



2020 4th Quarter Report to the
Lowell, Massachusetts
Board of Health

Reporting Period: October 1- December 31 2020

• INTRODUCTION:

This is the 4th Qtr. 2020 Report for the Lowell Board of Health.

Any questions or concerns surrounding the contents of this report should be directed to:

Trinity EMS, Inc.

ATTN: Kirk Brigham, Director of Clinical Services

PO Box 187

Lowell, MA 01853

Email: kbrigham@trinityems.com

Thank you,

Management Team

Trinity EMS, Inc

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TIMES:	Trinity BLS Q1 2020	Trinity ALS	LGH ALS	Trinity BLS Q2 2020	Trinity ALS	LGH ALS
Fractile %	91.70%	84.92%	91.65%	92.28%	86.30%	91.10%
Avg out of chute	58 sec	1 min 11 sec	56 sec	1 min 2 sec	1 min 19 sec	58 sec
Avg resp time	5 min 25 sec	7 min 8 sec	6 min 13 sec	4 min 36 sec	5 min 57 sec	5 min 23 sec
Avg on scene time	12 min 49 sec	15 min 17 sec	14 min 55 sec	11 min 46 sec	9 min 57 sec	13 min 3 sec
Avg transport time	7 min 4 sec	6 min 3 sec	10 min 25	6 min 17 sec	7 min 59 sec	10 min 23 sec
# of events >7:59 response time	429	30	150	389	27	148
# of events using Non Trinity BLS	0			2	<-- 1 was the 7th 911 call, the other was the 6th 911 in Lowell at that time.	
	Trinity BLS Q3 2020	Trinity ALS	LGH ALS	Trinity BLS Q4 2020	Trinity ALS	LGH ALS
	91.28%	82.72%	90.57%	90.03%	83.03%	90.01%
Avg out of chute	1 min 0 sec	1 min 8 sec	1 min 2 sec	53 sec	1 min 24 sec	1 min 3 sec
Avg resp time	4 min 38 sec	6 min 1 sec	5 min 28 sec	4 min 46 sec	6 min 55 sec	5 min 29 sec
Avg on scene time	14 min 19 sec	16 min 29 sec	15 min 54 sec	12 min 56 sec	15 min 38 sec	14 min 18 sec
Avg transport time	7 min 7 sec	6 min 17 sec	10 min 48	6 min 24 sec	7 min 48 sec	13 min 18 sec
# of events >7:59 response time	475	28	159	513	28	171
# of events using Non Trinity BLS	4 total. First 2 where the 8th and 9th emergency in Lowell, 3 + 4 where the 8th and 9th on a different day			0		

	Q4 2018	Q2 2019	Q 3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020
TEMS BLS	94.03%	94.28%	93.45%	91.87%	91.70%	92.28%	91.28%	90.03%

BLS OUTLIERS:	2018 Total		2019		Last 4 Qs Total		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
1st Emergency	340	24%	386	26%	423	23%	108	25%	111	29%	94	20%	110	21%
2nd Emergency	372	26%	400	27%	452	25%	101	24%	105	27%	111	23%	135	26%
3rd Emergency	259	18%	306	20%	371	21%	87	20%	68	17%	114	24%	102	20%
4th Emergency	189	13%	181	12%	273	15%	64	15%	57	15%	75	16%	77	15%
5th Emergency	146	10%	135	9%	164	9%	41	10%	25	6%	51	11%	47	9%
6th Plus Emergency	115	8%	96	6%	123	7%	28	7%	23	6%	30	6%	42	8%
	1421		1504		1806		429		389		475		513	
BLS REASONS OVER 7:59:	2018 Total		2019		Last 4 Qs Total		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Total	1421		1504		1806		429		389		475		513	
Couldn't locate house/lost	40	3%	88	6%	61	3%	20	5%	27	7%	5	1%	9	2%
Crew took long route	115	9%	105	7%	89	5%	15	3%	14	4%	28	6%	32	6%
Distance	350	24%	362	24%	421	23%	93	22%	82	21%	106	22%	140	27%
Dispatch delay	40	3%	141	9%	193	11%	35	8%	50	13%	68	14%	40	8%
Highway	9	1%	17	1%	12	1%	6	1%	3	1%	0	0%	3	1%
Out of chute	186	13%	149	10%	174	10%	43	10%	33	8%	38	8%	60	12%
TEMS Dispatch error	127	7%	49	3%	27	1%	14	3%	9	2%	4	1%	0	0%
Weather	47	5%	42	3%	13	1%	4	1%	2	1%	0	0%	7	1%
EMD	227	16%	257	17%	236	13%	49	11%	56	14%	67	14%	64	12%
911 Call volume	235	17%	215	14%	262	15%	65	15%	46	12%	81	17%	70	14%
others/blank	45	3%	79	5%	318	18%	85	20%	67	17%	78	16%	88	17%

BLS OUTLIERS:	2018 Total		2019		Last 4 Qs Total		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Witin the standard (7:59 >)			20243	93.11%	18975	91.31%	4741	91.70%	4651	92.28%	4950	91.24%	4633	90.03%
0800-0859			734	3.53%	859	4.13%	207	4.02%	190	3.69%	221	4.29%	241	4.68%
0900-0959			402	1.93%	465	2.24%	107	2.08%	88	1.71%	141	2.74%	129	2.51%
1000-1059			201	0.97%	216	1.04%	53	1.03%	49	0.95%	51	0.99%	63	1.22%
1100-1159			77	0.37%	121	0.58%	21	0.41%	30	0.58%	24	0.47%	46	0.89%
1200 plus			83	0.40%	145	0.70%	41	0.80%	32	0.62%	38	0.74%	34	0.66%

	2018 Total		2019		Last 4 Qs Total		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
12 PLUS BREAKOUT														
911 Call volume (5th +)			26	17.93%	30	20.69%	9	26.47%	6	17.65%	7	20.59%	8	23.53%
Distance				0.00%		0.00%	3	8.82%	1	2.94%	2	5.88%	0	0.00%
Crew got lost/couldn't find house			11	7.59%	16	11.03%	6	17.65%	6	17.65%	1	2.94%	3	8.82%
EMD			13	8.97%	25	17.24%	3	8.82%	5	14.71%	9	26.47%	8	23.53%
Highway call			6	4.14%	3	2.07%	1	2.94%	2	5.88%	0	0.00%	0	0.00%
TEMS Dispatch error/delay			13	8.97%	17	11.72%	2	5.88%	2	5.88%	11	32.35%	2	5.88%
Others			12	8.28%	48	33.10%	17	50.00%	10	29.41%	8	23.53%	13	38.24%

34 Q4 2020 over 12 minutes

1	MVA, no transport	17	Leg pain, EMD, Priority 3 transport	33	Life call act. Priority 3 transport
2	Ran out of home 02, priority 3 transport	18	Bleeding, EMD, Priority 2 transport		
3	MVA, no transport	19	Psy, EMD	34	
4	Pt in care of RNs, ALS transport. EMD	20	COVID + hypertention. EMD, ALS w patient and transport		MVA, no transport
5	Hip Injury. Priority 2 transport	21	Gen weakness, at nursing home. Priority 2 transport		
6	Life call, no transport	22	Psy at nursing home. EMD Prioity 2 transport		
7	foot pain, priority 3 transport	23	Post abd surg bleeding. Prioity 2 BLS transport		
8	Diff breathing, Patient refusal	24	ETOH, priority 3 transport		
9	Diff breathing, ALS w/ patient. ALS transport	25	Abd pain x 3 days, priority 3 transport		
10	Could not get winter coat off. No transport	26	breathing problems. ALS triage. BLS transport		
11	Chest pain. ALS with patient and transport	27	Assault, prioirty 2 transport		
12	Vomiting. Priority 3 transport	28	Assault. No transport		
13	Diff breathing, ALS with patient. Triage	29	Fall, prioirty 2 transport		
14	Police standby. No transport	30	Chest pain. ALS with patient and for the transport		
15	Psy. EMD. Waited for PD	31	Assault, priority 3 transport		
16	Psy. EMD. Waited for PD	32	Psy, EMD, waited for PD		

VOLUME:	2018		2019		Last 4 Qs		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Total responses (ALS & BLS)	30318		30019		28573		7238		6956		7301		7078	
Total ALS Responses	8511	28%	8276	28%	7790	27%	2068	29%	1916	28%	1874	26%	1932	27%
TEMS ALS Responses	955	11%	871	11%	700	9%	200	10%	149	8%	171	9%	180	9%
LGH ALS Responses	7556	89%	7405	89%	7090	91%	1868	90%	1767	92%	1703	91%	1752	91%
INCIDENTS:	21807		21743		20783		5170		5040		5427		5146	
BLS Incident	12340		13467		13173		3102		3124		3553		3394	
ALS and BLS Incident	8467		8276		7610		2068		1916		1874		1752	
Needle pick ups	728		280		142		28		41		48		25	
Non Emergent Lift assists	784		582		64		15		9		22		18	
TRANSPORTS:	2018		2019		Last 4 Qs		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Total Transports (ALS & BLS)	16379		16483		14870		4063		3455		3793		3559	
Total BLS Transports	13078	80%	12963	79%	12073	81%	3270	80%	2812	81%	3101	82%	2890	81%
Total ALS Transports	3301	20%	3520	21%	2797	19%	793	20%	643	19%	692	18%	669	19%
TEMS ALS Transports	503	15%	362	10%	178	6%	20	3%	15	2%	68	10%	75	11%
LGH ALS Transports	2798	85%	3058	87%	2619	94%	773	97%	628	98%	624	90%	594	89%
TRIAGE:	2018		2019		Last 4 Qs		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Total Triage	1178	14%	1072	13%	1028	13%	295	14%	263	14%	263	14%	207	11%
TEMS Triage	57	6%	59	7%	40	6%	6	3%	11	7%	12	7%	11	6%
LGH ALS Triage	1121	15%	1013	14%	988	14%	289	15%	252	14%	251	15%	196	11%

INTUBATIONS:	2018			2019			Last 4 Qs Total			Q1 2020			Q2 2020			Q3 2020			Q4 2020									
Trinity company total	63	of	69	###	71	of	76	93%	58	of	66	88%	20	of	23	87%	11	of	12	92%	12	of	13	92%	15	of	18	83%
Trinity Lowell only	10	of	10	100%	6	of	7	86%	6	of	8	75%	1	of	1	100%	1	of	2	50%	0	of	0	###	4	of	5	80%
LGH ALS Lowell only	151	of	155	97%	149	of	150	99%	170	of	171	99%	49	of	49	100%	41	of	41	100%	40	of	41	98%	40	of	40	100%
LGH Greater Lowell region													75	of	75	100%	68	of	68	100%	68	of	69	99%	76	of	76	100%
LGH ALS MAI* in Lowell only	62				Last 4 Qs Total				12 (23 system wide)			15 of 16 in Lowell			18 of 18 in Lowell													
IO SUCCESS RATE:	2018			2019			Last 4 Qs Total			Q1 2020			Q2 2020			Q3 2020			Q4 2020									
Trinity company total	81	of	81	100%	81	of	81	100%	84	of	85	99%	23	of	23	100%	13	of	14	93%	26	of	26	100%	22	of	22	100%
Trinity Lowell only	12	of	12	100%	8	of	8	100%	12	of	12	100%	1	of	1	100%	2	of	2	100%	3	of	3	100%	6	of	6	100%
LGH ALS Lowell only	83	of	83	100%	89	of	89	100%	120	of	120	100%	25	of	25	100%	36	of	36	100%	33	of	33	100%	26	of	26	100%
Airways:	2018			Last 4 Qs Total			Last 4 Qs Total			Q1 2020			Q2 2020			Q3 2020			Q4 2020									
Trinity company wide- King tube success rate-post ETT failure																6			1			1			1			
													2	of	3	7			0			0			0			
																%			1	of	1	%	1	of	1	%		
													3	of	3	0			1	of	1	0			1			
													0	of	0	0			0	of	0	0			0			
Trinity Lowell- King tube success rate-post ETT failure																n			n			n			n			
																a			a			a			a			
													0	of	0	0			1	of	1	0			1			
* Intubation total- Total patients intubated/ Total Patients intubated attempted.																												
** Medication Assisted Intubation, in MA, this requires the use of a Paralytic which is controlled & monitored by a special project																												

Last Name	First Name	Hire Date	Position	MA Certification #
Binder	Kcee	2020-11-30	EMT-B	E0913077
Desell	Paula	2020-11-30	EMT-B	E858531
Kane	Bryan	2020-11-30	EMT-B	E0918393
Kapeckas	Mark	2020-11-30	EMT-B	E0918595
Kazi	Saadman (Jay)	2020-11-30	EMT-B	E0910693
Simpson	Bettina	2020-11-30	EMT-B	E861762
Clark	Benjamin	2020-11-02	EMT-B	E0918353
Farel	Herns	2020-11-02	EMT-B	E0918180
Gray	Phillip	2020-11-02	EMT-B	E0913602
Mardirossian	Jordan	2020-11-02	EMT-B	E0918489
Okech	Alex	2020-11-02	EMT-B	E0912086
Reynard	Tucker	2020-11-02	EMT-B	E0918493
Roe	Patterson (PJ)	2020-11-02	EMT-B	E0915682
Abban	Courtney	2020-10-12	EMT-B	E0917983
Delilo	Kesy	2020-10-12	EMT-B	E0916479
Humes	Casey	2020-10-12	EMT-B	E0914242
Maxwell	Adrianna	2020-10-12	EMT-B	E0918495
Papageorgiou	Leah	2020-10-12	EMT-B	E0917987
Parlon	Sean	2020-10-12	EMT-B	E0914177
Pernillo	Frances	2020-10-12	EMT-B	E0917834
Gustafson	Kevin	2020-09-28	EMT-B	E863087
Yeager	Brian	2020-09-28	EMT-P	P890665

EMD- Direct to Trinity

	2018 Total	2019	Last 4 Qs Total	Q1 2020	Q2 2020	Q3 2020	Q4 2020
Alpha (BLS-P3)	1524	1296	1271	402	275	327	267
Bravo (BLS-P2)	444	453	340	120	69	69	82
Charlie (ALS-P1)	722	719	647	190	121	122	214
Delta (ALS-P1)	634	716	664	169	142	97	256
Echo (ALS-P1)	3	6	8	1	2	1	4
Total EMD by Trinity in Lowell	3327	3190	2930	882	609	616	823

The above data are direct calls to Trinity for patients in Lowell.

Alpha- results in BLS going no lights or sirens to the patient

Bravo- results in BLS going lights and sirens to the patient

Charlie, Delta, Echo- results in ALS and BLS going lights and sirens to the patient

As part of Trinity EMS’s EMD accreditation a portion of the above calls are randomly selected for quality assurance review. TEMS reviews 25 EMD’ed calls per week. These 25 calls could come from any city or state. Potentially none or all 25 calls could be for patients in Lowell.



	2018		2019		Last 4 Qrts		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Total ORI in Lowell	811		523		489		91		154		141		103	
Priority 1 ORI in Lowell	455		313		211		57		57		71		26	
Trinity wide ORI	1206		855		759		182		182		228		167	
Trinity wide Priority 1	708		545		423		124		124		128		47	
ORI in Lowell by setting:														
Inside Private home	327	40%	206	40%	166	39%	36	40%	36	40%	53	38%	41	40%
Public location inside	82	10%	76	10%	36	8%	10	11%	10	11%	7	5%	9	9%
Public location outside	386	48%	230	48%	213	50%	41	45%	41	45%	79	56%	52	50%
Other	16	2%	11	2%	11	3%	4	4%	4	4%	2	1%	1	1%
Gender:														
Female	224	28%	151	28%	104	25%	24	27%	24	27%	34	24%	22	21%
Male	588	72%	372	72%	320	75%	66	73%	66	73%	107	76%	81	79%
Females U20	2	1%	3	1%	0	0%	0	0%	0	0%	0	0%	0	0%
Female 20-29	78	35%	32	35%	30	29%	10	42%	10	42%	4	12%	6	27%
Female 30-39	79	35%	53	35%	40	38%	7	29%	7	29%	19	56%	7	32%
Female 40 - 49	36	16%	42	16%	18	17%	3	13%	3	13%	7	21%	5	23%
Female 50- +	29	13%	21	13%	16	15%	4	17%	4	17%	4	12%	4	18%
Male U20	2	0%	1	0%	1	0%	0	0%	0	0%	0	0%	1	0%
Male 20-29	178	30%	91	30%	52	16%	13	16%	13	20%	20	20%	6	19%
Male 30- 39	178	30%	129	30%	121	38%	23	38%	23	35%	33	35%	42	31%
Male 40 - +	124	21%	65	21%	54	17%	13	17%	13	20%	17	20%	11	16%
Male 50- +	106	18%	86	18%	92	29%	17	29%	17	26%	37	26%	21	35%

	2018 Total		2019 Total		Last 4 Qs Total		Q1 2020		Q2 2020		Q3 2020		Q4 2020	
Acre	125	15%	63	15%	62	15%	13	14%	13	14%	14	10%	22	21%
Back Central	107	13%	82	13%	80	19%	14	15%	14	15%	35	25%	17	17%
Belvidere	17	2%	17	2%	13	3%	5	5%	5	5%	2	1%	1	1%
Centralville	109	13%	68	13%	43	10%	8	9%	8	9%	15	11%	12	12%
Downtown	204	25%	138	25%	110	26%	24	26%	24	26%	36	26%	26	25%
Highlands	48	6%	36	6%	26	6%	7	8%	7	8%	6	4%	6	6%
Lower Belvidere	21	3%	11	3%	6	1%	1	1%	1	1%	4	3%	0	0%
Lower Highlands	81	10%	51	10%	39	9%	6	7%	6	7%	19	13%	8	8%
Pawtucketville	48	6%	25	6%	20	5%	5	5%	5	5%	6	4%	4	4%
Sacred Heart	42	5%	21	5%	20	5%	6	7%	6	7%	2	1%	6	6%
South Lowell	9	1%	11	1%	7	2%	2	2%	2	2%	2	1%	1	1%

ALS:	Life Support- may refer to vehicles staffed with a least one paramedic or refer to a paramedic level of patient care. Trinity Emergency ALS vehicles are staffed with two paramedics.
A Response:	Is defined as dispatching or sending an ambulance to a request for service. In this report , a response is further sorted to include only emergency responses. These numbers do not include routine transfers such as dialysis patients or radiation treatment patients.
A Transport:	Is defined as taking a patient in an ambulance to a destination.
BLS:	Basic Life Support- may refer to a vehicle staffed with two emergency medical technicians (EMT) or an EMT level of patient care. Trinity BLS ambulances are staffed with two EMT's
EMD:	Emergency Medical Dispatch- a nationally recognized system whereby dispatchers are trained and follow a specific protocol to ascertain the nature of illness/injury and provide patient care instructions to the caller until the First Responders or ambulance arrives.
Intubation Attempt:	Is defined as insertion of the laryngoscope blade into the oral cavity for the purpose of inserting an endotracheal tube.
MAI:	Medication Assisted Intubation is generally regarded as facilitating an intubation with the use of sedatives. In Massachusetts how ever, this term includes the use of Paralytics. The Massachusetts MAI program is not part of the standard scope of practice for Paramedics. It is controlled through the Department of Public Health's Office of Emergency Medical Services Medical Services Committee.
On scene time:	The amount of time that has elapsed from the moment the ambulance is on scene to the moment the ambulance begins transport or is released back into service
Out of chute time:	The amount of time that elapses from the moment when the ambulance is dispatched to the moment the ambulance begins moving towards the call.
On time performance score:	Is the percentage of calls that meet or exceed the response time criteria.
Request for service:	When a dispatcher receives request for an ambulance usually via telephone or radio
Response time:	The amount of time that has elapsed from the moment the call is completely entered into the dispatch system to the moment the ambulance arrives on scene.

RSI: Rapid Sequence Intubation is the facilitation of intubation using both sedatives and paralytics

Service Zone Plan: M.G.L. Part 1 Title XVL Chpt. 11C Section 1 defines as "a geographic area defined by and comprised of one or more local jurisdictions, in which a local jurisdiction may select and the department shall designate an EMS first response service and an ambulance service to provide EMD first response and primary ambulance response to the public within the defined area, pursuant to section 10." Massachusetts Regulations 105 CMR 170.249.

Transport time: The amount of time that has elapsed from the moment the ambulances leaves the scene with a patient to the moment the ambulance arrives at the receiving facility

Triage down: When a paramedic units arrives at the patients side and based on the patient condition determines that the patient may be treated and transported at the BS level. Note- There is no protocol for this practice, however, OEMS does address it though an administrative advisory: A/R5=620.

- The following document is a detailed outline of the reporting process used by Trinity EMS.
- **Responding lights and sirens**
 - From Lowell 911
 - All calls require a lights and sirens response regardless of the patients condition except
 - Needle pick ups
 - Pt carry down/up without a medical issue
 - Unless requested to respond without lights and sirens by the 911 center.
 - Direct to Trinity calls that Trinity EMD's
 - Bravo, Charlie, Delta, and Echo go with lights and sirens
 - Alpha or Omega level calls go without lights and sirens
 - Direct to Trinity that Trinity doesn't EMD
 - Response lights and sirens for any patients. Unless the calling agency EMD'ed the call to a non-urgent level.
 - This set of calls would include call from UMASS PD, or other ambulance services.
- Incident
 - A request for or by someone within the city limits of Lowell that requires an EMS response.
 - Each request is counted as 1 incident
 - A patient that gets a BLS unit for back pain is counted as 1 incident
 - A 10 car MVC with 20 patients requiring 6 BLS, 2 ALS, and 2 helicopters is counted as 1 incident
- Responses
 - Counts the number of occurrences when EMS vehicles response lights and sirens to a call.
 - An ALS and BLS unit response to a patient with chest pain, that counts as 2 responses. (2 vehicles put their lights on)
- Times:
 - All below are from incidents
 - BLS
 - Priority 1, and 2 incident responses
 - Includes 911 and calls direct to Trinity
 - Any call directly to Trinity from another call center that would require an emergent response
 - (IE- Umass Lowell calls Trinity for a chest pain)
 - Any Charlie, Delta, Echo response called and EMD'ed by Trinity
 - Includes call when ALS and BLS responded as well as call when just BLS responded.
 - **Q# year# Performance score**
 - Is the created by
- Dividing the number of incidents BLS units responded to.

- Into the number of those calls that shows a response time over 08:00 or greater
 - Calls excluded
 - Delta level calls EMD'ed by Trinity that had a total response time of greater than 07:59
- **Avg out of chute**
 - Time from Trinity designated and selected ambulance was assigned call to selected crew to the time selected vehicles starts movement towards this call
 - Excluded-
 - Any time showing more than 10 minutes is excluded as likely time stamp missing
- **Avg response time**
 - From Call saved by Trinity dispatch to time ambulance arrived at geocoded location of the call.
 - Within Trinity CAD- The call saved time is called "call taken". This time is created after Trinity dispatch get an address, apartment, complaint, and any other info 911 passed along.
 - Excluded-
 - Charlie, delta, Echo, and Omega calls direct and EMD'ed by Trinity that result in a response time over 07:59
 - Any time showing more than 20 minutes is excluded as likely time stamp missing
- **Avg on scene time**
 - Includes only calls included above
 - Time from crew arrival on site to time vehicle:
 - Clears
 - Occupies to the hospital
 - Excluded
 - Any time showing more than 30 minutes is excluded as likely time stamp missing
- **Avg transport time**
 - Includes only calls included above
 - Time from crew: Clears or arrives to the hospital
 - Excluded
 - Any time showing more than 20 minutes is excluded as likely time stamp missing
- **# of events >7:59 or greater**
 - Includes any call that includes calls included from reasons earlier in the section
 - That's response time is greater than 07:59
 - Excluded
 - Any call where the unit is canceled prior to arrival
- Called that were EMD'ed by Trinity

- No other calls are excluded- weather, 911 call volume as examples are outliers counted and categories in the “BLS reasons over 07:59”
 - **# of events using Non Trinity BLS units**
 - Requests for ambulances to Trinity that Trinity was not able to send a BLS unit on within the State mandated 5 minute dispatch time for
 - Any 911 priority 1 or 2 call
 - Any call directly to Trinity from another call center that would require an emergent response
 - (IE- UMass Lowell calls Trinity for a chest pain)
 - Any Charlie, Delta, Echo response called and EMD’ed by Trinity
 - ALS
 - The only difference from the BLS is the ALS times start at dispatch, and not call created
- **BLS Outliers:**
 - For any BLS response over 07:59
 - Trinity will make note and report in this section the number of concurrent emergencies in Lowell at the time this call is created.
 - Includes 911 calls and calls direct to Trinity
 - Non-emergency and call in other cities will not be counted
- **BLS Reasons over 07:59**
 - For any BLS response over 07:59
 - Trinity will conduct a route cause analyses as to the reason for the response time
 - Trinity will take note and report in this section. These reasons will be grouping into 1 of the following
 - Couldn’t location house/lost
 - Crew passes the geo-coded location for the address more than once without getting on arrival
 - Crew took long route
 - Crew did not take the fastest route from their dispatch location to the pickup location
 - Distance
 - Usually this is used when a
 - Dispatcher gives the call out within 60 seconds
 - The crew is enroute within 120 seconds
 - Posting is happening
 - The ambulance crew went the most direct route
 - Circumstances include
 - If there is a second call in a sector of the city before reposting. 2nd call in downtown, this ambulance to the second call has two reports a much greater distance to the patient.

- Also the extra time could be traffic, school buses, and people not willing to move. I I
 - Gets used if none of the others fit.
 - ALSO
 - If the address is far away from one of the top 4 posting locations
 - Posting location 1 is Chelmsford and Westford
 - Posting location 2 is Bridge & W 6th
 - Posting location 3 is Callery Park
 - Posting location 4 is Mammoth and 4th
 - Far away is not defined in miles. More looking at the map and lacking a different issue this is selected.
 - Dispatch chute
 - A Trinity EMS dispatch took more than 59 seconds from call saved to dispatch. This could be due to error or workload
 - Highway
 - The location of the call is a highway. Accessing highway locations usually takes extra time do to divided 1 way road
 - Out of Chute
 - The Trinity EMS crew took at least 120 seconds to get from a dispatched stage to the ambulance physically moving towards the call
 - GPS fail
 - If our ambulance tracking program is not running we cannot prove a response time or a root cause.
 - TEMS Dispatch error
 - An example of this is TEMS dispatcher entering the wrong house or address.
 - Weather
 - Did weather impact posting or travel time. Usually snow/ extreme cold or heat
 - 911 Call volume
 - Was this call more than the 4th emergency in Lowell at this time