



2021 2nd Quarter Report to the  
Lowell, Massachusetts  
Board of Health

Reporting Period: April 1 2021 – June 30 2021

- **INTRODUCTION:**

This is the 2nd Qtr. 2021 Report for the Lowell Board of Health.

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

Trinity EMS, Inc.

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Thank you,

Management Team

Trinity EMS, Inc

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<b>TIMES:</b>	Trinity BLS Q3 2020	Trinity ALS	LGH ALS	Trinity BLS Q4 2020	Trinity ALS	LGH ALS
Fractile %	<b>91.28%</b>	<b>82.72%</b>	<b>90.57%</b>	<b>90.03%</b>	<b>83.03%</b>	<b>90.01%</b>
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		
	Trinity BLS Q1 2021	Trinity ALS	LGH ALS	Trinity BLS Q2 2021	Trinity ALS	LGH ALS
	<b>88.60%</b>	<b>81.35%</b>	<b>87.10%</b>	<b>90.44%</b>	<b>84.43%</b>	<b>88.02%</b>
Avg out of chute	57 sec	1 min 25 sec	1 min 13 sec	54 sec	1 min 16 sec	1 min 8 sec
Avg resp time	5 min 10 sec	6 min 21 sec	5 min 40 sec	4 min 35 sec	6 min 4 sec	5 min 30
Avg on scene time	13 min 27 sec	14 min 49 sec	14 min 29	11 min 22 sec	13 min 17 sec	13 min 25 sec
Avg transport time	6 min 43	8 min 18	12 min 51	6 min 26 sec	9 min 42 sec	12 min 18 sec
# of events >7:59 response time	573	36	225	495	33	194
# of events using Non Trinity BLS	0			0		

	Q 3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
<b>TEMS BLS</b>	<b>93.45%</b>	<b>91.87%</b>	<b>91.70%</b>	<b>92.28%</b>	<b>91.28%</b>	<b>90.03%</b>	<b>88.60%</b>	<b>90.44%</b>

<b>BLS OUTLIERS:</b>	2018 Total		2019		Last 4 Qs Total		Q3 2020		Q4 2020		Q1 2021		Q2 2021	
1st Emergency	340	24%	386	26%	432	21%	94	20%	110	21%	132	23%	96	19%
2nd Emergency	372	26%	400	27%	477	23%	111	23%	135	26%	123	21%	108	22%
3rd Emergency	259	18%	306	20%	419	20%	114	24%	102	20%	106	18%	97	20%
4th Emergency	189	13%	181	12%	316	15%	75	16%	77	15%	79	14%	85	17%
5th Emergency	146	10%	135	9%	229	11%	51	11%	47	9%	69	12%	62	13%
6th Plus Emergency	115	8%	96	6%	183	9%	30	6%	42	8%	64	11%	47	9%
	1421		1504		2056		475		513		573		495	
<b>BLS REASONS OVER 7:59:</b>	2018 Total		2019		Last 4 Qs Total		Q3 2020		Q4 2020		Q1 2021		Q2 2021	
Total	1421		1504		2056		475		513		573		495	
Couldn't locate house/lost	40	3%	88	6%	30	1%	5	1%	9	2%	9	2%	7	1%
Crew took long route	115	9%	105	7%	144	7%	28	6%	32	6%	43	8%	41	8%
Distance	350	24%	362	24%	533	26%	106	22%	140	27%	154	27%	133	27%
Dispatch delay	40	3%	141	9%	210	10%	68	14%	40	8%	38	7%	64	13%
Highway	9	1%	17	1%	14	1%	0	0%	3	1%	7	1%	4	1%
Out of chute	186	13%	149	10%	245	12%	38	8%	60	12%	87	15%	60	12%
TEMS Dispatch error	127	7%	49	3%	28	1%	4	1%	0	0%	12	2%	12	2%
Weather	47	5%	42	3%	12	1%	0	0%	7	1%	4	1%	1	0%
EMD	227	16%	257	17%	286	14%	67	14%	64	12%	86	15%	69	14%
911 Call volume	235	17%	215	14%	364	18%	81	17%	70	14%	115	20%	98	20%
others/blank	45	3%	79	5%	190	9%	78	16%	88	17%	18	3%	6	1%

<b>BLS OUTLIERS:</b>		2018 Total		2019		Last 4 Qs Total		Q3 2020		Q4 2020		Q1 2021		Q2 2021	
Witin the standard (7:59 >)				20243	93.11%	18584	90.05%	4950	91.24%	4633	90.03%	4460	88.62%	4541	90.44%
0800-0859				734	3.56%	971	4.71%	221	4.39%	241	4.79%	265	5.27%	244	4.85%
0900-0959				402	1.95%	539	2.61%	141	2.80%	129	2.56%	144	2.86%	125	2.48%
1000-1059				201	0.97%	236	1.14%	51	1.01%	63	1.25%	70	1.39%	52	1.03%
1100-1159				77	0.37%	146	0.71%	24	0.48%	46	0.91%	44	0.87%	32	0.64%
1200 plus				83	0.40%	161	0.78%	38	0.76%	34	0.68%	50	0.99%	39	0.77%
								see below		see below		see below		see below	
<b>12 PLUS BREAKOUT</b>		<b>2018 Total</b>		<b>2019</b>		<b>Last 4 Qs Total</b>		<b>Q3 2020</b>		<b>Q4 2020</b>		<b>Q1 2021</b>		<b>Q2 2021</b>	
911 Call volume (5th +)				26	16.15%	44	27.33%	7	17.95%	8	20.51%	16	41.03%	13	33.33%
Distance					0.00%		0.00%	2	5.13%	0	0.00%	7	17.95%	5	12.82%
Crew got lost/couldn't find house				11	6.83%	8	4.97%	1	2.56%	3	7.69%	3	7.69%	1	2.56%
EMD				13	8.07%	27	16.77%	9	23.08%	8	20.51%	9	23.08%	1	2.56%
Highway call				6	3.73%	7	4.35%	0	0.00%	0	0.00%	2	5.13%	5	12.82%
TEMS Dispatch error/delay				13	8.07%	30	18.63%	11	28.21%	2	5.13%	8	20.51%	9	23.08%
Others				12	7.45%	32	19.88%	8	20.51%	13	33.33%	5	12.82%	6	15.38%
1	Psy, no transport			17		psych at school with nurse			33	Diff breathing, FD on site, ALS on site in 10					
2	56 male, fall, no transport			18		ETOH in park, P3 transport			34	MVA on the highway, P2 transport					
3	psy, pd with patient, P3 transport			19		sec 12, no transport, no pt found			35	Vomiting, with PD, P3 transport					
4	38 f diff breathing, FD and ALS w/ pt			20		Assault, staged for PD, no transport			36	MVA on the highway, P2 transport					
5	Pt at walk in clinic, P2 transport			21		ETOH, staged for PD, P3 transport			37	EMD'ed. Diff breathing, ALS triage					
6	39 M vomiting. Pt left 1 Er and called 911			22		EMD'ed, feeling faint, no transport			38	EMD'ed chest pain, ALS on site in 8					
7	50 m abd pain, p3 transport			23		Psych, staged for PD, no transport			39	Back pain, P 3 transport					
8	63 M fall, pts 3rd transport that day			24		57 male, pain, p2 transport									
9	EMD'ed, ETOH 44 F			25		requesting detox,									
10	23M psych, pt with PD			26		Flu like, P2 transport									
11	Male, psych eval, no transport			27		dehydrated, no transport									
12	Fall, lift assist, no transport			28		foot pain in LGH Dr building,									
13	Diff breathing at SNF, ALS on site in 6 min			29		feeling faint, no transport									
14	Sec 12, staged for PD			30		Sz, FD with PT, ALS on site in 10									
15	80 F, flu like, p3 transport			31		Male sleeping/etoh, p3 transport									
16	MVA, FD w/ PT. ALS on site in 10			32		EMD'ed hematuria, P2 transport									

<b>VOLUME:</b>	2018		2019		Last 4 Qs		Q3 2020		Q4 2020		Q1 2021		Q1 2021	
Total responses (ALS & BLS)	30318		30019		28653		7301		7078		6971		7303	
Total ALS Responses	8511	28%	8276	28%	7606	27%	1874	26%	1932	27%	1938	28%	1862	25%
TEMS ALS Responses	955	11%	871	11%	765	10%	171	9%	180	9%	194	10%	220	12%
LGH ALS Responses	7556	89%	7405	89%	6841	90%	1703	91%	1752	91%	1744	90%	1642	88%

<b>INCIDENTS:</b>	21807	21743	21047	5427	5146	5033	5441
BLS Incident	12340	13467	13621	3553	3394	3095	3579
ALS and BLS Incident	8467	8276	7426	1874	1752	1938	1862
Needle pick ups	728	280	105	48	25	29	3
Non Emergent Lift assists	784	582	89	22	18	31	18

<b>TRANSPORTS:</b>	2018		2019		Last 4 Qs		Q3 2020		Q4 2020		Q1 2021		Q2 2021	
Total Transports (ALS & BLS)	16379		16483		14788		3793		3559		3718		3718	
Total BLS Transports	13078	80%	12963	79%	12101	82%	3101	82%	2890	81%	3027	81%	3083	83%
Total ALS Transports	3301	20%	3520	21%	2687	18%	692	18%	669	19%	691	19%	635	17%
TEMS ALS Transports	503	15%	362	10%	359	13%	68	10%	75	11%	104	15%	112	18%
LGH ALS Transports	2798	85%	3058	87%	2328	87%	624	90%	594	89%	587	85%	523	82%

<b>TRIAGE:</b>	2018		2019		Last 4 Qs		Q3 2020		Q4 2020		Q1 2021		Q2 2021	
Total Triage	1178	14%	1072	13%	935	12%	263	14%	207	11%	239	12%	226	12%
TEMS Triage	57	6%	59	7%	44	6%	12	7%	11	6%	13	7%	8	4%
LGH ALS Triage	1121	15%	1013	14%	891	13%	251	15%	196	11%	226	13%	218	13%

<b>INTUBATIONS:</b>	2018			2019			Last 4 Qs Total			Q3 2020			Q4 2020			Q1 2021			Q2 2021									
Trinity company total	63	of	69	###	71	of	76	93%	46	of	53	87%	12	of	13	92%	15	of	18	83%	9	of	10	90%	10	of	12	83%
Trinity Lowell only	10	of	10	100%	6	of	7	86%	7	of	9	78%	0	of	0	###	4	of	5	80%	2	of	2	100%	1	of	2	50%
LGH ALS Lowell only	151	of	155	97%	149	of	150	99%	177	of	178	99%	40	of	41	98%	40	of	40	100%	50	of	50	100%	47	of	47	100%
LGH Greater Lowell region													68	of	69	99%	76	of	76	100%	82	of	82	100%	76	of	76	100%
LGH ALS MAI* in Lowell only	62							Last 4 Qs Total			15 of 16 in Lowell			18 of 18 in Lowell			17 of 17 in Lowell			20 of 20 in Lowell								
<b>IO SUCCESS RATE:</b>	2018			2019			Last 4 Qs Total			Q3 2020			Q4 2020			Q1 2021			Q2 2021									
Trinity company total	81	of	81	100%	81	of	81	100%	78	of	78	100%	26	of	26	100%	22	of	22	100%	13	of	13	100%	17	of	17	100%
Trinity Lowell only	12	of	12	100%	8	of	8	100%	15	of	15	100%	3	of	3	100%	6	of	6	100%	3	of	3	100%	3	of	3	100%
LGH ALS Lowell only	83	of	83	100%	89	of	89	100%	106	of	106	100%	33	of	33	100%	26	of	26	100%	25	of	25	100%	22	of	22	100%
<b>Airways:</b>	2018			Last 4 Qs Total			Last 4 Qs Total			Q3 2020			Q4 2020			Q1 2021			Q2 2021									
Trinity company wide- King tube success rate-post ETT failure													1	of	1	100%	3	of	3	100%	1	of	1	100%	0	of	0	!
Trinity Lowell- King tube success rate-post ETT failure													n	of	n	a	1	of	1	a	0	of	0	a	0	of	0	a
* 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																												

Special Note: LGH ALS also had a successful surgical cricothyrotomy in Lowell.



Last Name	First Name	Hire Date	Positio	MA Certification #
Chinetti	Stephen	2021-06-07	EMT-B	E0920020
Dube	Maya	2021-06-07	EMT-B	E0919082
Eggimann	Ajay	2021-06-07	EMT-B	E0916429
Grenier	Ashly	2021-06-07	EMT-B	E0919882
Lee	Paxton	2021-06-07	EMT-B	E0919985
O'Brien	Connor	2021-06-07	EMT-B	E0916568
Sylvestre	Tahje	2021-06-07	EMT-B	E0920222
D'Amico	Sophia	2021-05-17	EMT-B	E0919870
Jubb	Ryan	2021-05-17	EMT-B	E0918300
Meade	Marissa	2021-05-17	EMT-B	E0915052
Sousa	Alexander	2021-05-17	EMT-B	E0920005
Zimmerman	Kara	2021-05-17	EMT-B	E0917905
Benedict	Alison	2021-04-05	EMT-B	E0919686
Cummings	Charles	2021-04-05	EMT-B	E0918311
Guida	Rachel	2021-04-05	EMT-B	E0919159
Riter	Ashley	2021-04-05	EMT-B	E0919116

# EMD- Direct to Trinity

	2018 Total	2019	Last 4 Qs Total	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Alpha (BLS-P3)	1524	1296	1201	327	267	302	305
Bravo (BLS-P2)	444	453	328	69	82	89	88
Charlie (ALS-P1)	722	719	792	122	214	170	286
Delta (ALS-P1)	634	716	792	97	256	164	275
Echo (ALS-P1)	3	6	13	1	4	4	4
<b>Total EMD by Trinity in Lowell</b>	<b>3327</b>	<b>3190</b>	<b>3126</b>	<b>616</b>	<b>823</b>	<b>729</b>	<b>958</b>

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		Q3 2020		Q4 2020		Q1 2021		Q2 2021	
Total ORI in Lowell	811		523		506		141		103		127		135	
Priority 1 ORI in Lowell	455		313		257		71		26		75		85	
Trinity wide ORI	1206		855		635		228		167		217		23	
Trinity wide Priority 1	708		545		327		128		47		127		25	
<b>ORI in Lowell by setting:</b>														
Inside Private home	327	40%	206	40%	184	36%	53	38%	41	40%	48	38%	42	31%
Public location inside	82	10%	76	10%	51	10%	7	5%	9	9%	28	22%	7	5%
Public location outside	386	48%	230	48%	262	52%	79	56%	52	50%	48	38%	83	61%
Other	16	2%	11	2%	9	2%	2	1%	1	1%	3	2%	3	2%
<b>Gender:</b>														
Female	224	28%	151	28%	100	20%	34	24%	22	21%	20	16%	24	18%
Male	588	72%	372	72%	406	80%	107	76%	81	79%	107	84%	111	82%
Females U20	2	1%	3	1%	0	0%	0	0%	0	0%	0	0%	0	0%
Female 20-29	78	35%	32	35%	15	15%	4	12%	6	27%	1	5%	4	17%
Female 30-39	79	35%	53	35%	40	40%	19	56%	7	32%	7	37%	7	29%
Female 40 - 49	36	16%	42	16%	22	22%	7	21%	5	23%	5	26%	5	21%
Female 50- +	29	13%	21	13%	22	22%	4	12%	4	18%	6	32%	8	33%
Male U20	2	0%	1	0%	2	0%	0	0%	1	0%	1	1%	0	1%
Male 20-29	178	30%	91	30%	65	16%	20	16%	6	19%	21	7%	18	20%
Male 30- 39	178	30%	129	30%	152	37%	33	37%	42	31%	42	52%	35	39%
Male 40 - +	124	21%	65	21%	76	19%	17	19%	11	16%	25	14%	23	23%
Male 50- +	106	18%	86	18%	111	27%	37	27%	21	35%	18	26%	35	17%

Acre	125	15%	63	15%	66	13%	14	10%	22	21%	11	9%	19	14%
Back Central	107	13%	82	13%	114	23%	35	25%	17	17%	26	20%	36	27%
Belvidere	17	2%	17	2%	15	3%	2	1%	1	1%	5	4%	7	5%
Centralville	109	13%	68	13%	47	9%	15	11%	12	12%	8	6%	12	9%
Downtown	204	25%	138	25%	148	29%	36	26%	26	25%	53	42%	33	24%
Highlands	48	6%	36	6%	18	4%	6	4%	6	6%	3	2%	3	2%
Lower Belvidere	21	3%	11	3%	5	1%	4	3%	0	0%	0	0%	1	1%
Lower Highlands	81	10%	51	10%	44	9%	19	13%	8	8%	9	7%	8	6%
Pawtucketville	48	6%	25	6%	23	5%	6	4%	4	4%	4	3%	9	7%
Sacred Heart	42	5%	21	5%	21	4%	2	1%	6	6%	7	6%	6	4%
South Lowell	9	1%	11	1%	5	1%	2	1%	1	1%	1	1%	1	1%
<b>Home towns of patients:</b>														
Lowell	487	60%	314	60%	335	66%	91	65%	68	66%	92	72%	84	63%
Dracut	39	5%	20	5%	20	4%	4	3%	7	7%	5	4%	4	3%
Billerica	26	3%	19	3%	17	3%	8	6%	1	1%	0	0%	8	6%
Chelmsford	18	2%	7	2%	8	2%	5	4%	2	2%	0	0%	1	1%
Tewksbury	16	2%	11	2%	13	3%	11	8%	0	0%	2	2%	0	0%
Other/unknow	225	28%	135	28%	112	22%	22	16%	25	24%	28	22%	37	28%

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 XVI 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 response 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, 2 and 3 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. 2<sup>nd</sup> call in downtown, this ambulance to the second call has two reports a much greater distance to the patient.

