



December 1, 2014

Dear Emergency Medical Service Provider

The mission of the Stroke Care Center and its staff is to provide comprehensive stroke care for patients and families through a program which incorporates leading clinical treatments, education, and research; resulting in excellent outcomes for our stroke patients.

As the first member of the Stroke Team to treat the patient, your skill in assessing and activating the GVI/BGMC stroke team can have a significant impact on the quality of care the patients receive.

New York State's current quality improvement initiative places renewed emphasis on the NYS EMS Protocol for Stroke issued in 2005. The focused elements of this protocol are hospital pre-notification when transporting a stroke patient and the content of the pre-notification. The content is to include the actual date and time the patient was last known well (normal) and the Cincinnati Pre-Hospital Stroke Scale findings.

The GVI/BGMC is instituting changes to support this quality initiative and improve communication between EMS and the ED staff. We have heard your concerns about the multiple telephone numbers. Effective immediately, **all pre-notification calls regarding a possible diagnosis of stroke within 6 hours of last seen normal are to be made to the Medical Direction line, (716) 748 – 2090. Do not call any numbers previously identified for GVI/BGMC pre-notification.** The physician answering the call will document the required information on a pre-arrival form. Once EMS has provided all required pre-arrival information, the ED attending physician will activate the entire stroke team. The EMS provider in reality will be the team member activating the entire stroke team. The goal is to have the entire team waiting in triage for EMS and the patient to arrive. This will facilitate rapid evaluation and treatment of the patient. "Time is Brain". The Pre-arrival notification content that will be required is:

1. Name
2. Date of birth, age
3. Last known well - actual date and time
4. Discovery time - actual date and time, witnessed onset?
5. Cincinnati pre-hospital stroke scale
6. Symptoms
7. Glucose level

8. Family contact information - cell phone number

The notice accompanying this letter can be distributed to your staff to assist with communication this information.

We are committed to providing the highest quality care for a patient experiencing a stroke. Thank you for choosing the GVI/BGMC as your partner to provide care for your patients.

Best Regards,

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