



American Heart Association®
Mission:Lifeline®
EMS

QCT – Emergency Medical Services (EMS)

User Manual (For Domestic Customers)



Table of Contents

- 1 Introduction 3
- 2 About this Manual 3
- 3 Technical Overview 3
- 4 Logging in to Emergency Medical Services Tool..... 3
 - 4.1 New User Registration – US and US Territories..... 4
 - 4.1.1 Participating Agreement 11
 - 4.1.2 Permissions Agreement..... 11
 - 4.2 Existing User Logging In..... 13
- 5 Measures 14
 - 5.1 Enter Data..... 15
 - 5.2 Upload Data 19
 - 5.3 Edit Data 22
- 6 Award..... 24
- 7 Organization User Management 25
 - 7.1 Add User 26
 - 7.2 Delete User 28
 - 7.3 View Log 28
- 8 Organization Settings 29
 - 8.1 Organization Details 30
 - 8.2 Program Details 33
 - 8.3 Agreement Details 35

1 Introduction

Welcome and congratulations on your decision to pursue certification and engage in evidence-based quality improvement efforts with the American Heart Association (AHA).

2 About this Manual

This manual is designed as a reference to provide general knowledge to the End User on QCT – Emergency Medical Services (EMS) tool use, functions, and its operability.

This Manual also covers the elements of EMS including logging in to the tool, navigating the features, and managing your certification or quality improvement program requirements.

3 Technical Overview

The QCT-Emergency Medical Services Tool serves as a portal for maintaining compliance with program requirements, quality measure data entry, and as a general resource for your selected Award. The EMS is specifically designed to enable your organization to:

- Register/Apply for the Emergency Medical Services Award
- Electronically sign your Participating Agreement (contract)
- Submit quarterly quality improvement data to support your program's initiative
- Download your Award Certificate and Marketing Toolkit

4 Logging in to Emergency Medical Services Tool

You can access the EMS tool to engage in AHA certification or quality improvement programs by following the link <https://qct.heart.org/>.

1. Click on the Sign in/Sign up button from the home page.

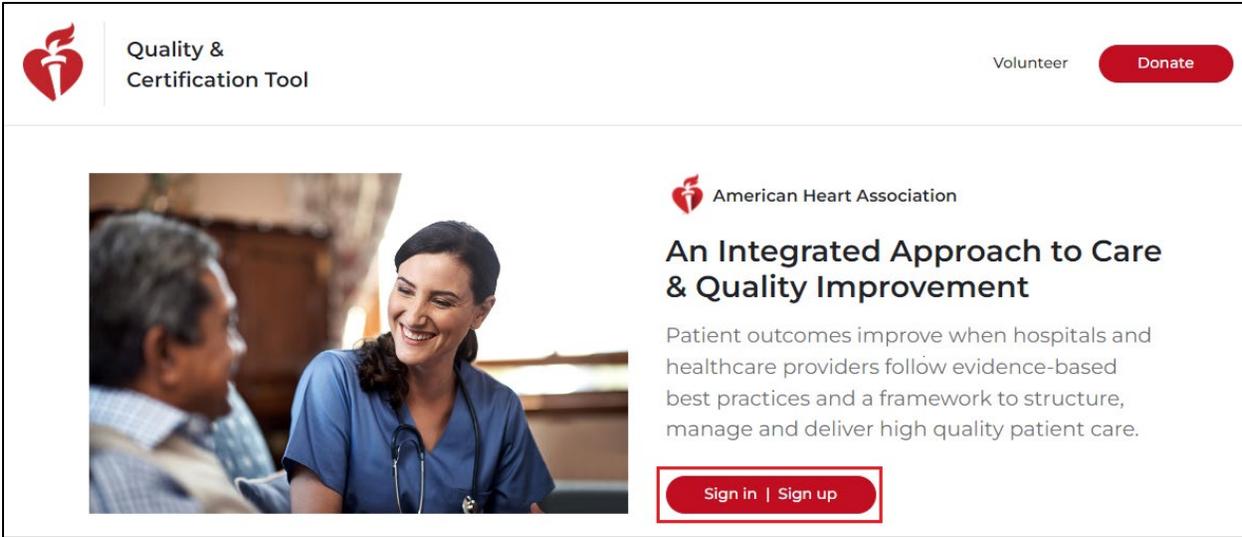


Figure 1 - QCT Login page

4.1 New User Registration – US and US Territories

Follow the steps for registration:

1. Click on Create an account.

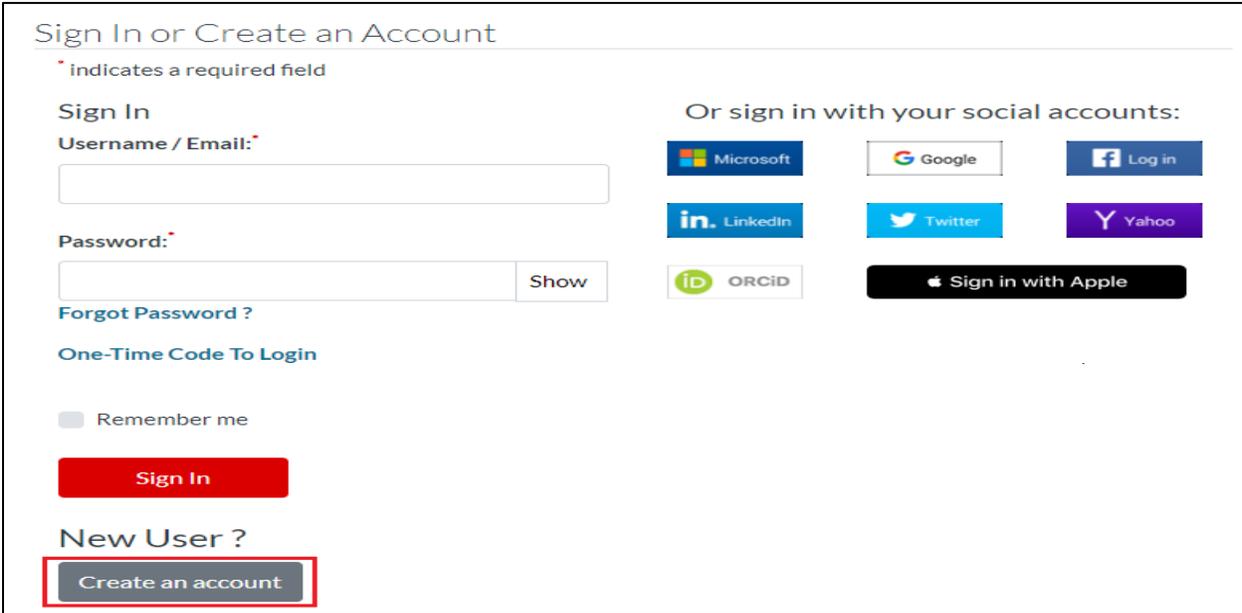


Figure 2 - New User Registration

2. Enter the essential required information in the respective fields and click on Continue after checking on the Terms of Use and Privacy Policy box.

Let's get started

Create an account to access great heart and brain health content with one username and password.

NOTE: If you already have an account with us, please call 1-800-242-8721 to access your info. [Learn More](#)

* indicates a required field

Tell us about yourself

Where do you currently live?*

Select Country

Mobile Number:

By entering your mobile number, you agree to receive a text message from the American Heart Association for our two-step verification process or to reset your AHA password. Standard call, messaging or data rates may apply.

000 000 0000

First Name:*

Last Name:*

Email:*

Confirm Email:*

Upload Profile Image:



Select an image that meets the following criteria:

- File size: max 5 MB
- File type: png, jpg/jpeg or gif
- File name: does not contain the following special characters: \ / : * ? " < > | ' ; =

Choose File No file chosen

Password:*

Your password needs to:

- include 7 or more characters
- include upper and lower case letters (for English only e.g. Aa)
- include a number (e.g. 1234)

Re-enter Password:*

I have read and understood the [Terms of Use](#) and [Privacy Policy](#) *

Continue

Already have an account?

Sign In

Figure 3 – Create Account

Once clicked, you will be navigated to the QCT - EMS welcome page followed by the User Dashboard page.

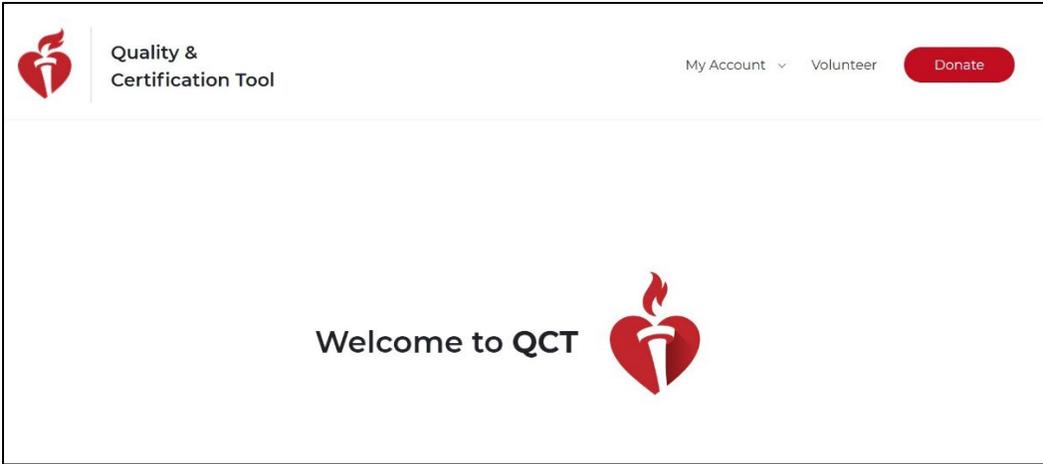


Figure 4 - QCT Welcome Page

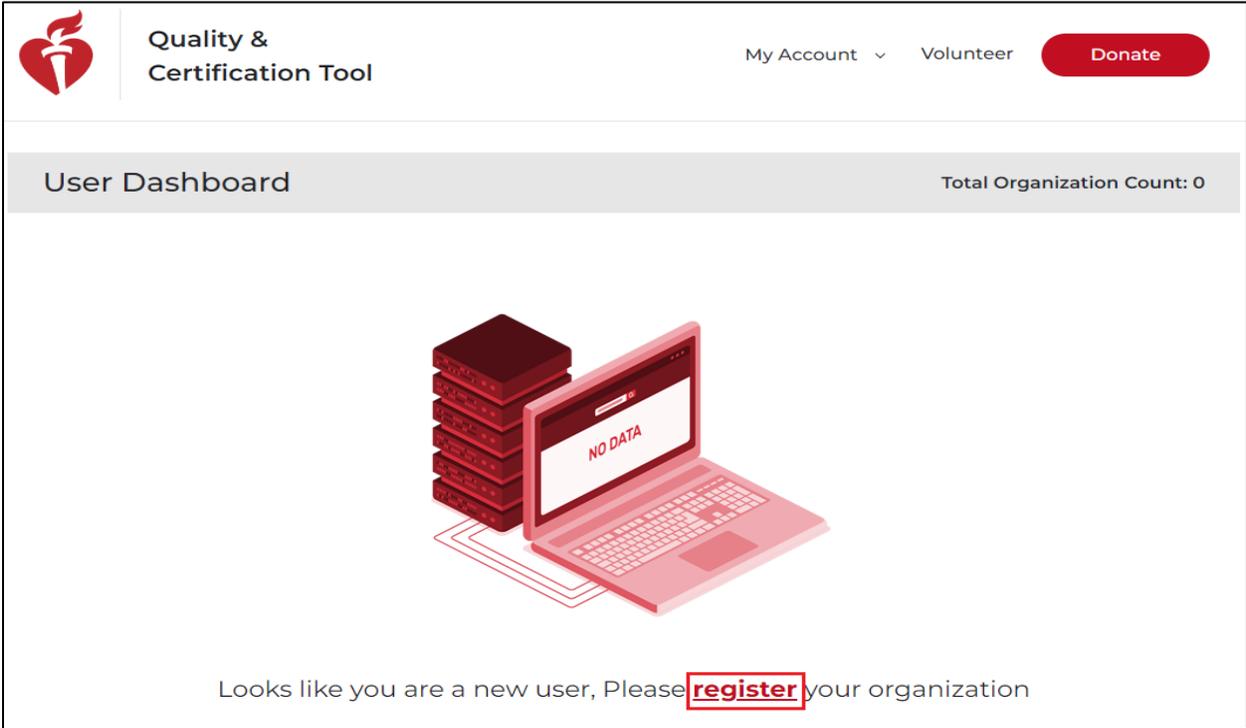


Figure 5 User Dashboard

- 3. Click on the register link to go to the Registration form.
Or
- 4. Go to My Account drop down and click on Add New Organization to go to the Registration Form.



Figure 6 My Account dropdown

Registration Confirmation window appears.

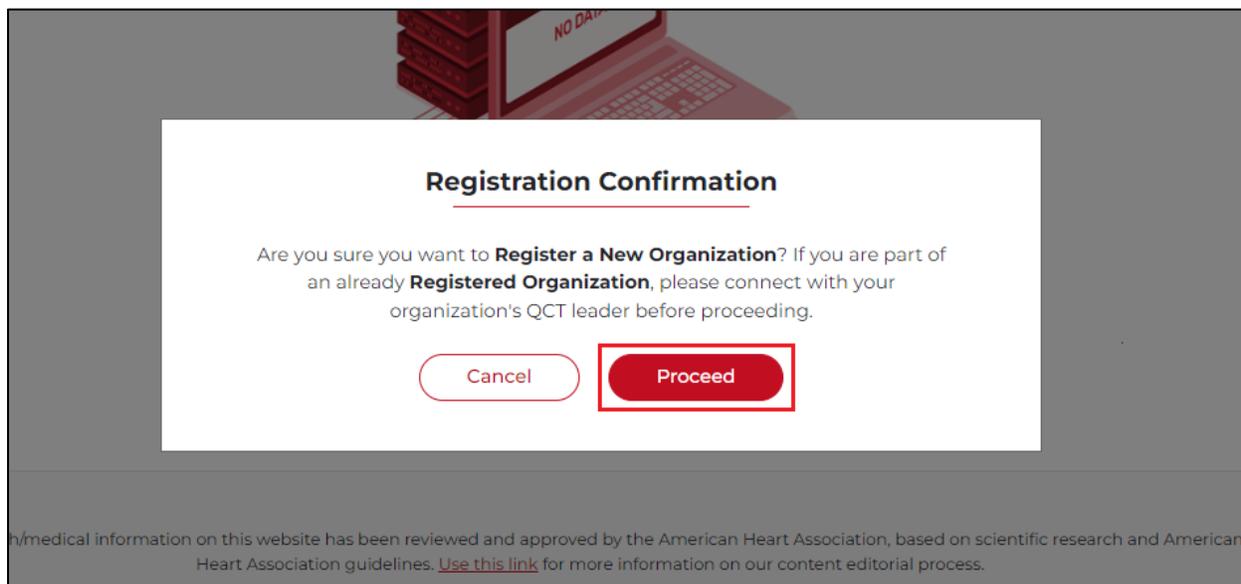


Figure 7 Registration Confirmation

5. Click on Proceed

Note:

- While signing in as an existing user the register hyperlink does not appear. In such cases, the Add New Organization option from My Account dropdown must be chosen.

Registration form opens.

6. Fill out the Registration Form and click on Continue. You must select US and US Territories in the Choose Region field.

Home / Organization Details

Registration

Please complete the following Registration Form

Information * mandatory fields

Organization Name*	<input type="text"/> <small>(Enter 3 to 200 characters)</small>
Choose Region*	<input checked="" type="radio"/> US and US Territories <input type="radio"/> International
Mailing Address*	<input type="text"/> <small>(Enter 2 to 300 characters)</small>
City*	<input type="text"/> <small>(Enter 2 to 30 characters)</small>
State / Province*	<input type="text" value="Select State"/> <small>▼</small>
Zip Code / Postal Code*	<input type="text"/> <small>(Enter 2 to 9 characters)</small>
Website	<input type="text"/> <small>(Enter 2 to 30 characters)</small>
Primary Contact Name*	<input type="text" value="Mr."/> <small>▼</small> <input type="text"/> <small>(Enter 2 to 30 characters)</small>
Primary Contact Phone Number*	<input type="text"/> <small>(Enter 10 to 20 characters)</small>
Primary Contact Email*	<input type="text"/>
Signatory Name*	<input type="text" value="Mr."/> <small>▼</small> <input type="text"/> <small>(Enter 2 to 30 characters)</small>
Signatory Email*	<input type="text"/>
Medical Director Name (If applicable)	<input type="text" value="Mr."/> <small>▼</small> <input type="text"/> <small>(Enter 2 to 30 characters)</small>
Medical Director Email (If applicable)	<input type="text"/>
Does your site use an Electronic Health Record(EHR)?* <small>(Select NO if you are an EMS organization.)</small>	<input type="radio"/> Yes <input type="radio"/> No

Figure 8 - Registration Page

The programs are divided based on their types: Quality and Certification.

Programs that are built for quality purposes are listed under the Quality tab. Similarly, programs built for certification purposes are listed under the Certification tab as shown in the figures below.



Figure 9 - Program Selection – Quality tab

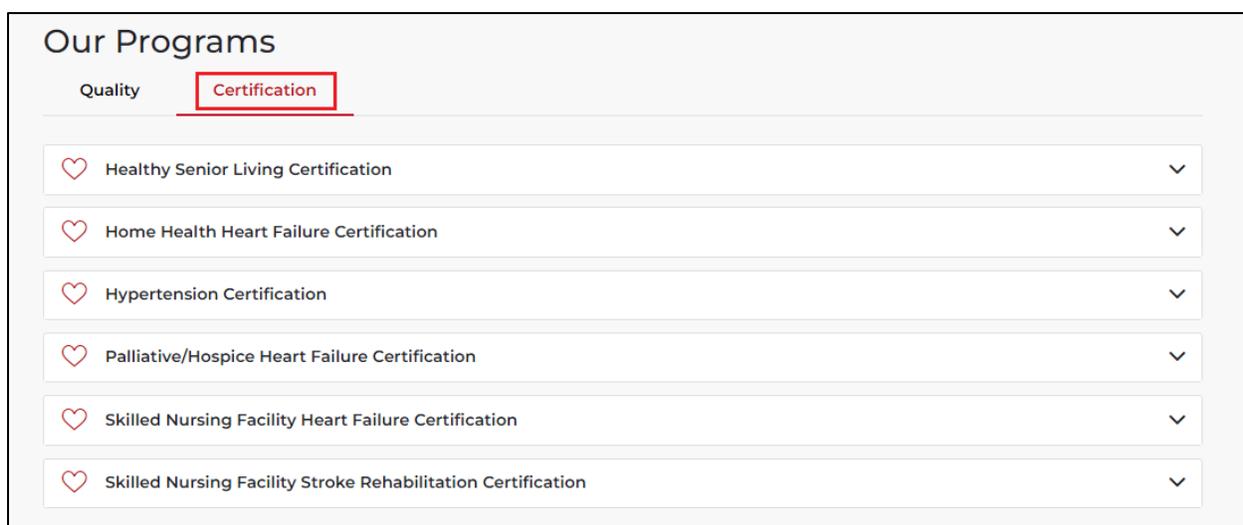


Figure 10 - Program Selection – Certification tab

To select a program:

1. Click on the Emergency Medical Services (EMS) program from the available programs list under the Quality tab and click on the Register button.

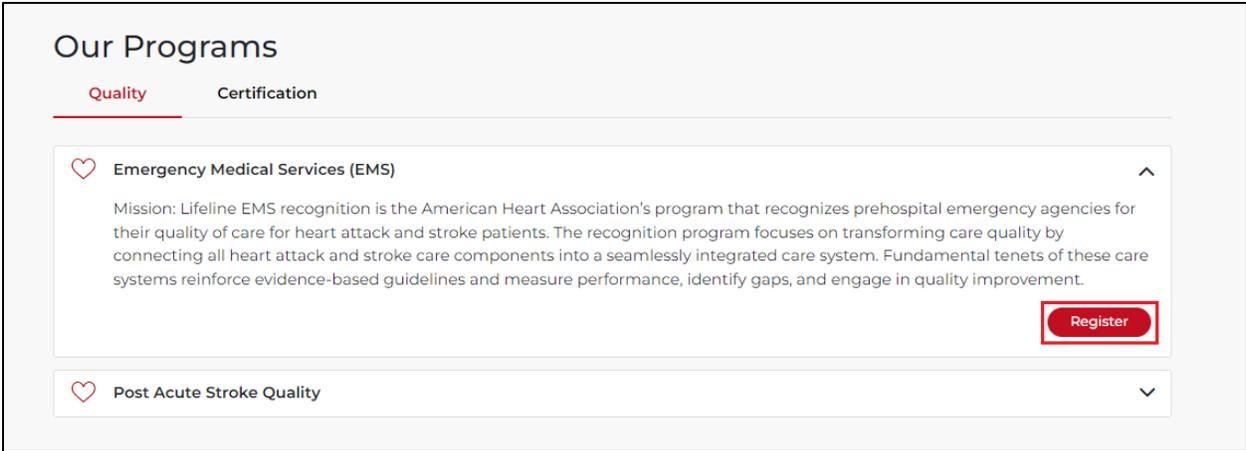


Figure 11 – Program Selection

2. Under Program details:
 - Select the appropriate AHA EMS ID suitable for the organization from the American Heart Association (AHA) EMS ID dropdown.
 - Provide the required essential details in the respective fields using the help texts displayed when hovered over the  icon.
3. Click on the Continue button when all the required details are entered.

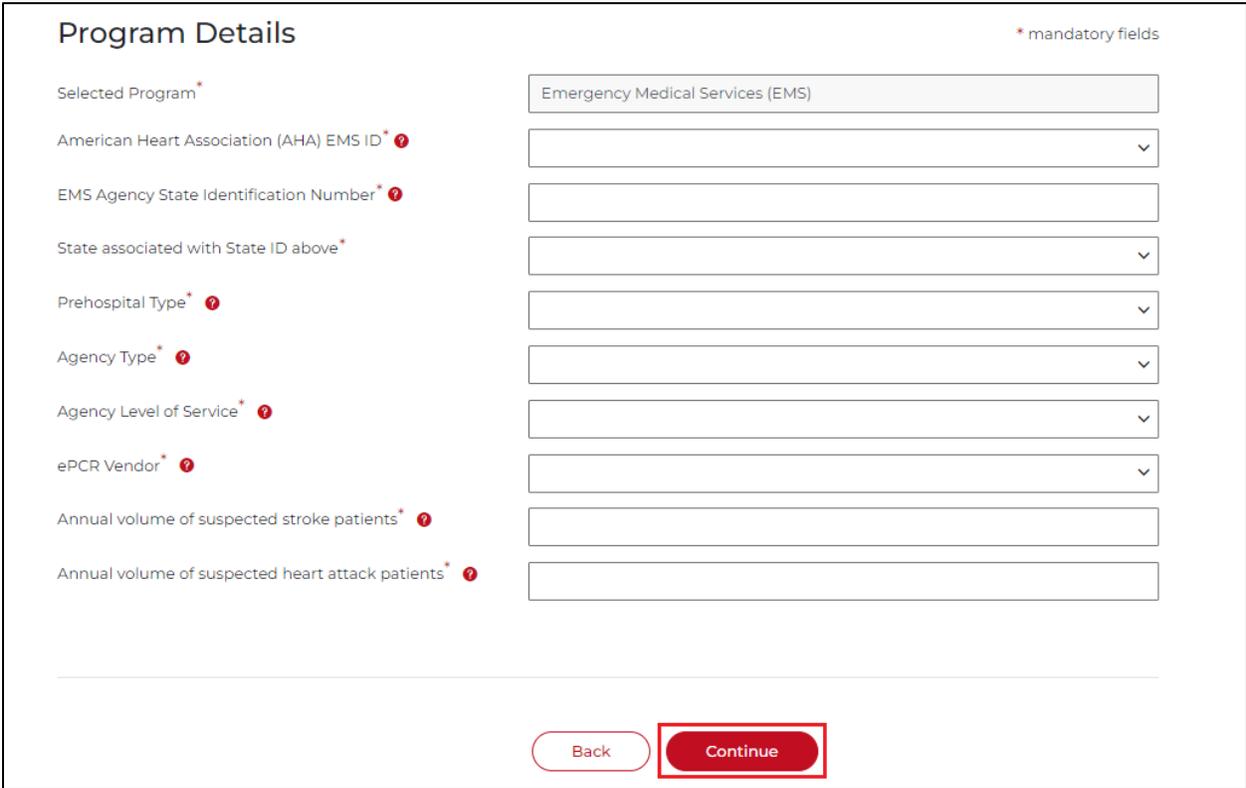


Figure 12 – Registration - Program Details

Note:

- Only one organization can be mapped against one AHA EMS ID.
- If there is any organization mapped with the selected EMS ID, an error message will be displayed as shown below.



4.1.1 Participating Agreement

Check on the agreement box as an acknowledgment for Participating in the Agreement.

A screenshot of a web page for "Emergency Medical Services (EMS)". At the top, there is a breadcrumb trail: "Home / Organization Details / Programs / Program Details / Agreement". The main heading is "Emergency Medical Services (EMS)". Below the heading, it says "Please complete the below agreement process". A red horizontal line separates the heading from the agreement text. The text reads: "Click the below statement to accept the Agreement". Below this, there is a checkbox (which is currently unchecked) followed by the text: "I agree that the Program Participant will be bound by the Terms and Conditions of the Agreement, and that I have full authority to bind the Program Participants to the terms and conditions of such Agreement. Signature of Authorized Program Participant Representative".

Figure 13 - Participation Agreement Acceptance

4.1.2 Permissions Agreement

The AHA may recognize the Center's Certified status on our website or in its program materials only with your organization's permission.

Kindly de-select the permissions those your organization does not agree to allow the AHA to publish.

1. Enter the required essential details and click on Submit.

Permissions Agreement:

I Agree to give the American Heart Association/American Stroke Association permission to use our name for the following recognition opportunities. Remove checks for any situations which your organization does not give permission.

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

Enter Exact Organization Name for Publications*
(Min length 3 and Max length 200)

Signature of Authorized Program Participant Representative

*mandatory fields

Organization Name*
(Min length 3 and Max length 200)

First and Last Name of Signer*

Title of Signer*

Email of Signer*

Date*

Figure 14 – Permissions Agreement

Note:

- All fields above will be prepopulated except 'Title of Signer'.
2. Once submitted, the registration details will be sent for Admin approval with a completion message on the screen.

Thank you for completing your registration details.

We will review your information and get back as soon as possible. You will receive an email verifying your status and next steps.

Figure 15 – Registration confirmation window

- Click on Go to User Dashboard to go back to User Dashboard. The newly registered program will be listed under My Organizations with its status as Pending.

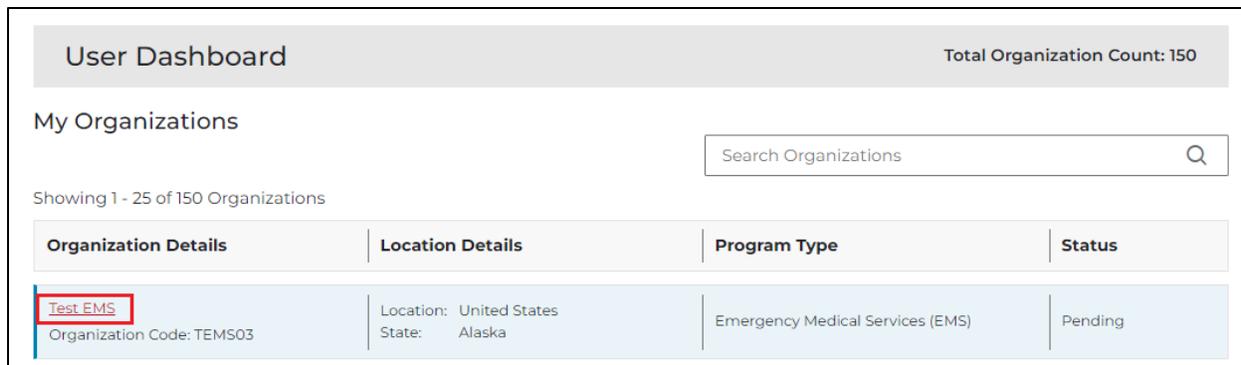


Figure 16 – User Dashboard

The Status will change to Approved, once the admin approves the organization or will change to In-Review if the admin saves it as a draft.

4.2 Existing User Logging In

If you have a registered account:

- Enter the Sign In credentials in the Sign In or Create an Account page and click on the Sign In button.

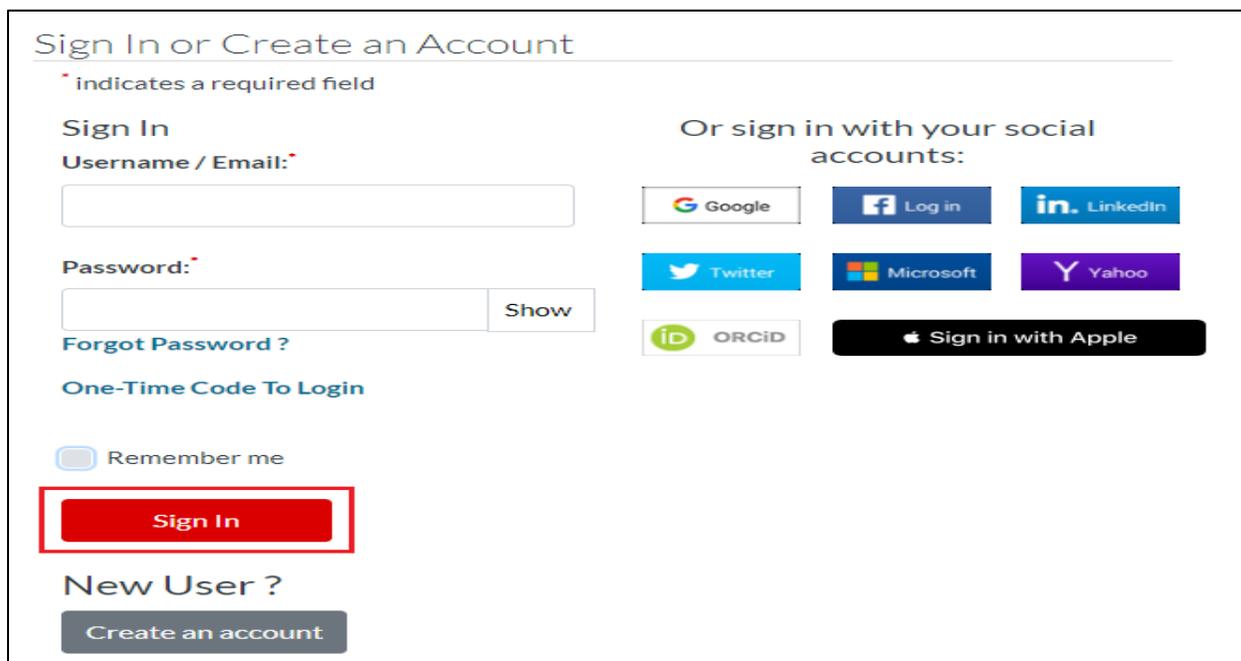


Figure 17 – Existing User Logging In

Once signed in, the User Dashboard page appears.

2. Go to My Account drop down and click on Add New Organization to go to the Registration Form.



Figure 18 - My Account dropdown

3. Once clicked, the Registration form opens. Continue with the registration as shown in section 4.1.

5 Measures

Measures are aggregate summary data for comparative analysis captured as Numerator and Denominator values against a listed scenario under a specific program. The measures for an organization can be created only when its status is Approved or In Review.

Follow the steps to create the measures:

1. In the User Dashboard, click on the organization name hyperlink under Organization Details column.

The screenshot shows the 'User Dashboard' with a section titled 'My Organization'. Below this is a table with three columns: 'Organization Details', 'Location Details', and 'Status'. The table contains three rows of data for 'Columbia Asia Hospital' entries. The second row is highlighted with a red border, and the organization name 'Columbia Asia Hospital' is also highlighted with a red box.

Organization Details	Location Details	Status
Columbia Asia Hospital 2 EMS ID : 722383 Code : 4656857	Country: India State : Karnataka	Pending
Columbia Asia Hospital EMS ID : 722383 Code : 4656857	Country: India State : Karnataka	Approved
Columbia Asia Hospital 4 EMS ID : 722383 Code : 4656857	Country: India State : Karnataka	Approved

Figure 19 – User Dashboard

2. Under Measures, select the service year from the Select Service Year dropdown and click on the Create Measures button.

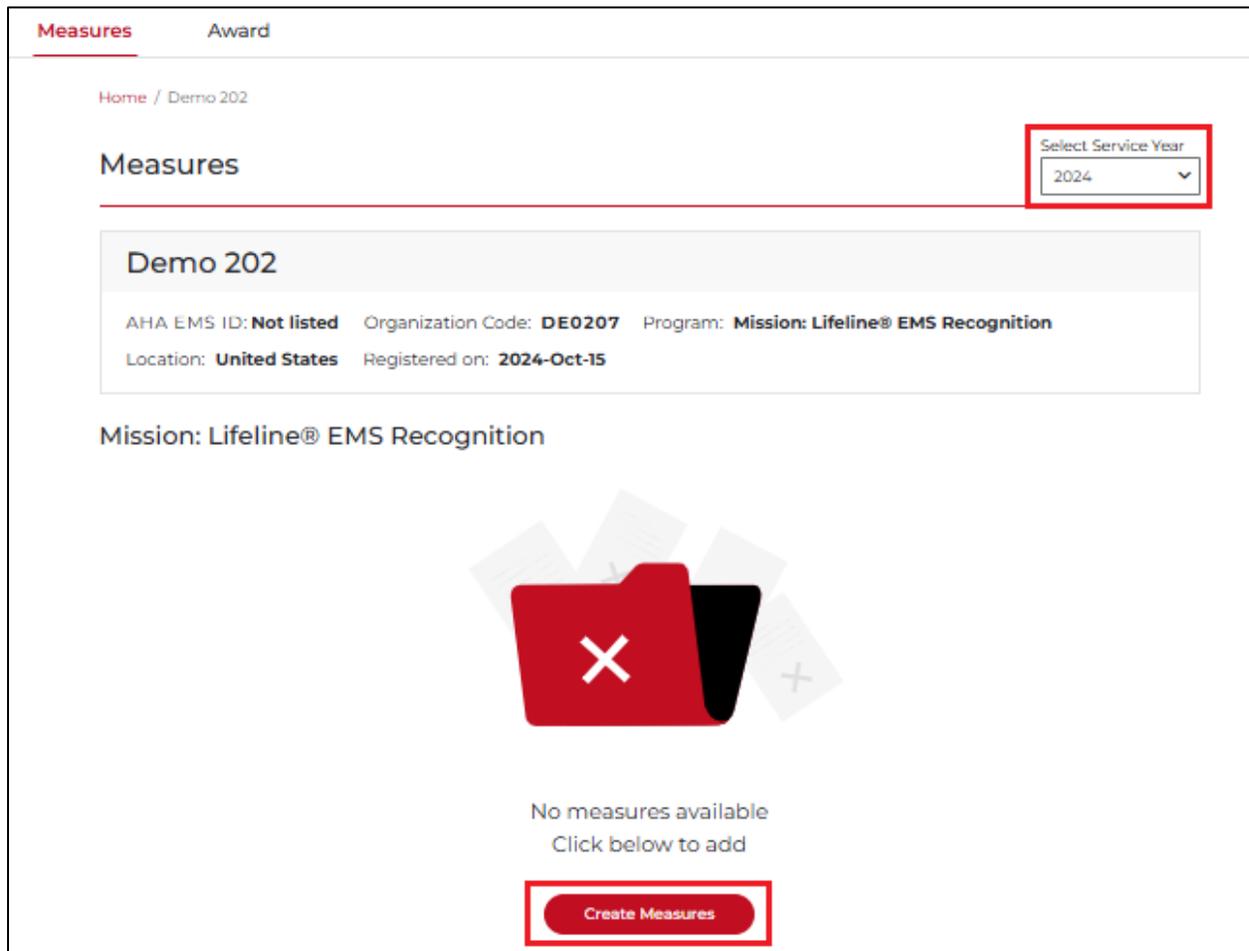


Figure 20 – Create Measures

Once clicked, the Measures page is displayed.

The Measures can be added by two methods:

- Enter Data
- Upload Data

The Select Service Year is a global option. The selected service year is retained in all the tabs (Measures/Awards) until changed in any tabs.

5.1 Enter Data

Enter Data method allows you to enter the required details directly into the provided space and save the inputs. The Enter Data page consists of Measure table that has two set of measures:

- Required: These are mandatory measures.
- Optional: These are optional measures and by default they are enabled for you to assign measure values. To disable, uncheck the checkbox below the headline. The organization will be eligible for awards only for the checked optional measures. The Optional Measures are:
 - Mission: Lifeline Systems of Care Target Heart Attack EMS Award: AHAEMS8, AHAEMS9. You can enter values only for either of the measures and not both.
 - Mission: Lifeline Systems of Care Target Stroke EMS Award: AHAEMS10.
 - Mission: Lifeline EMS Award Reporting Measures: AHAEMS6b and AHAEMS11. You can enter values for both or either of the two measure.

The measure table consists of the following columns.

- Measures ID
- Measures Name
- Description
- Type (N, D, %)
- Quarters (Q1, Q2, Q3, Q4)

To enter data:

1. Go to Enter Data tab.
2. In the measure table, enter the Numerator (N) and Denominator (D) values against each measure under the Quarter (Q1, Q2, Q3, Q4) columns. The % is calculated based on the entered N and D values.
3. Click on the Save as Draft button if you want to save the currently entered data and return later for further editing.

OR

Click on the Submit button to submit the entered data.

Mission: Lifeline® EMS Recognition							
Enter Data		Upload Data		Cancel Edit			
* Mandatory N (Numerator), D (Denominator), % (Percentage)							
Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4
Mission: Lifeline EMS Award Achievement Measures (Required)							
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.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AHAEMS5	12-lead ECG performed <= 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 heart attack for whom a 12-lead ECG was performed <= 10 minutes of first medical contact.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AHAEMS7	Pre-Arrival Notification <= 10 Minutes for STEMI-positive 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 <= 10 minutes of positive ECG.	N* D* %	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Figure 21 – Required Measures

Mission: Lifeline Systems of Care Target Heart Attack EMS Award (Optional)

Deselect the checkbox to opt out of these measures.
 Note: Please enter values only for either the AHAEMS8 or AHAEMS9 measure.

AHAEMS8	EMS FMC to PPCI <= 90 minutes for STEM patients	The percent of EMS patients transported to the destination hospital with EMS first medical contact to PCI time of less than or equal to 90 minutes or EMS first medical contact to PCI time of less than or equal to 120 minutes when transport time is greater than or equal to 45 minutes and door to PCI is within 30 minutes.	N ?	D ?	%	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

AHAEMS9	EMS FMC to Thrombolytic Administration <= 60 Minutes for Patients with STEMI	The percentage of STEMI patients treated and directly transported to the destination center, with EMS first medical contact to thrombolytic time of less than or equal to 60 minutes.	N ?	D ?	%	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mission: Lifeline Systems of Care Target Stroke EMS Award (Optional)

Deselect the checkbox to opt out of these measures.

AHAEMS10	EMS FMC to Thrombolytic Administration <= 90 Minutes for Patients with Stroke	The percentage of stroke patients treated and directly transported to the destination hospital, with EMS first medical contact to thrombolytic time of less than or equal to 90 minutes.	N ?	D ?	%	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mission: Lifeline EMS Award Reporting Measures (Optional)

Deselect the checkbox to opt out of these measures.

AHAEMS6b	Aspirin Administration for Suspected Heart Attack	The percentage of EMS patients aged 18 years and older transported from the scene with chest pain or a suspected heart attack for who were administered aspirin.	N ?	D ?	%	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

AHAEMS11	EMS FMC to EVT <= 120 minutes for STEM patients	The percent of stroke patients transported to the destination hospital with EMS first medical contact to EVT time of less than or equal to 120 minutes or EMS first medical contact to EVT time of less than or equal to 150 minutes when transport time is greater than or equal to 45 minutes and door to EVT is within 30 minutes.	N ?	D ?	%	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
						<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Save as Draft
Submit

Figure 22 – Optional Measures

If you want to cancel the entry of data, click on Cancel Edit.

Mission: Lifeline® EMS Recognition

Enter Data
Upload Data
Cancel Edit

* Mandatory N (Numerator), D (Denominator), % (Percentage)

Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4

Figure 23 – Cancel Edit

Note:

- *The Numerator (N) value must be always less than the Denominator (D) value.*
- *All the measures under the Required set of measures must be given N and D values to submit the measures.*
- *The measures cannot be submitted if there are no measure values added in the checked optional measures.*
- *A maximum of six digits are allowed in the N and D values. The number can be ≤ 999999.*
- *Helping texts to fill the N and D values are available for each measure. Click the  icon to view the help texts.*
- *Save as Draft option only saves the info and does not submit. Only submitted data is visible and not the saved data to the Admin.*

5.2 Upload Data

The Upload Data method allows you to upload the data through an excel file which is rendered by the tool and the extracted details are fed to their respective fields.

To upload:

1. Select Upload Data tab.
2. Click on Download Template.

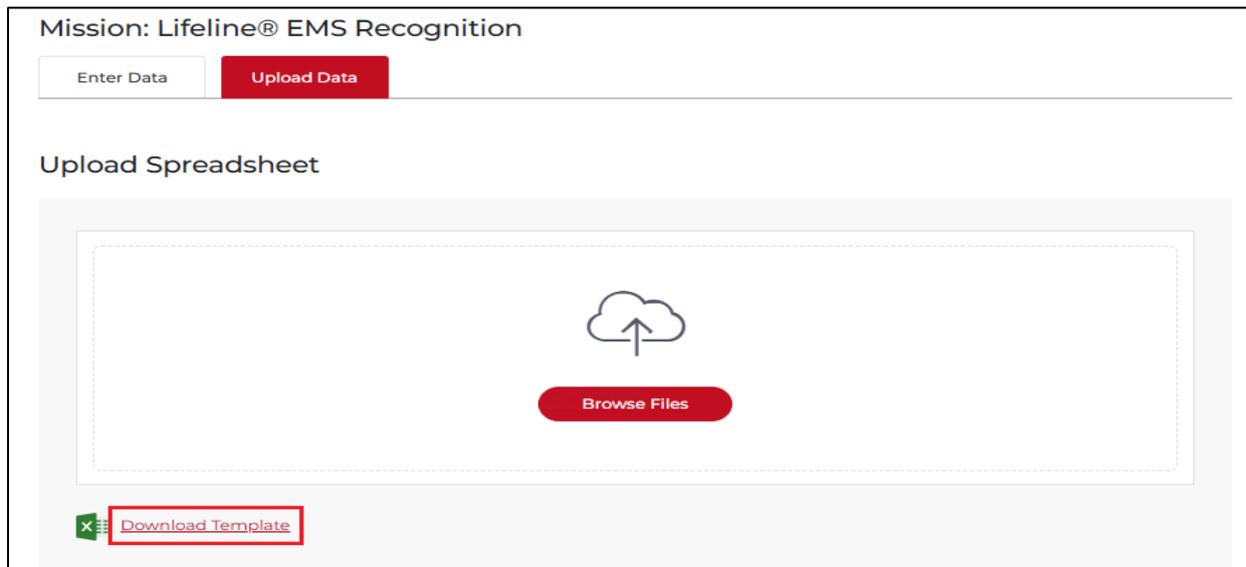


Figure 24 – Upload Data – Download Template

Once clicked, the template spreadsheet file gets downloaded in your system folder.

3. Enter the data into the spreadsheet as per the mentioned format and save the filled spreadsheet file in your organization system.
4. Click on Browse Files button and upload the saved spreadsheet file from the saved organization system location.

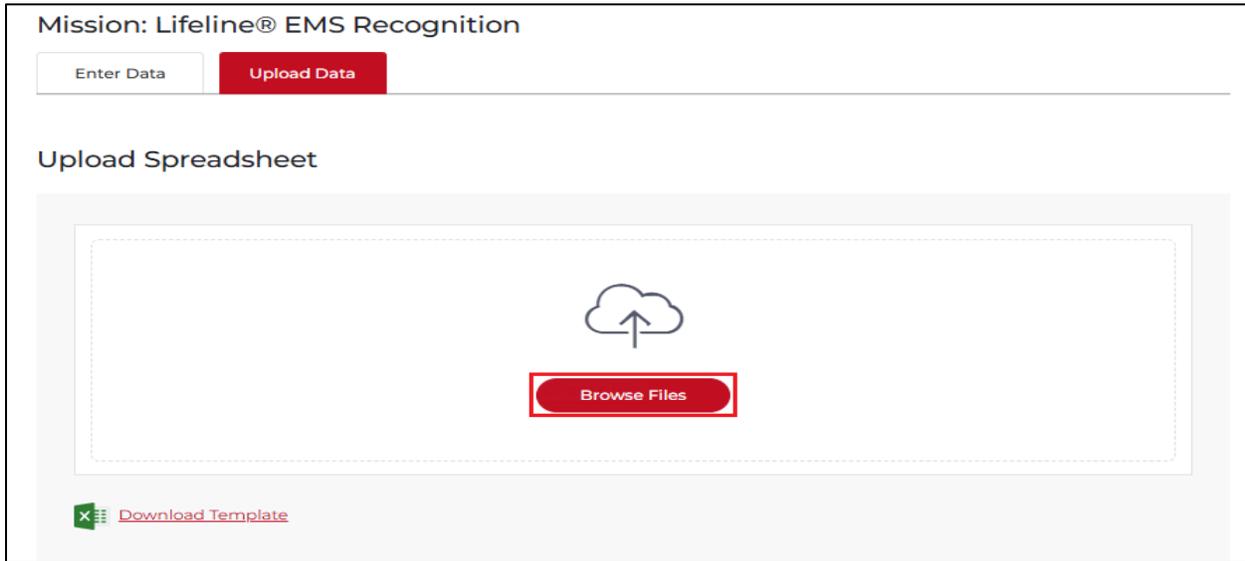


Figure 25 – Upload Data – Browse Files

5. Once the uploading is completely processed, click on the Submit button.

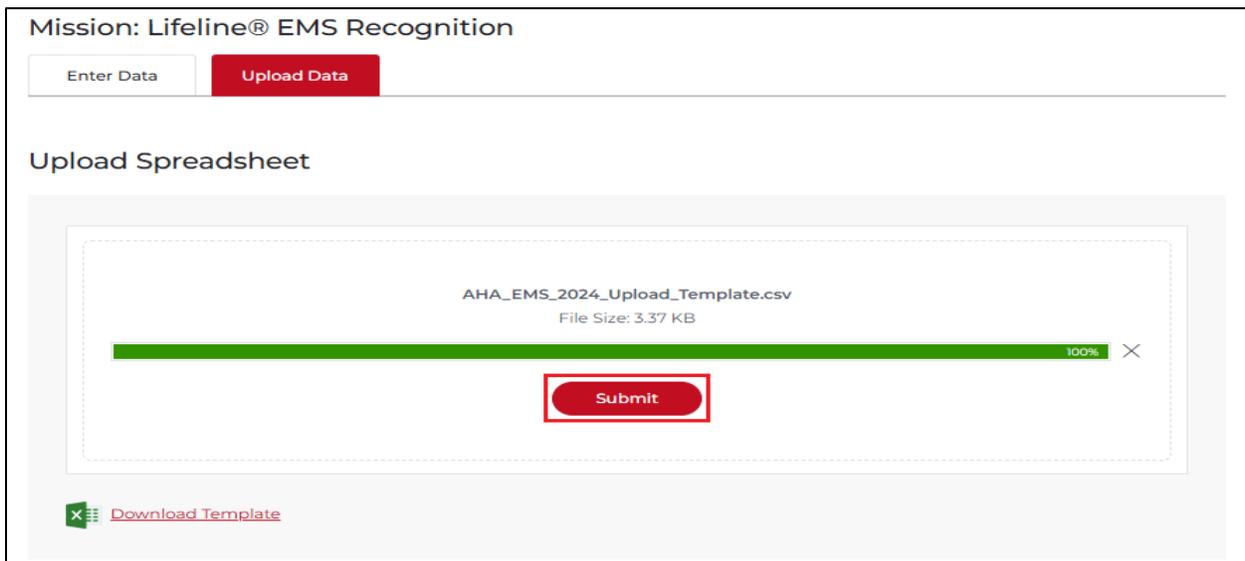
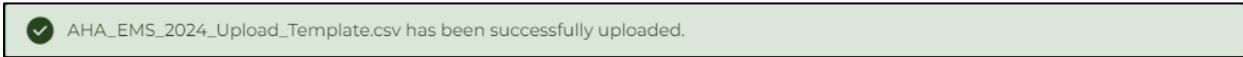


Figure 26 – Upload completion

- Once clicked, the spreadsheet gets uploaded with a success message on the screen.



These uploaded spreadsheets are listed under the Uploaded Spreadsheet list to keep track of all the files uploaded. You can download the file to view its details by clicking on the  icon under the Action column.

Uploaded Spreadsheet

Showing 1 - 2 of 2 Files

Date	File	Status	Action
2024-Jan-22	AHA_EMS_2024_Upload_Template.csv	Success	
2024-Jan-22	AHA_EMS_2024_Upload_Template.csv	Failed 	

« 1 »

Figure 27 – Upload Spreadsheet list

- Once successfully uploaded, the data from the spreadsheet are assigned to their respective fields.

Enter Data		Upload Data	Edit Data				
N (Numerator), D (Denominator), % (Percentage)							
Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4
Mission: Lifeline EMS Award Achievement Measures (Required)							
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.	N  D  %	1 3 33.33%	3 4 75.00%	4 5 80.00%	6 9 66.67%
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.	N  D  %	2 3 66.67%	2 5 40.00%	3 5 60.00%	3 8 37.50%
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.	N  D  %	2 7 28.57%	2 3 66.67%	4 6 66.67%	4 6 66.67%

Figure 28 – Uploaded data from the spreadsheet

Note:

Make sure the below points are satisfied for measure upload to be a success:

- The measure template downloaded must be of the respective program.
- Enter valid data without modifying the template values (ID, Name, Descriptions).
- Numerator value (N) should be always lesser than the Denominator value (D). A maximum of six digits are allowed to be entered in the N and D values. The highest number can be 999999.
- At least 1 measure or metric value is required to upload the measure file.
- Measures values should be whole number, decimals are not accepted.
- Verify if the Metrics are present for the program for which you are uploading the measures. If metrics are not present, then adding values in the metric column is not required.
- Save the file once data is added.
- The file name should not contain dot(.) in it.
- The file size should be less than 30MB and it should be a CSV file.
- Browse the saved file and upload it to get the SUCCESS status.

5.3 Edit Data

To modify the data entered for the measures; in the Enter Data page:

1. Click on Edit Data link.

Mission: Lifeline® EMS Recognition

Enter Data Upload Data Edit Data

N (Numerator), D (Denominator), % (Percentage)

Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4
-------------	---------------	-------------	------	----	----	----	----

Figure 29 – Edit Data link

2. Do the required modification and click on the Submit button.

Emergency Medical Services (EMS)

Enter Data Upload Data Cancel Edit

N (Numerator), D (Denominator), % (Percentage)

Measures ID	Measures Name	Description	Type	Q1	Q2	Q3	Q4
Mission: Lifeline EMS Award Achievement Measures (Required)							
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.	N ? D ? %	<input type="text" value="1"/> <input type="text" value="3"/> 33.33%	<input type="text" value="3"/> <input type="text" value="4"/> 75.00%	<input type="text" value="4"/> <input type="text" value="5"/> 80.00%	<input type="text" value="6"/> <input type="text" value="9"/> 66.67%
AHAEMS2	Documentation of Last Known Well for 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.	N ? D ? %	<input type="text" value="2"/> <input type="text" value="3"/> 66.67%	<input type="text" value="2"/> <input type="text" value="5"/> 40.00%	<input type="text" value="3"/> <input type="text" value="5"/> 60.00%	<input type="text" value="3"/> <input type="text" value="8"/> 37.50%
AHAEMS9	FMC to Thrombolytic Administration ≤ 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.	N ? D ? %	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>

Submit

Figure 30 – Edit Data

To disable an added optional measure with measure values, uncheck the checkbox as shown below and click on the Confirm button in the confirmation popup.

Mission: Lifeline Systems of Care Target Stroke EMS Award (Optional)

Deselect the checkbox to opt out of these measures.

AHAEMS10	EMS FMC to Thrombolytic Administration ≤ 90 Minutes for Patients with Stroke	The percentage of stroke patients treated and directly transported to the destination hospital, with EMS first medical contact to thrombolytic time of less than or equal to 90 minutes.	N ? D ? %	<input type="text" value="1"/> <input type="text" value="1"/> 100.00%			
----------	--	--	-----------------	---	---	---	---

Figure 31 – Optional Measure Checkbox

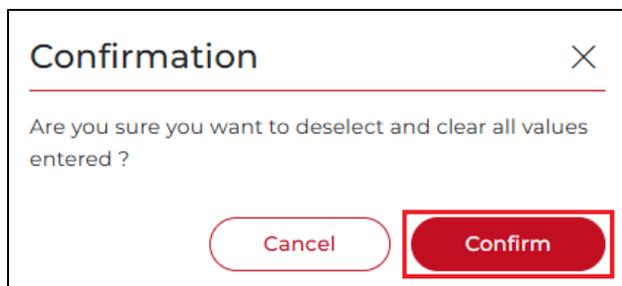


Figure 32 – Uncheck Confirmation popup

Once confirmed, all the entered measure values will be cleared out and the optional measure will be deselected.

Note:

- *The Measures tab is restricted to modify when the Measure Lock is enabled. Contact the admin to disable the Measure Lock to modify the measures.*

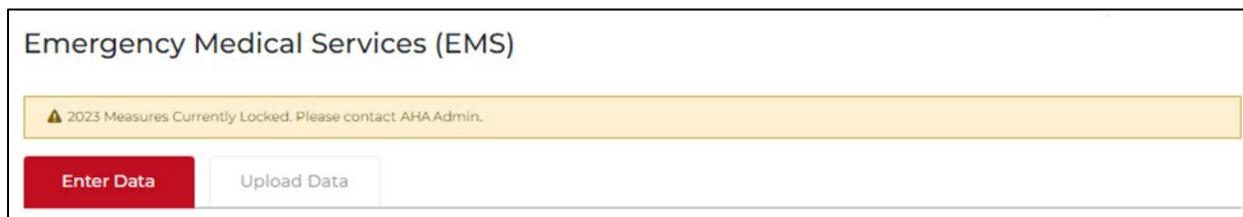


Figure 33 – Measure Lock message

6 Award

The Awards certificate generated for the organization based on the measure values is available in this tab. The year for which the certificate was awarded is highlighted under Select Service Year dropdown. You can select any service year from the dropdown to view the certificate for that service year.

Measures **Award**

My Organization / Columbia Asia / Award

Select Service Year
2023 ▾
Award Year: 2024

Award

Columbia Asia Hospital

Registered Program(s):
Emergency Medical Service (EMS) -2024 Gold Award

Granted on: 2024-Sept-24

Emergency Medical Service (EMS) -2024 Gold Award

On behalf of the American Heart Association please accept our congratulations for achieving this well-deserved recognition. This recognition is a testament to your hard work and dedication in serving your population and your community. Below, you will find a mar...



Figure 34 – Award Certificate

You can download the branding materials allocated with the certificate by clicking on the required branding options in the Download below the certificate.

Downloads

Award Icon Print Banner Email Banner Award Ad

News Release

Figure 35 – Branding Options

7 Organization User Management

A primary user can add a secondary user. The secondary user can do the further activities or functionalities on behalf of the primary user. A maximum of four users can be added.

The Organization User Management tab is available only for the approved organizations.

1. In the User Dashboard, click on the organization name hyperlink in the Organization Details column.

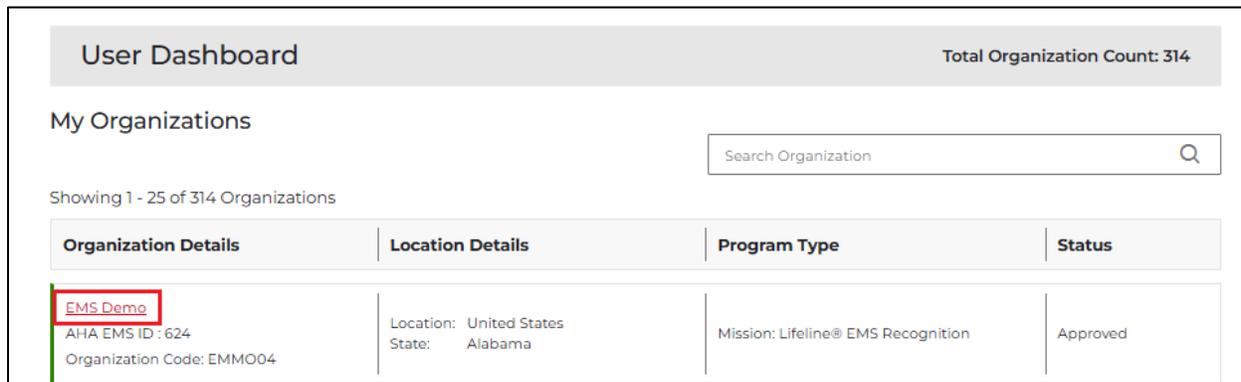


Figure 36 – User Dashboard

2. In the organization page, click on Organization User Management from My Account dropdown.



Figure 37 – My Account dropdown

Once clicked, the Organization User Management window opens.

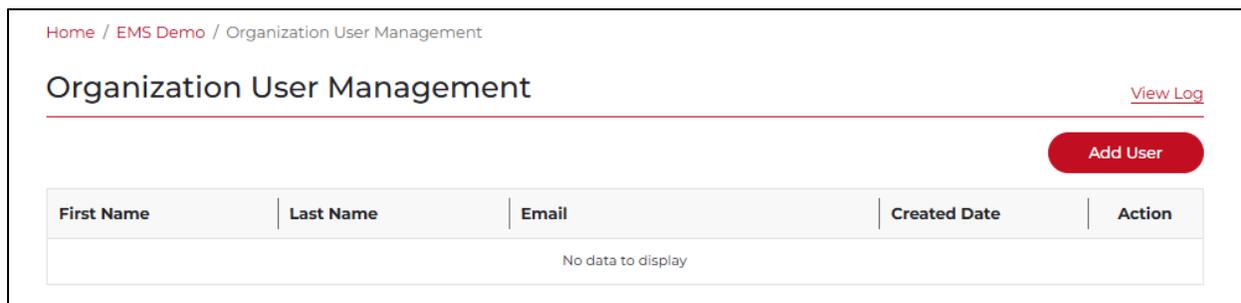


Figure 38 – Organization User Management window

7.1 Add User

To add user:

1. Click on Add User in the User Management page.

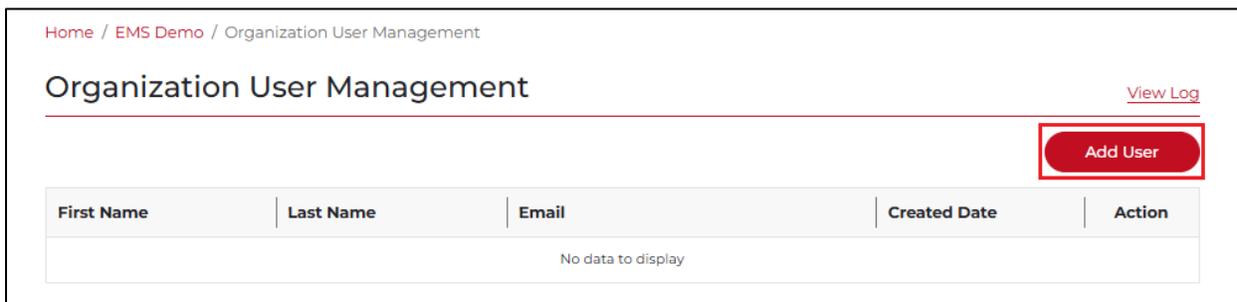


Figure 39 – Add User

2. Enter SSO registered mail ID of the user and click the Validate button.

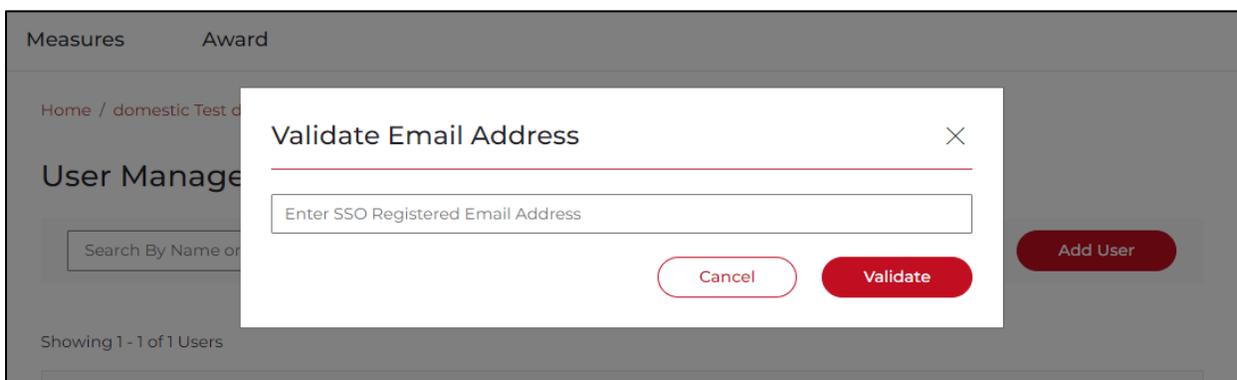


Figure 40 – Email validation popup

On clicking Validate, the user gets added to the list with a success message displayed on the screen.

- If the entered email ID is not valid then an error message 'Please enter a valid organization SSO Email ID to Proceed' is displayed.
- If the user addition limit is reached, an error message 'You have reached the maximum limit' is displayed. You must delete a user to add another user.

Note:

- *After the user does the SSO registration, the user must share the credentials with the primary user, so that they get access to the organization and share the ID to the primary user.*
- *The SSO registration of the user must be completed on the same portal SSO registration page. For example, if the user is to be added to the EUP portal, then the SSO registration must be done on the EUP portal. Users registered on any other portal cannot be added to the EUP portal.*
- *Already registered email IDs cannot be used to create a user.*

7.2 Delete User

User access to the account for a user can be removed by deleting the added user. To delete a user:

To delete a user:

1. Select the user from the user list in the Organization User Management window and click on the Delete icon.

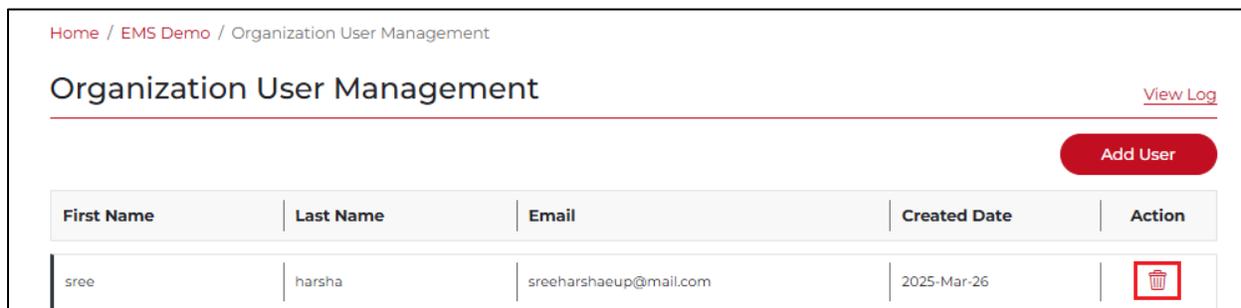


Figure 41 - Delete User

The pop-up message confirming the deletion appears.

2. Click on Confirm to delete the user.

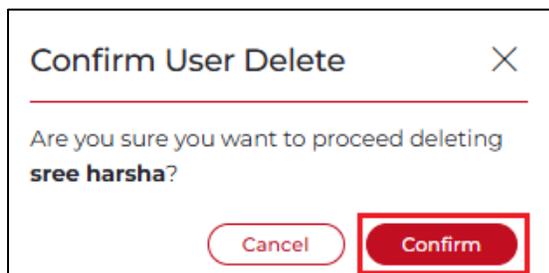


Figure 42 – Delete Confirmation popup

3. Once clicked, the user will be successfully deleted with a success message displayed on the screen.

7.3 View Log

All the actions performed to manage the users are logged and can be viewed under View Log. Click on View Log in the Organization User Management window to view the logs.

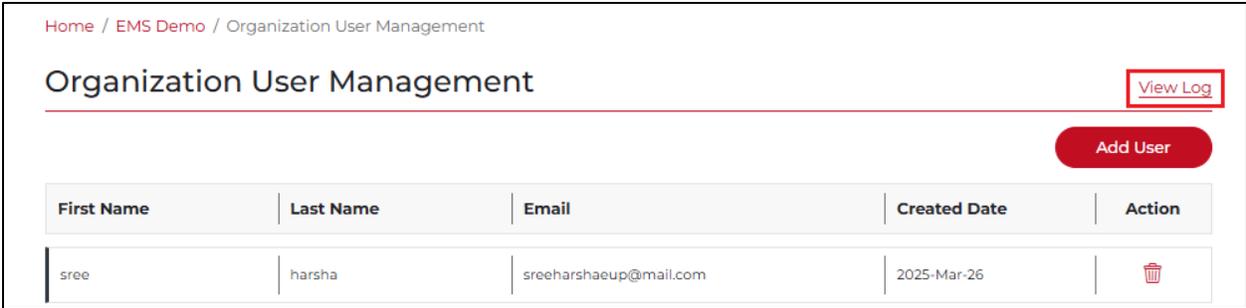


Figure 43 – View Log

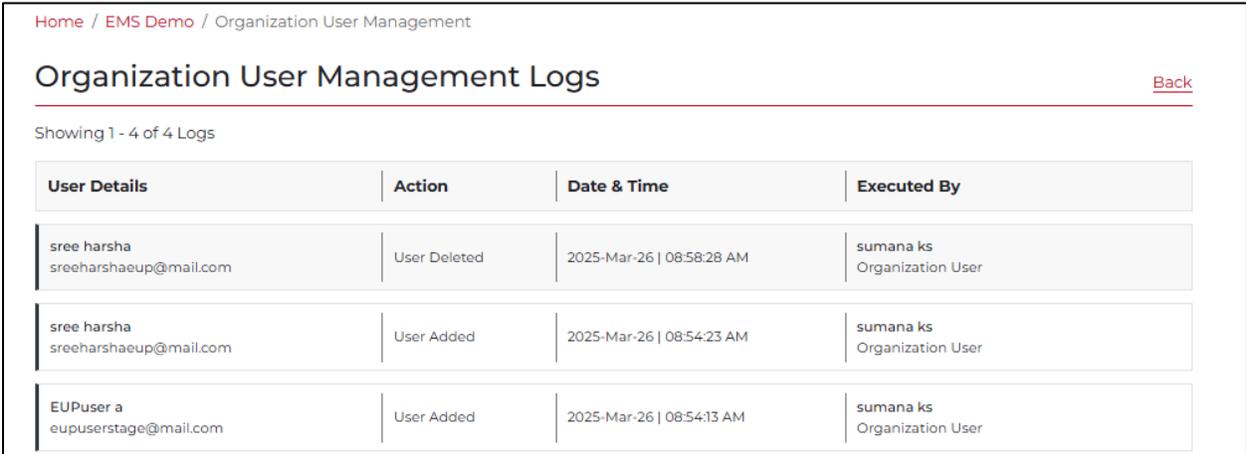


Figure 44 – Organization User Management Logs

The user, action type, date and time of the action and the action executed by details are captured under View Logs. To close the logs, click on Back.

8 Organization Settings

The Organization Settings displays the organization details and all the registered programs. This tab is available only for the approved organizations.

1. In the User Dashboard, click on the organization name hyperlink in the Organization Details column.

User Dashboard Total Organization Count: 150

My Organizations

Showing 1 - 3 of 3 Organizations

Organization Details	Location Details	Program Type	Status
domestic Test data Organization Code: DOTA05	Location: United States State: Pennsylvania	Skilled Nursing Facility Heart Failure Certification	Pending
domestic Test data Organization Code: DOTA02	Location: United States State: Oregon	Emergency Medical Services (EMS)	Approved

Figure 45 - User Dashboard

- In the organization page, click on Organization User Management from My Account dropdown.

Quality & Certification Tool

Measures Award

Home / [domestic Test data](#) / User Management

My Account ▾ Volunteer Donate

- My Organizations
- Organization User Management
- Organization Settings**
- Sign Out

Figure 46 - My Account dropdown

Once clicked, the Organization Settings page opens.

8.1 Organization Details

All the details about the organization are available in the Organization Details tab. You can view the organization details and edit them if required.

Home / domestic Test data / Organization Settings

Organization Settings

domestic Test data
Registered Program(s): **Emergency Medical Services (EMS)** AHA EMS ID: **2072**

- Organization Details**
- Program Details
- Agreement Details

Organization Details

Organization Name	domestic Test data
Location	United States
Mailing Address	Baltimore, MD 21218, United States
City	Maryland
State / Province	Oregon
Zip Code / Postal Code	44657789
Website	N/A
Primary Contact Name	Miss. John
Primary Contact Phone Number	01234567890
Primary Contact Email Address	john@mailinator.com
Signatory Name	Mrs. Smith
Signatory Email Address	john@mailinator.com
Medical Director Name	Dr. tttttt
Medical Director Email Address	N/A
Electronic Health Record	No

Figure 47 – Organization Details

To edit the organization details:

1. Click on the Edit  icon.
2. Edit the required details and click on the Save button.

Home / domestic Test data / Organization Settings

Organization Settings

domestic Test data
Registered Program(s): **Emergency Medical Services (EMS)** AHA EMS ID: **2072**

Organization Details

Program Details

Agreement Details

Organization Details Cancel Edit

* mandatory fields

Organization Name*	<input type="text" value="domestic Test data"/> <small>(Enter 3 to 100 characters)</small>
Location*	<input type="text" value="United States"/>
Mailing Address*	<input type="text" value="Baltimore, MD 21218, United States"/>
City*	<input type="text" value="Maryland"/>
State / Province*	<input type="text" value="Oregon"/>
Zip Code / Postal Code*	<input type="text" value="44657789"/> <small>(Enter 2 to 9 characters)</small>
Website	<input type="text"/>
Primary Contact Name*	<input type="text" value="Miss"/> <input type="text" value="John"/>
Phone*	<input type="text" value="01234567890"/> <small>(Enter 10 to 20 characters)</small>
Email*	<input type="text" value="john@mailinator.com"/>
Signatory Name*	<input type="text" value="Mrs."/> <input type="text" value="Smith"/>
Email*	<input type="text" value="john@mailinator.com"/>
Medical Director Name (if applicable)	<input type="text" value="Dr."/> <input type="text" value="ttttt"/>
Email	<input type="text"/>
Does your site use an Electronic Health Record(EHR)?*	<input type="radio"/> Yes <input checked="" type="radio"/> No
<small>(Select NO if you are an EMS organization.)</small>	

Figure 48 – Edit Organization Details

- 3. Once clicked, the changes will be saved throughout the application with a success message displayed on the screen.

Note:

- *Organization Name and Location fields are not editable.*

8.2 Program Details

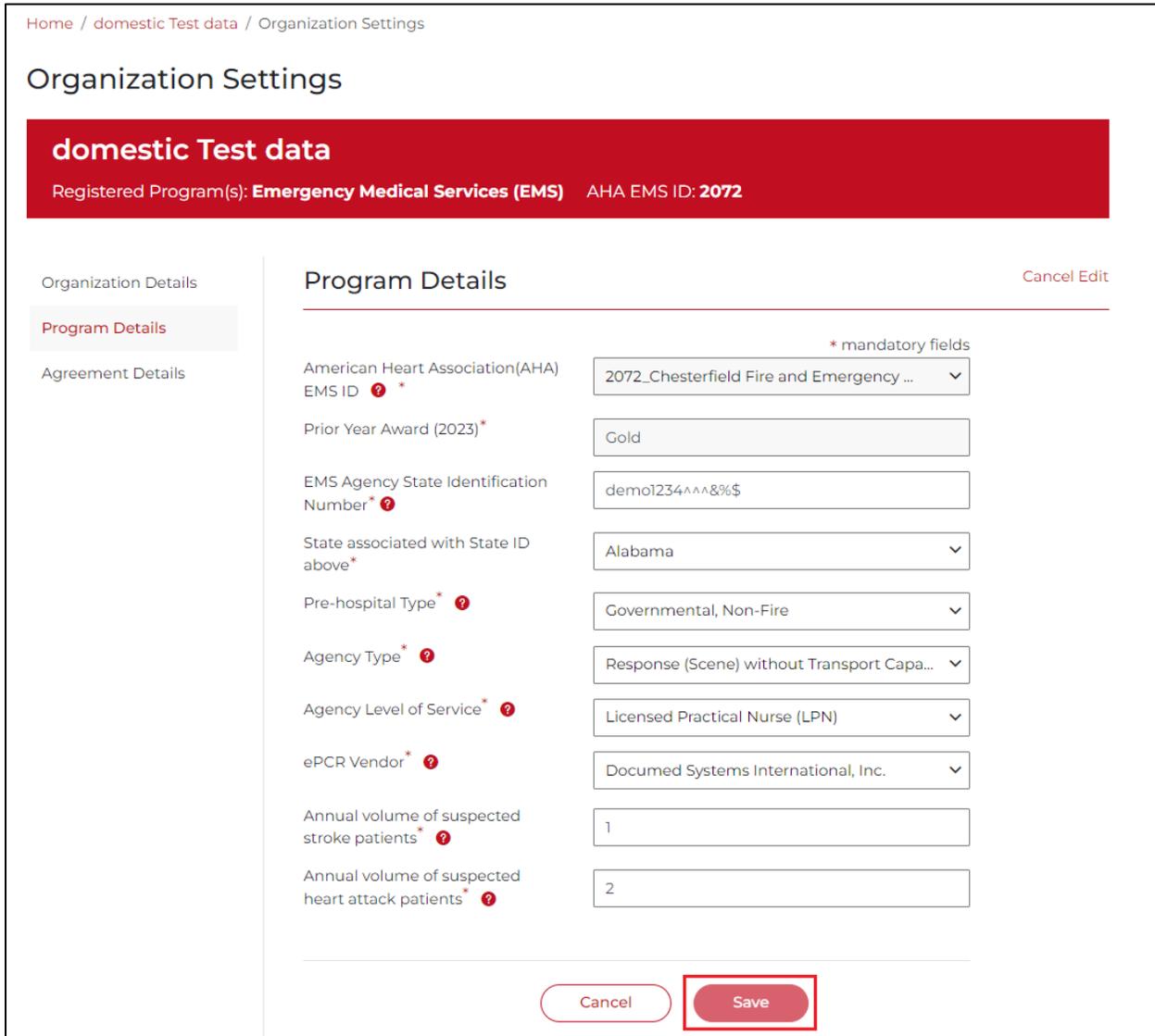
This tab displays the details of programs associated with the organization. You can view the details of the program and edit them if required.

Home / domestic Test data / Organization Settings	
Organization Settings	
domestic Test data	
Registered Program(s): Emergency Medical Services (EMS) AHA EMS ID: 2072	
Organization Details	Program Details 
Program Details	
Agreement Details	
Selected Program	Emergency Medical Services (EMS)
American Heart Association(AHA) EMS ID	2072_Chesterfield Fire and Emergency Medical Services_Chesterfield_VA
Prior Year Award (2023)	Gold
EMS Agency State Identification Number	demo1234^&8%\$
State associated with State ID above	Alabama
Pre-hospital Type	Governmental, Non-Fire
Agency Type	Response (Scene) without Transport Capability
Agency Level of Service	Licensed Practical Nurse (LPN)
ePCR Vendor	Documed Systems International, Inc.
Annual volume of suspected stroke patients	1
Annual volume of suspected heart attack patients	2

Figure 49 – Program Details

To edit the program details,

1. Click on the Edit  icon.
2. Do the required changes and click on the Save button.



The screenshot shows the 'Organization Settings' page for 'domestic Test data'. The page is titled 'Organization Settings' and has a breadcrumb trail: 'Home / domestic Test data / Organization Settings'. Below the title, there is a red banner with the text 'domestic Test data' and 'Registered Program(s): Emergency Medical Services (EMS) AHA EMS ID: 2072'. The main content area is divided into two sections: 'Organization Details' and 'Program Details'. The 'Program Details' section is currently active and shows a list of fields for editing. The fields are: 'American Heart Association(AHA) EMS ID' (value: 2072_Chesterfield Fire and Emergency ...), 'Prior Year Award (2023)' (value: Gold), 'EMS Agency State Identification Number' (value: demo1234^^^&%\$), 'State associated with State ID above' (value: Alabama), 'Pre-hospital Type' (value: Governmental, Non-Fire), 'Agency Type' (value: Response (Scene) without Transport Capa...), 'Agency Level of Service' (value: Licensed Practical Nurse (LPN)), 'ePCR Vendor' (value: Documed Systems International, Inc.), 'Annual volume of suspected stroke patients' (value: 1), and 'Annual volume of suspected heart attack patients' (value: 2). A red box highlights the 'Save' button at the bottom right of the form.

Figure 50 – Edit Program Details

3. Once clicked, the changes will be saved throughout the application with a success message displayed on the screen.

Note:

- *American Heart Association (AHA) EMS ID and Prior Year Award fields are not editable.*

8.3 Agreement Details

This tab displays all the agreement details registered with the organization. You can view the details and edit them if required.

Home / domestic Test data / Organization Settings

Organization Settings

domestic Test data
 Registered Program(s): **Emergency Medical Services (EMS)** AHA EMS ID: **2072**

Organization Details

Program Details

Agreement Details

Agreement Details ✎

First and Last Name of Signer	Smith edit bug ok admin
Title of Signer	Testing
Email of Signer	john@mailinator.com
Date	2023-Nov-20
Permissions Agreement:	<input checked="" type="checkbox"/> Recognition Events <input checked="" type="checkbox"/> AHA website, digital media, mobile apps <input checked="" type="checkbox"/> Conference banners and signage <input checked="" type="checkbox"/> Program promotion as permitted
Exact Organization Name for Publications	test123rjgsdchd

Figure 51 – Agreement Details

To edit the agreement details:

1. Click on the Edit  icon.
2. Do the required changes and click on the Save button.

Home / domestic Test data / Organization Settings

Organization Settings

domestic Test data
Registered Program(s): **Emergency Medical Services (EMS)** AHA EMS ID: **2072**

Organization Details

Program Details

Agreement Details

Cancel Edit

* mandatory fields

First and Last Name of Signer*	<input type="text" value="Smith edit bug ok admin"/>
Title of Signer*	<input type="text" value="Testing"/>
Email of Signer*	<input type="text" value="john@mailinator.com"/>
Date	<input type="text" value="2023-Nov-20"/>
Permissions Agreement:	<input checked="" type="checkbox"/> Recognition Events <input checked="" type="checkbox"/> AHA website, digital media, mobile apps <input checked="" type="checkbox"/> Conference banners and signage <input checked="" type="checkbox"/> Program promotion as permitted
Enter exact agency name for publications*	<input type="text" value="test123rjgsdchd"/> <small>(Enter 3 to 200 characters)</small>

Figure 52 – Edit Agreement Details

- Once clicked, the changes will be saved throughout the application with a success message displayed on the screen.

Note:

- Date and Permissions Agreement fields are not editable.*

Version Control

Title	Version Number	Version Date	Revision History	Created By	Reviewed By
Quality and Certification Tool – User Manual (For Domestic Customers)	1.0	11/12/2023		Girish Malagimani	Abijith M
	1.1	24/01/2024		Girish Malagimani	Abijith M
	1.2	15/02/2024		Girish Malagimani	Abijith M
	1.3	21/05/2024		Girish Malagimani	Abijith M
	1.4	08/08/2024		Girish Malagimani	Abijith M
	1.5	26/11/2024		Girish Malagimani	Abijith M
	1.6	23/01/2025	Updated Measures section	Girish Malagimani	Abijith M
	1.7	26/03/2025	Updated Organization User Management section	Girish Malagimani	Abijith M

END OF THE DOCUMENT