

EMS Angels Awards



EMS
Angels



A red-tinted photograph of an ambulance interior. Medical staff are attending to a patient lying on a stretcher. The scene is dimly lit, with the primary light source being the red emergency lights visible on the ceiling of the ambulance. The text is overlaid in white, bold font, centered in the upper half of the image.

**As first medical
contact, the
actions of
prehospital care
providers play
a crucial role in
outcomes for
stroke patients.**

Correctly diagnosing stroke, taking appropriate medical history, providing transport to a stroke-ready hospital and prenotifying the hospital are all essential for fast and effective stroke treatment. Collaboration between hospitals and EMS has been shown to shorten door-to-treatment times. In addition, quality monitoring helps prehospital teams standardize, troubleshoot and modify their practice to raise the standard of care.

The ESO and WSO Angels Awards program for hospitals, which was launched in 2017, has seen thousands of stroke teams receive recognition for the quality of care they provide. The program has also played a significant role in establishing a culture of quality monitoring. This has enabled data-driven improvements that deliver better outcomes for stroke patients.

The EMS Angels Awards were launched in 2021 with the aim of extending these advantages to prehospital care. Based on their performance against criteria derived from international guidelines and local expertise, participating prehospital teams are recognized with gold, platinum or diamond awards. Participation has grown exponentially and increasing numbers of EMS teams are seeing their performance recognized on the international stage.

RES-Q, one of the world's largest quality registries for stroke, is a partner of our awards program, providing a third-party platform for evaluating performance and assigning awards status. As of quarter 2 of 2024, RES-Q is also the official evaluation portal for the EMS Angels Awards. This streamlines data reporting and gives prehospital teams immediate access to feedback and country benchmarking that allows them to implement targeted improvements to benefit their stroke patients.



“ The EMS Angels Awards are a very simple concept in how to push prehospital stroke care higher. Not only to push, but especially to acknowledge those who are performing well. And say thank you.”

PETR JAŠŠO, CHIEF OF EDUCATION OF EMS IN OSTRAVA, CZECH REPUBLIC

The four main *goals* of EMS Angels Awards

1.

Implementing quality monitoring for continuous improvement by prehospital stroke care providers.

2.

Standardizing prehospital stroke care.

3.

Using feedback and analysis to identify and target areas for improvement.

4.

Recognizing the best-performing prehospital stroke care providers.



Participation *criteria*

To be considered for an award, EMS services have to first adhere to the following participation criteria:

They must have a formal stroke protocol in place.

They must conduct an annual stroke educational/refresher program.

They must make use of specific stroke scales in the management of their stroke patients.

Submit data for at least 30 consecutive stroke patients managed by their service during the previous quarter.



“ The EMS awards have had a positive impact on prehospital stroke care quality thanks to the feedback derived from the collection and analysis of patient data. It is important for people to see what they do matters.”

DR MAREK SLABÝ, PRESIDENT OF NATIONAL ASSOCIATION OF EMS, CZECH REPUBLIC

Awards criteria

AWARD LEVEL CRITERIA	GOLD	PLATINUM	DIAMOND
Median time on scene	31 - 35 min	25 - 30 min	< 25 minutes
Percentage of cases where the hospital was prenotified	85%	90%	95%
Percentage of patients delivered to stroke-ready hospitals	85%	90%	95%
Percentage of patients where medications details were reported	85%	90%	95%
Percentage of patients where time last known normal was reported	85%	90%	95%

“ When the ESO Angels Awards were introduced, hospitals were instantly given important feedback about the quality of their stroke care and made aware of the need for constant improvement. I'm absolutely certain that the same mechanism of feedback-driven improvement will also benefit the EMS sector.”

MATEJ POLÁK, DIRECTOR OF EMS ZAMED IN SLOVAKIA

How to *participate* in the EMS Angels Awards

1. Check that your service meets the participation criteria. Note that the minimum requirement for participating in the awards is at least 30 consecutive patients.
2. Register your EMS organization and branch in RES-Q at www.qualityregistry.org. A TECHNICAL GUIDE: HOW TO REGISTER ON RES-Q is available on the Angels website in both video and text format.
3. Collect raw data from the relevant quarter for the metrics corresponding to the EMS Angels Awards criteria. The data can be collected in or copied into the awards spreadsheet provided by the Angels Initiative, or in your own system or spreadsheet. Note that the columns in your spreadsheet **must** appear in the sequence specified by RES-Q.
4. Log in to RES-Q EMS Portal with your credentials. Under the data collection tab, simply copy (Ctrl+C) and paste (Ctrl+V) the raw data from your system or the spreadsheet into the RES-Q form. Next, copy and paste the list of stroke-ready hospitals in your territory. We recommend that you align with your Angels consultant to identify stroke-ready hospitals or consult your local stroke society. Do ensure that the hospital names in the stroke-ready hospitals list are exactly the same as those uploaded for the case-by-case data. A TECHNICAL GUIDE: HOW TO USE THE RES-Q EMS PORTAL is available on the Angels website in both video and text format.
5. RES-Q will automatically calculate a preliminary evaluation of your performance against the awards criteria, which will be visible on your dashboard along with visualisations to help identify areas for improvement.

6. Once you click submit, your data will be considered for an EMS Angels Award. The EMS country coordinator will then review the data and approve (or if necessary adjust) the award status within the defined timeline.
7. Awards are calculated quarterly. The deadlines for data submission, approval and announcement are available on the Angels and RES-Q website.
8. Winners are notified via email and will receive their EMS Angels Awards certificates at local ceremonies wherever possible.
9. Winners receive PR materials that enable them to publicize their achievement and can download recognition from their communities.





**The EMS Awards
are supported by
an EMS Steering
Committee of
international EMS
experts.**



**Scan to register
on RES-Q**

Antonio Iglesias

Spain

Francisco Aranda

Spain

Matej Polák

Slovakia

Matteo Rovera

Italy

Michal Mašek

Czech Republic

Montse Gorchs

Spain

Klaudiusz Nadolny

Poland

Nicolas Riera

Spain

Peter Jaško

Czech Republic

Vitaly Krylyuk

Ukraine

“ Receiving feedback allows for development. Thanks to feedback, teams are able to analyze what was done well and what was wrong. This gives the opportunity to draw conclusions for the future.”

MATEUSZ PITIŁO, WAŁBRZYCH AMBULANCE SERVICE, POLAND



Angels Initiative is a non-promotional, health care project of Boehringer Ingelheim International GmbH to support the ESO and WSO in implementing their main goal, to improve stroke care around the world.

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