



American Heart Association®  
Mission:Lifeline®  
EMS

# Mission: Lifeline® EMS

## 2024 Recognition Program

February 21, 2024



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# Presenters



Alexander Kuhn  
Program Consultant –  
Emergency Medical Services



Gino Mollica, BA, MA, NRP  
Program Manager – Get with the  
Guidelines



Tatiana Snedeker, BS, NREMT  
Intern – Quality, Outcomes, Research  
& Analytics/EMS Recognition

# Agenda

- 🔥 Overview & Welcome
- 🔥 2023 Awards Summary
- 🔥 Key Concepts
- 🔥 NEW Application Process/Quality and Certification Tool
- 🔥 2024 Measure Explanations
- 🔥 2024 Award Scenarios
- 🔥 Q&A

# Poll: How many years have you been recognized?

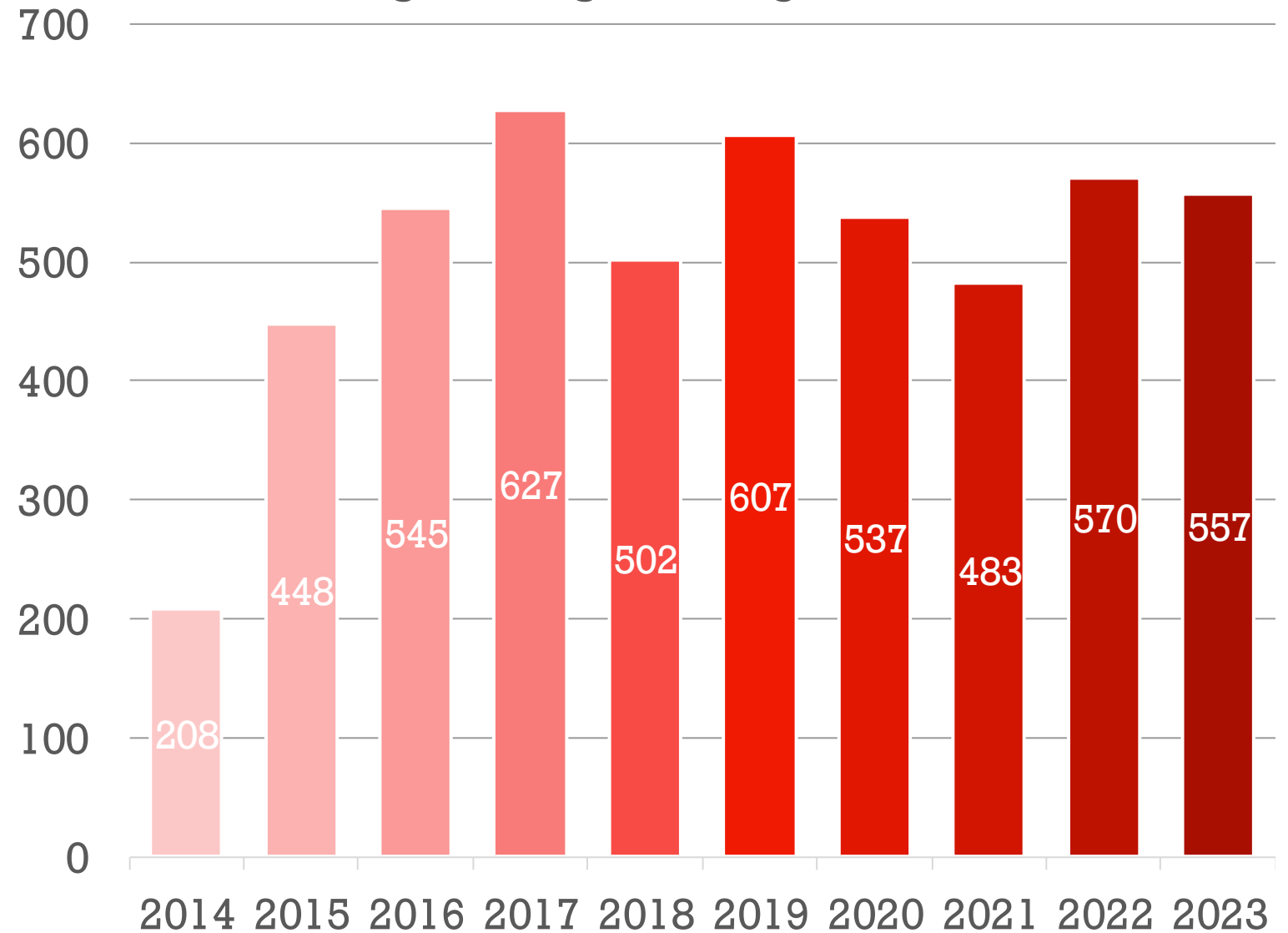
- a. Never been recognized
- b. 1 year
- c. 2-5 years
- d. 6-9
- e. Unknown/Don't Know

# Mission: Lifeline<sup>®</sup> EMS

## Overview



Number of Recognized Agencies by Year



# Awards Summary

## 2023 Mission: Lifeline EMS Recognition

948 total submissions

\*No award: 146 (15%)

Bronze: 60 (6%)

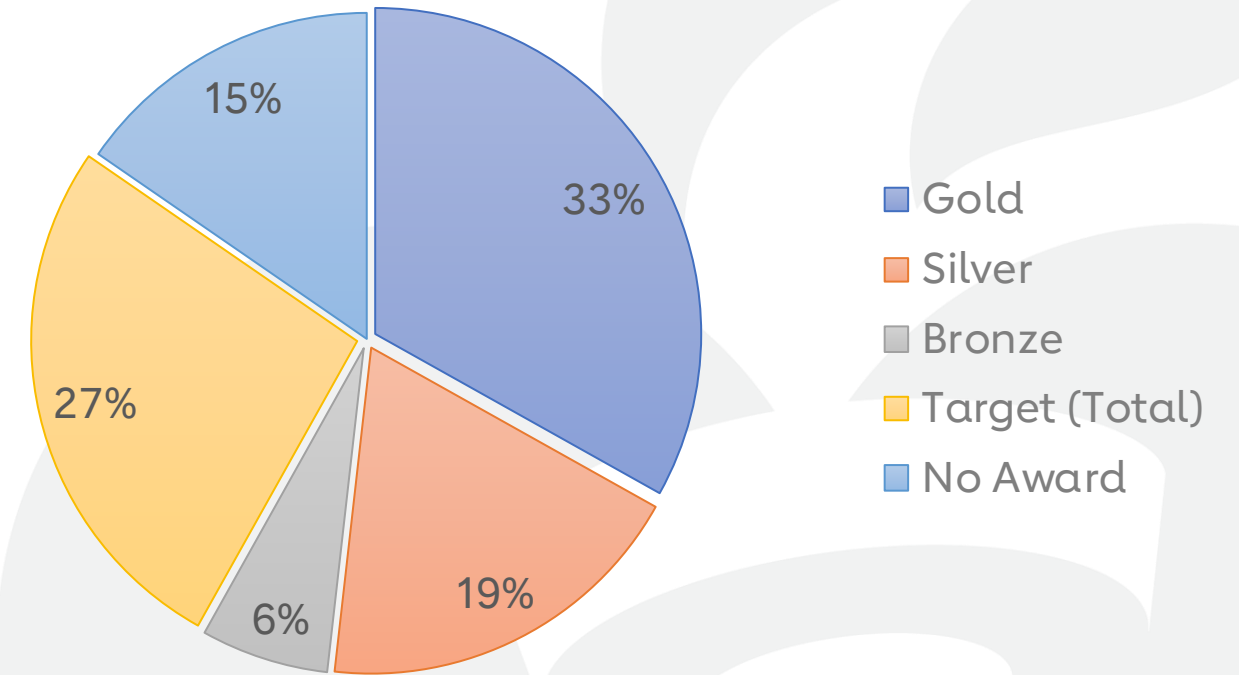
Silver: 177 (19%)

Gold: 314 (33%)

Target: 251 (27%)

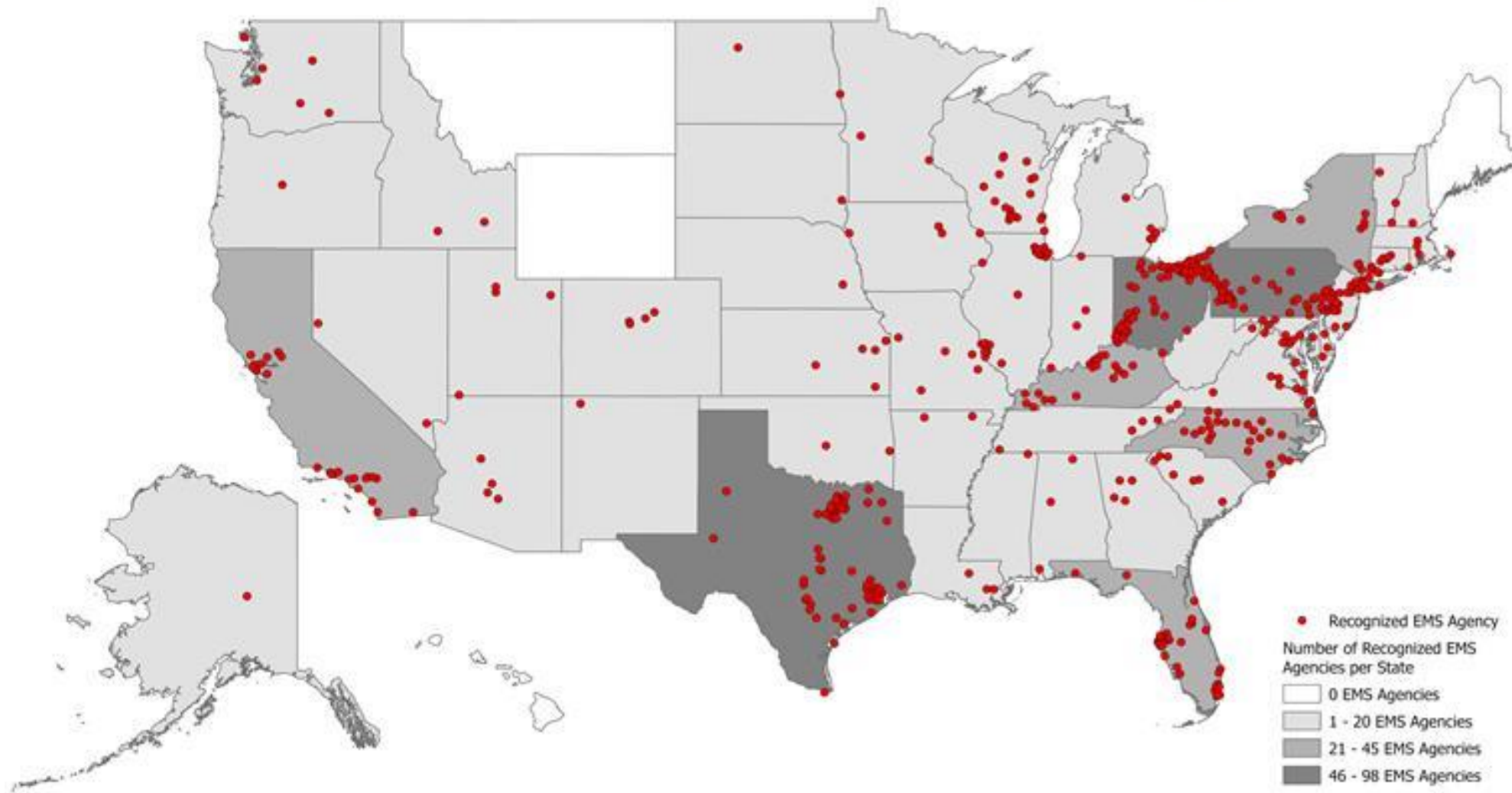


2023 Mission Lifeline Awards Summary



# 2023 Awarded Agencies

2023 Mission: Lifeline EMS Recognized Agencies





# Key Concepts

- New application process
- Two recognition awards
  - Heart attack and stroke process measures (pre-hospital award)
  - Heart attack systems of care (target heart attack award)
- QCT walkthrough
- AHAEMS ID



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# Application Process

# How to apply

1. Go to the Quality and Certification Tool (QCT) portal  
<https://qct.heart.org/>
2. Create and submit an account with your agency's demographic data.
3. Once approved you will receive an email confirming your ability to submit measure data.
4. Submit measure data to complete your application.

## Organization Details



Organization Name	TEST
Location	United States
Mailing Address	TEST
City	TEST
State / Province	Alabama
Zip Code / Postal Code	15239
Website	N/A
Primary Contact Name	Mr. GINO MOLLICA TEST
Primary Contact Phone Number	5555555555
Primary Contact Email Address	TEST@HEART.ORG
Signatory Name	Mr. GINO MOLLICA TEST
Signatory Email Address	TEST@HEART.ORG
Medical Director Name	N/A
Medical Director Email Address	N/A
Electronic Health Record	Yes - EMS CHARTS

Close


Next

## QCT – Emergency Medical Services (EMS)

### Selection of Programs

1. Select the Emergency Medical Services (EMS) program from the available programs and click on the **Register** button under it.

Home / Organization Details / Programs



**Our Programs**

#### Healthy Senior Living Certification

Promoting cultures of health in independent and assisted living facilities to help facilities move toward improved health and quality of life for their residents and help consumers make better-informed choices about facilities. The Certification helps facilities create environments where getting and staying healthy is top of mind. Facilities will be evaluated on how they educate residents and provide opportunities to work toward improved health in these categories: smoking status, physical

[Register](#)

#### Post Acute Stroke Certification

High-quality guideline directed rehabilitation and secondary prevention interventions, customized to patient needs, have been shown to dramatically improve recovery of function lost during stroke and reduce the risk of secondary effects. AHA's Post-Acute Stroke Program assists post-acute care facilities to evaluate current standards, performance, and outcomes to identify areas where practice improvement is needed to increase quality of care.

[Register](#)

#### Emergency Medical Services (EMS)

Mission: Lifeline EMS recognition is the American Heart Association's program that recognizes prehospital emergency agencies for their quality of care for heart attack and stroke patients. The recognition program focuses on transforming care quality by connecting all heart attack and stroke care components into a seamlessly integrated care system. Fundamental tenets of these care systems reinforce evidence-based guidelines and measure performance, identify gaps, and

[Register](#)

## Program Details



Selected Program	Emergency Medical Services (EMS)
American Heart Association(AHA) EMS ID	Not listed
Prior Year Award (2023)	No Award
EMS Agency State Identification Number	00000
State associated with State ID above	Florida
Pre-hospital Type	Private, Nonhospital
Agency Type	Response (Scene) with Transport Capability
Agency Level of Service	Paramedic
ePCR Vendor	emsCharts, Inc
Annual volume of suspected stroke patients	500
Annual volume of suspected heart attack patients	500

Close

Previous

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## Agreement Details



First and Last Name of Signer

GINO MOLLIKA TEST

Title of Signer

Chief

Email of Signer

TEST@HEART.ORG

Date

2024-Feb-13

Permissions Agreement:

- Recognition Events
- AHA website, digital media, mobile apps
- Conference banners and signage
- Program promotion as permitted

Exact Organization Name for Publications

TEST Ambulance Service

Close

Previous

## Organization Management

Pending

Registered

Awarded

Deactivated

Search

By Organization Name/Code



State

All



Organization Details

Location Details

Program Type

Status

No organization match your search.  
Please try modifying your search criteria



# Application Deadline

- **May 31, 2024:** application submission period closes at 11:59pm CST.





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# 2024 Measures

# Measure Development

- Based on AHA guideline recommendations for heart attack and stroke
- Developed and approved by AHA EMS volunteer work group
- Efforts to align measure criteria with NEMESIS data values
- Feedback and recommendations from volunteer workgroups and Mission Lifeline participants (measure users) taken into consideration during annual measure reviews.



The American Heart Association is excited to continue recognizing EMS agencies for applying the most up-to-date evidence-based treatment guidelines to improve care and outcomes in the communities they serve.

Prehospital personnel are the first providers of care to patients suffering from cardiac emergencies. The role of EMS in the system-of-care for these patients is crucial and often sets the course for the patient's outcome.

For additional Mission: Lifeline EMS Recognition information, please visit [www.heart.org/missionlifeline](http://www.heart.org/missionlifeline) or email [MissionLifeline@heart.org](mailto:MissionLifeline@heart.org).

2024  
**EMS RECOGNITION CRITERIA**  
(based on 2023 data)

**Mission: Lifeline EMS Award**

- AHAEMS1 Pre-arrival notification for suspected stroke
- AHAEMS2 Documentation of last known well for patients with suspected stroke
- AHAEMS3 Evaluation of blood glucose for patients with suspected stroke
- AHAEMS4 Stroke Screen Performed and Documented
- AHAEMS5 12-lead ECG performed within 10 minutes for suspected heart attack
- AHAEMS6 Aspirin administration for STEMI-positive ECG
- AHAEMS7 Pre-arrival notification ≤ 10 minutes for STEMI positive ECG

**Volume Criteria:** At least 4 patients for the calendar year (>1 STEMI patient and >1 Stroke Patient)

**Mission: Lifeline System of Care Target Heart Attack Award**

- AHAEMS8 EMS First Medical Contact (FMC) to PCI ≤ 90 minutes for Patients with STEMI
- AHAEMS9 Door to Thrombolytic Administration ≤ 30 minutes for Patients with STEMI

**Volume Criteria:** At least 4 STEMI patients for the calendar year

**AWARD LEVELS**



Aggregated annual compliance of ≥75% for all required measures and Silver or Gold award in 2022



Aggregated annual compliance of ≥75% for all required measures

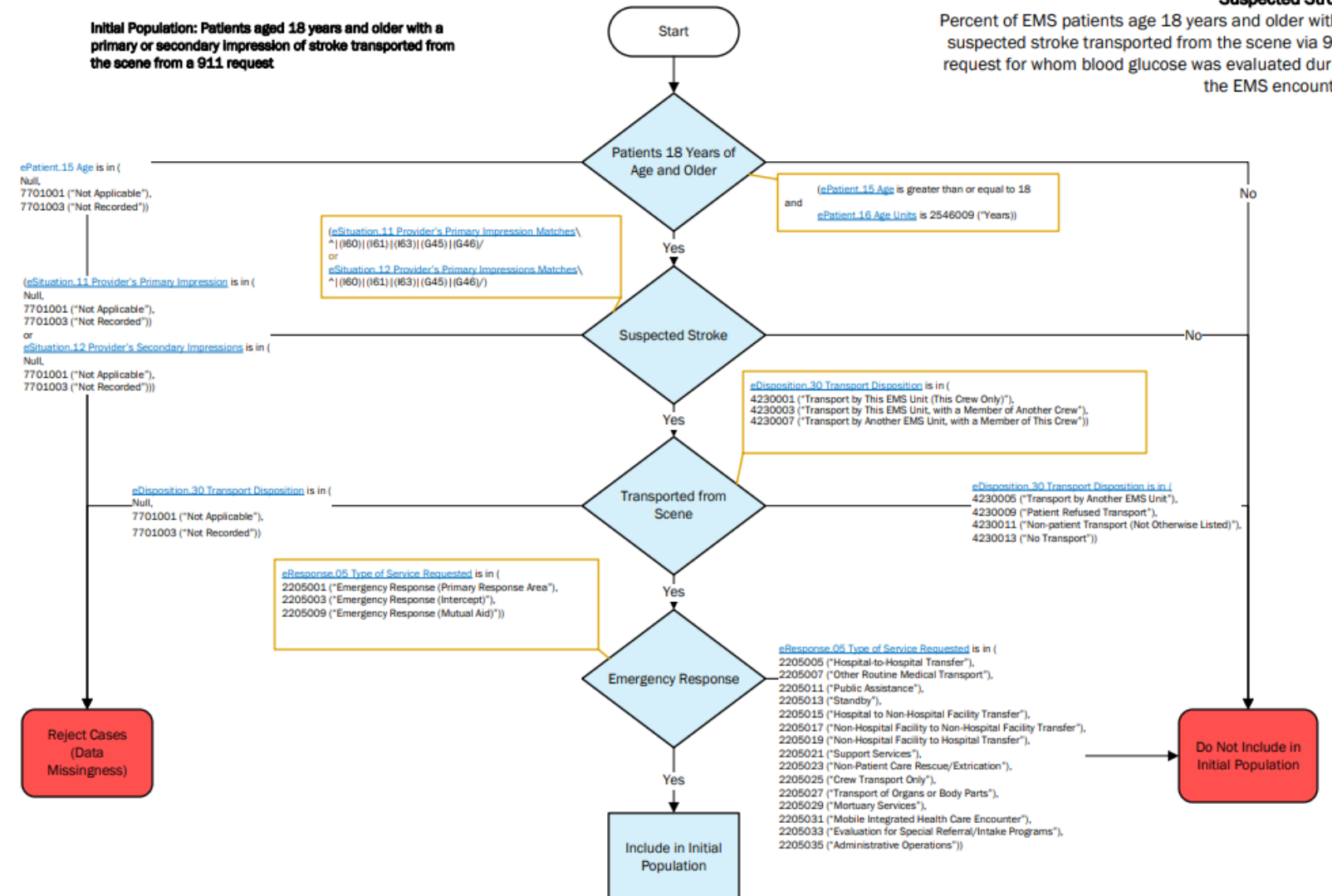


At least one calendar quarter of compliance ≥75% for all required measures

# Measure Concepts

- Inclusion
- Exclusion (always removed from denominator)
- Exception (remove from denominator if present and numerator is not met)
- Numerator
- Denominator

## 2024 EMS Award Measures



## **AHAEMS1: Pre-Arrival Notification for Suspected Stroke**

- The percentage of EMS patients aged 18 years and older transported from the scene with a primary or secondary impression of stroke whom a pre-arrival alert for stroke was activated during the EMS encounter.
- **Exclusions:** Patient died prior to arrival at the hospital.
- **Exceptions:** None



# AHAEMS2: Documentation of Last Known Well for Patients with Suspected Stroke

- The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom Last Known Well was documented during the EMS encounter.
- **Exclusions:** Patients with an altered level of consciousness (AVPU less than A or GCS less than 15)
- **Exceptions:** None

# AHAEMS3: Evaluation of Blood Glucose for Patients with Suspected Stroke

- The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom blood glucose was evaluated during the EMS encounter.
- **Exclusions:**
  - Patients who died prior to hospital arrival
- **Exceptions:**
  - Documented reason(s) for not evaluating blood glucose:
    - Patient refused blood glucose evaluation
  - Unable to complete blood glucose evaluation (e.g., No glucose monitor available)



## **AHAEMS4: Stroke Screen Performed and Documented**

- The percentage of EMS patients aged 18 years and older transported from the scene with a suspected stroke for whom a stroke screen was performed and documented during the EMS encounter.
- **Exclusions:**
  - Patients who died prior to hospital arrival
- **Exceptions:**
  - Documented reasons for not performing stroke screen:
    - Altered level of consciousness (AVPU less than A or GCS less than 15)
    - Patient refused stroke screen
  - Unable to complete stroke screen (e.g., patient in cardiac arrest, trauma injury, other time-sensitive conditions requiring care)

## **AHAEMS5: 12-lead ECG performed $\leq$ 10 minutes for Suspected Heart Attack**

- The percentage of EMS patients aged 18 years and older transported from the scene with chest pain or a suspected MI for whom a 12-Lead ECG was performed  $\leq$  10 minutes of first medical contact.
- **Exclusions:**
  - None
- **Exceptions:**
  - Patients in cardiac arrest; OR
  - Patients requiring advanced airway management prior to ECG; OR
  - Patients in shock or with injury, requiring stabilization; OR
  - Patients refused care

## **AHAEMS6: Aspirin Administration for STEMI-positive ECG**

- Percent of EMS patients aged 18 years and older transported from the scene with a STEMI positive ECG who were administered aspirin.
- **Exclusions:** None
- **Exceptions:**
  - Patients with a documented allergy or contraindication (e.g., Warfarin or other anticoagulant/antiplatelet medication, liver disease/cirrhosis, etc.) to aspirin
    - or
  - Patient refused medication

## **AHAEMS7: Pre-Arrival Notification $\leq$ 10 Minutes for Positive STEMI Heart Attack ECG**

- The percentage of EMS patients aged 18 years and older transported from the scene with a STEMI positive ECG for whom pre-arrival notification was activated  $\leq$  10 minutes of positive ECG.
- **Exclusions:**
  - None
- **Exceptions:**
  - Patients in cardiac arrest OR
  - Patients requiring advanced airway management prior pre-arrival alert OR
  - Patients in shock or with injury, requiring stabilization OR
  - Patients who refused care/transport



The American Heart Association is excited to continue recognizing EMS agencies for applying the most up-to-date evidence-based treatment guidelines to improve care and outcomes in the communities they serve.

Prehospital personnel are the first providers of care to patients suffering from cardiac emergencies. The role of EMS in the system-of-care for these patients is crucial and often sets the course for the patient's outcome.

For additional Mission: Lifeline EMS Recognition information, please visit [www.heart.org/missionlifeline](http://www.heart.org/missionlifeline) or email [MissionLifeline@heart.org](mailto:MissionLifeline@heart.org).

**2024**  
**EMS RECOGNITION CRITERIA**  
(based on 2023 data)

**Mission: Lifeline EMS Award**

- AHAEMS1** Pre-arrival notification for suspected stroke
- AHAEMS2** Documentation of last known well for patients with suspected stroke
- AHAEMS3** Evaluation of blood glucose for patients with suspected stroke
- AHAEMS4** Stroke Screen Performed and Documented
- AHAEMS5** 12-lead ECG performed within 10 minutes for suspected heart attack
- AHAEMS6** Aspirin administration for STEMI-positive ECG
- AHAEMS7** Pre-arrival notification  $\leq$  10 minutes for STEMI positive ECG

**Volume Criteria:** At least 4 patients for the calendar year (>1 STEMI patient and >1 Stroke Patient)

**Mission: Lifeline System of Care Target Heart Attack Award**

- AHAEMS8** EMS First Medical Contact (FMC) to PCI  $\leq$  90 minutes for Patients with STEMI
- AHAEMS9** Door to Thrombolytic Administration  $\leq$  30 minutes for Patients with STEMI

**Volume Criteria:** At least 4 STEMI patients for the calendar year

**AWARD LEVELS**



Aggregated annual compliance of  $\geq$ 75% for all required measures and Silver or Gold award in 2022



Aggregated annual compliance of  $\geq$ 75% for all required measures



At least one calendar quarter of compliance  $\geq$ 75% for all required measures

# Mission: Lifeline EMS Award Levels



<b>Time Period of Compliance</b>	One calendar quarter	One calendar year	One calendar year + Silver or Gold award in 2023
<b>Minimum Adherence Score</b>	≥75%	≥75%	≥75%
<b>Minimum Volume Requirement</b>	≥4 STEMI & Stroke patients in calendar year	≥4 STEMI & Stroke patients in calendar year	≥4 STEMI & Stroke patients in calendar year

\* 2023 award status will be accounted into award determination.



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# **Mission: Lifeline System of Care Target Heart Attack Award**

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AHAEMS8 and AHAEMS9

## **AHAEMS8: EMS FMC to PCI $\leq$ 90 Minutes for Patients with STEMI**

- The percentage of patients directly transported to a STEMI receiving center, with EMS First Medical Contact to PCI  $\leq$  90 minutes.
- **Exclusions:** None
- **Exceptions:**
  - Patients in cardiac arrest OR
  - Patients requiring advanced airway management prior pre-arrival alert OR
  - Patients in shock or with injury, requiring stabilization OR
  - Patients who refused care/transport





## **AHAEMS9: Door to Thrombolytic Administration $\leq$ 30 Minutes for Patients with STEMI**

- The percentage of patients with STEMI treated and directly transported to the destination hospital, with a door-to-thrombolytic time of <30 minutes
- **Exclusions:** None
- **Exceptions:**
  - Patients in cardiac arrest OR
  - Patients requiring advanced airway management prior pre-arrival alert OR
  - Patients in shock or with injury, requiring stabilization OR
  - Patients who refused care/transport



# **Mission: Lifeline System of Care Target Heart Attack Award**

## AHAEMS8 and AHAEMS9 Measure Notes

- Must qualify for M:L EMS Prehospital Award
- Transporting agencies only
- Volume requirement:
  - >4 STEMI patients per calendar year

# Mission: Lifeline EMS System of Care Award Levels



<b>Time Period of Compliance</b>	One calendar quarter	One calendar year	One calendar year + Silver or Gold award in 2023
<b>Minimum Adherence Score</b>	≥75%	≥75%	≥75%
<b>Minimum Volume Requirement</b>	≥4 STEMI patients in the calendar year	≥4 STEMI in the calendar year	≥4 STEMI patients in the calendar year

\* 2023 award status will be accounted into award determination.

For questions, email [MissionLifeline@heart.org](mailto:MissionLifeline@heart.org)



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# 2024 Award Scenarios

# Scenario 1

- ABC County EMS earned the Gold Plus award for 2023 M:L EMS recognition. They applied for recognition in 2024 (2023 data) and met all required criteria and measures with at least 75% for the Prehospital and Systems of Care awards. What award will this agency receive?
- **POLL**
  - **A: 2024 Mission: Lifeline EMS Systems of Care Gold Award**
  - **B: 2024 Mission: Lifeline EMS Systems of Care Silver Award**
  - **C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award**
  - **D: No Award**

# Scenario 1

- ABC County EMS earned the Gold Plus award for 2023 M:L EMS recognition. They applied for recognition in 2024 (2023 data) and met all required criteria and measures with at least 75% for the Prehospital and Systems of Care awards. What award will this agency receive?
- **POLL**
  - **A: 2024 Mission: Lifeline EMS Systems of Care Gold Award**
  - **B: 2024 Mission: Lifeline EMS Systems of Care Silver Award**
  - **C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award**
  - **D: No Award**

# Scenario 2

- QRS Fire Department does not transport patients and in previous recognition years has been listed as a team member on a partner EMS agency's application. They meet volume criteria and one quarter of compliance on the required prehospital award recognition measures. What award will this agency receive?

- **POLL**

- **A: 2024 Mission: Lifeline EMS Prehospital Gold Award**
- **B: 2024 Mission: Lifeline EMS Prehospital Silver Award**
- **C: 2024 Mission: Lifeline EMS Prehospital Bronze Award**
- **D: No Award**

# Scenario 2

- QRS Fire Department does not transport patients and in previous recognition years has been listed as a team member on a partner EMS agency's application. They meet volume criteria and one quarter of compliance on the required prehospital award recognition measures. What award will this agency receive?

- **POLL**

- **A: 2024 Mission: Lifeline EMS Prehospital Gold Award**
- **B: 2024 Mission: Lifeline EMS Prehospital Silver Award**
- **C: 2024 Mission: Lifeline EMS Prehospital Bronze Award**
- **D: No Award**



# Scenario 3

- City of XYZ EMS agency has never applied for recognition in previous years. This agency meets volume criteria and 75% compliance on all Prehospital award measures for calendar year 2023, except the Blood Glucose Analysis measure. They did not have any patients meet the denominator inclusion criteria for this measure. Do they qualify for the M:L EMS Prehospital award?
- **POLL**
- **A: No, they did not meet the one patient in the denominator for each required measure requirement. Since they do not qualify for the Prehospital award, they also are not eligible for the Systems of Care award.**
- **B: Yes, they do meet the requirements.**

# Scenario 3

- City of XYZ EMS agency has never applied for recognition in previous years. This agency meets volume criteria and 75% compliance on all Prehospital award measures for calendar year 2023, except the Blood Glucose Analysis measure. They did not have any patients meet the denominator inclusion criteria for this measure. Do they qualify for the M:L EMS Prehospital award?
- **POLL**
- **A: No, they did not meet the one patient in the denominator for each required measure requirement. Since they do not qualify for the Prehospital award, they also are not eligible for the Systems of Care award.**
- **B: Yes, they do meet the requirements.**

# Scenario 4

- An EMS agency received a Silver award in 2023. This agency meets all Prehospital award criteria and measures compliance for one-quarter of data. They meet the criteria and measure compliance for the calendar year 2023 for the required Systems of Care measures. What award is this agency eligible for?
- **POLL**
  - **A: 2024 Mission: Lifeline EMS Systems of Care Gold Award**
  - **B: 2024 Mission: Lifeline EMS Systems of Care Silver Award**
  - **C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award**
  - **D: No Award**

# Scenario 4

- An EMS agency received a Silver award in 2023. This agency meets all Prehospital award criteria and measures compliance for one-quarter of data. They meet the criteria and measure compliance for the calendar year 2023 for the required Systems of Care measures. What award is this agency eligible for?
- **POLL**
  - **A: 2024 Mission: Lifeline EMS Systems of Care Gold Award**
  - **B: 2024 Mission: Lifeline EMS Systems of Care Silver Award**
  - **C: 2024 Mission: Lifeline EMS Systems of Care Bronze Award**
  - **D: No Award**



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# Q&A

# Application Deadline

- **May 31, 2024:** application submission period closes at 11:59pm CST.



# Next Steps

- Visit website
  - The Mission: Lifeline EMS [website](#) has all the links you need
  - Review the key materials and FAQ
- **May 31, 2024:** application submission period closes at 11:59pm CST.
- If you have any questions, please reach out to [missionlifeline@heart.org](mailto:missionlifeline@heart.org)

# THANK YOU

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*For questions, email [MissionLifeline@heart.org](mailto:MissionLifeline@heart.org)  
or visit our [website](#).*



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