Submit your application when ready – Fees will be due and the CAAS timeline starts upon application submission. Timeline is driven by the CAAS Commissioner meeting schedule.

Step 3: Application Evaluation and Agency Inspection
- Off Site Review / Report: CAAS application and all supporting materials submitted will be reviewed by CAAS staff.
- On Site Review / Report: A team of CAAS reviewers will visit your agency to verify information submitted in your application and support materials.

Step 4: Response To and/or Correction of Deficiencies
- The applying agency can respond to correct any deficiencies identified from reports received during the accreditation process up to the CAAS Panel meeting.

Step 5: Deliberation
- CAAS Panel of Commissioners review all the reports and render their decision.

CAAS Standards and Application

The application and materials are supplied in electronic format

- CAAS Agency Instructions v3.0.doc
- CAAS Standards Helpful Guidelines.doc
- CAAS Standards v3.0.doc
- Documentation Checklist v3.0.doc
- CAAS Application v3 0.doc
- Reviewers Appendix 3 0.doc

Where Can I Learn More?

- Contact CAAS at 847-657-6828
- Visit our Website at www.caas.org
- Social Media: Facebook, Twitter and Link’d-In
- Call the Helpline at 1-877-457-CAAS (2227)
- Contact a CAAS accredited agency
- Seminars
- Webinars