



Agency Nature of 911 Call Breakdown Report

EMSAgency = General Ambulance Service And NatureOfCall = <All values> And
CallTypeHeader_1.CallType = '911 Call' And DateOfCall Between <All values> And
<All values>

General Ambulance Service

Gunshot

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

Total Gunshot Calls Reported: 2

Gunshot Improvement Opportunity Percentage: 100.00%

DOA

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	169	91.35%	16	8.65%	0	0.00%	0	0.00%	0	0.00%

Total DOA Calls Reported: 185

DOA Improvement Opportunity Percentage: 97.41%

Rape

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	6	85.71%	1	14.29%	0	0.00%	0	0.00%	0	0.00%

Total Rape Calls Reported: 7

Rape Improvement Opportunity Percentage: 95.71%

Behavioral Emergencies

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	814	87.43%	95	10.20%	21	2.26%	1	0.11%	0	0.00%

Total Behavioral Emergencies Calls Reported: 931

Behavioral Emergencies Improvement Opportunity Percentage: 95.16%

Dislocation

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	47	82.46%	8	14.04%	2	3.51%	0	0.00%	0	0.00%

Total Dislocation Calls Reported: 57

Dislocation Improvement Opportunity Percentage: 93.68%

MVA - No Personal Injury

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	846	81.35%	173	16.63%	20	1.92%	1	0.10%	0	0.00%

Total MVA - No Personal Injury Calls Reported: 1,040

MVA - No Personal Injury Improvement Opportunity Percentage: 93.47%

Eye Injury

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	29	80.56%	6	16.67%	1	2.78%	0	0.00%	0	0.00%

Total Eye Injury Calls Reported: 36

Eye Injury Improvement Opportunity Percentage: 93.33%

ETOH

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	216	79.70%	49	18.08%	6	2.21%	0	0.00%	0	0.00%

Total ETOH Calls Reported: 271

ETOH Improvement Opportunity Percentage: 93.25%

Burns

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	27	81.82%	4	12.12%	2	6.06%	0	0.00%	0	0.00%

Total Burns Calls Reported: 33

Burns Improvement Opportunity Percentage: 92.73%

Minor Trauma

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	1848	80.00%	364	15.76%	92	3.98%	5	0.22%	1	0.04%

Total Minor Trauma Calls Reported: 2,310

Minor Trauma Improvement Opportunity Percentage: 91.80%

Choking

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	92	76.67%	23	19.17%	5	4.17%	0	0.00%	0	0.00%

Total Choking Calls Reported: 120

Choking Improvement Opportunity Percentage: 91.75%

Animal Bites/Injury

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	14	77.78%	3	16.67%	1	5.56%	0	0.00%	0	0.00%

Total Animal Bites/Injury Calls Reported: 18

Animal Bites/Injury Improvement Opportunity Percentage: 91.67%

Poisoning

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	38	76.00%	10	20.00%	2	4.00%	0	0.00%	0	0.00%

Total Poisoning Calls Reported: 50

Poisoning Improvement Opportunity Percentage: 91.60%

Carbon Monoxide Inhalation

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	5	71.43%	2	28.57%	0	0.00%	0	0.00%	0	0.00%

**Total Carbon Monoxide Inhalation Calls
Reported: 7**

**Carbon Monoxide Inhalation Improvement Opportunity
Percentage: 91.43%**

Cold Injuries

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	7	70.00%	3	30.00%	0	0.00%	0	0.00%	0	0.00%

Total Cold Injuries Calls Reported: 10

Cold Injuries Improvement Opportunity Percentage: 91.00%

Back Pain

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	570	78.40%	129	17.74%	25	3.44%	3	0.41%	0	0.00%

Total Back Pain Calls Reported: 727

Back Pain Improvement Opportunity Percentage: 90.96%

Single System Trauma

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	92	75.41%	23	18.85%	7	5.74%	0	0.00%	0	0.00%

Total Single System Trauma Calls Reported: 122

Single System Trauma Improvement Opportunity Percentage: 90.90%

Other

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	2772	79.68%	573	16.47%	112	3.22%	19	0.55%	3	0.09%

Total Other Calls Reported: 3,479

Other Improvement Opportunity Percentage: 90.51%

Stabbing

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	6	66.67%	3	33.33%	0	0.00%	0	0.00%	0	0.00%

Total Stabbing Calls Reported: 9

Stabbing Improvement Opportunity Percentage: 90.00%

Heat Emergency

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	12	70.59%	4	23.53%	1	5.88%	0	0.00%	0	0.00%

Total Heat Emergency Calls Reported: 17

Heat Emergency Improvement Opportunity Percentage: 89.41%

Headache

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	169	70.42%	56	23.33%	15	6.25%	0	0.00%	0	0.00%

Total Headache Calls Reported: 240

Headache Improvement Opportunity Percentage: 89.25%

Drug Overdose

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	198	74.44%	55	20.68%	11	4.14%	2	0.75%	0	0.00%

Total Drug Overdose Calls Reported: 266

Drug Overdose Improvement Opportunity Percentage: 88.31%

Fall

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	2728	74.23%	724	19.70%	200	5.44%	18	0.49%	5	0.14%

Total Fall Calls Reported: 3,675

Fall Improvement Opportunity Percentage: 88.19%

Assault

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	66	78.57%	14	16.67%	3	3.57%	1	1.19%	0	0.00%

Total Assault Calls Reported: 84

Assault Improvement Opportunity Percentage: 88.10%

Fracture

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	109	68.13%	48	30.00%	2	1.25%	1	0.63%	0	0.00%

Total Fracture Calls Reported: 160

Fracture Improvement Opportunity Percentage: 87.75%

None

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	39	84.78%	6	13.04%	0	0.00%	1	2.17%	0	0.00%

Total None Calls Reported: 46

None Improvement Opportunity Percentage: 87.39%

Hemorrhage

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	123	68.33%	52	28.89%	4	2.22%	0	0.00%	1	0.56%

Total Hemorrhage Calls Reported: 180

Hemorrhage Improvement Opportunity Percentage: 87.22%

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	709	71.91%	226	22.92%	42	4.26%	8	0.81%	1	0.10%

Total Calls Reported: 986

Improvement Opportunity Percentage: 86.82%

Cardiac-Like Symptoms

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	43	64.18%	18	26.87%	6	8.96%	0	0.00%	0	0.00%

Total Cardiac-Like Symptoms Calls Reported: 67

Cardiac-Like Symptoms Improvement Opportunity Percentage: 86.57%

GI/GU Bleed

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	147	74.24%	35	17.68%	14	7.07%	2	1.01%	0	0.00%

Total GI/GU Bleed Calls Reported: 198

GI/GU Bleed Improvement Opportunity Percentage: 86.41%

Electrocution

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	7	63.64%	3	27.27%	1	9.09%	0	0.00%	0	0.00%

Total Electrocution Calls Reported: 11

Electrocution Improvement Opportunity Percentage: 86.36%

Dizziness

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	488	69.22%	171	24.26%	41	5.82%	4	0.57%	1	0.14%

Total Dizziness Calls Reported: 705

Dizziness Improvement Opportunity Percentage: 86.26%

Amputation

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	8	61.54%	4	30.77%	1	7.69%	0	0.00%	0	0.00%

Total Amputation Calls Reported: 13

Amputation Improvement Opportunity Percentage: 86.15%

Neck Injury

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	69	70.41%	24	24.49%	4	4.08%	1	1.02%	0	0.00%

Total Neck Injury Calls Reported: 98

Neck Injury Improvement Opportunity Percentage: 86.12%

Head Injury

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	199	71.33%	61	21.86%	16	5.73%	3	1.08%	0	0.00%

Total Head Injury Calls Reported: 279

Head Injury Improvement Opportunity Percentage: 85.70%

General Weakness

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	785	67.32%	293	25.13%	80	6.86%	5	0.43%	3	0.26%

Total General Weakness Calls Reported: 1,166

General Weakness Improvement Opportunity Percentage: 85.34%

Nausea/Vomiting/Diarrhea

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	698	68.63%	248	24.39%	61	6.00%	9	0.88%	1	0.10%

Total Nausea/Vomiting/Diarrhea Calls Reported: 1,017

Nausea/Vomiting/Diarrhea Improvement Opportunity Percentage: 85.05%

Seizure

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	544	66.67%	200	24.51%	66	8.09%	5	0.61%	1	0.12%

Total Seizure Calls Reported: 816

Seizure Improvement Opportunity Percentage: 84.73%

Allergic Reaction

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	297	69.23%	106	24.71%	21	4.90%	3	0.70%	2	0.47%

Total Allergic Reaction Calls Reported: 429

Allergic Reaction Improvement Opportunity Percentage: 84.52%

Syncope/Near Syncope

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	956	66.16%	377	26.09%	95	6.57%	16	1.11%	1	0.07%

Total Syncope/Near Syncope Calls Reported: 1,445

Syncope/Near Syncope Improvement Opportunity Percentage: 83.45%

Diabetic

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	226	65.51%	96	27.83%	18	5.22%	5	1.45%	0	0.00%

Total Diabetic Calls Reported: 345

Diabetic Improvement Opportunity Percentage: 82.72%

Fever

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	232	67.05%	80	23.12%	29	8.38%	5	1.45%	0	0.00%

Total Fever Calls Reported: 346

Fever Improvement Opportunity Percentage: 82.25%

Abdominal Pain/Injury

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	663	67.38%	231	23.48%	74	7.52%	15	1.52%	1	0.10%

Total Abdominal Pain/Injury Calls Reported: 984

Abdominal Pain/Injury Improvement Opportunity Percentage: 81.84%

Childbirth/Obstetrics

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	36	62.07%	20	34.48%	1	1.72%	1	1.72%	0	0.00%

Total Childbirth/Obstetrics Calls Reported: 58

Childbirth/Obstetrics Improvement Opportunity Percentage: 81.72%

Unknown

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	31	46.97%	28	42.42%	7	10.61%	0	0.00%	0	0.00%

Total Unknown Calls Reported: 66

Unknown Improvement Opportunity Percentage: 80.91%

CVA/TIA

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	301	56.05%	189	35.20%	42	7.82%	4	0.74%	1	0.19%

Total CVA/TIA Calls Reported: 537

CVA/TIA Improvement Opportunity Percentage: 80.84%

Altered Mental Status

	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
# of Opportunities and Percentage Breakdown	443	55.03%	269	33.42%	83	10.31%	8	0.99%	2	0.25%

Total Altered Mental Status Calls Reported: 805

Altered Mental Status Improvement Opportunity Percentage: 78.57%

Suicide

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	16	72.73%	5	22.73%	0	0.00%	1	4.55%	0	0.00%

Total Suicide Calls Reported: 22

Suicide Improvement Opportunity Percentage: 75.00%

Shortness of Breath

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	1214	58.25%	616	29.56%	200	9.60%	48	2.30%	6	0.29%

Total Shortness of Breath Calls Reported: 2,084

Shortness of Breath Improvement Opportunity Percentage: 74.72%

Multi Systems Trauma

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	101	59.41%	43	25.29%	22	12.94%	1	0.59%	3	1.76%

Total Multi Systems Trauma Calls Reported: 170

Multi Systems Trauma Improvement Opportunity Percentage: 73.47%

Cardiac Arrest

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	149	63.14%	61	25.85%	17	7.20%	5	2.12%	4	1.69%

Total Cardiac Arrest Calls Reported: 236

Cardiac Arrest Improvement Opportunity Percentage: 70.97%

Sepsis

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	21	41.18%	21	41.18%	8	15.69%	1	1.96%	0	0.00%

Total Sepsis Calls Reported: 51

Sepsis Improvement Opportunity Percentage: 70.39%

Unconscious

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	103	59.20%	44	25.29%	21	12.07%	4	2.30%	2	1.15%

Total Unconscious Calls Reported: 174

Unconscious Improvement Opportunity Percentage: 70.23%

Drowning/Near Drowning

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	1	33.33%	1	33.33%	1	33.33%	0	0.00%	0	0.00%

Total Drowning/Near Drowning Calls Reported: 3

Drowning/Near Drowning Improvement Opportunity Percentage: 70.00%

Chest Pain

# of Opportunities and Percentage Breakdown	<u>0 - No Issues Noted</u>		<u>1 - Incomplete Documentation</u>		<u>2 - Low Impact Clinical Improvement Opportunity</u>		<u>3 - Medium Impact Clinical Improvement Opportunity</u>		<u>4 - High Impact Clinical Improvement Opportunity</u>	
	1131	59.84%	482	25.50%	196	10.37%	71	3.76%	10	0.53%

Total Chest Pain Calls Reported: 1,890

Chest Pain Improvement Opportunity Percentage: 68.46%

Total Calls Reported 29,087

Overall Improvement Opportunity Percentage: 85.25%