

# USER'S GUIDE TO RES-Q

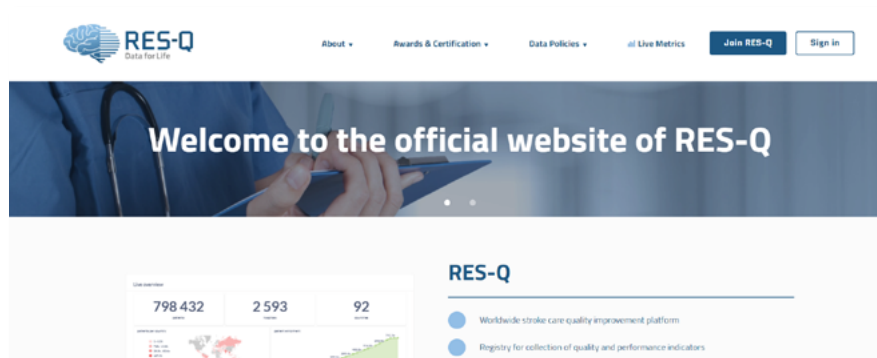


RES-Q, one of the world's largest quality registries for stroke, is a partner of the Angels Awards programs for hospitals. It is now also the official evaluation portal for the EMS Angels Awards. In this technical guide we will show you how your EMS organization can join the RES-Q Platform and use it as a quality monitoring tool to optimize your prehospital stroke care.

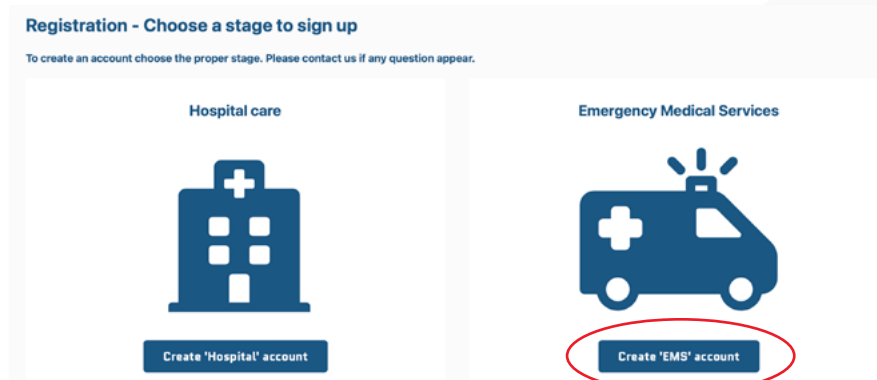
## HOW TO REGISTER IN RES-Q

### Get started

- 1 Go to the RES-Q official website at [qualityregistry.org](https://qualityregistry.org) and click on **Join RES-Q**.



- 2 Select Emergency Medical Services and click on **Create 'EMS' Account**.



- 3 Under Organization Information, select your country and your organization from the dropdown menus.

**Organization Information**

Please select your country \*

Please select your organization \*

[My organization is not listed](#)

### If your organization is not listed in the dropdown

- 1 Click on **My organization is not listed**.  
This will take you to a page where you can enter your organization and branch information.

**Organization Information**

Please select your country \*

Please select your organization \*

[My organization is not listed](#)

- 2 Complete the Organization Information form by selecting your country, entering your organization name in English and your native language, and selecting organization type (**Public** or **Private**).

### Organization Information

Please select your country \*

Organization name (English) \*

Organization name (Native) \*

Organization type \* ☐ Public ☐ Private

- 3 Complete the New Organization Branch form by entering your branch name, city or region, postal code, street address and ambulance vehicle count.

### New Organization Branch

Branch name \*

City/Region \*

Postal Code \*

Street Address \*

Ambulance vehicle count \*

- 4 Indicate whether an air ambulance service is available by selecting **Yes** or **No**.

Air ambulance service (helicopter/chopper) available \* ☐ Yes ☐ No

- 5 Under ambulance crew, select the options that apply to your organization.

Ambulance crew \*

Emergency physician	<input type="checkbox"/>
Paramedic	<input type="checkbox"/>
Nurse	<input type="checkbox"/>
Driver	<input type="checkbox"/>
Ambulatory staff	<input type="checkbox"/>

- 6 Enter the number of suspected stroke patients your organization transports per month.

Number of suspected stroke patients transported per month \*

- 7 Indicate whether a formal stroke protocol is followed by selecting **Yes** or **No**.

Is there a formalized stroke protocol followed? \* ☐ Yes ☐ No

- 8 Under stroke scale, select the scale used by your organization from the dropdown menu. If you do not use a stroke scale, or if the scale you use is not listed in the dropdown menu, please select **None** or **Other**.

Stroke scale \*

- 9 If you are responsible for more than one branch, click on **Add another branch** and complete the forms as described above.

[Add another branch](#)

- 10 Complete the RES-Q EMS User Registration form by providing the user details.

### RES-Q EMS User Registration

#### User

Speciality \*

Please choose

Academic degree

First Name \*

Last Name \*

Email \*

Repeat email \*

Phone \*

e.g. +420123456789

- 11 Review and accept the RES-Q privacy notice and membership conditions and click on **Submit**.

☒ I agree with the [RES-Q Privacy notice](#)

☒ I have read and accepted the conditions for participation in RES-Q.

Submit

## If your organization is already listed in the dropdown

- 1 After selecting the country and the organization from the dropdown list, select the existing branch from the Existing Branches dropdown list and/or add a new branch.

### Organization Information

Please select your country \*

Open Country

Please select your organization \*

Private EMS organization

[My organization is not listed](#)

Existing branches

North east regions

South islands

- 2 To add a new branch, follow steps 3 to 9 above.
- 3 Now you can complete the RES-Q EMS User Registration form by providing the user details.

### RES-Q EMS User Registration

#### User

Speciality \*

Please choose

Academic degree

First Name \*

Last Name \*

Email \*

Repeat email \*

Phone \*

e.g. +420123456789

- 4 Review and accept the RES-Q privacy notice and membership conditions and click on **Submit**.

☒ I agree with the [RES-Q Privacy notice](#)

☒ I have read and accepted the conditions for participation in RES-Q.

Submit

## What happens next

- 1 Once your details have been verified, you will receive an email with a link to set your password. The email will be sent by RES-Q from [admin@qualityregistry.org](mailto:admin@qualityregistry.org) and should reach you within two working days. Please remember to also check your spam folder.

### RES-Q EMS User Registration

#### User

Speciality \*

Please choose

Academic degree

First Name \*

Last Name \*

Email \*

- 2 Now you are all set to use the RES-Q platform to optimize your prehospital stroke care and participate in the EMS Angels Awards program.

## HOW TO USE THE RES-Q EMS PORTAL

Once your organization is registered in RES-Q, follow the instructions below to capture your data and start using the RES-Q EMS Portal to optimize your prehospital stroke care and participate in the EMS Angels Awards.

### Get started

- 1 Go to [qualityregistry.org](https://qualityregistry.org) and click **Sign In**.



- 2 Enter your registered email address and password and click **Sign In**.

**Username or email**

  
**Password**  
  
[Forgot Password?](#)  
**Sign In**

## Enter your data

- 3 Click on the data collection tab at the top of the page.

**Overview** **Data collection** **Dashboard**

- 4 Click on **Stroke ready hospitals**

**Stroke ready hospitals [0]** +

and use Ctrl-C to copy

File Home Insert Page Layout Formulas Data Review View Developer Help Acrobat

A5 : X ✓ fx Hospital 1

**angela**  
LEAVE YOUR LEGACY

Please keep this list updated as it is used to calculate the % of patients delivered to Stroke Ready Hospitals

Hospital Name	Hospital region	Hospital Phone number
Hospital 1		
Hospital 2		
Hospital 3		
Hospital 4		
Hospital 5		
Hospital 6		
Hospital 7		

**Stroke ready hospitals [7]** +

Hospital 1	Hospital 2
Hospital 3	Hospital 4
Hospital 5	Hospital 6
Hospital 7	

and Ctrl-V to paste your list of stroke-ready hospitals from your system or spreadsheet.

## Notes:

- If you do not know which hospitals in your territory are stroke treating, ask your Angels consultant or local stroke society to help you compile a list.
- It's important for this list to be accurate and updated regularly as it is used to calculate the percentage of patients delivered to stroke treating hospitals.
- Hospital names in the stroke treating hospitals list must be exactly the same as those in your case-by-case data.

- 5 Copy and paste (Ctrl-C and Ctrl-V) the **raw case data for all suspected stroke cases** transported in the relevant quarter from your spreadsheet or system. You may use either the spreadsheet available from Angels, or your own spreadsheet, provided the **columns are arranged in the same sequence as in the RES-Q portal**.

Case ID	Time Ambulance arrived on scene	Ambulance departure from scene	Hospital Pre-notified	Hospital name where the patient was delivered to	Current medication	Time last known normal	Hospital arrival time
1	9:38	10:01	YES	Prague	No drugs	12:45	10:29
2	16:04	16:34	YES	Liberec	Antihypertensives	21:42	16:52
3	14:59	15:27	NO	Ostrava	No drugs	10:00	15:51
4	18:44	19:04	YES	Ostrava	No drugs	17:40	19:13
5	22:47	23:13	YES	Liberec	Klopidogrel, Antihypertensives	21:20	0:15
6	10:49	11:04	NO	Ostrava	Anopyrin 100mg	15:00	11:26
7	13:43	14:03	YES	Brno	Pravessia, Amlodipin	12:20	14:56
8	13:37	14:07	YES	Ostrava	Pradaxa, Atorva, Lusopres, Ramipril, B	12:30	14:31
9	11:00	11:35	YES	Ceske Budejovice	not known	not known	12:07
10	10:09	10:55	YES	Prague	Anopyrin 100mg, Co-Pravessia, Atorv	8:30	11:17

## Raw case data

\*Case ID isn't stored

Time format

17:23

Case ID	Arrival on scene	Departure from scene	Hospital pre-notified	Hospital name	Current medication	Time last known normal	Hospital arrival time
1	9:38	10:01	YES	Prague	No drugs	12:45	10:29
2	16:04	16:34	YES	Liberec	Antihypertensives	21:42	16:52
3	14:59	15:27	NO	Ostrava	No drugs	10:00	15:51
4	18:44	19:04	YES	Ostrava	No drugs	17:40	19:13
5	22:47	23:13	YES	Liberec	Klopidogrel, Antihypertensives	21:20	0:15
6	10:49	11:04	NO	Ostrava	Anopyrin 100mg	15:00	11:26
7	13:43	14:03	YES	Brno	Pravessia, Amlodipin	12:20	14:56
8	13:37	14:07	YES	Ostrava	Pradaxa, Atorva, Lusopres, Ramipril, B	12:30	14:31
9	11:00	11:35	YES	Ceske Budejovice	not known	not known	12:07
10	10:09	10:55	YES	Prague	Anopyrin 100mg, Co-Pravessia, Atorv	8:30	11:17

- 6 In the top right dropdown, select your preferred time format from the options provided.

Time format

17:23

Time last known normal

Hospital arrival time

12:45

21:42

10:00

17:40

21:20

15:00

12:20

17:23

17:23:11

5:23 PM

5:23:11 PM

20.5.2024, 15:42

20.5.2024, 3:42 PM

- 7 The system will automatically detect any formatting or sequence errors in the pasted data and highlight them in **red**. Please check and correct these data in order for the **Calculate** tab to be activated.

## Raw case data

\*Case ID isn't stored

Time format

17:23

Case ID	Arrival on scene	Departure from scene	Hospital pre-notified	Hospital name	Current medication	Time last known normal	Hospital arrival time
1	9:38	10:01	YES	Prague	No drugs	12:45	10:29
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10	10:09	10:55	YES	Prague	Anopyrin 100mg, Co-Pravessia, Atorv	8:30	11:17

## Notes:

- In the **Current medication column**, include data on medications self-administered by the patient, not those administered by the EMS team. If the current medication data has not been included in the report, leave the field empty.
- In the **Time last known normal column**, state the time of the stroke onset or the time the patient was last seen without stroke symptoms. If the EMS team did not collect this information, leave the field empty. If the time of stroke onset is unable to be determined, put "not known" in the field.

- 8 Click on **Calculate**.

**Calculate**

- 9 Scroll down to see the case-by-case analysis displayed under **Individual metrics**. Instances where performance deviates from the criteria will be highlighted in **red**.

### Individual metrics

Case ID	Time on scene	Symptoms to door	Time last known normal	Medication recorded	Pre-notification	Stroke ready hospital
1	23	1156	✓	✓	✓	Proger
2	28	1150	✓	✓	✓	Proger
3	20	93	✓	✓	✗	Proger
4	20	175	✓	✓	✓	Proger
5	15	120	✓	✓	✗	Proger
6	20	156	✓	✓	✓	Proger
7	20	121	✓	✓	✓	Proger
8	20	121	✓	✓	✓	Proger
9	20	-	✗	✗	✓	Proger
10	20	167	✓	✓	✓	Proger

- 10 Click on **Submit for award evaluation** so your EMS organization or branch can be considered to participate in the EMS Angels Award.

You must insert at least 30 patients to qualify for an award

**Submit for Award evaluation**

#### Notes.

- To replace or add data before the data entry deadline, you must make the changes/additions in your spreadsheet and copy and paste all the data as described in step 5 and click on Submit for award evaluation.
- The new data will override all previous data for the quarter.
- The data entry deadline is approximately 15 days after the end of each quarter.

- 11 After you submit your data, a table will display your **preliminary award status**.

### Preliminary evaluation

Criteria	Value	Evaluation
average time on scene (minutes)	26.8	Platinum
% of patients where medications details are reported	96.8%	Diamond
% of patients where time last known normal is reported	100.0%	Diamond
% prenotification to hospital	90.3%	Platinum
% of patients delivered to Stroke Ready Hospitals	0.0%	None
None		

## What happens next

- 1 The EMS country coordinator will review and approve the data during the Awards approval process and adjust the award status if necessary with proper justification.
- 2 Awards results are published approximately 25 days after the end of each quarter. Deadlines for submission, approval and publication can be viewed on the Angels website or on the RES-Q website.
- 3 Your quarterly performance can be viewed by clicking on the **Dashboard** tab.

Overview

Data collection

Dashboard



Click on the **Overview** tab to see all your previous performance records and awards status.

Overview

Data collection

Dashboard

## Previous records

Quarter ▾	Data Range	Final Award	Notes	No. of Patients	Median time on scene (Minutes)	Patient last known normal (%)	Medication detail reported (%)	Prenotification to hospital (%)	Patient in stroke ready hospital (%)
2024 Q2	04/01 - 06/30	Platinum	<a href="#">View Notes</a> 0	53	22	100	92.5	100	94.3

Don't wait until the awards are announced to share the preliminary evaluation and individual metrics with your team. They contain valuable information to help you identify and target areas for improvement and get to work straightaway to improve outcomes for stroke patients.

If you need assistance or have any queries about using RES-Q, send an email to [admin@qualityregistry.org](mailto:admin@qualityregistry.org).

