



IDAHO TIME SENSITIVE EMERGENCY SYSTEM

TRAUMA | STROKE | STEMI

Level III Stroke Center

2020 Application & Resource Toolkit



IDAHO DEPARTMENT OF
HEALTH & WELFARE

P.O. Box 83720
Boise, ID 83720-0036

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About the Idaho TSE System

Why a TSE program?

The 2014, Idaho Legislature approved and funded a plan to develop a statewide Time Sensitive Emergency (TSE) system of care that addresses three of the top five causes of deaths in Idaho: trauma, stroke, and heart attack (a.k.a. STEMI). Studies show that organized systems of care improve patient outcomes, reduce the frequency of preventable death, and improve the quality of life of the patient.

How does the TSE program work?

The Idaho Department of Health & Welfare provides oversight and administrative support for the day-to-day operation of the program.

A governor-appointed TSE Council made up of healthcare providers and administrators and EMS agencies representing both urban and rural populations is responsible for establishing Rules and Standards for the Idaho TSE System. The Council is the statewide governing authority of the system.

The state has been divided into six regions. Each of these has a TSE Regional Committee made of EMS providers, healthcare providers and administrators, and public health agencies. The regional committees will be the venue in which a wide variety of work is conducted such as education, technical assistance, coordination, and quality improvement. The TSE Regional Committees will have the ability to establish guidelines that best serve their specific community as well as providing a feedback loop for EMS and healthcare providers.

What guiding principles are the foundation of the Idaho TSE System?

- Apply nationally accepted evidence-based practices to time sensitive emergencies;
- Ensure that standards are adaptable to all facilities wanting to participate;

- Ensure that designated centers institute a practiced, systematic approach to time sensitive emergencies;
- Reduce morbidity and mortality from time sensitive emergencies;
- Design an inclusive system for time sensitive emergencies;
- Participation is voluntary; and
- Data are collected and analyzed to measure the effectiveness of the system.

How often is a center verified, and how much does it cost?

A center is verified every three years and an onsite survey is required for every verification process. The onsite survey fee is \$1,500 and must be submitted with the application. Once the center is designated, the designation fee can be in three annual payments of \$500.

Whom do I contact about the application process?

Idaho Time Sensitive Emergency Program

P.O. Box 83720

Boise, ID 83720-0036

tse@dhw.idaho.gov

<https://tse.idaho.gov>

Program Supervisor Melissa Ball

Melissa.Ball@dhw.idaho.gov

(208) 334-2124

Program Specialist Maegan Kautz

Maegan.Kautz@dhw.idaho.gov

(208) 334-4904

Please do not hesitate to contact us with any questions or concerns. We would be happy to help in any way we can to assist you in meeting these standards.

Application Process

National Verification

To apply for a designation as a Level III Stroke Center in Idaho **using an approved national accredited body for verification**, please do the following:

1. Print and complete the application. Submit one application per facility. A completed application includes:
 - a. Facility and Personnel Profile;
 - b. Certification Statement; and
 - c. A copy of the verification letter.
2. Obtain the required signatures on the Certification Statement.
3. Put the application in a binder with labeled, tabbed dividers between each section: Profile, Certification Statement, and verification letter.
4. Mail the completed application and year one designation fee (\$500) to:
[Make checks payable to Bureau of EMS & Preparedness](#)

Bureau of EMS & Preparedness
Time Sensitive Emergency Program
P.O. Box 83720
Boise, ID 83720-0036

Or for FedEx, UPS, etc.
2224 E. Old Penitentiary Rd.
Boise, ID 83712

The TSE Program staff will notify you within 10 business days to confirm the receipt of the application and check.

Application Process

State Verification

To apply for a designation as a Level III Stroke Center in Idaho **using the State of Idaho for verification**, please do the following:

1. Print and complete the application. Submit one application per facility. A completed application includes:
 - a. Facility and Personnel Profile;
 - b. Certification Statement;
 - c. Pre-Survey Questionnaire (PSQ); and
 - d. Required attachments.
2. Obtain the required signatures on the Certification Statement.
3. Use the current edition of the TSE Standards Manual as a reference to understand the designation criteria.
4. Put the application in a binder with labeled, tabbed dividers between each section: Profile, Certification Statement, and verification letter.
5. Mail the completed application and onsite site survey fee (\$1,500) to:
[Make checks payable to Bureau of EMS & Preparedness](#)

Bureau of EMS & Preparedness
Time Sensitive Emergency Program
P.O. Box 83720
Boise, ID 83720-0036

Or for FedEx, UPS, etc.
2224 E. Old Penitentiary Rd.
Boise, ID 83712

The TSE Program staff will notify you within 10 business days to confirm the receipt of the application and check.

Application

Answer every question (circle either yes or no) and label all attachments. If you require additional space, please include a separate sheet. Once completed, print and sign the application (i.e. Certification Statement). Please contact the TSE Program staff if you have any questions or concerns regarding your application (208) 334-2124.

Personnel Profile:

Facility Name:		
Mailing Address:	City:	Zip:
Physical Address:	City:	Zip:
Phone:	County:	
Application Contact:		
Phone:	Email:	

Hospital Administrator/CEO:	
Phone:	Email:
Stroke Program Manager	
Phone:	Email:
Stroke Medical Director	
Phone:	Email:

Facility Profile:

Number of ED Beds:

Number of ED Beds Designated for Critical Patients (Trauma, Stroke, STEMI):

Number of Inpatient ICU Beds:

Annual ED Volume:

Annual Stroke Volume:

Local Population Size the Facility Supports:

Name of Nearest Tertiary Facility:

Number of Miles and Approx. Time by Ground:

CERTIFICATION STATEMENT

I, _____ (CEO/COO), on behalf of _____ (facility), voluntarily agree to participate in the Idaho Time Sensitive Emergency System and Idaho TSE Registry as an Level III Stroke Center. We will work with Emergency Medical Services (EMS) and other facilities in our area to streamline triage and transport of stroke patients and participate in our Regional Time Sensitive Emergency Committee.

I certify that:

- A. The information and documentation provided in this application is true and accurate.
- B. The facility meets the State of Idaho criteria to be designated as a Level III Stroke Center.
- C. We will notify the Time Sensitive Emergency Program Manager immediately if we are unable to provide the level of service we have committed to in this application.

Chair, Governing Entity

Date

Chief Executive Officer

Date

Stroke Medical Director

Date

Stroke Program Manager

Date

1. Personnel

1.1 Do you have a Stroke Care Coordinator? YES NO

[You may use a System Coordinator to fulfill this requirement.](#)

Attach a copy of the Stroke Care Coordinator's job description and CV.

Stroke Care Coordinator's Job Description & CV (attachment)

1.2 Do you have a Stroke Medical Director? YES NO

Does he or she have sufficient knowledge of cerebrovascular disease to provide administrative leadership, clinical guidance, and input to the program?

 YES NO

[You may use a System Medical Director to fulfill this requirement.](#)

Attach a copy of the Stroke Medical Director's job description and CV.

Stroke Medical Director's Job Description & CV (attachment)

1.3 Do you have a defined stroke leadership team? YES NO

Is the team responsible for setting protocols and procedures for QI/PI and for setting educational requirements? YES NO

Attach supporting documentation.

Stroke Leadership Team and Responsibilities (attachment)

1.4 Do you have organizational and administrative support for your stroke program? YES NO

Attach supporting documentation.

Medical Staff/Hospital Board Resolution (attachment)

2. Training and Education

2.1 Do members of the stroke leadership team have annual education on stroke diagnosis and treatment to ensure competence? YES NO

Attach supporting documentation.

Stroke Leadership Team Education (attachment)

2.2 Does your Stroke Medical Director receive at least 4 hours annually of education related to the care of stroke patients? YES NO

Attach supporting documentation.

Stroke Medical Director Education (attachment)

2.3 Are all your facility's staff educated annually on the signs & symptoms of stroke and the process to activate the stroke team? YES NO

EXPLAIN:

3. Stroke Services

3.1 Do you have a neurologist or physician experienced in cerebrovascular care available 24/7 on-site or via telemedicine or telephone consult within 20 minutes of patient's arrival with an 80% achievement rate? YES NO

Data point: Percentage neurologist or physician experienced in cerebrovascular care response time less than 20 minutes. _____

3.2 Do you have a CT tech available 24/7?

Attach a copy of the radiology schedule and on-call policy.

Radiology Schedule & On-call Policy (attachment)

3.3 Do you have staff on-site or via telemedicine to read and report CT results within 45 minutes of patient's arrival 24/7 with an 80% achievement rate?

YES NO

Data point: Percentage CT or MRI read within 45 minutes of patient's arrival.

3.4 Do you have EKG and chest x-ray capability 24/7? YES NO

3.5 Do you have laboratory or point-of-care testing 24/7 with results for CBC and coagulation labs in 45 minutes or less from patient arrival with an 80% achievement rate? YES NO

Lab tests required are CBC, PT, and INR.

Data point: Percentage laboratory results less than 45 minutes. _____

3.6 Do you have FDA-approved IV thrombolytic therapy for stroke available 24/7? YES NO

3.7 Do you have written stroke protocols, order sets, procedures, and or algorithms for assessment and treatment of ischemic and hemorrhagic strokes for:

- a. Stroke team activation process? YES NO
- b. Initial diagnostic tests? YES NO
- c. Administration of medication? YES NO
- d. Swallowing assessment prior to oral intake? YES NO

The above protocols must be available at the time of the on-site survey.

3.8 Do you have transfer protocols that include criteria specific to transferring stroke patients including hemorrhagic stroke patients, stroke patients outside of the IV t-PA treatment window, etc.? YES NO

Attach supporting documentation.

Stroke Transfer Protocol (attachment)

3.9 Do you have written transfer agreements with at least one Level I Stroke Center? YES NO

Do you have a written transfer agreement with at least one Level II Stroke Center? YES NO

Transfer agreements must be available at the time of the on-site survey.

3.10 Do you coordinate with EMS on stroke care and transport policy and procedures, system activation, training, data collection, and quality improvement? YES NO

EXPLAIN:

3.11 Do you provide annual public education on stroke-related topics such as prevention, risk factors, signs & symptoms, and the importance of getting treatment right away and calling 911? YES NO

Attach supporting documentation.
Stroke Public Education (attachment)

3.12 Do you provide stroke education to stroke patients and their caregivers?
 YES NO

Attach supporting documentation.
Stroke Patient Education (attachment)

5. Performance Measurement and Quality Improvement

5.1 Do you participate in the Idaho TSE Registry? YES NO

Are at least 80% of cases submitted within 180 days of treatment?

 YES NO

Attach a letter from the Idaho TSE Registry supporting your answer.

Idaho TSE Registry Letter (attachment)

5.2 Do you meet the benchmark of door-to-needle time in less than 60 minutes with a 50% achievement rate? YES NO

Data point: Percentage of door-to-needle time less than 60 minutes. _____

5.3 Do you participate in your Regional TSE Committee? YES NO

EXPLAIN:

5.4 Do you have a clearly defined performance improvement (PI) program to ensure optimal care and continuous improvement of care? YES NO

[Please attach your PIPS policy.](#)

[PIPS Policy \(attachment\)](#)

5.5 Is the PI program supported by a reliable method of internal data collection that consistently gathers valid and objective information necessary to analyze and identify opportunities for improvement? YES NO

5.6 Are system and process issues, clinical care issues, and transfer decisions reviewed by the PI program? YES NO

5.7 Does the stroke program use current clinical practice guidelines, protocols, and algorithms derived from evidence-based validation resources to achieve benchmark goals? YES NO

5.8 Are all process and outcome measures documented in a written PI plan and updated annually? YES NO

5.9 Does the process of analysis occur at regular intervals to meet the needs of the program? YES NO

5.10 Does the process demonstrate problem resolution (loop closure)?
 YES NO

5.11 Is the center able to identify the stroke patient population?

YES NO

5.12 Does the PI program have audit filters to review and improve patient care?

YES NO

5.13 Does the PI program work with receiving and transferring facilities to provide and obtain feedback on transfer patients? YES NO

5.14 Is the PI program review inclusive of all stroke admissions and transfers?

YES NO

5.15 Does the center have a policy to notify dispatch and Emergency Medical Services (EMS) agencies when on divert status? YES NO

10,000 Lakes Hospital
555 Lady Slipper Drive
Loon, MN 55555

January 20, 2014

Minnesota Department of Health:

This letter is attesting that 10,000 Lakes Hospital has an acute stroke team available or on-call 24 hours a day, seven days a week. The role of the acute stroke team is to respond to patients in the emergency department, or in-hospital presenting with stroke symptoms. The team's role is to initiate diagnostic testing and provide the appropriate action of care in a well-timed and coordinated manner in accordance with hospital protocols for the treatment of stroke patients. Additionally, the ED physician and critical care nurse of the acute stroke team complete four hours of stroke education annually.

The members of the acute stroke team include:

- Neurologist, available via telephone within 15 minutes
- Emergency Department Physician
- Stroke trained nurse
- Laboratory technician
- Radiology technician
- Radiologist (images read off site)
- Pharmacist

If you have any questions regarding 10,000 Lakes Hospital's acute stroke team, please don't hesitate to contact me.

Sincerely,

John Smith, CEO
10,000 Lakes Hospital

SAMPLE

Essential Health – ST. JOSEPH'S MEDICAL CENTER
BRAINERD, MINNESOTA

PROTOCOL: STROKE CODE

PURPOSE

To establish a standard, well-coordinated and integrated approach to the recognition and treatment any patient exhibiting signs and symptoms of acute stroke < 7-hour duration without associated hypoglycemia.

INDICATIONS

Sudden onset of any one of the following:

1. Numbness or weakness in the face, arms, or legs particularly on one side of the body
2. Confusion with aphasia (expressive and/or receptive)
3. Difficulty speaking or understanding what others are saying
4. Difficulty walking, loss of balance or coordination
5. Sudden headache that does not have obvious or known cause
6. Nonspecific visual complaints with partial, complete or bilateral visual field loss or double vision
7. Sudden onset of continuous vertigo and ANY of the following
 - 65 years of age or older
 - Younger than 65 with risk factors (i.e. smoking, diabetes, HTN, etc.)
 - Posterior neck pain in setting or recent manipulation or injury (suggesting dissection)

DEFINITIONS

Stroke Code – Consistent phrase used to identify all patients meeting inclusion criteria regardless of the transportation destination.

Team members: Responsible Licensed Practitioner (RN or ED Physician, ED RN, ED Technician, ED Ward Clerk, ICU RN, Lab Phlebotomist, CT Tech, Pharmacist.

PROCEDURE

1. Activation of Stroke Code
 - a. Ambulance Service may activate Stroke Code protocol prior to arrival
 - i. Notifies the ED that the patient en route meets inclusion criteria
 - ii. Nurse receiving report will notify Ward Clerk to activate Stroke Code team and provide ETA
 - iii. Nurse will inform ED Provider and obtain direction re: timing of initial CT
 - iv. The ED will notify CT when the CT will be performed prior to going to ED exam room
 - b. Emergency Department activation:
 - i. Activated upon direction of the ED Provider
 - c. Inpatient activation:
 - i. Activated at the direction of the Rapid Response Team
 1. May be activated by ICU Nurse in absence of MD
 - ii. Obtain a stat blood sugar
 - iii. Initiate O2 per nasal cannula at 4 liters

- iv. Obtain vital signs
- v. Notify the Emergency Department to activate the Stroke Code
- vi. Obtain ED room assignment
- vii. Patient will be transported immediately to assigned ED exam room via hospital bed accompanied by primary nurse, RRT Nurse, and the RLP activating the Stroke Code

PHYSICIAN **TIME GOAL: Stroke Code initiated prior to arrival for patients that are identified in the field and meet inclusion criteria.**

Stroke code initiated < 5 minutes after arrival and patient headed to CT <15 minutes

- Initial patient contact will occur in CT when EMS has been directed there
 - Obtain history and review criteria for treatment
 - Review initial info re: case with Neuro via phone if they are calling in and using video connection
 - Oversee that at least 1 IV is started and blood drawn before patient leave for CT and ensure 15-minute door-to-CT goal is achieved
 - Perform NIH stroke scale in ER with Neuro via video or alone and finish it en route to CT
- TIME GOAL: Drug ordered < 20 minutes**

ER HUC **TIME GOAL: Door / notification to page out < 5 minutes**

- Overhead page the Stroke Code
 - Alpha Page Stroke Code group with location of stroke code patient
- TIME GOAL: Telestroke unit connected < 10 minutes**
- Call United Hospital Telestroke #651-241-8400, specify request for Dr. Hanson's and Dr. Porth's service to initiate telestroke. (Document time of calls). Provide information including patient name, hospital location, physician name (requesting provider), and ED call back number.
 - Initiate stroke code orders (labs, CT, UA, EKG, NIH neuro checks / VS)
 - Find family for consent and bring to patient room for history – especially if using telestroke
 - Provide MRI Questionnaire to family to complete
 - Fax the following to 651-241-8400
 1. Neuro fax cover sheet
 2. Demographic sheet
 3. Request for neuro consult
 - Notify CT to make copy of scans if pt is being transferred
 - Notify United Patient Placement center re patient transfer 651-241-8400 to obtain disposition

RADIOLOGIST

- Radiologist reading CT will call CT reading to the on-call Stroke Neurologist

ER NURSE **TIME GOAL: VS. abbreviated NIHSS, monitor, O2 < 5 minutes & door-to-drug <45 minutes**

- Transport and set up Telestroke Unit – Camera should be at foot of stretcher on side opposite nurse working on VS/starting IVs.
 - Connect the unit
 - Turn on the unit
 - Activate connection to Omnijoin Telestroke site
- Take stretcher from planned exam room and move it to CT and wait for patient arrival

- Finger stick glucose (if not done by EMS)
- Obtain or determine patient weight for tPA dosing
- Notify physician if BP > 180 / 105
- Obtain medication list and allergies
- Verify 2nd IV is started, if not completed prior to CT. Must have 2 IV sites prior to tPA administration
- Administer antihypertensive treatment if needed (before or after CT)
- Remains available to provide status updates and lab results to stroke team
- Ensure IV tPA is started and infusing in a timely manner when instructed to do so
 - Verify order to administer
 - Verify drug mixing – 1 mg/ml
 - Verify drug dosage is weight appropriate (0.9 mg/kg) and total dose not > 90 mg
 - 10% of total dosage given as bolus and remainder infused over next 60 minutes and then flush line with 50 ml NS
- Perform NIH abbreviated neuro check every 15 minutes after IV tPA is started
- If not a candidate for IV tPA
 - Keep NPO until swallow evaluation has been completed
 - Perform bedside swallow evaluation and document results

ER / ICU Assisting Nurse **TIME GOAL: 2 IVs < 15 minutes**

- Start IVs and ensure blood is drawn and sent for stroke code labs (if not done by EMS)
 - 2 functional IVs needed – with at least one 18-20 gauge
 - At least one IV site prior to CT
 - Verify 2nd IV is started upon return from CT (if not done prior)
- Accompany patient to CT
- Administer anti-hypertensives as ordered
- Monitor vital signs / NIH abbreviated neuro checks during imaging
- Upon returning from CT, provide to the Stroke team with an update of the patient's vital signs / status
- Insert foley catheter if needed (either prior to tPA or no sooner than 30 minutes post infusion)
- Administer IV tPA when instructed to do so
 - Verify order to administer
 - Verify drug mixing – 1 mg/ml
 - Verify drug dosage is weight appropriate (0.9 mg/kg) and total dose not > 90 mg
 - 10% of total dosage given as bolus and remainder infused over next 60 minutes and then flush line with 50 ml NS
- Perform NIH abbreviated every 15 minutes after IV tPA given
- Keep NPO if given IV tPA
- If transfer planned, assist as needed

PHLEBOTOMIST **TIME GOAL: Creatinine resulted < 45 minutes**

- Clear table for stroke alert patient
- Perform CT
- Load results to PACS and send for stat read
- Enter name and telephone number of Neurologist into system for Radiologist to call result
- Perform CTA (if ordered, must have one 18-20G IV, no dye allergy, renal status cleared)

RAD TECH

- Obtain portable chest x-ray immediately after Head CT, while patient is still in CT

PHARMACIST **TIME GOAL: Drug calculation done – ready to mix tPA < 10 minutes**

- Deliver Stroke Code Kit to code site
- Ensure the patients weight, real or estimated, has been entered in the EMR
- Complete calculation for mixing drug. **Reminder:** 1 mg/ml
- Await order from MD – tPA will be mixed in the Emergency Department
 - Hand off tPA to nurse caring for patient when order to administer is verified

NEUROLOGIST **TIME GOAL: To ER via video < 10 minutes and door-to-drug < 30 minutes**

- Call ER to confirm page received and get initial info (patient name and record number if known)
 - Let staff know connecting via Telestroke
 - For **Stroke Code**, ask staff to set up connection
- Connect to Omnijoin
- Perform NIHSS while patient is getting IV started if they are still in ER or when back from CT
- Take history from family and ER Physician if patient is in CT
- Look at CT remotely with PACS
- Receive Radiologist CT readying
- Communicate CT results to ED MD
- Discuss case with physician and order the tPA
- Look at CTA when able
- Start or finish NIHSS when patient returns to ED or ICU (if in-house stroke alert)
- Pull together all data for final review – history, exam, labs, BP
- If treatment appropriate, tell nurse to initiate bolus and infusion as soon as you can and/or start discussion with interventional neuroradiology if needed

DOCUMENT REMINDERS

The Stroke Code Treatment Record provides dual purpose and is essential to the review process

- Audit tool
- Worksheet / transfer record

PHONE LIST – commonly used phone numbers during Stroke Alert

Admitting:7550
CT Scan:6208
EMS Dispatch:6512
ER:7555
Lab:7500
Pharmacy:6811
X-ray Main:7660
Telemedicine Allina Network:651-241-8400
United Patient Placement Center:651-241-8400
Fax United ER:651-241-5398

MODIFIED RANKIN SCALE

Patient Name: _____

Rater Name: _____

Date: _____

<u>Score</u>	<u>Description</u>
0	No symptoms at all
1	No significant disability despite symptoms; able to carry out all usual duties and activities
2	Slight disability; unable to carry out all previous activities, but able to look after own affairs without assistance
3	Moderate disability; requiring some help, but able to walk without assistance
4	Moderately severe disability; unable to walk without assistance and unable to attend to own bodily needs without assistance
5	Severe disability; bedridden, incontinent and requiring constant nursing care and attention
6	Dead

TOTAL SCORE: _____

References

Rankin J. "Cerebral vascular accidents in patients over the age of 60."

Idaho TSE Registry – Stroke Data

TSE Band Number	
Time 911 called	
Time of EMS arrival on scene	
Time of EMS departure from scene	
Mode of arrival	
Pre-arrival notification time	
Time of arrival at ED	
Time seen by physician	
Last Known Well (LKW) time	
Stroke scale	
Admission Time and score of NIH / Rankin	
Time of head CT	
Time tPA given	
If tPA not given, exclusion criteria	
If transferred, door-in-door-out times	
Discharge time and score of NIH / Rankin	
Discharge disposition	

*This is an example of the data you will be required to submit on each stroke patient that you care for. Idaho State Law requires every hospital to participate in the Idaho TSE Registry regardless of whether or not they are a designated center.

For Reference Only

ED ADULT SUSPECTED ACUTE STROKE PROTOCOL

Evidence of Acute Stroke Symptoms or Positive FAST Exam

1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
2. Sudden confusion, trouble speaking or understanding
1. Sudden trouble seeing in one or both eyes (visual field changes)

