

# QM 25\_Q1

April 2025

# CQI – Concerns Submitted/Reported 2025

	Occurrences	Open	Closed	Comments
1- Site Survey or Monitoring visit	1		1	
2- Refer to management for FU	4	2	2	
3- Internal CAMTS issue	1	1		Discussed at Mtg
4- Tracking /isolated /Not Standards	6		6	
New- Investigation	1	1		
Total	13	4	9	

## Program Eval of CAMTS Process

OPERATIONS	24_Q2	24_Q3	24_Q4	25_Q1	Rolling Ave
Executive Director, Associate Executive Director, and/or staff provided guidance and assistance?	96%	98%	94%	94%	96%
Executive Director, Associate Executive Director, and/or CAMTS staff responded to questions addressing the CAMTS Policy and Procedures and Accreditation Standards in a timely manner?	97%	98%	91%	95%	96%
Site Survey Coordinator provided appropriate guidance and assistance with coordination of the site survey?	97%	98%	94%	99%	98%
PIF was formatted to allow for easy completion and electronic submission?	86%	75%	83%	88%	85%
Accreditation standards are written in clear and concise manner?	87%	85%	66%	88%	82%
Were your expectations met by the CAMTS accreditation process?	94%	88%	89%	87%	89%
Responses	n24	n14	n7	n17	n62

2025 Goal 88%

# Program Evaluation of CAMTS Process

Thank you for all that you do for this process.

Setting accreditation standards guides us to operate in a safe and efficient manor for our team members and our patients

I was impressed and shared with our xxx leadership the outreach by the new CAMTS Executive Director and the discussion we had, as she wants to hear from programs and how CAMTS can serve better. While it took early discussion to articulate our business model and that we are not just a local operation and ensure proper representation for interviews, I appreciated that the Surveyors allowed us to show our business model from a local program with the added benefit of daily regional support within program, clinical, aviation, and maintenance.

We appreciated the caring, empathic, and heartfelt approach of the Surveyors when we learned there was a mishap in another area of the country within our xxx footprint. They were indeed willing to pause and ensure we were all right moving forward. Office staff were incredible to work with and answered multiple calls and emails. Accreditation fees are reasonable. Overall Surveyors were open, approachable, and professional.

Shelley and Gigi are amazing!! They are so quick to respond to me anytime and are so helpful! They have been super responsive and helpful to me and always polite!! Thank you so much to them!

Executive staff were absolutely wonderful to deal with and honestly cared about leadership changes within our program and ensured we felt prepared for our visit.

## CAMTS: Program Evaluation of Site Surveyor

OPERATIONS	24_Q2	24_Q3	24_Q4	25_Q1	Rolling Ave
Demonstrated a thorough knowledge of the PIF and was well prepared for the site visit.	98%	100%	95%	91%	95%
Arrived to the survey well organized, on time and dressed appropriately for the site visit.	99%	100%	98%	96%	98%
Demonstrated a thorough understanding of CAMTS policies and procedures and the site survey process.	98%	99%	98%	84%	92%
Demonstrated an effective interview style that allowed for open communications with program personnel.	98%	98%	96%	93%	95%
Communicated in an open, friendly and non-judgmental manner.	97%	96%	97%	90%	94%
Represented himself/herself as a CAMTS surveyor and refrained from discussing personal issues or referencing his/her own service during discussions with program personnel.	98%	99%	94%	93%	95%
Maintained a high level of professionalism during the site visit.	99%	100%	95%	95%	96%
Participated in the opening/closing conference and in feedback for the workbook and Board Report to the board.	98%	100%	98%	94%	97%
Demonstrated consistent objectivity in order to collect accurate data?	98%	98%	96%	91%	95%
Appropriately prioritized the site survey activities/agenda for a comprehensive review (Team leader only).	98%	99%	92%	89%	96%
Maintained confidentiality during all survey activities.	99%	100%	96%	98%	98%
<b>2025 Goal &gt;95%</b>	n47	n33	n35	n16	n131

# Program Evaluation of Site Surveyor

I appreciated SS's input and engagement. He was patient in the face of arriving at a distant base and watching the helicopter and team take off for a transport. We appreciate Travis.

SS was outstanding throughout the entire survey. He demonstrated excellent organization, engaged with the staff in a positive and friendly manner, and was incredibly personable. He truly did a fantastic job.

SS was highly complimented by the base she visited to interview staff. She made them feel comfortable and made the entire experience positive for them.

SSl did an excellent job of communicating up to and during the survey. She was amazing!

The feedback on SS was a mixed experience across departments. In the Clinical department, SS alongside SSl, was praised for professionalism and facilitating a seamless survey process. However, in the Safety (specifically, FAA knowledge and best practices) and Communication Center departments, SS was perceived as confrontational and lacking in knowledge of specific standards and best practices. Her approach was described as overly strict, disrespectful, and un-personable, which hindered effective communication and collaboration.

Crew commented that the surveyors were pleasant, professional and made the interview process non stressful

## CAMTS: Board Member Evaluation of Site Survey Documentation

OPERATIONS					
	24_Q2	24_Q3	24_Q4	25_Q1	Rolling Ave
Completes the entire Standards Compliance Tool and answers all the questions by PreReviewer A and/or Board Member.	92%	97%	95%	97%	94%
Completes all the Site Surveyor comments when scoring a 1 or 2 in the Standards Compliance Tool.	95%	97%	98%	97%	95%
Explanations are objective, clear and concise	94%	97%	100%	97%	96%
Pictures are provided to substantiate a standard, highlight a strength or assist with the Board deliberation when possible	97%	100%	98%	96%	98%
Additional addendums received on site were gathered, labeled and placed in such a way to be able to follow the standards compliance tool and substantiate the report.	98%	100%	98%	97%	98%
Report is placed in the PowerPoint Board Report Format identifying the strengths and weaknesses citing the correct standard.	89%	92%	97%	97%	92%
No personal or subjective comments are offered or documented in the Standards Compliance Tool and/or PowerPoint Board Report (seems, appears. etc.)	96%	100%	98%	97%	97%
Captures all findings documented in the Standards Compliance Tool.	90%	94%	94%	97%	93%
PowerPoint Board report is written without any <b>identifying</b> program names, states, vendors, bases, personnel, etc. (kept report blinded) - for the Board Reviewer.	94%	100%	98%	97%	96%
Completes and submits the Compliance Tool & PowerPoint Board Report in a timely manner.	94%	94%	100%	97%	96%
Demonstrates a thorough understanding of the CAMTS policies and procedures.	94%	100%	98%	97%	97%
Demonstrates a thorough understanding of the Accreditation Standards. (Please identify below any standards that were misunderstood, misinterpreted)	94%	100%	97%	93%	96%
As a site survey team, collaborated with each other as evidenced by the SS comments included from both Site Surveyors in the Standards Compliance Tool	96%	100%	98%	97%	97%
No subjective statements were documented identifying personal opinions	94%	100%	100%	97%	97%
Were you able to conference with one or more site surveyors about their findings in the report?	100%	100%	86%	100%	98%
Did the lead surveyor fill out the Summary slides for Strengths and Weaknesses?	62%	43%	57%	87%	62%
2025 GOAL >94%					
	n21	n22	n13	n6	n62

# Board Evaluation of Survey Documentation

Always a pleasure working with Rick and Chris

These Site Surveyors answered my questions. We had very fruitful work and provided a positive visit.



## CAMTS: Site Surveyor Performance Evaluation-Partners

OPERATIONS	24_Q2	24_Q3	24_Q4	25_Q1	Rolling Ave
Appropriately prioritized the site survey activities / agenda for review.	98%	98%	99%	96%	98%
Identified anticipated needs for the site survey and planned accordingly.	98%	99%	100%	96%	98%
Demonstrated a high proficiency level through the opening conference, interviews and closing conference.	98%	99%	98%	96%	97%
Demonstrated the ability to perform the site visit in an organized and thorough manner.	95%	98%	100%	97%	97%
Referenced questionable procedures or issues if an issue required immediate attention.	97%	100%	100%	94%	99%
Actively participated in the opening and closing conference.	98%	100%	99%	97%	98%
Provided a verbal report identifying strengths and weaknesses as observed during the visit. Did not offer an opinion on the accreditation outcome.	99%	100%	99%	97%	98%
Demonstrated thorough understanding of the CAMTS policies and procedures, site survey process and complied with these policies.	96%	100%	99%	97%	97%
Provided a clear explanation to questions regarding CAMTS, the site survey process and accreditation actions.	97%	100%	100%	97%	98%
Collaborated frequently with program personnel to clarify questions in the PIF and policies of the program in order to complete the CAMTS compliance tool, checklists, and Board Report objectively.	98%	100%	99%	97%	98%
Maintained a high level of professionalism during the site visit.	99%	100%	100%	97%	99%
Maintained program and patient confidentiality during all site survey activities.	99%	100%	100%	97%	99%
Facilitated CAMTS professional presence and relationship with program personnel in a positive manner.	98%	100%	100%	97%	99%
Collaborated with the other site surveyor to clarify issues and create a cohesive working relationship (applies to a two or more surveyor team).	98%	100%	100%	96%	99%
Served as well-rounded expert in medical transport; knowledgeable in all areas relative to your service.	99%	99%	100%	96%	97%
Demonstrated consistent objectivity in order to complete a report that accurately represents your service.	98%	99%	100%	97%	99%
SS able to access and begin reviewing the assigned PIF at least one week prior to the scheduled site visit:	100%	100%	100%	100%	100%
For this survey would you agree the <b>pre-review</b> was objective and thorough?	93%	92%	96%	95%	95%
<b>2025 Goal &gt;95%</b>	n34	n30	n17	n26	n107

# Program Evaluation of Partner

Linda is incredibly thorough. She has a in depth knowledge of the standards. I learn so much every time we work together.

Ian was very well prepared for this survey and a great resource since he had been to program three years ago. I appreciated his insight on the culture and previous visit strengths and weaknesses. We met 4-5 times virtually in preparation with numerous e-mail correspondence from program lead contact..

Matt did a great job as the Lead surveyor on this visit. He collaborated prior to the survey on the agenda and program demographics. During the survey, he was knowledgeable and professional. Cheryl is a delight to work with and a great representative for CAMTS. She is knowledgeable and thorough, but also kind and pragmatic.