TripTix by R1

Release Notes for External Users

January 2019

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Continuous Quality Improvement (CQI) Engine

With this version of TripTix we are very excited to announce the release of the Continuous Quality Improvement (CQI) Engine. This automated tool, once activated by a Department, will evaluate every run record finalized by department members according to a completely configurable set of criteria. The results of that evaluation are then made available to the report writer as well as Department Quality Assurance and Administrative users. This rapid and configurable feedback provides report writers with reinforcement of good documentation practices while allowing for quick adjustments to potential documentation errors. The automation of the CQI engine also means that department QA staff are freed to address higher priority or non-routine evaluation of records.

The administration of the CQI engine is found under the all new Administration>CQI tab. Users familiar with Protocol Based Charting and our Flexible Business Rules engine will recognize the layout and format of the CQI administration area. Department Managers are able to write the CQI evaluation criteria and activate and deactivate individual criteria. Department Managers are able to turn the *entire* CQI engine on or off from Administration>System Settings>Other.

Once activated, the CQI engine will evaluate every report finalized by a department. Those reports with information that matches an active criteria will receive a CQI report. For TripTix Windows users, this report is visible to Run Owners under the My Feedback button. On the CDX site both Run Owners and Department QA personnel can view the CQI report on the Run Summary page. If a finalized run does not contain any data matching a CQI criteria then no CQI report is attached. This approach allows Department Managers and Quality Assurance personnel to gradually implement CQI criteria without worrying about exhausting Run Owners with empty reports. Report Owners in Departments that utilize the CQI engine receive feedback only when criteria set by the Department is met, ensuring that all feedback received is meaningful and tailored to a department's specific needs.

Edit Protocols CQI Rule

Rule Name: Ref. 1232 Stroke Center Destination Decision   Key Decision: ☐   Possible Points: 100

Rule Description: Deciding to transport to a stroke center.

Add Criterion:

Treatment Protocol ⚙
Stroke / CVA / TIA ×   AND + Add Field to Search Criteria

Add Action:
＋ Add

⌄ Look in the entire PCR

Stroke Scale Type ⚙   Stroke Scale Score ⚙   Date/Time Last Known Well
Los Angeles ×   AND   Positive ×   AND   Within ▾   24h   Before ▾   Patient Contact Ev

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Continuous Quality Improvement Portal

Protocols | Medications | Procedures | Vital Signs | Physical Exam

＋ Add Protocols CQI Rule

3 entries

Rule Name ▲	Description ⇕	Updated By ⇕	Updated ⇕	Status ▲
Ref. 1232 Stroke Center Destination Decision	Deciding to transport to a stroke center.	gmfall	12/30/19 15:06:53	✔ Active
Ref. 1232 Stroke/CVA/TIA Hypo/Hyperglycemia Check	Addition of Diabetic Emergency Protocol in Stroke Patients	gmfall	12/30/19 14:58:41	✔ Active
Ref 1211 - Cardiac Chest Pain		gmfall	12/30/19 14:33:56	✖ Inactive

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Quality Improvement Report

Primary Provider: ▭   Other Provider ▭

Overall Score   (50%) 100/200

Protocols   100/200
🔍 Key Decisions (0)

Protocols   100/200
🔍 Key Decisions   0/0

Ref. 1232 Stroke/CVA/TIA Hypo/Hyperglycemia Check   100/100
(Ref. 1232 & 1203) Excellent! Patients with blood glucose levels greater than 400 mg/dl should be treated for hyperglycemia in conjunction with therapies provided for their primary problem.

Ref. 1232 Stroke Center Destination Decision   0/100
(Ref 1232) This patient met the the criteria for transportation to a Stroke Center. Be sure to document the reason why destination decisions are made.

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Report Comments
Type comment...   [Add Comment]

View Signature Document Attachments in Supervisor Review

Users reviewing runs in Pending Review are now able to view all attachments related to the run. Previously the attachments were only visible on the run summary. This enhancement places a link to the run's attachments above the PDF while on the review screen.

Set Pickup or Destination Facility via Flexible Business Rules

Administrators are now able to use the Flexible Business Rule engine to set both pick up and destination locations from their departments facilities list. This is accomplished by enabling the administrator to select facilities from a picklist while in the action or "then" area of the rule creator. Uses for this improvement to the rule engine include setting destinations based on other call criteria (patient age, primary impression, etc.) or identifying known pick up locations when perhaps only an address was entered.

Run Form Default Values thru Validation

When an administrator creates department specific forms (Supervisor Review, Custom QA, etc.) they are able set limits on values that are accepted by the form (validation). If the administrator also elects to provide a default value for that data field the form will ensure the default value also conforms to the limits placed on the field by the administrator.

Records Exchange External Submissions Improvements

State users will now be able to view a summary table of all external submissions configured in their State, by department. The new summary table can be found on the Records Exchange>External Submissions tab, under the Actions button. Statuses seen on this table include Not Configured, Configured (Inactive) and Configured (Active). This will allow the State user to quickly assess the status of all integrations for any department.

Records Exchange History User Interface Enhancements

Improvements have been made to the Records Exchange History page utilized by our State data repository users. These include:

- The addition of File Upload IDs to the table and as search field.

- The time of any upload has been added to where previously only a date was visible.

Additionally, the overall table has been optimized to provide users with a more comfortable and informative experience.
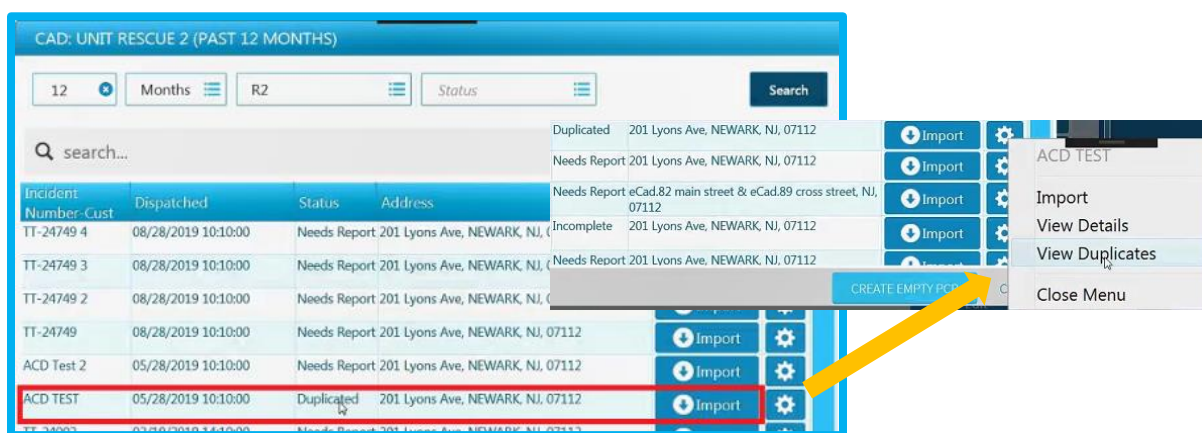
Performance Improvements

The Administration>Users tab will now load more quickly thanks to improvements in the loading logic of the table.

Show List of Duplicated CAD Run Records

TripTix Windows Users who have a CAD interface will now be able to see in greater detail records from CAD that have multiple ePCR reports associated with them. These multiple reports, labeled as "Duplicate", allow for greater situational awareness in situations where multiple reports, even when created by more than one user, have been associated to the same CAD record (i.e. Mass Casualty Incidents).

When Users access the CAD Records menu from the home screen and views a list of duplicate runs the User is able to edit any of the duplicate runs that they own. Other duplicate runs are listed for situational awareness. When a User accesses CAD records while editing an ePCR the list of duplicate CAD runs is view only.

The "View Duplicates" menu option can be used to see a list of all TripTix records associated with a CAD record. This tool assists responders in ensuring that all necessary reports have been created and completed for any incident.

Performance Improvements

As part of our continuous improvement process users can expect to see improvements in the following areas of the application:
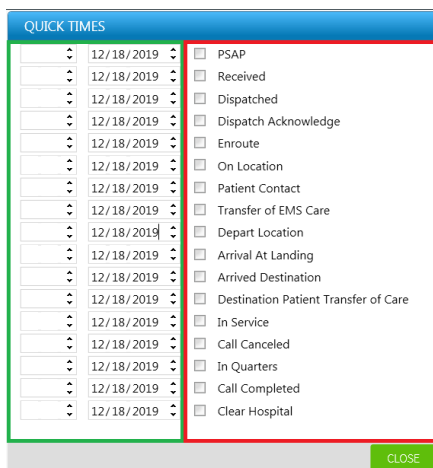
- Smoother Scrolling on all Action Centric Dashboard Grids (i.e. the home screen grid)
- Records with attachments (particularly large numbers of attachments) will now download up to 25x faster.

Import EKG Events as Procedures and Medications

TripTix Windows has made improvements to the service that "reads" EKG events, allowing a greater number of events to be imported as specific medications and procedures. This also limits the number of "EKG Monitor Event" events created and decreases the time and effort needed to enter run events that were recorded on an EKG monitor.

Adjusted "Inkable" Area in Quicktimes Window

The inkable area of the Quick Times window has been updated to make interaction with both the Date/Times and the checkboxes clearer and easier. The new inkable area is bordered in green, dragging the stylus in that area will "write" on the application. Stylus actions begun in the red bordered area will not initiate inking.

Improvements to Side By Side Event Scrolling

Improvements have been made to the usability of the Event Sequence Chart in Side By Side (SBS) mode. The "inkable" vs. "scrollable" areas of the screen have been updated to allow users to scroll the list of events independently of the event detail while preserving the inkable "Checkmark" and "X" for setting event times to current or marking the event as not done due to a pertinent negative, respectively. The inkable (bordered in green) and scrollable (bordered in red) areas are illustrated in the screenshot below.