



QA Call Review Report

EMSAgency = General Ambulance Service And RunNumber = <All values> And FinalScore = 3 - Medium Impact Clinical Improvement Opportunity And YesNoValue = <All values> And Report_Date_of_Call Between 1/1/2025 12:00:00 AM And 1/31/2025 12:00:00 AM And CallDisposition = <All values> And NatureOfCall = <All values> And LastName = <All values> And StateMedicNumber = <All values>

General Ambulance Service

P123456

John Doe

Provider is the Technician Yes

Call Demographics

Run Number: Nature of Call: Chest Pain
 Date of Call: 1/1/2025 12:00:00 AM Call Disposition: Medical
 Sex of Patient: F Response Time: 5 On-Scene Time: 19
 Patient Age: 68 years months Hospital Destination:

Documentation

SOAPIEA Format Used: Medications Recorded: 1 Medical Control Recorded: 0
 Complete Assessment: 0 Past Medical History Recorded: 1 Stroke Protocol Used: N/A
 Vital Signs Recorded: 1 Times recorded in Flow Chart: 0 ECG Strip Attached to PCR: 1
 Allergies Recorded: 1 Medical Control required: 0 ECG Interpretation Correct: Yes
 12 Lead ECG Attached to PCR: 1

Auditor's Improvement Opportunity Score: 3 - Medium Impact Clinical Improvement Opportunity

Reason for MD Review 68 y/o F c/o Chest pain. Hx of CABG July 2024. Medic administered ASA. Patient was then moved to the ambulance where IV and NTG were administered. STP requires treatment of acute patients to being at Point of Contact.

Documentation Issues Flow chart states 0.3mg NTG, narrative states 0.4mg. It would be appropriate to describe the location of the chest pain as completely as possible, as well as time of onset, character (sharp, dull), duration, and any self administered treatments as part of the HPI.

Reviewer Comments Recommend review of STP 1.0 regarding General Patient Care.

Medical Director's Comments: violation STP, standard care

MD Improvement Opportunity Score: 3 - Medium Impact Clinical Improvement Opportunity

Follow-up Action Forwarded for IMMEDIATE Follow-up

QA Call Review Report



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Westwood Fire Department

P0903439

Daniel Gaudette

Provider is the Technician No

Physician Valkanas

Date of Completion 01/16/2025

QA/QI Discussion Met with paramedic and reviewed report. Discussed that patients are to be treated at the point of contact unless there are documented reasons as to why this could/should not be done. Provider understood and agreed with the review.

QI Completed By bardwell

Date Completed 01/18/2025

Sent Back to MD

Action Plan

Will continue to monitor.

**Medical Director's
Additional Comments**

Revised MD Improvement Opportunity Score:

Revised Follow-up Action:

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Westwood Fire Department

P930421

Michael Royer

Provider is the Technician Yes

Call Demographics

Run Number: 25-0007 Nature of Call: Chest Pain
Date of Call: 1/1/2025 12:00:00 AM Call Disposition: Medical
Sex of Patient: F Response Time: 5 On-Scene Time: 19
Patient Age: 68 years months Hospital Destination: BI Deaconess - Boston

Documentation

SOAPIEA Format Used:	Medications Recorded:	1	Medical Control Recorded:	0
Complete Assessment:	Past Medical History Recorded:	1	Stroke Protocol Used:	N/A
Vital Signs Recorded:	Times recorded in Flow Chart:	0	ECG Strip Attached to PCR:	1
Allergies Recorded:	Medical Control required:	0	ECG Interpretation Correct:	Yes

12 Lead ECG Attached to PCR: 1

Auditor's Improvement Opportunity Score: 3 - Medium Impact Clinical Improvement Opportunity

Reason for MD Review

68 y/o F c/o Chest pain. Hx of CABG July 2024.
Medic administered ASA. Patient was then moved to the ambulance where IV and NTG were administered.
STP requires treatment of acute patients to being at Point of Contact.

Documentation Issues

Flow chart states 0.3mg NTG, narrative states 0.4mg.
It would be appropriate to describe the location of the chest pain as completely as possible, as well as time of onset, character (sharp, dull), duration, and any self administered treatments as part of the HPI.

Reviewer Comments

Recommend review of STP 1.0 regarding General Patient Care.

Medical Director's Comments:

violation STP, standard care

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Follow-up Action

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Westwood Fire Department

P0903439

Daniel Gaudette

Provider is the Technician No

Call Demographics

Run Number: 25-0019 Nature of Call: Chest Pain
 Date of Call: 1/3/2025 12:00:00 AM Call Disposition: Medical
 Sex of Patient: M Response Time: 4 On-Scene Time: 23
 Patient Age: 74 years months Hospital Destination: BI Deaconess - Boston

Documentation

SOAP/IEA Format Used: Medications Recorded: 1 Medical Control Recorded: 0
 Complete Assessment: 0 Past Medical History Recorded: 1 Stroke Protocol Used: N/A
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Auditor's Improvement Opportunity Score: 3 - Medium Impact Clinical Improvement Opportunity

Reason for MD Review 74 y/o M with chest pain x approx. 2 hours. Had near syncope earlier in the day. Administered ASA on scene, however was extricated to ambulance before IV and NTG administered. Approx 20 minutes between contact and NTG.

Documentation Issues At contact had 4/10 pain and stated some relief after NTG, however it's unclear any pain persisted.

Reviewer Comments

Medical Director's Comments: delay in treatment

MD Improvement Opportunity Score: 3 - Medium Impact Clinical Improvement Opportunity

Follow-up Action Forwarded for IMMEDIATE Follow-up

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QI Completed By

bardwell

Date Completed

01/18/2025

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Medical Director's Additional Comments

[Redacted]

Revised MD Improvement Opportunity Score:

[Redacted]

Revised Follow-up Action:

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