



Clinical Quality Improvement Report

May 2014

Tulsa

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Oklahoma City

Executive summary of the Eastern and Western divisions Clinical Quality Reports, presented to the Office of the Medical Director.

DISPOSITION OF CALLS

Disposition	Eastern Division	Western Division	Total
Transported	5,821	6,592	12,413
Patient Refused Care	454	450	904
Patient Refusal- FOS Consult	336	483	819
Treated at Scene- Refused Transport	27	72	99
No Treatment Required	797	307	1,104
No Patient Found	624	671	1,295
Cancelled by Fire	39	118	157
Cancelled by Police	278	146	424
DOA	57	65	122
Critical Failure-EMSA	3	6	9
Non-Medical Transport	49	45	94
Special Event	33	20	53
Standby	23	33	56
Treated, Transferred Care	13	5	17
Total	8,554	9,013	17,568

N.B. These numbers are a reflection of the numbers of tickets generated.

TRANSPORTATION VS NON-TRANSPORTATION

Status	Eastern Division	Western Division	Total
Priority One Transport	321	444	865
Priority Three Transport	5,500	6,148	11,648
Non-Medical Transport	49	45	94
Non Transport	2,685	2,376	5,061
Total	8,555	9,013	17,569

Definitions

Transported—Patient transported by ambulance to either a facility or to home.

Patient Refused Care—Patient (as defined by Medical Control Board memo dated 14MAY2010) has refused care.

Patient Refused Care—Patient refuses care, meets criteria from MCB Protocol 14.D for FOS refusal.

Treated at scene, Refused Transport—Patient treated at scene, typically diabetics and asthmatics, refuse transport to emergency department. Some of these require FOS consult.

No Treatment Required—Subject, not a patient, determines that they are not a patient, and signs ePCR as such

No Patient Found—Crew arrives on scene, and no patients are found at that location.

Cancelled by Fire—Crew cancelled by fire department after arrival on scene

Cancelled by Police—Crew cancelled by police department after arrival on scene.

DOA—Patient is either dead on arrival of the crew, or is a cardiac arrest with resuscitation terminated in the field by protocol 4K.

Critical Failure-EMSA—After arrival of at scene, crew has a failure of the ambulance or medical device that prevents transports, these cases are transported by another unit.

Non-Medical Transport—Transport of flight crew or NICU team without a patient onboard, or transport of organs to a facility.

Special Event—Crew arrived on scene of event as dedicated support, e.g. BOK or Thunder game. Any patients that are transported are **treated, transfer of care** (see below). Refusals are as above. Only ticket on this is the ticket for billing proving that crew was onscene.

Standby—Crew on scene for Fire Standby or SOT standby, or staged for call that was cancelled by Police.

Treated, Transferred Care—Crew on scene of patient, and transfer care either to another EMS service, to a flight crew (not a transfer) or to a transport unit from EMSA.

CRITICAL MECHANICAL FAILURES

Run Number	Division	Unit	Notes	Resolution
14079782	East	104	Vent Failure	Transported by another unit
14080665	East	111	AC failure	Transported by 135
14084935	West	479	Unknown Truck Issue	Transported by another unit
14097959	West	497	Monitor Leads failed	Exchanged leads with another unit
14093435	West	279	Unknown Truck Issue	Another Unit responded.
14093599	East	530	Equipment	Transported by 340
14095173	West	271	Air Ride Failure	Transported by 768
14096013	West	485	Air ride failure	Transported by other report
14097205	West	279	Air Ride Failure	Another unit took call

AIRWAY REPORT

AIRWAY SUCCESS RATES

Division	Attempts	Successfully Placed	Percentage
Eastern Division	67	63	94%
Western Division	98	94	96%
Combined	165	157	95%

ADVANCED AIRWAY GRADES

These reflect multiple attempts on the same airway. Other is a reflection that crews are not required to pick an airway grade for King Airway. This excludes all health care providers not associated with EMSA.

Airway Grade	Eastern Division	Western Division
Other	1	3
Class 1	3	16
Class 2	18	20
Class 3	11	16
Class 4	6	8

ADVANCED AIRWAY TECHNIQUES

Type	East	West
Technique: Blind	9	16
Technique: Digital	2	0
Technique: Flexguide	2	5
Technique: Medication Facilitated	3	3
Technique: Standard Laryngoscopy	42	58
Technique: Surgical Technique	0	1
Totals	58	83

AIRWAY TYPE

Type	East	West	Grand Total
Type: None Chosen	0	1	1
Type: ETT	27	48	75
Type: King LT	13	7	20
Type: Tracheostomy	0	1	1
Grand Total	40	57	97

AIRWAY COMPLICATIONS

Type	Eastern Division	Western Division
ETT Complications:	1	2
ETT Complications: Anatomical	9	9
ETT Complications: Anatomical w/ Fluid	5	8
ETT Complications: Clenched Teeth	3	2
ETT Complications: Fluid	6	12
ETT Complications: Gag Reflex	0	2
ETT Complications: None	16	26
ETT Complications: Spinal Immobilization	1	1
ETT Complications: Traumatic Airway	0	0
ETT Complications: Traumatic Airway w/Fluid	1	3
ETT Complications: Foreign Body	0	0

CAPNOGRAPHY DELAY

No instances of delayed capnography were noted in the Eastern Division

Western Division

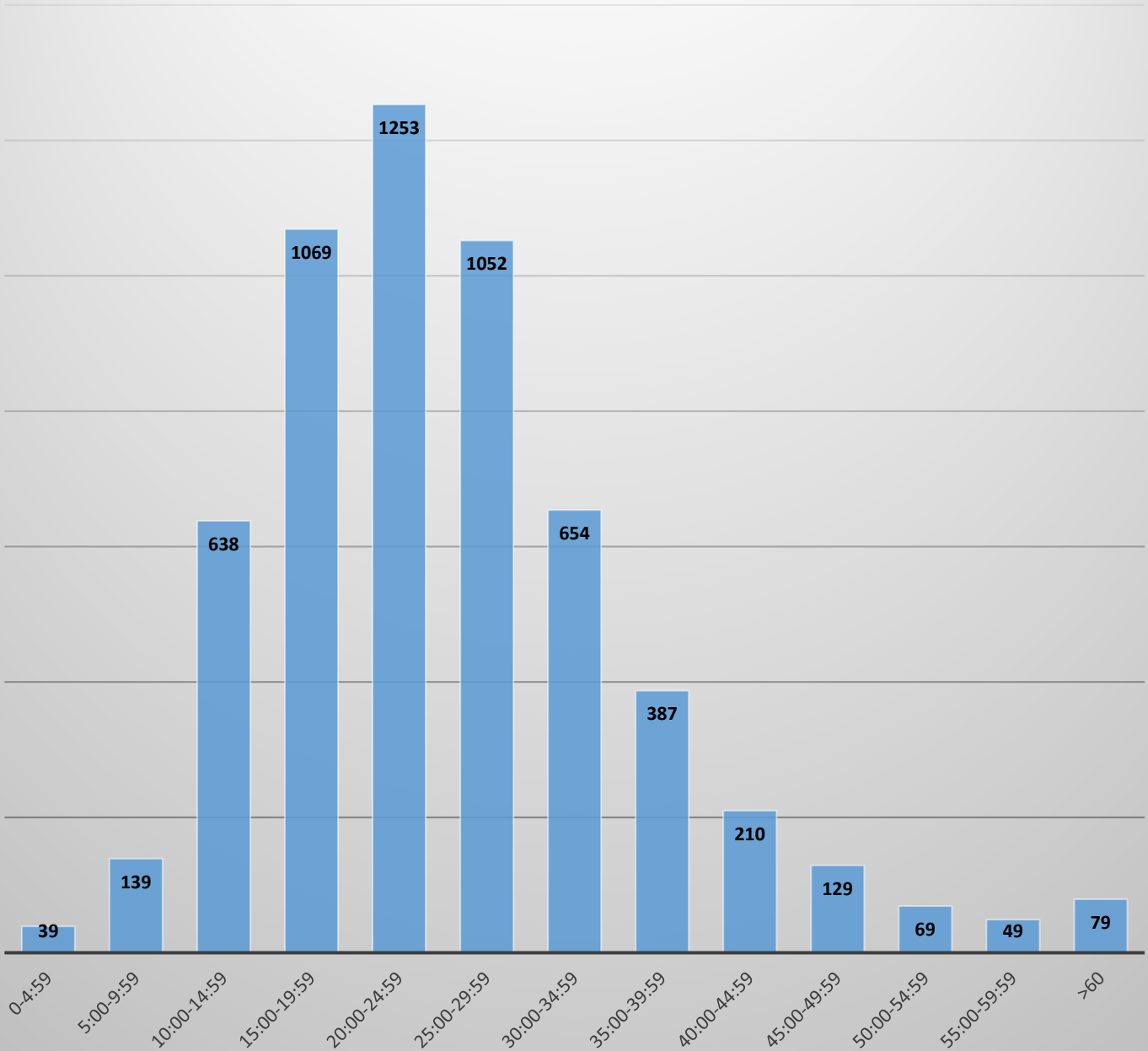
Run Number	Medic	Intubation Time	Capnography Time	Difference	Outcome
14078002	Medina, Ryan	15:50:27	15:53:15	0:02:48	ESP Error
14088388	Lilley, Brian	15:40:00	15:44:39	0:04:39	No ESP, Documentation Error

REPORTABLE EVENTS

Run Number	Primary Impression	Inter. Qualifier Value	Destination	Unit #	Administered By
14089888	Trauma	MVC	OU-Presbyterian	264	Student (T Zamora)
14097427	Trauma	MVC	OU-Presbyterian	472	K Hansen
14088053	Trauma	Penetrating Trauma	SJMC	305	L Taylor
14079421	Trauma	Lacerations to hand	SFH	312	TPD (Prior to arrival of unit)

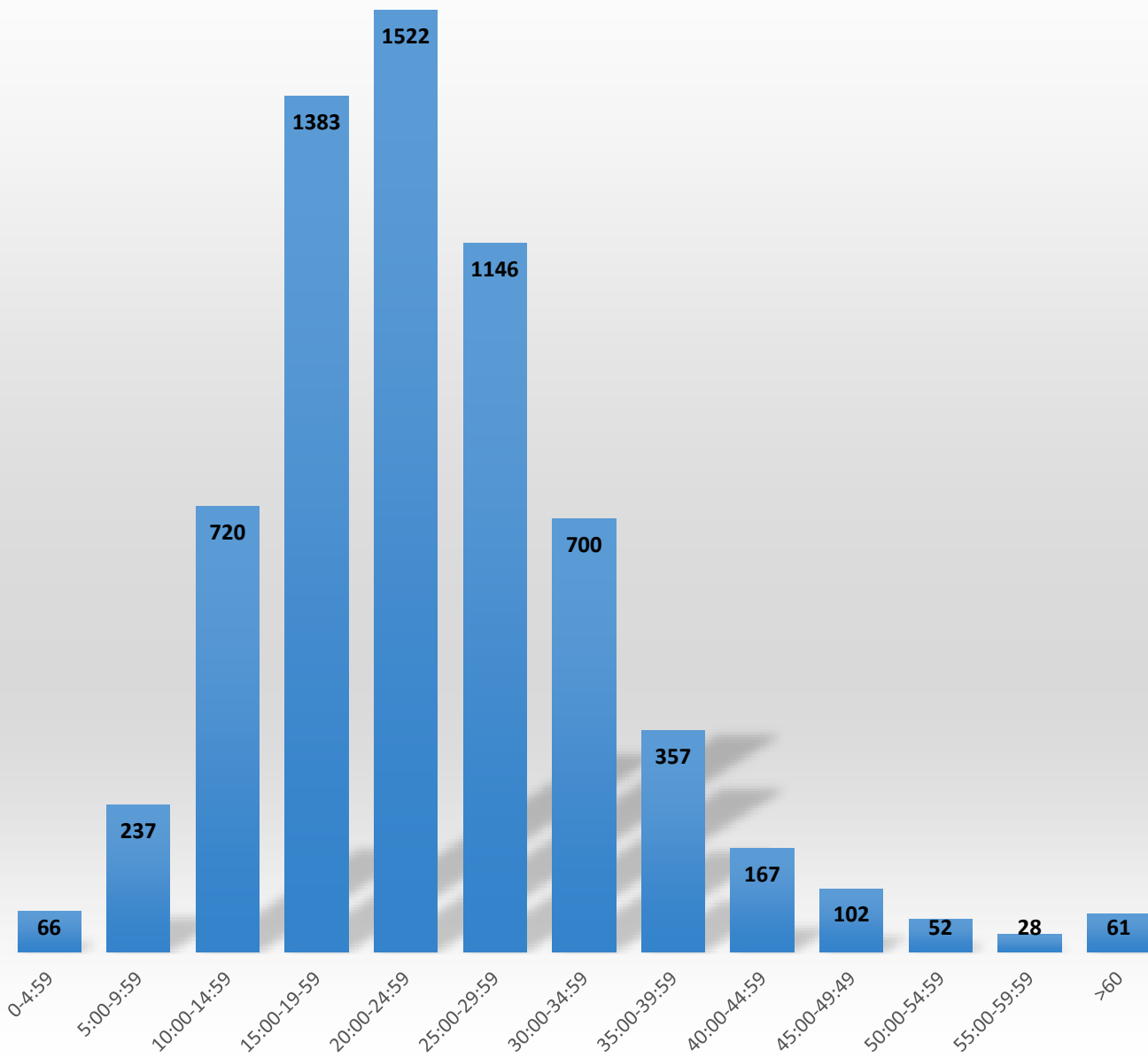
MONTHLY ON SCENE TIMES

Eastern Division Transport Scene Times May 2014



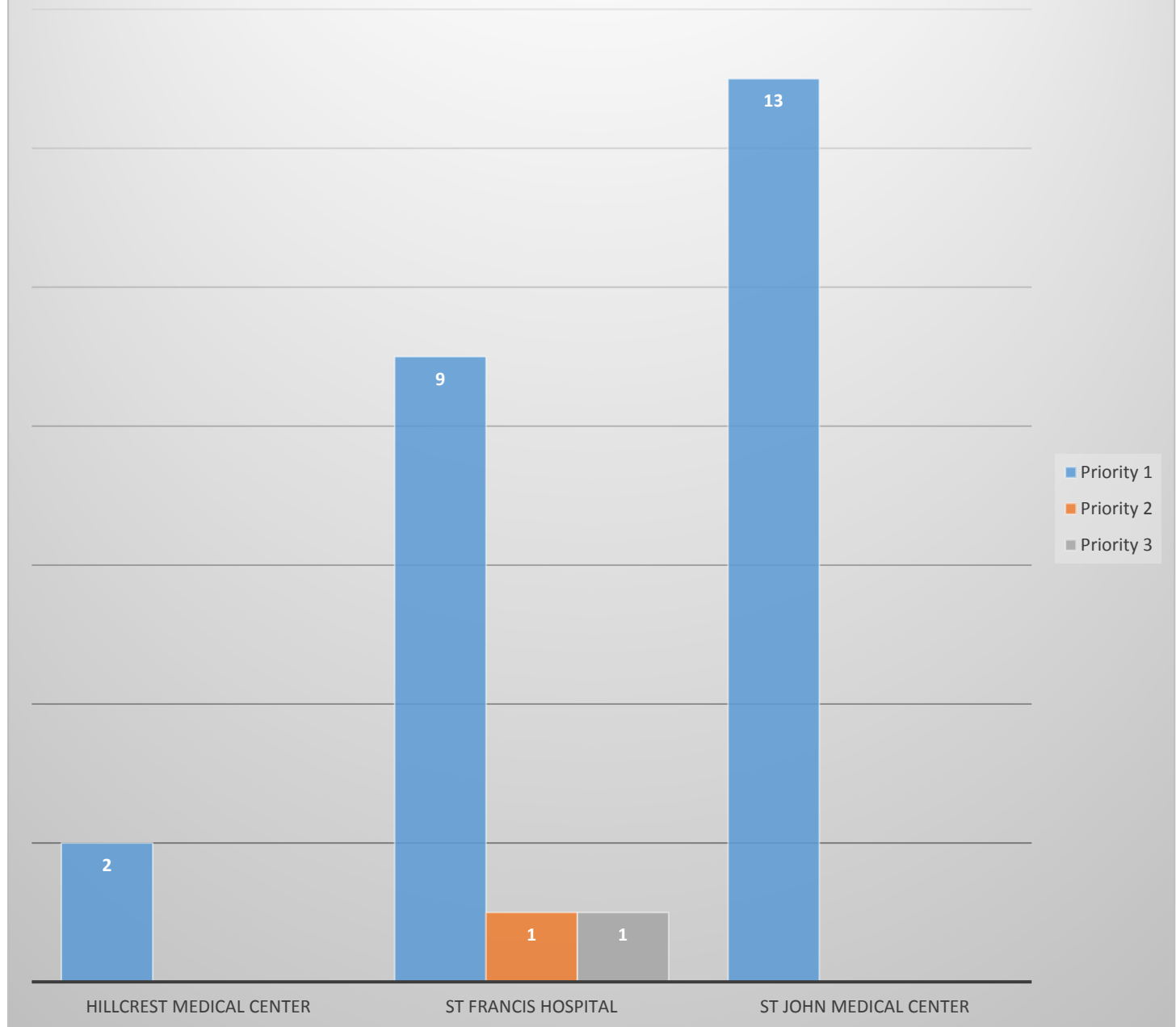
Average	00:25:38
Median	00:23:53
90th Percentile	00:39:22

Western Division Transport Scene Times May 2014



Average	00:24:08
Median	00:22:47
90th Percentile	00:36:12

Eastern Division CVA Destinations May 2014



Eastern Division

Priority One	55	7%
Priority Two	97	13%
Priority Three	583	80%
Total	735	

Western Division

Priority One	55	6%
Priority Two	81	8%
Priority Three	791	86%
Total	927	

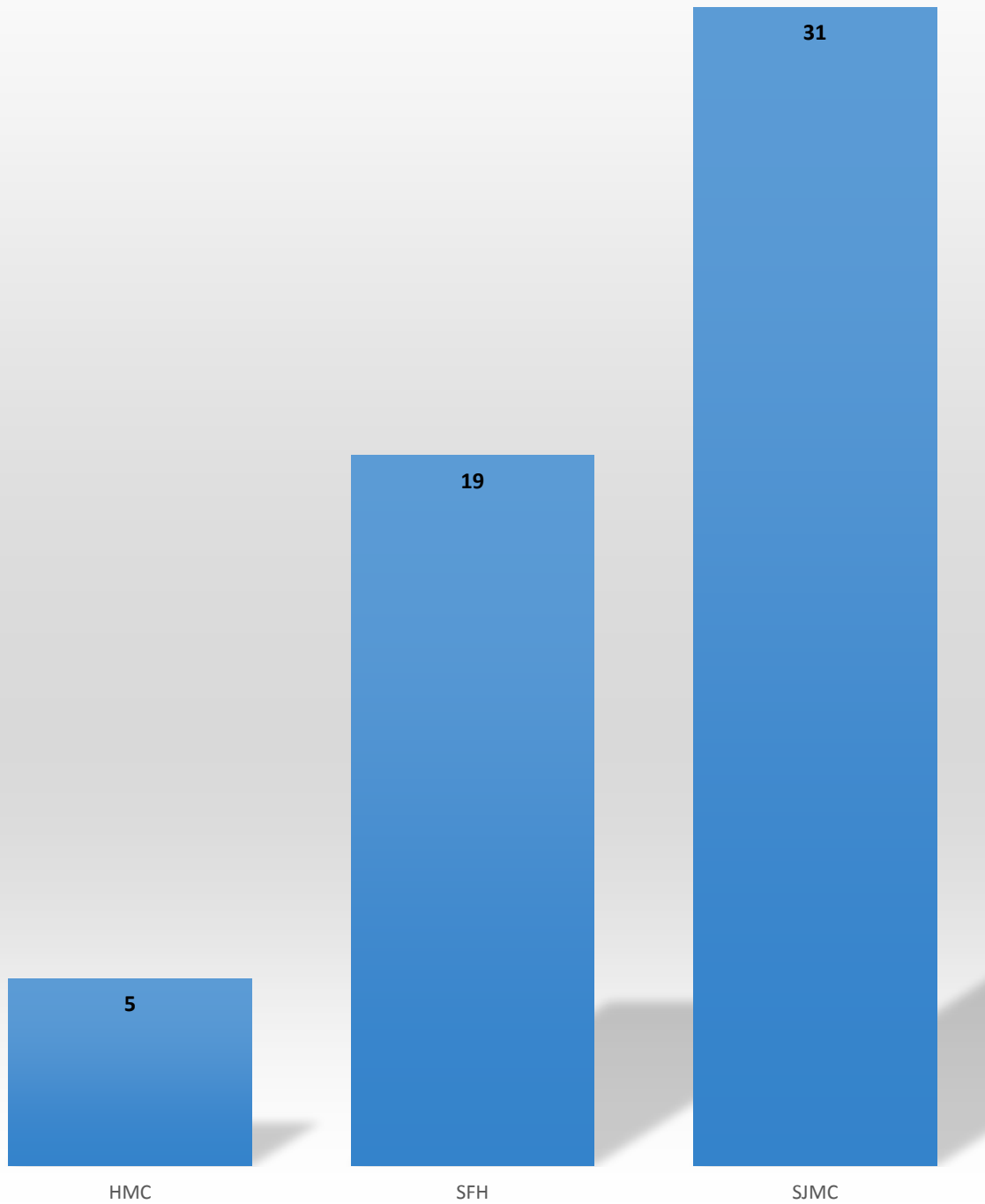
Eastern Division

Priority One

<i>Date</i>	<i>HMC</i>	<i>SFH</i>	<i>SJMC</i>	<i>Grand Total</i>
1-May		1	1	2
2-May			3	3
3-May		2		2
4-May		1	1	2
5-May		1	1	2
6-May		1	2	3
7-May	1		2	3
9-May		1	1	2
10-May		1	1	2
11-May	1		1	2
12-May	1	3		4
13-May			3	3
14-May			1	1
16-May			1	1
17-May			1	1
18-May		2		2
20-May	1	1	2	4
22-May			1	1
23-May		1		1
24-May		1	1	2
25-May			1	1
26-May			1	1
28-May	1	1	2	4
29-May		1	1	2
30-May			2	2
31-May		1	1	2
Grand Total	5	19	31	55

Hillcrest calls are 4 burns and 1 GSW to the abdomen, transported to the ED since he was on hospital property.

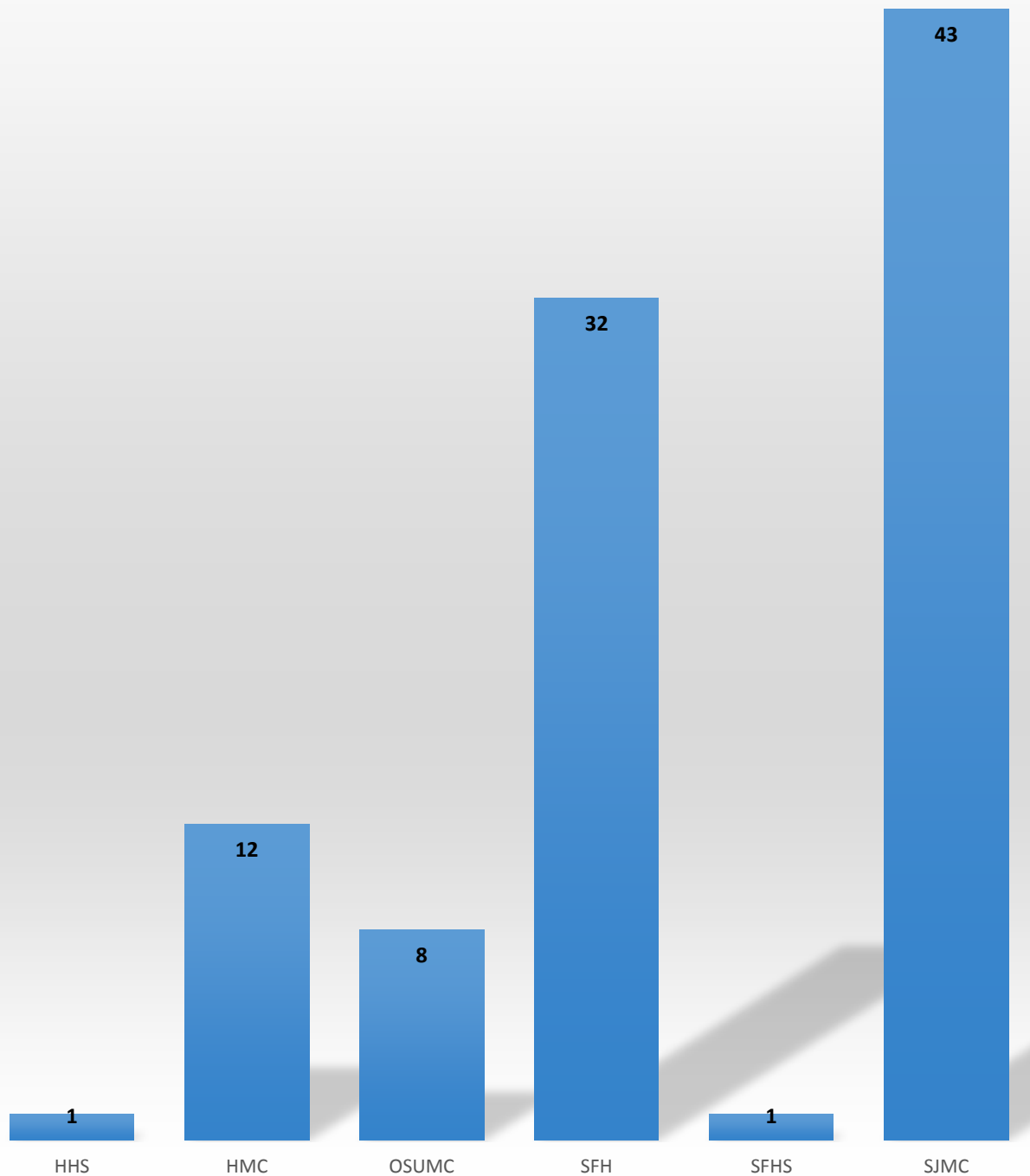
Eastern Priority One Trauma Destinations May 2014



Priority Two

<i>Date</i>	<i>HHS</i>	<i>HMC</i>	<i>OSUMC</i>	<i>SFH</i>	<i>SFHS</i>	<i>SJMC</i>	<i>Grand Total</i>
1-May	1	1		1		3	6
2-May		1	1			1	3
3-May				1			1
4-May			2			4	6
5-May				3		1	4
7-May				2		3	5
8-May				1			1
9-May		1		3		1	5
10-May		1				1	2
11-May		2		1		2	5
12-May			1	1		2	4
13-May				1		4	5
14-May		1					1
15-May				2		3	5
16-May						4	4
17-May				2			2
18-May		1		1		2	4
19-May						1	1
20-May				1		1	2
21-May				1		2	3
22-May		1		3	1		5
23-May		1	1			1	3
24-May				3			3
25-May						1	1
26-May				2		1	3
27-May			1			1	2
28-May		2				1	3
29-May						2	2
30-May			2	1		1	4
31-May				2			2
Grand Total	1	12	8	32	1	43	97

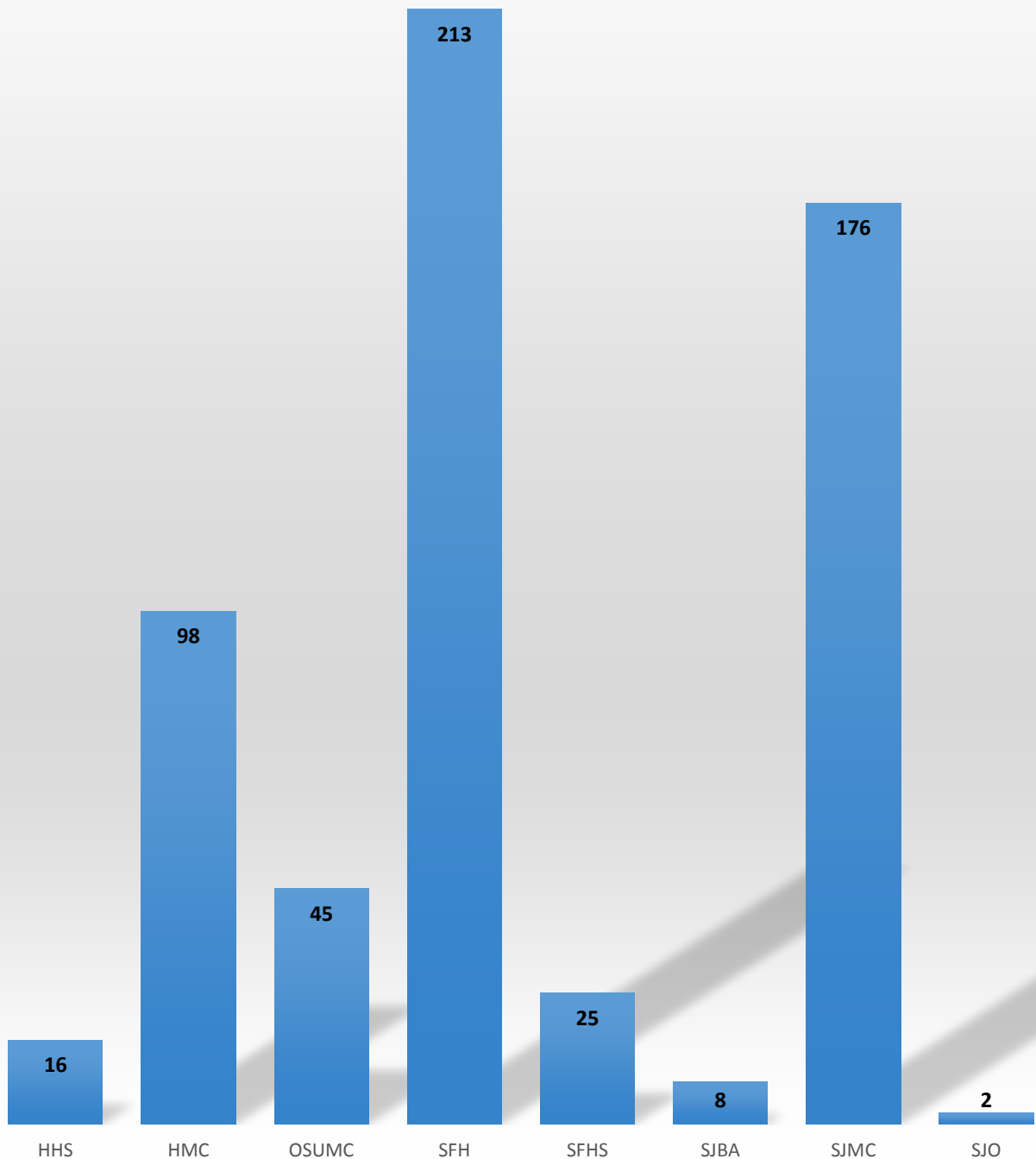
Eastern Priority Two Trauma Destinations May 2014



Priority Three

<i>Date</i>	<i>HHS</i>	<i>HMC</i>	<i>OSUMC</i>	<i>SFH</i>	<i>SFHS</i>	<i>SJBA</i>	<i>SJMC</i>	<i>SJO</i>	<i>Grand Total</i>
1-May		7	2	5	1		4		19
2-May		6		9	1		9		25
3-May		7	1	9			5		22
4-May	1		2	10			7		20
5-May	3	2	2	9	2		6		24
6-May		2	3	5	2		8		20
7-May		3		4	1		6		14
8-May		3	1	9			4		17
9-May		4	1	10			3		18
10-May	2	2	1	9			5		19
11-May		5	2	10			2		19
12-May		1		3	2		5	1	12
13-May		4	3	4	2		3		16
14-May	1	1	1	3		1	6		13
15-May	1	1	2	2			2		8
16-May		1	1	7			5		14
17-May		6	2	12	1		4		25
18-May	1	2	1	3	1	1	6		15
19-May	2	5	1	9	3		8	1	29
20-May		1	4	5			8		18
21-May	1	4	1	6	1	1	8		22
22-May		7	1	9		1	8		26
23-May	1	4	2	6	2		6		21
24-May		3		5		2	7		17
25-May		2	7	8	1		4		22
26-May		1	1	6	1	1	8		18
27-May		4	1	4		1	7		17
28-May		5	1	2	1		4		13
29-May	1	2	1	7	2		6		19
30-May	1	1		11			8		21
31-May	1	2		12	1		4		20
Grand Total	16	98	45	213	25	8	176	2	583

Eastern Division Priority Three Trauma Destinations May 2014



Western Division

Priority One

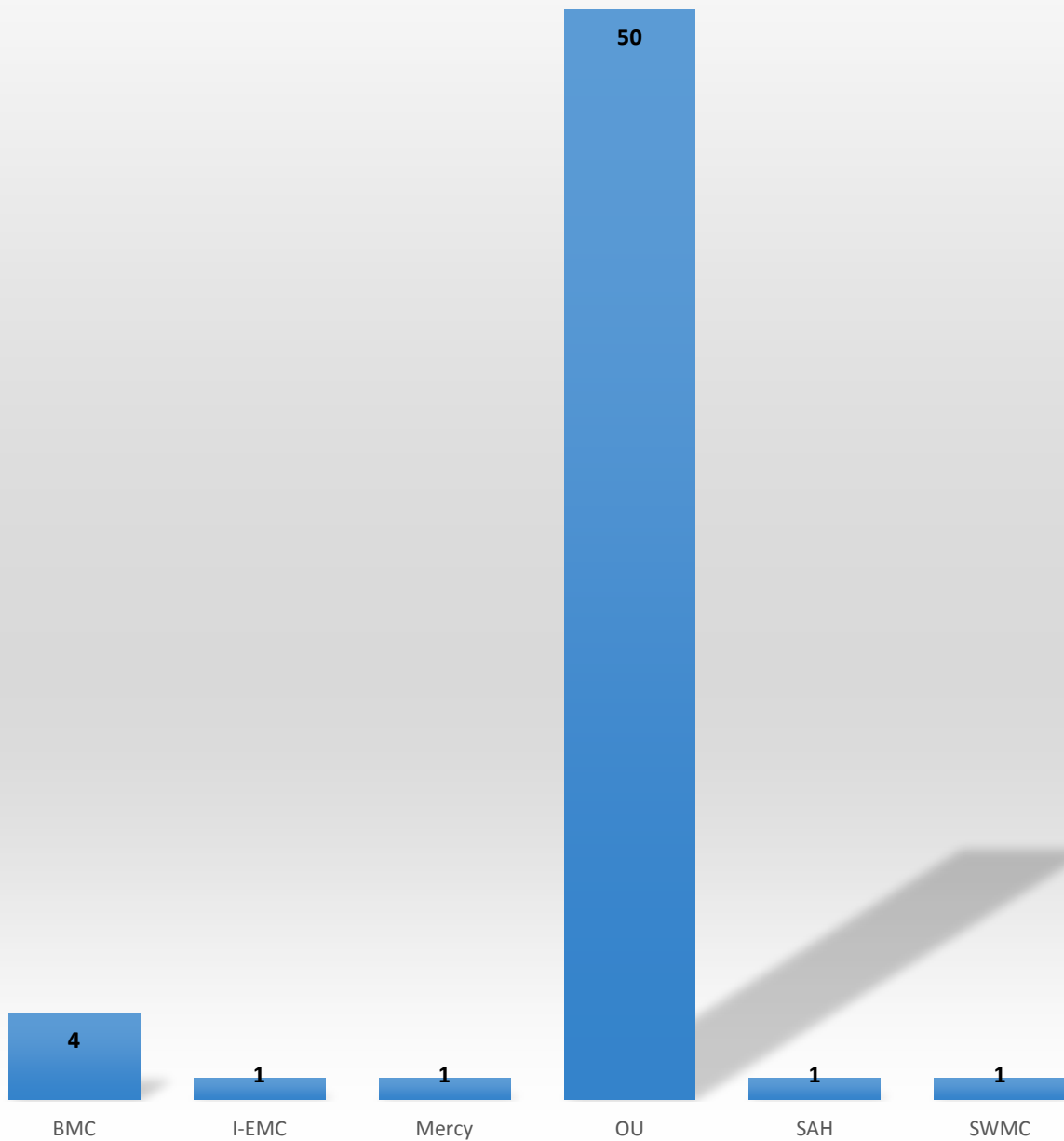
<i>Date</i>	<i>BMC</i>	<i>I-EMC</i>	<i>OU</i>	<i>SWMC</i>	<i>Grand Total</i>
1-May			3		3
2-May			3		4
3-May	1		4		5
4-May			1		1
6-May			2		3
7-May	1				1
8-May	1		2		3
9-May			3		3
12-May				1	1
13-May		1	1		2
14-May			1		1
15-May			2		2
16-May			3		3
17-May			2		2
18-May			2		2
19-May			2		2
20-May			3		3
22-May			4		4
23-May			1		1
26-May			2		2
28-May			2		2
29-May			3		3
30-May			2		2
31-May			2		2
Grand Total	3	1	50	1	55

Baptist Medical Center, 2 burns, 1 head injury post assault.

Integrus Edmond, Head injury post fall, patient was on CPAP.

Southwest Medical Center: Patient was overdose with LOC involved in MVC.

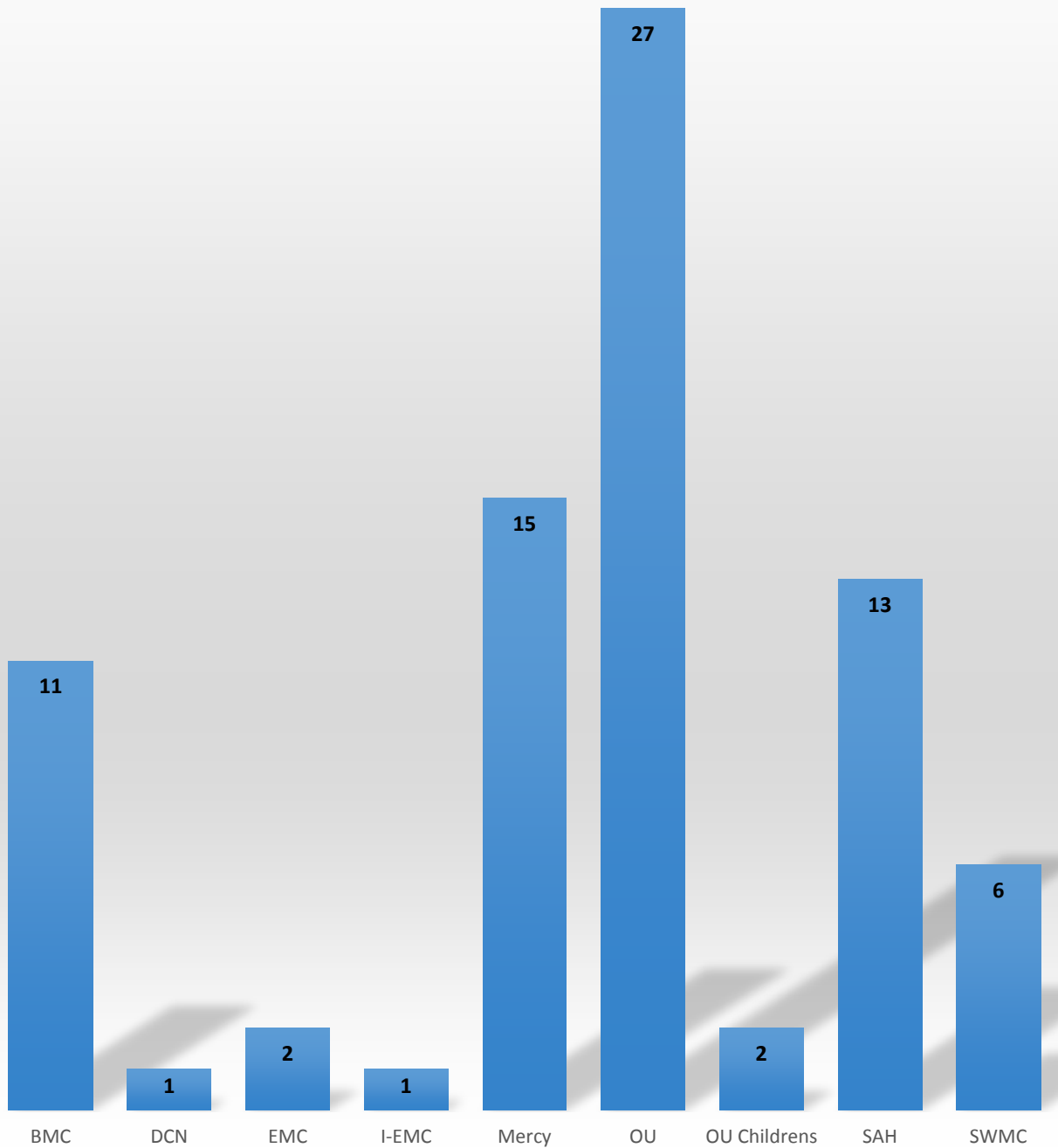
Western Division Priority One Trauma Destinations May 2014



Priority Two

Date	BMC	DCN	EMC	I-EMC	Mercy	OU	OU Childrens	SAH	SWMC	Grand Total	
1-May					2	1				3	Mercy
2-May					2			2	1	5	SAH
3-May			1			1			2	4	OUMC
4-May					1					1	BMC
5-May					1	3				4	OUMC
6-May								7		7	SAH
7-May	2			1			1			4	BMC
8-May					3					3	Mercy
9-May						1		2		3	OUMC
10-May	1					1			1	3	SWMC
12-May					1					1	Mercy
14-May						1				1	OUMC
15-May						1				1	BMC
16-May						1				1	OUMC
17-May						2				2	SAH
18-May	2									2	BMC
19-May					1	1				2	Mercy
20-May					1	5	1			7	OUMC
21-May						1			1	2	SWMC
22-May	1				1	3			1	6	OUMC
23-May					2					2	Mercy
24-May		1				1		1		3	SAH
25-May						1				1	OUMC
26-May					1					1	BMC
27-May			1							1	OUMC
28-May								1		1	SAH
29-May	3									3	BMC
30-May	3									3	Mercy
31-May						3		1		4	OUMC
Grand Total	12	1	2	1	16	27	1	14	6	81	

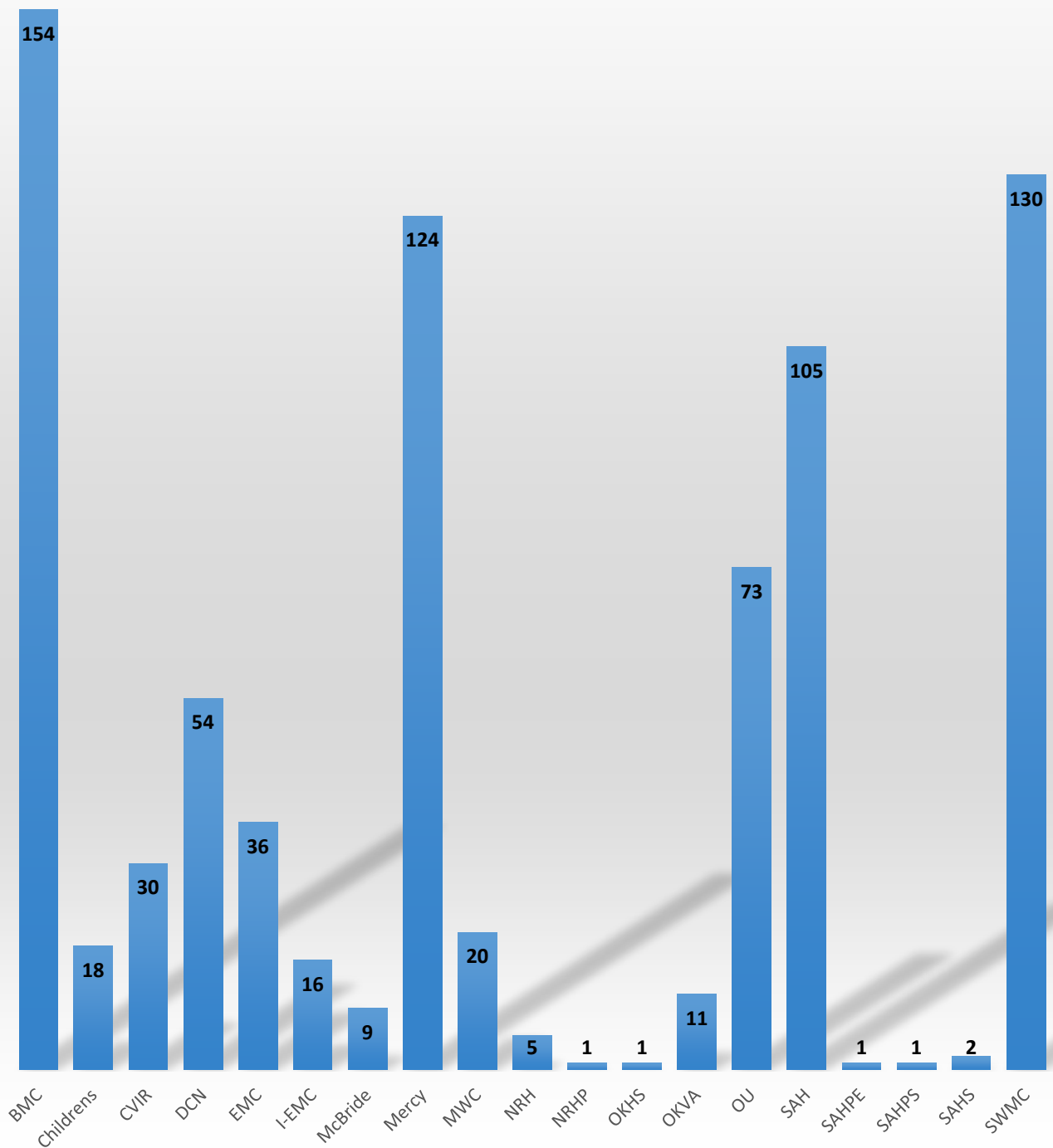
Western Division Priority Two Trauma Destinations May 2014



Priority Three

Date	BMC	Childrens	CVIR	DCN	EMC	I-EMC	McBride	Mercy	MWC	NRH	NRHP	OKHS	OKVA	OU	SAH	SAHPE	SAHPS	SAHS	SWMC	Grand Total
1-May	7			2	1		1	6					1		3				4	25
2-May	3	1	1		3			6						2	4			1	6	27
3-May	3				2	1		1		1				4	1				3	16
4-May	5		1					3						1					2	12
5-May	9		1	3		1		2						2	2			1	7	28
6-May	5		1	1	3		2	7						2	5				4	30
7-May	5			2	2			5	2				2	1	4				6	29
8-May	4	1		2	1			7	2					1	5				6	29
9-May	5			1		1	1	5	2	1			1	3	3				4	27
10-May	5		2	1	2			2	1					2	5				5	25
11-May	7		3	2		1		8				1		4	3				8	37
12-May	9	2		5	1			5		1				4	1				4	32
13-May	2	2	1		1	1		7							4				4	22
14-May	5			1	1			1		1				2	3				3	17
15-May	6	1	1			2		3						2	2				2	19
16-May	4	1	3	2	2		1	1						2	8				2	26
17-May	5		1	2	1			4						8	2				5	28
18-May	4	2		1	1			2						2					2	14
19-May	4		1	3			2	4	1	1			2	3	3				2	26
20-May	3			2		1		1					2	2	2	1			4	18
21-May	8		1	6	1			6	1					2	3				6	34
22-May	4	1	1	1	2	1		3	2		1			2	1				4	23
23-May	7		1	1	2	1		2	1					1	2				4	22
24-May	5	1	1			1	1	4						1	3				2	19
25-May	3			3	1			4	1				1	4	5				4	26
26-May	2		2		1			3					1	1	2				1	13
27-May	7	1	1	4				7	1					3	5				7	36
28-May	4	3		4	3	3		4					1	4	11				6	43
29-May	3		2	3		1	1	4	5					5	2		1		6	33
30-May	6		3	2	4			3							6				6	30
31-May	4	2	2		1	1		4	1					3	4				1	23
1-Jun	1														1					2
Grand Total	154	18	30	54	36	16	9	124	20	5	1	1	11	73	105	1	1	2	130	791

Western Division Priority 3 Trauma Destinations May 2014



Western Division CVA Destinations May 2014

