

# City of Nashua

## CQI Review

*The information contained in this report is confidential in nature and may contain personal and or patient information that is subject to Federal Privacy laws.*



Q3 2012

CQI Review

## LUCUS 2

	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Overall
<b>Number of Cardiac Arrests</b>	9	14	12		
<b>Percent of LUCUS 2 Usage</b>	89%	64%	75%		
<b>Percent witnessed arrest</b>	66%	50%	58%		
<b>Return of spontaneous Circulation (ROSC)?</b>	12.5%	7%	8%		
<b>Survival to discharge from hospital</b>	0	1	0		

\*Partial Data

### LUCUS 2 Narrative

**Period of Study:** July 1, 2012 – September 30, 2012

**Summary of Results:** A total of 12 patients were treated and transported for pre-hospital cardiac arrest, of those 9 were treated with the LUCUS2 device, 2 patients did not meet LUCUS 2 sizing standards. Complete hospital outcome data was not available at this time.

**Plan of Action:** Ongoing study and review of cardiac arrest cases for compliance with LUCUS2 usage.

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## ASA Protocol Compliance

	Q1 2012*	Q2 2012	Q3 2012	Q4 2012	Overall
<b>Chest Pain / Suspected MI Patients</b>	37	69	79		185
<b>Patients excluded form ASA Treatment</b>	7	16	20		43
<b>Adjusted number of patients meeting ASA protocol.</b>	30	53	54		137
<b>Percent of patients receiving ASA as per protocol</b>	100%	92%	93%		96%

\*Partial Data

### ASA Compliance Narrative

**Period of Study:** July 1, 2012 – September 30, 2012

**Summary of Results:** 79 patients with chest pain / suspected MI were treated by AMR. 20 of those patients were excluded from the ASA protocol either by having been treated with ASA prior to our arrival or by having a condition that precludes ASA. 92% of the remaining 59 patients received ASA treatment as per protocol.

**Plan of Action:** Overall compliance with the Aspirin protocol was very high. A review of records and crew interviews determined the remaining 5 records would have been excluded from ASA treatment but the crew did not documented the reason for the exclusion. Documentation was reviewed with those crews to increase compliance with documentation for exclusion.

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## **Caring for Maria Update**

AMR Nashua has begun implementing the Caring for Maria program. Jason Preston attended a two day training session in Nevada with other AMR QI representatives from across the country. The training group consisted of 25 Clinical and QA professionals.

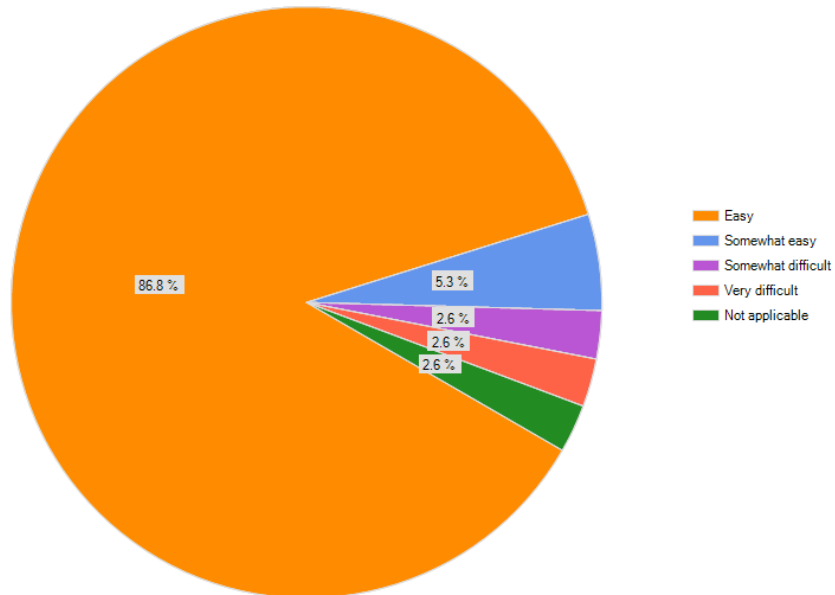
The process of the program involves implementing “small tests of change” and monitoring the degree of improvement in patient care. AMR Nashua is focusing on increasing the percentage of patients that arrive at the hospital with normal SpO2 levels (blood oxygen levels) and EtCO2 levels (blood carbon dioxide levels).

As results are calculated they will be shared in future reports.

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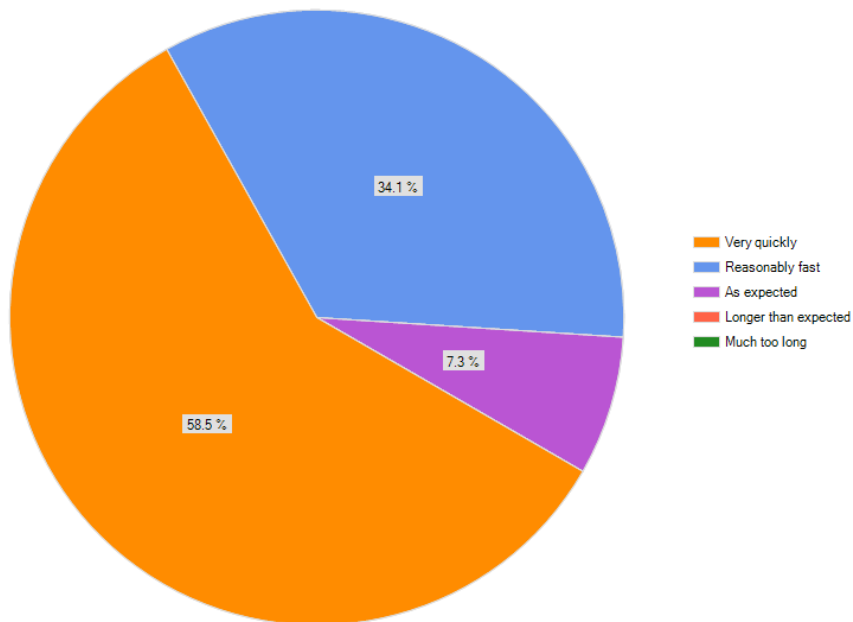
## Patient Satisfaction – n=45

Please rate how easy it was to contact the ambulance when you called for service.

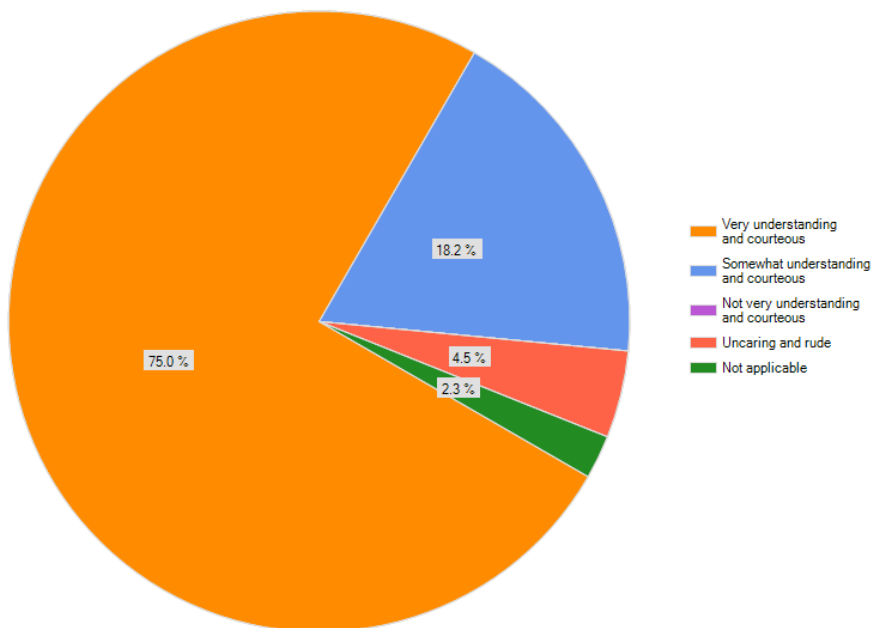


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Please rate how quickly the ambulance responded.

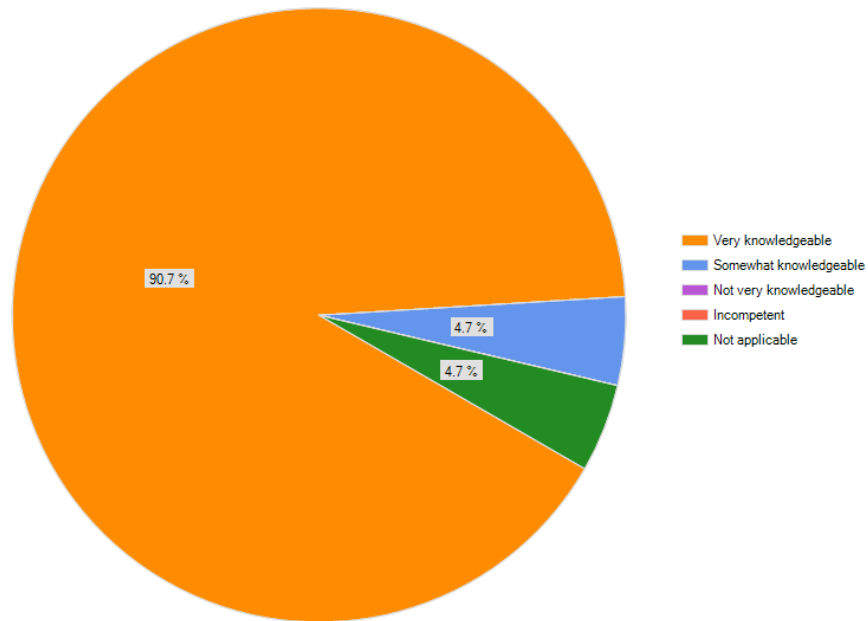


Were the medics understanding and courteous?

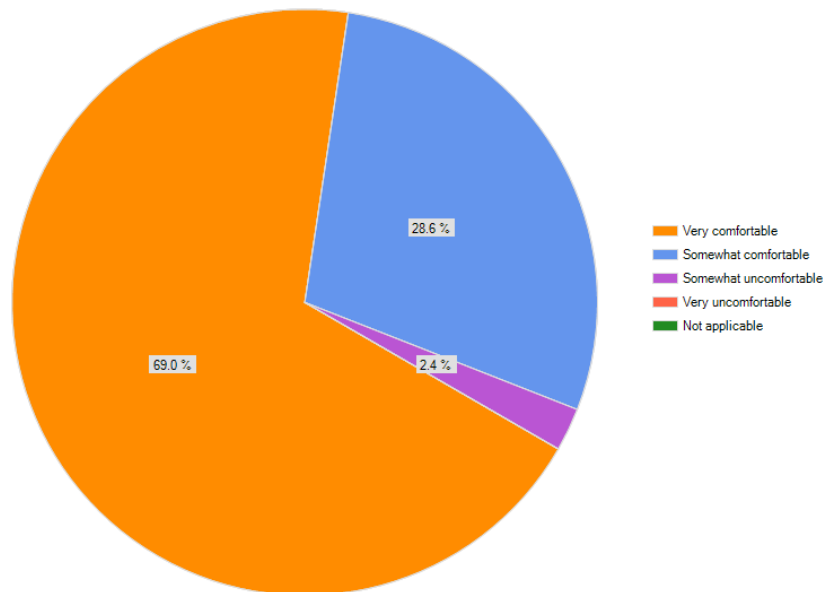


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Please rate the competency of our medics:



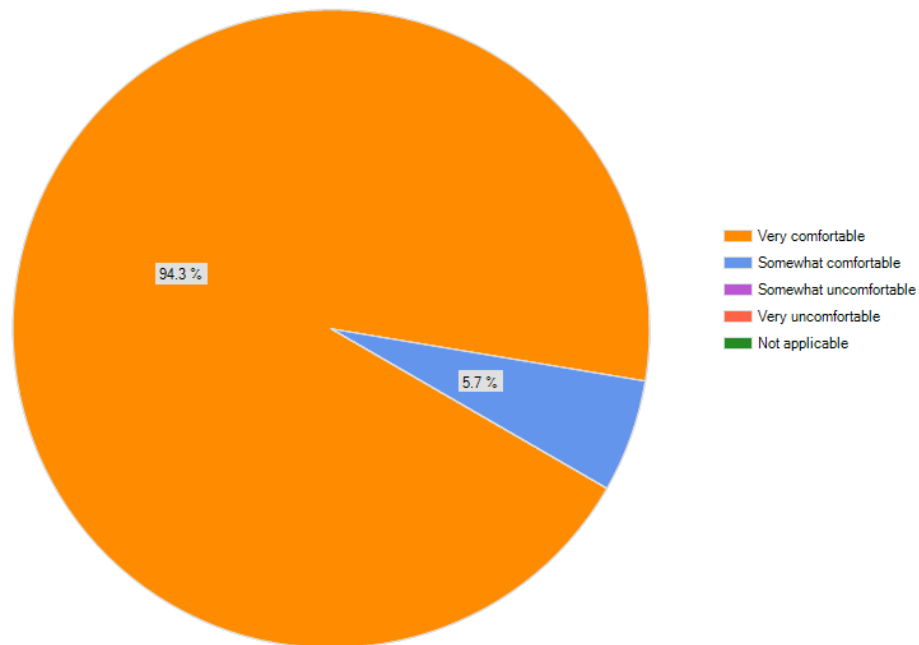
Please comment on the ride to the hospital:



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Did the medics make sure you were comfortable at the hospital before leaving?



### Patient Satisfaction Narrative

**Period of Study:** July 1, 2012 – September 30, 2012 n=45

**Summary of Results:** Overall patient satisfaction remains high. Sample size increased slightly over Q2 2012.

**Plan of Action:** Continue to monitor response rate to ensure we are collecting a valid sample size.

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