



Nashua Fire Rescue
Administrative Office
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Ambulance Advisory Committee

Meeting Minutes

August 20, 2020

Meeting held virtually on Zoom

Co-Chaired by Chief Brian Rhodes and Bobbie Bagley

The meeting was called to order at 9:09 a.m. by Bobbie Bagley

AAC Members Present: Brian Rhodes, Bobbie Bagley, Stacey Carroll, Justin Kates, Glen MacDonald, Rob Gigi, Kim Bernard

AMR Representatives: Patti Stolarz, Chris Stawasz

Approval of Previous Minutes:

-) A motion was made by Justin Kates to approve the February through June minutes. There was no quorum for the June meeting. There was a problem with Kevin Blinn being notified by email. The Motion was seconded by Stacey Carroll.

AMR Reports:

-) Patti Stolarz gave the February and March ambulance activity reports. The committee accepted the remaining month reports.

Committee Member Comments:

-) The Ambulance accreditation was extended 90 days due to COVID-19. An on-site evaluation is still needed. The accreditation was originally due in June.
-) Flu shots have arrived for AMR personnel. It is unknown if they will be mandatory though highly recommended.
-) Call volume has been down about 10% since the COVID-19 stay at home order.

-) AMR is the FEMA contractor for the United States. New Hampshire staff have been deployed. A dozen personnel went to New York City.
-) AMR received the American Heart Award for the fourth consecutive time.
-) Safe Stations will be off of our agenda moving forward. It sounds like Doorway is doing well. After hours has been contracted to Revive.
-) Bobbie Bagley reported that COVID-19 looks good statewide. We need to control community spread when the schools open up.
-) Public Health is conducting testing twice a week. The majority are from Nashua.
-) Kim Bernard reported 800 cases so far in Nashua. There are 20 – 25 cases still active. There have been 100 – 125 contacts due to things opening up.
-) Public Health will be relocating to the Odd Fellows Building on Main Street on September 1st.

Public Comment:

-) None

Questions:

-) Chief Rhodes asked about the stationing of ambulances around the city going forward. Patti Stolarz stated that the response times are good. Chis Stawasz said it is done in Manchester and other parts of the country.

Adjourn:

-) A motion was made by Justin Kates to adjourn at 0940.

Date and Location of the Next AAC Meeting:

-) The next meeting will be October 15, 2020 at 9:00 a.m.



Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH
Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

December 01, 2019 through December 31, 2019





This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR) The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua’s CAD program as well as AMR’s database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 1,046

Section II.M.2.b: Number of Patients transported: 756

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 492

Section II.M.2.d: Nature of Patient’s problems (transported)

Nashua 911 Impression Summary for December 2019

Impression Category	Primary Impression	Count
Allergic Reaction	Allergic Reaction - Bite/Sting - Insect/Arachnid	1
	Allergic Reaction - Food	2
	Allergic Reaction - Medication	2
	Allergic Reaction - Unspecified	1
	Total for Allergic Reaction	6
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	21
	Behavioral / Psychiatric - Depression	10
	Behavioral / Psychiatric - Manic Episode	4
	Behavioral / Psychiatric - Psychotic Episode	5
	Behavioral / Psychiatric - Suicidal	26
	Behavioral / Psychiatric - Threatening/Homicidal	2
	Behavioral / Psychiatric - Unspecified	53
	Total for Behavioral/Psych	121
Cardiac	Cardiac - Acute MI	3
	Cardiac - Cardiac Arrest	8
	Cardiac - Chest Pain	25
	Cardiac - Chest Pain - Reproducible	1





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	Cardiac - Dysrhythmia	17
	Cardiac - Unspecified	14
	Total for Cardiac	68
Diabetes	Diabetes - Hyperglycemia	5
	Diabetes - Hyperglycemia DKA	2
	Diabetes - Hypoglycemia	8
	Total for Diabetes	15
Environmental	Environmental - Bite/Sting	1
	Environmental - Unspecified	1
	Total for Environmental	2
Gastrointestinal	Gastrointestinal - Bowel Obstruction	3
	Gastrointestinal - Constipation	1
	Gastrointestinal - Diarrhea	7
	Gastrointestinal - Gastroenteritis	2
	Gastrointestinal - GI Bleed	5
	Gastrointestinal - Heartburn	1
	Gastrointestinal - Hepatic Problem	1
	Gastrointestinal - Nausea	9
	Gastrointestinal - Possible Pancreatitis	2
	Gastrointestinal - Unspecified	8
	Gastrointestinal - Vomiting	16
	Total for Gastrointestinal	55
Genital/Urinary	Genital/Urinary - Kidney Infection/Pyelonephritis	1
	Genital/Urinary - Kidney Stone	1
	Genital/Urinary - Urinary Tract Infection	5
	Total for Genital/Urinary	7
Neurological	Neurological - Altered Mentation	12
	Neurological - Cerebral Stroke	7
	Neurological - Cerebral TIA	1
	Neurological - Dementia/Alzheimer's	1
	Neurological - Seizure	20
	Neurological - Seizure - Generalized	1
	Neurological - Seizure - Postictal	3
	Neurological - Subarachnoid Hemorrhage	1
	Neurological - Unconscious/Unresponsive	4
	Neurological - Unspecified	9
	Total for Neurological	59
OB/GYN	OB/GYN - Labor	2
	OB/GYN - Vaginal Bleeding	3





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	Total for OB/GYN	5
Other	Other - Abnormal Labs	1
	Other - Cold-like Symptoms	4
	Other - Dizziness	12
	Other - Ear/Nose/Throat Problem	1
	Other - Flu-like Symptoms/Acute Febrile Illness	27
	Other - General Malaise	9
	Other - Generalized Weakness	35
	Other - Obvious Death	4
	Other - Other	45
	Other - Sepsis	4
	Other - Unspecified	25
	Other - Vision Problem	1
		Total for Other
Pain	Pain - Abdominal	15
	Pain - Abdominal - Lower Quadrant, Left	1
	Pain - Abdominal - Upper Quadrant	1
	Pain - Back	28
	Pain - Body	1
	Pain - Chest Wall	8
	Pain - Extremity	17
	Pain - Extremity - Elbow	1
	Pain - Extremity - Foot	1
	Pain - Extremity - Hand	1
	Pain - Extremity - Hip	1
	Pain - Extremity - Knee	4
	Pain - Extremity - Shoulder	2
	Pain	Pain - Extremity - Wrist
Pain - Head		7
Pain - Head - Eye		1
Pain - Head - Headache		2
Pain - Head - Migraine		1
Pain - Neck		5
Pain - Pelvis		7
Pain - Unspecified		8
		Total for Pain
Respiratory	Respiratory - Airway Obstruction	2
	Respiratory - Dyspnea	26
	Respiratory - Dyspnea - Asthma	2
	Respiratory - Dyspnea - COPD	4
	Respiratory - Dyspnea - Pneumonia	1
	Respiratory - Hyperventilation	1
	Respiratory - Infection/Virus	4
	Respiratory - Pulmonary Edema	3





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	Respiratory - Respiratory Arrest	3
	Respiratory - Unspecified	32
	Total for Respiratory	78
Toxicological	Toxicological - Alcohol	40
	Toxicological - Illegal Drugs - Opioid Ingestion - Unspecified	5
	Toxicological - Illegal Drugs - Opioid Non-Ingested	6
	Toxicological - Illegal Drugs, Depressant	10
	Toxicological - Illegal Drugs, Stimulant	3
	Toxicological - Other Medication	1
	Toxicological - Over-the-counter Medications	2
	Toxicological - Prescription Medication - Betablocker	1
	Toxicological - Prescription Medication - Other	4
	Toxicological - Prescription Medication - Sedative	2
	Toxicological - Unspecified	5
		Total for Toxicological
Trauma	Trauma - Abrasion(s)	3
	Trauma - Amputation	1
	Trauma - Bleeding	3
	Trauma - Bleeding - Controlled	3
	Trauma - Blunt	24
	Trauma - Fracture/Dislocation	10
	Trauma - Head Injury	12
	Trauma - Laceration(s)	13
	Trauma - Penetrating	3
	Trauma - Soft Tissue	10
	Trauma - Unspecified	25
		Total for Trauma
Vascular	Vascular - Dehydration	1
	Vascular - Hypertension	10
	Vascular - Hypotension	4
	Vascular - Lightheaded/Near Syncope	10
	Vascular - Syncope	9
	Vascular - Unspecified	4
		Total for Vascular

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 298





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Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:05:24

Average Time On-Scene: 0:14:48

Average Transport Time: 0:07:37

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%

ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 94%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

12/5/2019	MUTUAL OUT		LITCHFIELD
12/6/2019	MUTUAL OUT		HUDSON
12/14/2019	MUTUAL OUT		MERRIMACK
12/17/2019	MUTUAL OUT	19-11020	MERRIMACK
12/20/2019	MUTUAL OUT		HUDSON
12/26/2019	MUTUAL OUT	19-11277	HUDSON

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Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

12/10/2019	MUTUAL IN	19-10776	HOLLIS
12/10/2019	MUTUAL IN	19-10778	HUDSON
12/10/2019	MUTUAL IN	19-10792	MERRIMACK
12/10/2019	MUTUAL IN	19-10794	HUDSON
12/11/2019	MUTUAL IN	19-10828	HOLLIS
12/30/2019	MUTUAL IN	19-11400	HUDSON

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Section II.M.2k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

12/1/2019	AMR COVER
12/9/2019	AMR COVER
12/11/2019	AMR COVER
12/19/2019	AMR COVER
12/21/2019	AMR COVER
12/23/2019	AMR COVER
12/25/2019	AMR COVER
12/27/2019	AMR COVER
12/30/2019	AMR COVER

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Section II.M.2l: Payer class spread (Less than 10 listed under "other"):

NATIONAL GOVERNMENT SERVICES, INC	301
UNKNOWN AT TIM EOF SERVICE	105
WELLSENSE	91
NH HEALTHY FAMILIES	46
ANTHEM BLUE CROSS AND BLUE SHIELD	42
ANTHEM HEALTH PLANS OF NH	25
HUMANA GOLD CHOICE - MEDICARE HMO	19
SECURE HORIZON MEDICARE REPLACEMENT	18
CIGNA HEALTHCARE	17
HARVARD PILGRIM HEALTH	14
UNITED HEALTHCARE	13
OTHER (LESS THAN 10)	90

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.





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Section II.M.2.o: Vehicle maintenance log activity:

ALS-09

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY
121419	066-001-000	FL-820-S	OIL FILTER	Nor	1.00
121419	066-001-000	XO5W30BSP	Bulk 5w-30	Nor	7.00
121419	066-001-000	194	BULB	Nor	1.00
121419	066-001-000	LITE-K1327	LED plate light	Nor	1.00
121419	066-001-000	83722	IMPERIAL 22" WINTER BLADES	Nor	2.00
121419	066-001-000	CC2Z-3E501-B	P/S BOX SEAL KIT	Nor	1.00
121419	066-001-000	XT-5-QM	OIL, MERCON V (CASE)	Nor	1.00
121419	066-001-000	0000002994 AlbertB	PM A INSPECTION	Nor	10.00
			Performed Apm service, road tested. Changed engine oil and filter. REplaced wiper blades. Replaced inop plate lamp assembly. Replaced LF marker bulb. Cleaned and repainted pat		**
			compart rear door sill. Sewed torn drivers upper seat cover.Removed and resealed leaking P/S box. Tightned leaking		**
			lower rad fittings		**
121419	017-003-000	LT225/75/16 FIRESTONE A/T	LT225/75/16 FIRESTONE TRANSF	Nor	4.00
121419	017-003-000	0020394847 MHodsdon	Mount Tires	Nor	1.25
			Mount and balanced four new tires. Mount and balanced two		**
			good used tires on rear outside.		**

ALS-10 **None for the reporting period**

ALS-11 **None for the reporting period**





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ALS-12

DATE	WMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/PTY
122619	066-001-000	FL-820-S	OIL FILTER	Nor	1.00
122619	066-001-000	XO5W30BSP	Bulk 5w-30	Nor	7.00
122619	066-001-000	DC2Z-1662901-AA	Drivers lower seat cover	Nor	1.00
122619	066-001-000	DC2Z-1662900-AA	Passenger lower seat cover	Nor	1.00
122619	066-001-000	9C2Z-15632A22-A	SEAT PAD	Nor	2.00
122619	066-001-000	5C2Z-3050-BA	BALL JOINT	Nor	2.00
122619	066-001-000	5C2Z-3049-BA	BALL JOINT	Nor	2.00
122619	066-001-000	XL-3	ADDITIVE	Nor	1.00
122619	066-001-000	XY75W140QL	OIL, GEAR OIL (CASE)	Nor	4.00
122619	066-001-000	LT225/75/16 FIRESTONE A/T	LT225/75/16 FIRESTONE TRANSF	Nor	4.00
122619	066-001-000	0000002994 AlbertB	PM A INSPECTION	Nor	13.50
			Performed Apm service, road tested. Changed engine oil and filter. Performed rear diff service. Replaced worn upper and lower ball joints. Performed FE alignment, adjusted front toe. Mount and balanced four new tires. Mount and balanced two good used tires on rear outsides. Cleaned and painted rims. Replaced both front seat lower seat covers and cushions. Sewed torn upper drivers seat covers.		** ** ** ** ** ** **
122619	079-000-000	4C2Z-1520708-AB	SEAL	Nor	1.00
122619	079-000-000	4C2Z-1520709-AB	SEAL	Nor	1.00
122619	079-000-000	9C2Z-37611B09-AC	2013 DRIVERS SEAT BELT	Nor	1.00
122619	079-000-000	F3TZ-7L278-A	BUSHINGS	Nor	2.00
122619	079-000-000	EC2Z-7210-AA	16 AND UP SHIFT LEVER	Nor	1.00
122619	079-000-000	F0DZ-7G357-A	SHIFT HANDLE PIN	Nor	1.00
122619	079-000-000	F7DZ-7R264-AA	SHIFTER TUBE PLUNGER	Nor	1.00
122619	079-000-000	3C2Z-7212-AA	SHIFTER TUBE	Nor	1.00
122619	079-000-000	7C2Z-7C130-A	SHIFTER DAMPER	Nor	1.00
122619	079-000-000	0020394847 MHodsdon	SAFETY DEVICES	Nor	3.00
			Replaced drivers seat belt retractor. Replaced both front door gaskets. Rebuilt column shifter assembly. Secured loose MDT mount.		** ** **
122619	996-000-000	0020394847 MHodsdon	Shuttle	Nor	2.00

Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

Dec 6 Salmon Brook Blood Pressure Clinic

Dec 16th Safe Station

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

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Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH
Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

January 01, 2020 through January 31, 2020





This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR) The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua’s CAD program as well as AMR’s database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 953

Section II.M.2.b: Number of Patients transported: 665

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 441

Section II.M.2.d: Nature of Patient’s problems (transported)

Nashua 911 Impression Summary for January 2020

Impression Category	Primary Impression	Count
Allergic Reaction	Allergic Reaction - Food	1
	Allergic Reaction - Medication	4
	Allergic Reaction - Unspecified	1
	Total for Allergic Reaction	6
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	29
	Behavioral / Psychiatric - Depression	4
	Behavioral / Psychiatric - Manic Episode	4
	Behavioral / Psychiatric - Psychotic Episode	3
	Behavioral / Psychiatric - Suicidal	22
	Behavioral / Psychiatric - Unspecified	62
	Total for Behavioral/Psych	124
	Cardiac	Cardiac - Acute MI
Cardiac - Angina		1
Cardiac - Cardiac Arrest		5
Cardiac - Chest Pain		25
Cardiac - Chest Pain - Non-reproducible		5
Cardiac - CHF Exacerbation		1
Cardiac - Dysrhythmia		14
Cardiac - Unspecified		11
Total for Cardiac		63
Diabetes	Diabetes - Hyperglycemia	12
	Diabetes - Hyperglycemia DKA	1





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	Diabetes - Hypoglycemia	14	
	Total for Diabetes	27	
Environmental	Environmental - Hypothermia	1	
	Total for Environmental	1	
Gastrointestinal	Gastrointestinal - Bowel Obstruction	2	
	Gastrointestinal - Constipation	4	
	Gastrointestinal - Diarrhea	6	
	Gastrointestinal - Gastroenteritis	1	
	Gastrointestinal - GI Bleed	2	
	Gastrointestinal - Heartburn	1	
	Gastrointestinal - Hepatic Problem	1	
	Gastrointestinal - Nausea	12	
	Gastrointestinal - Peritonitis	1	
	Gastrointestinal - Unspecified	7	
	Gastrointestinal - Vomiting	7	
		Total for Gastrointestinal	44
	Genital/Urinary	Genital/Urinary - Kidney Failure	1
Genital/Urinary - Kidney Infection/Pyelonephritis		1	
Genital/Urinary - Kidney Stone		1	
	Genital/Urinary - Urinary Tract Infection	6	
	Total for Genital/Urinary	9	
Neurological	Neurological - Altered Mentation	15	
	Neurological - Cerebral Stroke	6	
	Neurological - Cerebral TIA	3	
	Neurological - Seizure	19	
	Neurological - Seizure - Febrile	1	
	Neurological - Unconscious/Unresponsive	3	
	Neurological - Unspecified	11	
	Total for Neurological	58	
OB/GYN	OB/GYN - Labor	1	
	OB/GYN - Unspecified	1	
	OB/GYN - Vaginal Bleeding	2	
	Total for OB/GYN	4	
Other	Other - Abnormal Labs	1	
	Other - ALTE	1	
	Other - Cold-like Symptoms	5	
	Other - Dizziness	7	
	Other - Ear/Nose/Throat Problem	2	
	Other - Flu-like Symptoms/Acute Febrile Illness	29	
	Other - General Malaise	5	
	Other - Generalized Weakness	30	
	Other - Medical Device Failure	3	
	Other - Obvious Death	2	
	Other - Other	40	
	Other - Sepsis	3	
	Other - Unspecified	14	
	Other - Vertigo	1	
	Other - Vision Problem	1	
	Total for Other	144	





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Pain	Pain - Abdominal	11
	Pain - Abdominal - Lower Quadrant, Right	1
	Pain - Abdominal - Upper Quadrant, Left	1
	Pain - Back	11
	Pain - Back - Lumbar	2
	Pain - Body	2
	Pain - Chest Wall	9
	Pain - Extremity	19
	Pain - Extremity - Elbow	1
	Pain - Extremity - Hand	1
	Pain - Extremity - Hip	2
	Pain - Extremity - Lower Leg/Calf	2
	Pain	Pain - Extremity - Shoulder
Pain - Extremity - Upper Arm		1
Pain - Extremity - Upper Leg/Thigh		1
Pain - Head		6
Pain - Head - Jaw		1
Pain - Neck		5
Pain - Pelvis		2
Pain - Pelvis - Testicular		1
Pain - Unspecified		7
		Total for Pain
Respiratory	Respiratory - Airway Obstruction	1
	Respiratory - Dyspnea	34
	Respiratory - Dyspnea - Asthma	1
	Respiratory - Dyspnea - COPD	4
	Respiratory - Dyspnea - Pneumonia	4
	Respiratory - Infection/Virus	11
	Respiratory - Pulmonary Edema	3
	Respiratory - Pulmonary Embolism	1
	Respiratory - Unspecified	17
		Total for Respiratory
Toxicological	Toxicological - Alcohol	44
	Toxicological - Illegal Drugs - Opioid Ingestion - Unspecified	13
	Toxicological - Illegal Drugs - Opioid Non-Ingsted	6
	Toxicological - Illegal Drugs, Depressant	3
	Toxicological - Illegal Drugs, Stimulant	6
	Toxicological - Over-the-counter Medications	6
	Toxicological - Prescription Medication - Other	3
	Toxicological - Prescription Medication - Sedative	2
	Toxicological - Unspecified	5
		Total for Toxicological
Trauma	Trauma - Abrasion(s)	3
	Trauma - Amputation	1





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	Trauma - Bleeding	3
	Trauma - Bleeding - Controlled	2
	Trauma - Blunt	11
	Trauma - Fracture/Dislocation	9
	Trauma - Head Injury	11
	Trauma - Laceration(s)	14
	Trauma - Penetrating	1
	Trauma - Soft Tissue	2
	Trauma - Unspecified	18
	Total for Trauma	75
Vascular	Vascular - Aneurysm	1
	Vascular - Dehydration	2
Vascular	Vascular - Hypertension	5
	Vascular - Hypotension	1
	Vascular - Lightheaded/Near Syncope	5
	Vascular - Syncope	10
	Vascular - Unspecified	2
	Total for Vascular	26

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 293

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:59

Average Time On-Scene: 0:15:10

Average Transport Time: 0:07:45

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%

ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 95%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period





Nashua, NH

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

1/7/2020	MUTUAL OUT	20-0184	HUDSON
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1

Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

1/3/2020	MUTUAL IN	20-0064	MERRIMACK
1/3/2020	MUTUAL IN	20-0071	HOLLIS
1/30/2020	MUTUAL IN	20-0860	HUDSON
1/30/2020	MUTUAL IN		HUDSON

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Section II.M.2k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

1/1/2020	AMR COVER
1/2/2020	AMR COVER
1/3/2019	AMR COVER
1/3/2020	AMR COVER
1/7/2020	AMR COVER
1/8/2020	AMR COVER
1/17/2020	AMR COVER
1/22/2020	AMR COVER
1/23/2020	AMR COVER
1/27/2020	AMR COVER
1/27/2020	AMR COVER
1/29/2020	AMR COVER
1/29/2020	AMR COVER
1/30/2020	AMR COVER

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Section II.M.2l: Payer class spread (Less than 10 listed under "other"):

NATIONAL GOVERNMENT SERVICES, INC	307
WELLSENSE	85
UNKNOWN AT TIME OF SERVICE	75
NH HEALTHY FAMILIES	56
ANTHEM BLUE CROSS AND BLUE SHIELD	26
ANTHEM HEALTH PLANS OF NH	26
HUMANA GOLD CHOICE - MEDICARE HMO	25
SECURE HORIZON MEDICARE REPLACEMENT	23
HARVARD PILGRIM HEALTH	12
AMERIHEALTH	10
OTHER - (LESS THAN 10)	88

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

ALS-09

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY
012220	996-000-000	0020394847 MHodsdon	Shuttle	Nor	1.00
			shuttled to manchester for state inspection and back to auburn shop.		** **





ALS-10

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY		
011020	017-003-000	LT225/75/16	FIRESTONE A/T	LT225/75/16	FIRESTONE TRANSF	Nor	4.00
011020	017-003-000	0000002994	AlbertB	Mount Tires		Nor	2.50
			mount and balanced two front tires and two rear inside				**
			tires, replaced outside rear tires with good used tires,				**
			painted all wheels. checked alignment and adjusted toe.				**
			tightened clamps on lower coolant valves and topped off				**
			coolant level. repaired floor mat with vinal patch.				**
011020	996-000-000	0020394847	MHodsdon	Shuttle		Nor	1.25
			shuttled to manchester for state inspection and back to				**
			auburn shop.				**
011020	066-001-000	1		KIT-gas apm		Nor	1.00
011020	066-001-000	FL-820-S		OIL FILTER		Nor	1.00
011020	066-001-000	X05W30BSP		Bulk 5w-30		Nor	7.00
011020	066-001-000	1		END-gas apm		Nor	1.00
011020	066-001-000	0020394847	MHodsdon	PM A INSPECTION		Nor	3.25
			performed alpm, road tested, changed oil and filter, checked				**
			stretcher and stair chair. adjusted striker on left rear				**
			door.				**





Nashua, NH

ALS-11

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY
011020	017-003-000	LT225/75/16 FIRESTONE A/T	LT225/75/16 FIRESTONE TRANSF	Nor	4.00
011020	017-003-000	0000002994 AlbertB	Mount Tires	Nor	2.50
			mount and balanced two front tires and two rear inside		**
			tires, replaced outside rear tires with good used tires,		**
			painting all wheels. checked alignment and adjusted toe.		**
			tightened clamps on lower coolant valves and topped off		**
			coolant level. repaired floor mat with vinal patch.		**
011020	996-000-000	0020394847 MHodsdon	Shuttle	Nor	1.25
			shuttled to manchester for state inspection and back to		**
			auburn shop.		**
011020	066-001-000	1	KIT-gas apm	Nor	1.00
011020	066-001-000	FL-820-S	OIL FILTER	Nor	1.00
011020	066-001-000	X05W30BSP	Bulk 5w-30	Nor	7.00
011020	066-001-000	1	END-gas apm	Nor	1.00
011020	066-001-000	0020394847 MHodsdon	PM A INSPECTION	Nor	3.25
			performed alpm, road tested, changed oil and filter, checked		**
			stretcher and stair chair. adjusted striker on left rear		**
			door.		**
DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY
011420	033-001-000	AGSF-22F1	V10 SPARK PLUGS	Nor	10.00
011420	033-001-000	DG-508	COIL	Nor	2.00
011420	033-001-000	KT-160	V10 HEATER HOSE W/FORWARD TE	Nor	1.00
011420	033-001-000	BC2Z-18472-DA	V10 UPPER HEATER HOSE	Nor	1.00
011420	033-001-000	VC-7-B	GOLD ANTIFREEZE	Nor	2.00
011420	033-001-000	0000002994 AlbertB	Spark Plug	Nor	6.00
			Verified CEL on, running rough, noise from engine and		**
			coolant smell. Found #3 spark plug blown out and current		**
			dtc's P0300 and P0303. Repaired #3 spark plug hole in cyl		**
			head. Replaced all 10 spark plugs. Replaced #3 coil.		**
			Replaced leaking heater hoses, and coolant. Cleared dtc's		**
			with IDS, road tested ok.		**
011720	066-003-000	FL-820-S	OIL FILTER	Nor	1.00
011720	066-003-000	FA-1632	AIR FILTER	Nor	1.00
011720	066-003-000	FT-187	6R140 TRANS FILTER	Nor	1.00
011720	066-003-000	7L3Z-6A666-A	PCV VALVE	Nor	1.00
011720	066-003-000	BRSD-1328	FR PADS 2010	Nor	1.00
011720	066-003-000	BRSD-1329	REAR PADS 2010	Nor	1.00
011720	066-003-000	BRS-93	SEAL 02 UP	Nor	1.00
011720	066-003-000	BRS-93	SEAL 02 UP	Nor	1.00
011720	066-003-000	C8TZ-1216-A	BEARING	Nor	2.00
011720	066-003-000	C9AZ-4221-A	BEARING	Nor	2.00
011720	066-003-000	BRRF-115	FR ROTORS 2010 BOX	Nor	2.00
011720	066-003-000	X05W30BSP	Bulk 5w-30	Nor	7.00
011720	066-003-000	XT-10-QLVC	OIL, TRANS FLUID ALL (CASE)	Nor	9.00
011720	066-003-000	LT225/75/16 FIRESTONE A/T	LT225/75/16 FIRESTONE TRANSF	Nor	2.00
011720	066-003-000	EC2Z-7210-AA	16 AND UP SHIFT LEVER	Nor	1.00
011720	066-003-000	3C2Z-7212-AA	SHIFTER TUBE	Nor	1.00
011720	066-003-000	F0DZ-7G357-A	SHIFT HANDLE PIN	Nor	1.00
011720	066-003-000	7C2Z-7C130-A	SHIFTER DAMPER	Nor	1.00
011720	066-003-000	F7DZ-7R264-AA	SHIFTER TUBE PLUNGER	Nor	1.00
011720	066-003-000	F3TZ-7L278-A	BUSHINGS	Nor	2.00
011720	066-003-000	5C2Z-3050-BA	BALL JOINT	Nor	2.00
011720	066-003-000	5C2Z-3049-BA	BALL JOINT	Nor	2.00
011720	066-003-000	9C2Z-15632A22-A	SEAT PAD	Nor	1.00
011720	066-003-000	DC2Z-1564416-AA	PASS UPPER SEAT COVER	Nor	1.00

ALS-12 None for the reporting period





Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

January 9th Salmon Brook Blood Pressure Clinic

January 25th Blizzard Blast

January 30 Elder Wrap

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

February 01, 2020 through February 29, 2020





Nashua, NH

This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR) The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua’s CAD program as well as AMR’s database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 932

Section II.M.2.b: Number of Patients transported: 632

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 407

Section II.M.2.d: Nature of Patient’s problems (transported)

Nashua 911 Impression Summary for February 2020

Impression Category	Primary Impression	Count	
Allergic Reaction	Allergic Reaction - Food	1	
	Allergic Reaction - Medication	2	
	Allergic Reaction - Unspecified	3	
	Total for Allergic Reaction	6	
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	19	
	Behavioral / Psychiatric - Depression	9	
	Behavioral / Psychiatric - Manic Episode	2	
	Behavioral / Psychiatric - Psychotic Episode	3	
	Behavioral / Psychiatric - Suicidal	15	
	Behavioral / Psychiatric - Threatening/Homicidal	2	
	Behavioral / Psychiatric - Unspecified	59	
	Total for Behavioral/Psych	109	
	Cardiac	Cardiac - Acute MI	3
		Cardiac - Acute MI - Inferior STEMI	1
Cardiac - Angina		2	
Cardiac - Cardiac Arrest		11	
Cardiac - Chest Pain		22	
Cardiac - Chest Pain - Non-reproducible		4	
Cardiac - Dysrhythmia		9	
Cardiac - Unspecified	11		



Nashua, NH

	Total for Cardiac	63	
Diabetes	Diabetes - Hyperglycemia	6	
	Diabetes - Hypoglycemia	7	
	Diabetes - Unspecified	1	
	Total for Diabetes	14	
Environmental	Environmental - Hypothermia	2	
	Environmental - Smoke Inhalation	1	
	Environmental - Unspecified	2	
	Total for Environmental	5	
Gastrointestinal	Gastrointestinal - Bowel Obstruction	1	
	Gastrointestinal - Constipation	2	
	Gastrointestinal - Diarrhea	6	
	Gastrointestinal - Gastroenteritis	1	
	Gastrointestinal - GI Bleed	1	
	Gastrointestinal - Nausea	10	
	Gastrointestinal - Possible Cholecystitis	1	
	Gastrointestinal - Unspecified	6	
	Gastrointestinal - Vomiting	7	
	Total for Gastrointestinal	35	
	Genital/Urinary	Genital/Urinary - Kidney Failure	1
		Genital/Urinary - Kidney Infection/Pyelonephritis	1
	Genital/Urinary	Genital/Urinary - Kidney Stone	1
Genital/Urinary - Urinary Tract Infection		4	
Neurological	Total for Genital/Urinary	7	
	Neurological - Altered Mentation	19	
	Neurological - Cerebral Stroke	8	
	Neurological - Cerebral TIA	1	
	Neurological - Seizure	17	
	Neurological - Seizure - Generalized	3	
	Neurological - Subarachnoid Hemorrhage	1	
	Neurological - Unconscious/Unresponsive	6	
	Neurological - Unspecified	11	
	Total for Neurological	66	
OB/GYN	OB/GYN - Gynecological Problem	3	
	OB/GYN - Pregnancy Complication	1	
	OB/GYN - Unspecified	2	
	OB/GYN - Vaginal Bleeding	1	
	Total for OB/GYN	7	
Other	Other - ALTE	1	
	Other - Cold-like Symptoms	3	
	Other - Dizziness	4	
	Other - Ear/Nose/Throat Problem	3	
	Other - Epistaxis	1	
	Other - Flu-like Symptoms/Acute Febrile Illness	16	
	Other - General Malaise	4	
	Other - Generalized Weakness	27	
	Other - Obvious Death	2	
	Other - Other	55	
	Other - Sepsis	5	
	Other - Unspecified	12	
	Other - Vision Problem	1	
	Total for Other	134	
	Pain	Pain - Abdominal	9
Pain - Abdominal - Lower Quadrant, Left		1	

Nashua, NH

	Pain - Back	19
	Pain - Back - Lumbar	1
	Pain - Back - Thoracic	1
	Pain - Body	4
	Pain - Chest Wall	5
	Pain - Extremity	21
	Pain - Extremity - Elbow	1
	Pain - Extremity - Foot	1
	Pain - Extremity - Hand	2
Pain	Pain - Extremity - Hip	1
	Pain - Extremity - Knee	2
	Pain - Extremity - Shoulder	1
	Pain - Extremity - Upper Arm	1
	Pain - Extremity - Upper Leg/Thigh	2
	Pain - Head	7
	Pain - Head - Headache	1
	Pain - Head - Nose	2
	Pain - Neck	9
	Pain - Pelvis	8
	Pain - Unspecified	2
	Total for Pain	101
Respiratory	Respiratory - Dyspnea	37
	Respiratory - Dyspnea - Asthma	2
	Respiratory - Dyspnea - COPD	7
	Respiratory - Dyspnea - Pneumonia	2
	Respiratory - Hyperventilation	2
	Respiratory - Infection/Virus	14
	Respiratory - Unspecified	11
	Total for Respiratory	75
Toxicological	Toxicological - Alcohol	27
	Toxicological - Illegal Drugs - Opioid	
	Ingestion - Unspecified	13
	Toxicological - Illegal Drugs - Opioid	
	Non-Ingested	8
	Toxicological - Illegal Drugs,	
	Depressant	3
	Toxicological - Illegal Drugs,	
	Stimulant	3
	Toxicological - Inhalant	1
	Toxicological - Other Medication	4
	Toxicological - Over-the-counter	
	Medications	1
	Toxicological - Prescription	
	Medication - Other	3
	Toxicological - Prescription	
	Medication - Sedative	2
	Toxicological - Prescription	
	Medications - Opioid Ingestion -	
	Unspecified	1
	Toxicological - Unspecified	5
	Total for Toxicological	71
Trauma	Trauma - Abrasion(s)	3
	Trauma - Bleeding	2
	Trauma - Bleeding - Controlled	1
	Trauma - Bleeding - Uncontrolled	1
	Trauma - Blunt	15
	Trauma - Crush	1
	Trauma - Fracture/Dislocation	12
	Trauma - Head Injury	8
	Trauma - Laceration(s)	10
	Trauma - Penetrating	1



Nashua, NH

	Trauma - Soft Tissue	5
Trauma	Trauma - Unspecified	18
	Total for Trauma	77
Vascular	Vascular - Deep Vein Thrombosis	1
	Vascular - Dehydration	2
	Vascular - Hypertension	7
	Vascular - Hypotension	4
	Vascular - Lightheaded/Near Syncope	3
	Vascular - Syncope	14
	Vascular - Unspecified	3
	Total for Vascular	34

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 302

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:59

Average Time On-Scene: 0:15:15

Average Transport Time: 0:07:45

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD:	90%
ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED	94%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

2/19/2020	MUTUAL OUT	20-1464	MERRIMACK
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1





Nashua, NH

Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

2/7/2020	MUTUAL IN	20-1116	HUDSON
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1

Section II.M.2k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

2/3/2020	AMR COVER
2/3/2020	AMR COVER
2/6/2020	AMR COVER
2/11/2020	AMR COVER
2/11/2020	AMR COVER
2/16/2020	AMR COVER
2/20/2020	AMR COVER
2/21/2020	AMR COVER
2/21/2020	AMR COVER
2/22/2020	AMR COVER
2/27/2020	AMR COVER
2/28/2020	AMR COVER
2/28/2020	AMR COVER
2/28/2020	AMR COVER

14

Section II.M.2l: Payer class spread (Less than 10 listed under "other"):

NATIONAL GOVERNMENT SERVICES, INC	264
UNKNOWN AT TIME OF SERVICE	92
WELLSENSE	63
NH HEALTHY FAMILIES	43
ANTHEM BLUE CROSS AND BLUE SHIELD	39
SECURE HORIZON MEDICARE REPLACEMENT	37
CONT - CONTRACT DEFAULT INSURANCE CO	26
ANTHEM HEALTH PLANS OF NH	24
HUMANA GOLD CHOICE - MEDICARE HMO	13
CIGNA HEALTHCARE	11
OTHER (LESS THAN 10)	97





Nashua, NH

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

ALS-09 unavailable due to technical issues – will be provided next meeting

ALS-10 unavailable due to technical issues – will be provided next meeting

ALS-11 unavailable due to technical issues – will be provided next meeting

ALS-12 unavailable due to technical issues – will be provided next meeting

Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

See attached

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

March 01, 2020 through March 31, 2020





Nashua, NH

This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR) The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua’s CAD program as well as AMR’s database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 965

Section II.M.2.b: Number of Patients transported: 670

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 450

Section II.M.2.d: Nature of Patient’s problems (transported)

Nashua 911 Impression Summary for March 2020

Impression Category	Primary Impression	Count	
Allergic Reaction	Allergic Reaction - Unspecified	5	
	Total for Allergic Reaction	5	
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	16	
	Behavioral / Psychiatric - Depression	3	
	Behavioral / Psychiatric - Manic Episode	2	
	Behavioral / Psychiatric - Psychotic Episode	5	
	Behavioral / Psychiatric - Suicidal	33	
	Behavioral / Psychiatric - Threatening/Homicidal	1	
	Behavioral / Psychiatric - Unspecified	48	
	Total for Behavioral/Psych	108	
	Cardiac	Cardiac - Acute MI	1
		Cardiac - Angina	2
Cardiac - Angina - Stable		1	
Cardiac - Cardiac Arrest		7	
Cardiac - Chest Pain		18	
Cardiac - Chest Pain - Non-reproducible		3	
Cardiac - CHF Exacerbation		4	
Cardiac - Dysrhythmia		11	
Cardiac - Unspecified		6	
Total for Cardiac		53	
Diabetes	Diabetes - Hyperglycemia	5	
	Diabetes - Hyperglycemia DKA	1	
	Diabetes - Hypoglycemia	15	
	Diabetes - Unspecified	1	
	Total for Diabetes	22	



Nashua, NH

Environmental	Environmental - Burn	1
	Environmental - Exposure	1
	Total for Environmental	2
Gastrointestinal	Gastrointestinal - Appendicitis	1
	Gastrointestinal - Bowel Obstruction	1
	Gastrointestinal - Constipation	2
	Gastrointestinal - Crohn's Disease Exacerbation	1
	Gastrointestinal - Diarrhea	5
	Gastrointestinal - Gastroenteritis	1
	Gastrointestinal - GI Bleed	8
	Gastrointestinal - Heartburn	1
	Gastrointestinal - Hepatic Problem	1
	Gastrointestinal - Nausea	12
	Gastrointestinal - Possible Pancreatitis	1
	Gastrointestinal - Possible Ulcer	1
	Gastrointestinal - Unspecified	5
	Gastrointestinal	Gastrointestinal - Vomiting
Total for Gastrointestinal		51
Genital/Urinary	Genital/Urinary - Kidney Failure	1
	Genital/Urinary - Urinary Tract Infection	9
	Total for Genital/Urinary	10
Neurological	Neurological - Altered Mentation	18
	Neurological - Cerebral Stroke	4
	Neurological - Cerebral TIA	3
	Neurological - Seizure	12
	Neurological - Seizure - Generalized	2
	Neurological - Seizure - Postictal	2
	Neurological - Unconscious/Unresponsive	1
	Neurological - Unspecified	7
Total for Neurological	49	
OB/GYN	OB/GYN - Childbirth Routine Delivery	1
	OB/GYN - Labor	1
	OB/GYN - Newborn	1
	OB/GYN - Pregnancy Complication - Pre-term Labor	1
	OB/GYN - Vaginal Bleeding	1
	Total for OB/GYN	5
Other	Other - Abnormal Labs	3
	Other - ALTE	1
	Other - Cold-like Symptoms	7
	Other - Dizziness	9
	Other - Ear/Nose/Throat Problem	1
	Other - Epistaxis	2
	Other - Flu-like Symptoms/Acute Febrile Illness	23
	Other - General Malaise	5
	Other - Generalized Weakness	23
	Other - Medical Device Failure	1
	Other - Obvious Death	4
	Other - Other	52
	Other - Sepsis	1
	Other - Unspecified	18
Total for Other	150	
Pain	Pain - Abdominal	24
	Pain - Abdominal - Lower Quadrant, Right	1
	Pain - Back	17
	Pain - Back - Lumbar	1
	Pain - Back - Midline	1
	Pain - Body	3
	Pain - Chest Wall	11

Nashua, NH

Pain	Pain - Extremity	18	
	Pain - Extremity - Knee	1	
	Pain - Extremity - Shoulder	1	
	Pain - Head	12	
	Pain - Head - Headache	1	
	Pain - Neck	2	
	Pain - Pelvis	6	
	Pain - Unspecified	5	
	Total for Pain	104	
	Respiratory	Respiratory - Airway Obstruction	1
Respiratory - Airway Obstruction - Partial		1	
Respiratory - CONFIRMED COVID-19		2	
Respiratory - Dyspnea		40	
Respiratory - Dyspnea - Asthma		3	
Respiratory - Dyspnea - COPD		6	
Respiratory - Dyspnea - Pneumonia		1	
Respiratory - Hyperventilation		1	
Respiratory - Infection/Virus		9	
Respiratory - Respiratory Arrest		2	
Respiratory - Unspecified		18	
Total for Respiratory		84	
Toxicological	Toxicological - Alcohol	49	
	Toxicological - Illegal Drugs - Opioid		
	Ingestion - Unspecified	13	
	Toxicological - Illegal Drugs - Opioid Non- Ingested	5	
	Toxicological - Illegal Drugs, Depressant	2	
	Toxicological - Illegal Drugs, Stimulant	1	
	Toxicological - Inhalant	1	
	Toxicological - Prescription Medication - Antidepressant	2	
	Toxicological - Prescription Medication - Other	6	
	Toxicological - Prescription Medication - Sedative	2	
	Toxicological - Prescription Medications - Opioid Ingestion - Unspecified	2	
	Toxicological - Unspecified	4	
	Total for Toxicological	87	
	Trauma	Trauma - Abrasion(s)	5
		Trauma - Bleeding	4
Trauma - Bleeding - Controlled		2	
Trauma - Blunt		13	
Trauma - Fracture/Dislocation		9	
Trauma - Head Injury		13	
Trauma - Laceration(s)		8	
Trauma - Penetrating		1	
Trauma - Soft Tissue		6	
Trauma - Unspecified		18	
Total for Trauma		79	
Vascular		Vascular - Dehydration	1
	Vascular - Hypertension	7	
	Vascular - Hypotension	2	
	Vascular - Lightheaded/Near Syncope	6	
	Vascular - Syncope	18	
	Vascular - Unspecified	5	
	Total for Vascular	39	

Section II.M.2.e: Number of patient refusals or false alarms:



Nashua, NH

Number of Patient Refusals or false alarms: 297

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:51

Average Time On-Scene: 0:15:10

Average Transport Time: 0:07:49

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%

ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 97%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

3/14/2020	MUTUAL OUT	20-2150	MERRIMACK
3/16/2020	MUTUAL OUT	20-2168	HOLLIS

2

Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

3/2/2020	MUTUAL IN	20-1805	HOLLIS
3/1/2020	MUTUAL IN	20-1769	HUDSON
3/3/2020	MUTUAL IN	20-1829	MERRIMACK
3/7/2020	MUTUAL IN	20-1947	HUDSON
3/13/2020	MUTUAL IN	20-2132	HUDSON
3/19/2020	MUTUAL IN	20-2340	HUDSON

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Nashua, NH

Section II.M.2k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

3/21/2020	AMR COVER
3/3/2020	AMR COVER
3/4/2020	AMR COVER
3/5/2020	AMR COVER
3/8/2020	AMR COVER
3/12/2020	AMR COVER
3/12/2020	AMR COVER
3/14/2020	AMR COVER
3/18/2020	AMR COVER
3/20/2020	AMR COVER
3/20/2020	AMR COVER
3/21/2020	AMR COVER
3/21/2020	AMR COVER
3/21/2020	AMR COVER
3/26/2020	AMR COVER

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Section II.M.2l: Payer class spread (Less than 10 listed under “other”):

NATIONAL GOVERNMENT SERVICES, INC	238
UNKNOWN AT TIME OF SERVICE	94
WELLSENSE	56
NH HEALTHY FAMILIES	53
ANTHEM BLUE CROSS AND BLUE SHIELD	34
SECURE HORIZON MEDICARE REPLACEMENT	31
HUMANA GOLD CHOICE - MEDICARE HMO	31
ANTHEM HEALTH PLANS OF NH	22
CONTRACT DEFAULT INSURANCE CO	21
CIGNA HEALTHCARE	20
AMERIHEALTH	12
HARVARD PILGRIM HEALTH	11
OTHER (LESS THAN 10)	91





Nashua, NH

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

ALS-09 unavailable due to technical issues – will be provided next meeting

ALS-10 unavailable due to technical issues – will be provided next meeting

ALS-11 unavailable due to technical issues – will be provided next meeting

ALS-12 unavailable due to technical issues – will be provided next meeting

Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

See attached

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

April 01, 2020 through April 30, 2020





Nashua, NH

This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR) The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua’s CAD program as well as AMR’s database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 850

Section II.M.2.b: Number of Patients transported: 585

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 310

Section II.M.2.d: Nature of Patient’s problems (transported)

Nashua 911 Impression Summary for April 2020

Impression Category	Primary Impression	Count
Allergic Reaction	Allergic Reaction - Medication	1
	Total for Allergic Reaction	1
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	18
	Behavioral / Psychiatric - Depression	5
	Behavioral / Psychiatric - Manic Episode	4
	Behavioral / Psychiatric - Psychotic Episode	6
	Behavioral / Psychiatric - Suicidal	22
	Behavioral / Psychiatric - Unspecified	52
	Total for Behavioral/Psych	107
	Cardiac	Cardiac - Acute MI
Cardiac - Angina		1
Cardiac - Angina - Stable		1
Cardiac - Cardiac Arrest		9
Cardiac - Chest Pain		19
Cardiac - Chest Pain - Non-reproducible		1
Cardiac - CHF Exacerbation		1
Cardiac - Dysrhythmia		11
Cardiac - Unspecified		10
Total for Cardiac		55
Diabetes	Diabetes - Hyperglycemia	6
	Diabetes - Hypoglycemia	10
	Total for Diabetes	16
Environmental	Environmental - Hypothermia	1
	Total for Environmental	1
Gastrointestinal	Gastrointestinal - Appendicitis	1



Nashua, NH

	Gastrointestinal - Bowel Obstruction	1
	Gastrointestinal - Constipation	2
	Gastrointestinal - Diarrhea	6
	Gastrointestinal - GI Bleed	4
	Gastrointestinal - Hepatic Problem	2
	Gastrointestinal - Nausea	15
	Gastrointestinal - Unspecified	8
	Gastrointestinal - Vomiting	24
	Total for Gastrointestinal	63
Genital/Urinary	Genital/Urinary - Kidney Failure	2
	Genital/Urinary - Kidney Stone	2
	Total for Genital/Urinary	4
Neurological	Neurological - Altered Mentation	16
	Neurological - Cerebral Stroke	4
	Neurological - Cerebral TIA	5
	Neurological - Seizure	15
Neurological	Neurological - Unspecified	3
	Total for Neurological	43
OB/GYN	OB/GYN - Pregnancy Complication	1
	OB/GYN - Unspecified	1
	Total for OB/GYN	2
Other	Other - Abnormal Labs	3
	Other - Assault/Abuse	1
	Other - Cold-like Symptoms	7
	Other - Dizziness	6
	Other - Ear/Nose/Throat Problem	2
	Other - Epistaxis	4
	Other - Flu-like Symptoms/Acute Febrile Illness	20
	Other - General Malaise	7
	Other - Generalized Weakness	23
	Other - Medical Device Failure	1
	Other - Obvious Death	3
	Other - Other	41
	Other - Sepsis	2
	Other - Unspecified	16
	Other - Vision Problem	3
	Total for Other	139
Pain	Pain - Abdominal	11
	Pain - Abdominal - Lower Quadrant, Left	2
	Pain - Abdominal - Lower Quadrant, Right	1
	Pain - Back	6
	Pain - Back - Lumbar	1
	Pain - Body	5
	Pain - Chest Wall	1
	Pain - Extremity	10
	Pain - Extremity - Elbow	1
	Pain - Extremity - Foot	3
	Pain - Extremity - Hip	1
	Pain - Extremity - Lower Leg/Calf	1
	Pain - Extremity - Shoulder	3
	Pain - Extremity - Upper Leg/Thigh	3
	Pain - Head	6
	Pain - Neck	2
	Pain - Pelvis	3
	Pain - Unspecified	3
	Total for Pain	63
Respiratory	Respiratory - Airway Obstruction	2
	Respiratory - CONFIRMED COVID-19	11
Respiratory	Respiratory - Dyspnea	28
	Respiratory - Dyspnea - Asthma	1



Nashua, NH

	Respiratory - Dyspnea - COPD	4
	Respiratory - Dyspnea - Pneumonia	1
	Respiratory - Hyperventilation	1
	Respiratory - Infection/Virus	6
	Respiratory - Pulmonary Edema	2
	Respiratory - Unspecified	19
	Total for Respiratory	75
Toxicological	Toxicological - Alcohol	27
	Toxicological - Illegal Drugs - Opioid Ingestion - Unspecified	11
	Toxicological - Illegal Drugs - Opioid Non-Ingested	6
	Toxicological - Illegal Drugs, Depressant	3
	Toxicological - Illegal Drugs, Stimulant	10
	Toxicological - Over-the-counter Medications	2
	Toxicological - Prescription Medication - Antidepressant	1
	Toxicological - Prescription Medications - Opioid Ingestion - Unspecified	1
	Toxicological - Unspecified	2
	Total for Toxicological	63
Trauma	Trauma - Abrasion(s)	3
	Trauma - Bleeding	5
	Trauma - Bleeding - Controlled	3
	Trauma - Blunt	10
	Trauma - Fracture/Dislocation	7
	Trauma - Head Injury	21
	Trauma - Laceration(s)	11
	Trauma - Soft Tissue	6
	Trauma - Unspecified	10
	Total for Trauma	76
Vascular	Vascular - Dehydration	1
	Vascular - Hypertension	3
	Vascular - Hypotension	2
	Vascular - Lightheaded/Near Syncope	5
	Vascular - Syncope	6
	Vascular - Unspecified	3
	Total for Vascular	20

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 268

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:39

Average Time On-Scene: 0:15:18

Average Transport Time: 0:07:59





Nashua, NH

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%
ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 97%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

None for the period

0

Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

4/5/2020	MUTUAL IN	20-2680	HUDSON
4/20/2020	MUTUAL IN	20-3046	HUDSON

2

Section II.M.2k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

4/2/2020	AMR COVER
4/4/2020	AMR COVER
4/4/2020	AMR COVER
4/10/2020	AMR COVER
4/11/2020	AMR COVER
4/18/2020	AMR COVER
4/21/2020	AMR COVER
4/23/2020	AMR COVER
4/23/2020	AMR COVER

9

Section II.M.2l: Payer class spread (Less than 10 listed under "other"):

NATIONAL GOVERNMENT SERVICES, INC	222
UNKNOWN AT TIME OF SERVICE	80





Nashua, NH

WELLSENSE	44
NH HEALTHY FAMILIES	43
SECURE HORIZON MEDICARE REPLACEMENT	25
ANTHEM BLUE CROSS AND BLUE SHIELD	23
ANTHEM HEALTH PLANS OF NH	20
HUMANA GOLD CHOICE - MEDICARE HMO	14
AMERIHEALTH	12
OTHER (LESS THAN 10)	101

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

- ALS-09 unavailable due to technical issues – will be provided next meeting
- ALS-10 unavailable due to technical issues – will be provided next meeting
- ALS-11 unavailable due to technical issues – will be provided next meeting
- ALS-12 unavailable due to technical issues – will be provided next meeting

Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

See attached

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

May 01, 2020 through May 31, 2020





Nashua, NH

This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR) The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua’s CAD program as well as AMR’s database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 917

Section II.M.2.b: Number of Patients transported: 596

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 340

Section II.M.2.d: Nature of Patient’s problems (transported)

Nashua 911 Impression Summary for May 2020

Impression Category	Primary Impression	Count
Allergic Reaction	Allergic Reaction - Bite/Sting	1
	Allergic Reaction - Food	2
	Allergic Reaction - Unspecified	2
	Total for Allergic Reaction	5
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	21
	Behavioral / Psychiatric - Depression	2
	Behavioral / Psychiatric - Manic Episode	2
	Behavioral / Psychiatric - Psychotic Episode	9
	Behavioral / Psychiatric - Suicidal	17
	Behavioral / Psychiatric - Threatening/Homicidal	4
	Behavioral / Psychiatric - Unspecified	48
	Total for Behavioral/Psych	103
Cardiac	Cardiac - Acute MI	3
	Cardiac - Angina	1



Nashua, NH

	Cardiac - Cardiac Arrest	8
	Cardiac - Chest Pain	14
	Cardiac - Chest Pain - Non-reproducible	3
	Cardiac - Chest Pain - Reproducible	2
	Cardiac - CHF Exacerbation	2
	Cardiac - Dysrhythmia	5
	Cardiac - Unspecified	4
	Total for Cardiac	42
Diabetes	Diabetes - Hyperglycemia	4
	Diabetes - Hypoglycemia	6
	Diabetes - Unspecified	2
	Total for Diabetes	12
Environmental	Environmental - Smoke Inhalation	1
	Total for Environmental	1
Gastrointestinal	Gastrointestinal - Constipation	1
	Gastrointestinal - Diarrhea	5
	Gastrointestinal - GI Bleed	4
	Gastrointestinal - Heartburn	1
	Gastrointestinal - Hepatic Problem	1
	Gastrointestinal - Nausea	10
	Gastrointestinal - Unspecified	7
	Gastrointestinal - Vomiting	13
	Total for Gastrointestinal	42
Genital/Urinary	Genital/Urinary - Kidney Failure	1
	Genital/Urinary - Urinary Tract Infection	6
	Total for Genital/Urinary	7
Neurological	Neurological - Altered Mentation	13
	Neurological - Cerebral Stroke	4
	Neurological - Cerebral TIA	4
	Neurological - Dementia/Alzheimer's	1
	Neurological - Seizure	12
	Neurological - Seizure - Generalized	2
	Neurological - Seizure - Postictal	3
	Neurological - Unconscious/Unresponsive	3
	Neurological - Unspecified	8
	Total for Neurological	50
OB/GYN	OB/GYN - Vaginal Bleeding	2
	Total for OB/GYN	2
Other	Other - Abnormal Labs	1

Nashua, NH

	Other - Assault/Abuse	1
	Other - Cold-like Symptoms	3
	Other - Dizziness	9
	Other - Epistaxis	1
	Other - Flu-like Symptoms/Acute Febrile Illness	20
	Other - General Malaise	15
	Other - Generalized Weakness	36
	Other - Obvious Death	9
	Other - Other	51
	Other - Sepsis	3
	Other - Unspecified	26
	Other - Vertigo	2
	Total for Other	177
Pain	Pain - Abdominal	8
	Pain - Abdominal - Lower Quadrant	1
	Pain - Back	14
	Pain - Back - Lumbar	1
	Pain - Back - Thoracic	1
	Pain - Body	1
	Pain - Chest Wall	1
	Pain - Extremity	11
	Pain - Extremity - Foot	2
	Pain - Extremity - Hand	3
	Pain - Extremity - Hip	1
	Pain - Extremity - Knee	3
	Pain - Extremity - Upper Arm	1
	Pain - Extremity - Upper Leg/Thigh	2
	Pain - Head	6
	Pain - Head - Headache	1
Pain - Neck	1	
Pain	Pain - Pelvis	5
	Pain - Unspecified	6
	Total for Pain	69
Respiratory	Respiratory - Airway Obstruction	1
	Respiratory - Airway Obstruction - Partial	1
	Respiratory - CONFIRMED COVID-19	7
	Respiratory - Dyspnea	34
	Respiratory - Dyspnea - Asthma	1
	Respiratory - Dyspnea - COPD	4
	Respiratory - Infection/Virus	5
	Respiratory - Pneumothorax	1

Nashua, NH

	Respiratory - Pulmonary Edema	2
	Respiratory - Pulmonary Embolism	1
	Respiratory - Unspecified	18
	Total for Respiratory	75
Toxicological	Toxicological - Alcohol	26
	Toxicological - Illegal Drugs - Opioid Ingestion - Unspecified	11
	Toxicological - Illegal Drugs - Opioid Non-Ingested	8
	Toxicological - Illegal Drugs, Depressant	6
	Toxicological - Illegal Drugs, Stimulant	6
	Toxicological - Over-the-counter Medications	2
	Toxicological - Prescription Medication - Other	5
	Toxicological - Prescription Medication - Sedative	2
	Toxicological - Unspecified	2
		Total for Toxicological
Trauma	Trauma - Abrasion(s)	6
	Trauma - Bleeding	8
	Trauma - Bleeding - Controlled	2
	Trauma - Blunt	28
	Trauma - Crush	1
	Trauma - Fracture/Dislocation	22
	Trauma - Head Injury	11
	Trauma - Head Injury Epidural	1
	Trauma - Laceration(s)	16
	Trauma - Penetrating	2
	Trauma - Soft Tissue	10
	Trauma - Unspecified	24
		Total for Trauma
Vascular	Vascular - Hypertension	3
	Vascular - Lightheaded/Near Syncope	7
	Vascular - Syncope	8
	Vascular - Unspecified	1
	Total for Vascular	19

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 321

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:26
 Average Time On-Scene: 0:15:10
 Average Transport Time: 0:08:14

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%
 ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 98%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

5/22/2020	MUTUAL OUT	20-3691	HUDSON	1
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Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

5/21/2020	MUTUAL IN	20-3646	HUDSON	3
5/26/2020	MUTUAL IN	20-3773	HUDSON	
5/30/2020	MUTUAL IN	20-3869	HUDSON	

Section II.M.2.k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

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Nashua, NH

5/16/2020	AMR COVER
5/26/2020	AMR COVER
5/31/2020	AMR COVER

Section II.M.2l: Payer class spread (Less than 10 listed under “other”):

NATIONAL GOVERNMENT SERVICES, INC	239
UNKNOWN AT TIME OF SERVICE	87
WELLSENSE	54
NH HEALTHY FAMILIES	33
ANTHEM BLUE CROSS AND BLUE SHIELD	30
SECURE HORIZON MEDICARE REPLACEMENT	25
HUMANA GOLD CHOICE - MEDICARE HMO	17
ANTHEM HEALTH PLANS OF NH	14
TUFTS NETWORK HEALTH QHP	12
NEW HAMPSHIRE MEDICAID	10
OTHER (LESS THAN 10)	89

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

- ALS-09 unavailable due to technical issues – will be provided next meeting
- ALS-10 unavailable due to technical issues – will be provided next meeting
- ALS-11 unavailable due to technical issues – will be provided next meeting
- ALS-12 unavailable due to technical issues – will be provided next meeting





Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

See attached

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

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Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

June 01, 2020 through June 30, 2020





Nashua, NH

This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR). The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

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Section II.M.2.a: Number of EMS response made: 906

Section II.M.2.b: Number of Patients transported: 630

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 379

Section II.M.2.d: Nature of Patient's problems (transported)

Nashua 911 Impression Summary for June 2020

Impression Category	Primary Impression	Count
Allergic Reaction	Allergic Reaction - Bite/Sting	1
	Allergic Reaction - Food	1
	Allergic Reaction - Medication	3
	Allergic Reaction - Unspecified	3
	Total for Allergic Reaction	8
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	25
	Behavioral / Psychiatric - Depression	4
	Behavioral / Psychiatric - Manic Episode	5
	Behavioral / Psychiatric - Psychotic Episode	1
	Behavioral / Psychiatric - Suicidal	25
	Behavioral / Psychiatric - Threatening/Homicidal	1
	Behavioral / Psychiatric - Unspecified	50
	Total for Behavioral/Psych	111
Cardiac	Cardiac - Acute MI	4
	Cardiac - Angina	2
	Cardiac - Cardiac Arrest	6
	Cardiac - Chest Pain	26
	Cardiac - Chest Pain - Non-reproducible	5
	Cardiac - CHF Exacerbation	3
	Cardiac - Dysrhythmia	12



Nashua, NH

	Cardiac - Unspecified	11
	Total for Cardiac	69
Diabetes	Diabetes - Hyperglycemia	8
	Diabetes - Hypoglycemia	4
	Total for Diabetes	12
Environmental	Environmental - Heat Injury	4
	Environmental - Heat Injury Heat Exhaustion	1
	Environmental - Unspecified	1
	Total for Environmental	6
Gastrointestinal	Gastrointestinal - Constipation	1
	Gastrointestinal - Diarrhea	7
	Gastrointestinal - GI Bleed	5
	Gastrointestinal - Nausea	6
	Gastrointestinal - Possible Cholecystitis	1
	Gastrointestinal - Unspecified	7
	Gastrointestinal - Vomiting	11
	Total for Gastrointestinal	38
Genital/Urinary	Genital/Urinary - Kidney Stone	2
	Genital/Urinary - Urinary Tract Infection	7
	Total for Genital/Urinary	9
Neurological	Neurological - Altered Mentation	9
Neurological	Neurological - Cerebral Stroke	7
	Neurological - Cerebral TIA	4
	Neurological - Dementia/Alzheimer's	2
	Neurological - Seizure	4
	Neurological - Seizure - Generalized	2
	Neurological - Unconscious/Unresponsive	3
	Neurological - Unspecified	11
	Total for Neurological	42
OB/GYN	OB/GYN - Gynecological Problem	1
	OB/GYN - Labor	3
	OB/GYN - Pregnancy Complication	1
	OB/GYN - Vaginal Bleeding	2
	Total for OB/GYN	7
Other	Other - Abnormal Labs	1
	Other - Cold-like Symptoms	2
	Other - Dizziness	13
	Other - Ear/Nose/Throat Problem	1
	Other - Flu-like Symptoms/Acute Febrile Illness	7
	Other - General Malaise	8
	Other - Generalized Weakness	27
	Other - Medical Device Failure	2
	Other - Obvious Death	1
	Other - Other	38
	Other - Sepsis	2
	Other - Unspecified	11
	Total for Other	113
Pain	Pain - Abdominal	15

Nashua, NH

	Pain - Abdominal - Lower Quadrant, Left	1
	Pain - Abdominal - Lower Quadrant, Right	2
	Pain - Abdominal - Upper Quadrant, Right	1
	Pain - Back	24
	Pain - Back - Lumbar	2
	Pain - Back - Scapula	1
	Pain - Body	1
	Pain - Chest Wall	6
	Pain - Extremity	19
	Pain - Extremity - Ankle	2
	Pain - Extremity - Foot	1
	Pain - Extremity - Knee	1
	Pain - Extremity - Lower Leg/Calf	1
	Pain - Extremity - Upper Leg/Thigh	1
	Pain - Head	7
Pain	Pain - Head - Headache	1
	Pain - Neck	5
	Pain - Pelvis	4
	Pain - Unspecified	8
	Total for Pain	103
Respiratory	Respiratory - Airway Obstruction	3
	Respiratory - Airway Obstruction - Partial	1
	Respiratory - CONFIRMED COVID-19	2
	Respiratory - Dyspnea	28
	Respiratory - Dyspnea - COPD	2
	Respiratory - Dyspnea - Croup	1
	Respiratory - Dyspnea - Pneumonia	1
	Respiratory - Hyperventilation	3
	Respiratory - Infection/Virus	2
	Respiratory - Pulmonary Edema	3
	Respiratory - Respiratory Arrest	1
	Respiratory - Unspecified	17
	Total for Respiratory	64
Toxicological	Toxicological - Alcohol	43
	Toxicological - Illegal Drugs - Opioid Ingestion - Unspecified	23
	Toxicological - Illegal Drugs - Opioid Non-Ingested	11
	Toxicological - Illegal Drugs, Depressant	4
	Toxicological - Illegal Drugs, Stimulant	6
	Toxicological - Other Medication	2
	Toxicological - Over-the-counter Medications	1
	Toxicological - Prescription Medication - Antidepressant	1
	Toxicological - Prescription Medication - Other	1



Nashua, NH

	Toxicological - Prescription Medication - Sedative	1
	Toxicological - Prescription Medications - Opioid Ingestion - Unspecified	2
	Toxicological - Unspecified	2
	Total for Toxicological	97
Trauma	Trauma - Abrasion(s)	8
	Trauma - Amputation	1
	Trauma - Bleeding	5
	Trauma - Blunt	13
	Trauma - Fracture/Dislocation	17
	Trauma - Head Injury	9
	Trauma - Laceration(s)	18
	Trauma - Soft Tissue	8
	Trauma - Unspecified	25
		Total for Trauma
Vascular	Vascular - Aneurysm	1
	Vascular - Dehydration	2
	Vascular - Hypertension	4
Vascular	Vascular - Hypotension	10
	Vascular - Lightheaded/Near Syncope	3
	Vascular - Syncope	8
	Vascular - Unspecified	3
	Total for Vascular	31

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 277

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:35

Average Time On-Scene: 0:14:10

Average Transport Time: 0:08:27

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%

ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 97%





Nashua, NH

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

6/5/2020	AMR COVER
6/8/2020	AMR COVER
6/10/2020	AMR COVER
6/20/2020	AMR COVER
6/23/2020	AMR COVER
6/24/2020	AMR COVER
6/25/2020	AMR COVER
6/29/2020	AMR COVER

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Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

6/4/2020	MUTUAL IN	20-3973	HUDSON
6/5/2020	MUTUAL IN	20-4002	HUDSON
6/8/2020	MUTUAL IN	20-4061	MERRIMACK
6/11/2020	MUTUAL IN	20-4150	HUDSON
6/18/2020	MUTUAL IN	20-4348	HUDSON
6/18/2020	MUTUAL IN	20-4349	HOLLIS
6/26/2020	MUTUAL IN	20-4549	HUDSON

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Section II.M.2.k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

None for the reporting period.

0





Nashua, NH

Section II.M.2l: Payer class spread (Less than 10 listed under “other”):

NATIONAL GOVERNMENT SERVICES, INC	215
WELLSENSE	86
UNKNOWN AT TIME OF SERVICE	69
SECURE HORIZON MEDICARE REPLACEMENT	42
ANTHEM BLUE CROSS AND BLUE SHIELD	37
NH HEALTHY FAMILIES	29
HUMANA GOLD CHOICE - MEDICARE HMO	21
ANTHEM HEALTH PLANS OF NH	19
AMERIHEALTH	11
OTHER (LESS THAN 10)	95

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

ALS-09 None during the reporting period





Nashua, NH

ALS-10

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY	PRICE/WAGE
062520	066-003-000	FL-820-S	OIL FILTER	Nor	1.00	2.850
062520	066-003-000	FA-1632	AIR FILTER	Nor	1.00	9.660
062520	066-003-000	7L3Z-6A666-A	PCV VALVE	Nor	1.00	4.140
062520	066-003-000	FT-187	6R140 TRANS FILTER	Nor	1.00	21.645
062520	066-003-000	BC3Z-2457-B	Pedal pad	Nor	1.00	11.170
062520	066-003-000	4C2Z-1520709-AB	SEAL	Nor	1.00	69.520
062520	066-003-000	9C2Z-15632A22-A	SEAT PAD	Nor	1.00	56.540
062520	066-003-000	DC2Z-1662901-AA	Drivers lower seat cover	Nor	1.00	126.950
062520	066-003-000	LITE-K1327	LED plate light	Nor	1.00	6.340
062520	066-003-000	KT-160	V10 HEATER HOSE W/FORWARD TE	Nor	1.00	49.070
062520	066-003-000	BC2Z-18472-DA	V10 UPPER HEATER HOSE	Nor	1.00	46.640
062520	066-003-000	BRRF-115	FR ROTORS 2010 BOX	Nor	2.00	94.155
062520	066-003-000	BRSD-1328	FR PADS 2010	Nor	1.00	42.268
062520	066-003-000	BRS-93	SEAL 02 UP	Nor	2.00	8.330
062520	066-003-000	C8TZ-1216-A	BEARING	Nor	2.00	9.272
062520	066-003-000	C9AZ-4221-A	BEARING	Nor	2.00	13.182
062520	066-003-000	X05W30BSP	Bulk 5w-30	Nor	7.00	1.528
062520	066-003-000	XT-10-QLVC	OIL, TRANS FLUID ALL (CASE)	Nor	9.00	3.552
062520	066-003-000	VC-7-B	GOLD ANTIFREEZE	Nor	2.00	14.820
062520	066-003-000	0000002994 AlbertB	PM C INSPECTION	Nor	14.00	45.000
			Performed Cpm service, road tested. Changed engine oil and filter. replaced air filter and pcv. Replaced internal trans filter and tras fluid. Rotated tires and set pressures. Replaced brake pedal pad. Replaced plate light assembly. Replaced drivers lower seat cover and cushion. Repaired pass lower seat cushion. Rescued side load dor interior trim screws. Swapped expired extinguishers. Replaced both heater hose assemblies, and flushed cooling system. Replaced front brakes, rotors, bearings and seals. Replaced torn drivers door gasket. Replaced broken drivers visor clip. Secured loose map light. Tightened loose MDT mount	**		

ALS-11

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY
061120	066-001-000	1	KIT-gas apm	Nor	1.00
061120	066-001-000	FL-820-S	OIL FILTER	Nor	1.00
061120	066-001-000	X05W30BSP	Bulk 5w-30	Nor	7.00
061120	066-001-000	1	END-gas apm	Nor	1.00
061120	066-001-000	LITE-K1327	LED plate light	Nor	1.00
061120	066-001-000	SWIT-26A	AMB door ajar magnet and swi	Nor	1.00
061120	066-001-000	LT225/75/16 FIRESTONE A/T	LT225/75/16 FIRESTONE TRANSF	Nor	4.00
061120	066-001-000	0020394847 MHodsdon	PM A INSPECTION	Nor	9.75

ALS-12 None during the reporting period





Section II.M.2.p: Discuss complaints or other relevant issues:

The following special events and community service events occurred during the month –

- The community service events for the period were limited due to COVID-19. They will resume as soon as it is safe to do so.
- The Safe Station program ended on June 30. The program was accessed 3,717 times during its operational period.

Section II.M.2.q: Quality Improvement Indicators: Please see the attached QI report.





Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

July 01, 2020 through July 31, 2020





Nashua, NH

This report contains the data and information required by the City of Nashua, New Hampshire (hereafter Nashua) in the agreement between Nashua and American Medical Response (hereafter AMR). The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided under the agreement. The contents of this report contain no protected health information (PHI) or patient identifiable data.

This report is compiled utilizing data from the Nashua's CAD program as well as AMR's database of EMS reports generated by the contractually dedicated ambulances operating under the dispatch control of Nashua Fire Rescue.

Section II.M.2.a: Number of EMS response made: 989

Section II.M.2.b: Number of Patients transported: 749

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 378

Section II.M.2.d: Nature of Patient's problems (transported)

Nashua 911 Impression Summary for July 2020

Impression Category	Primary Impression	Count
Allergic Reaction	Allergic Reaction - Bite/Sting	1
	Allergic Reaction - Bite/Sting - Insect/Arachnid	3
	Allergic Reaction - Food	1
	Allergic Reaction - Medication	2
	Allergic Reaction - Unspecified	1
	Total for Allergic Reaction	8
Behavioral/Psych	Behavioral / Psychiatric - Anxiety/Panic	28
	Behavioral / Psychiatric - Depression	8
	Behavioral / Psychiatric - Legal Hold	1
	Behavioral / Psychiatric - Manic Episode	2
	Behavioral / Psychiatric - Psychotic Episode	6
	Behavioral / Psychiatric - Suicidal	25
	Behavioral / Psychiatric - Threatening/Homicidal	1
	Behavioral / Psychiatric - Unspecified	20



Nashua, NH

	Total for Behavioral/Psych	91
Cardiac	Cardiac - Acute MI - Anteroseptal STEMI	1
	Cardiac - Angina	1
	Cardiac - Angina - Unstable	1
	Cardiac - Cardiac Arrest	4
	Cardiac - Chest Pain	25
	Cardiac - Chest Pain - Non-reproducible	5
	Cardiac - CHF Exacerbation	4
	Cardiac - Dysrhythmia	9
	Cardiac - Unspecified	8
		Total for Cardiac
Diabetes	Diabetes - Hyperglycemia	15
	Diabetes - Hypoglycemia	5
	Diabetes - Unspecified	1
		Total for Diabetes
Environmental	Environmental - Burn	1
	Environmental - Heat Injury	4
		Total for Environmental
Gastrointestinal	Gastrointestinal - Bowel Obstruction	2
	Gastrointestinal - Constipation	1
	Gastrointestinal - Diarrhea	6
	Gastrointestinal - GI Bleed	8
	Gastrointestinal - Hepatic Problem	2
	Gastrointestinal - Nausea	20
	Gastrointestinal - Possible Ulcer	1
	Gastrointestinal - Unspecified	6
	Gastrointestinal - Vomiting	11
		Total for Gastrointestinal
Genital/Urinary	Genital/Urinary - Kidney Failure	2
	Genital/Urinary - Kidney Stone	2
	Genital/Urinary - Urinary Tract Infection	2
		Total for Genital/Urinary
Neurological	Neurological - Altered Mentation	13
	Neurological - Cerebral Stroke	6
	Neurological - Cerebral TIA	4
	Neurological - Dementia/Alzheimer's	1
	Neurological - Seizure	13

Nashua, NH

	Neurological - Seizure - Generalized	1
	Neurological - Seizure - Postictal	2
	Neurological - Unconscious/Unresponsive	3
	Neurological - Unspecified	12
	Total for Neurological	55
OB/GYN	OB/GYN - Childbirth Routine Delivery	1
	OB/GYN - Labor	3
	OB/GYN - Unspecified	1
	Total for OB/GYN	5
Other	Other - Abnormal Labs	7
	Other - Cold-like Symptoms	1
	Other - Dizziness	19
	Other - Ear/Nose/Throat Problem	4
	Other - Epistaxis	3
	Other - Flu-like Symptoms/Acute Febrile Illness	14
	Other - General Malaise	10
	Other - Generalized Weakness	28
	Other - Medical Device Failure	2
	Other - Obvious Death	2
	Other - Other	52
	Other - Sepsis	2
	Other - Unspecified	18
	Other - Vision Problem	2
	Total for Other	164
Pain	Pain - Abdominal	15
	Pain - Abdominal - Lower Quadrant	1
	Pain - Abdominal - Upper Quadrant	2
	Pain - Abdominal - Upper Quadrant, Right	1
	Pain - Back	23
	Pain - Back - Lumbar	1
	Pain - Body	4
	Pain - Chest Wall	5
	Pain - Extremity	15
Pain	Pain - Extremity - Ankle	2
	Pain - Extremity - Foot	1
	Pain - Extremity - Forearm	2
	Pain - Extremity - Hip	2

Nashua, NH

	Pain - Extremity - Shoulder	2
	Pain - Head	2
	Pain - Head - Chin	1
	Pain - Neck	2
	Pain - Pelvis	5
	Pain - Unspecified	2
	Total for Pain	88
Respiratory	Respiratory - Airway Obstruction - Full	1
	Respiratory - CONFIRMED COVID-19	1
	Respiratory - Dyspnea	26
	Respiratory - Dyspnea - Asthma	2
	Respiratory - Dyspnea - COPD	4
	Respiratory - Hyperventilation	1
	Respiratory - Infection/Virus	6
	Respiratory - Pneumothorax	1
	Respiratory - Pulmonary Edema	2
	Respiratory - Unspecified	12
		Total for Respiratory
Toxicological	Toxicological - Alcohol	46
	Toxicological - Illegal Drugs - Opioid Ingestion - Unspecified	11
	Toxicological - Illegal Drugs - Opioid Non-Ingsted	2
	Toxicological - Illegal Drugs, Depressant	8
	Toxicological - Illegal Drugs, Stimulant	4
	Toxicological - Prescription Medication - Antidepressant	1
	Toxicological - Prescription Medication - Sedative	2
	Toxicological - Prescription Medications - Opioid Ingestion - Unspecified	2
	Toxicological - Unspecified	3
		Total for Toxicological
Trauma	Trauma - Abrasion(s)	6
	Trauma - Bleeding	7
	Trauma - Bleeding - Controlled	3
	Trauma - Bleeding - Uncontrolled	1
	Trauma - Blunt	12
	Trauma - Fracture/Dislocation	20
	Trauma - Head Injury	13



Nashua, NH

	Trauma - Laceration(s)	17
	Trauma - Penetrating	3
	Trauma - Soft Tissue	12
	Trauma - Unspecified	28
	Total for Trauma	122
Vascular	Vascular - Deep Vein Thrombosis	1
	Vascular - Dehydration	5
	Vascular - Hypertension	10
	Vascular - Hypotension	1
	Vascular - Lightheaded/Near Syncope	9
	Vascular - Syncope	11
	Vascular - Unspecified	8
	Total for Vascular	45

Section II.M.2.e: Number of patient refusals or false alarms:

Number of Patient Refusals or false alarms: 243

Section II.M.2.f: Average non-ALPHA response time, time on scene and transport time:

Average Response Time: 0:04:15

Average Time On-Scene: 0:14:49

Average Transport Time: 0:08:17

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:

MINIMUM REQUIRED NFPA1710 RESPONSE STANDARD: 90%

ACTUAL NFPA170 RESPONSE STANDARD ACHIEVED 96%

Section II.M.2.h: Date, time, duration and reason of stand-bys:

None for the reporting period





Nashua, NH

Section II.M.2.i: Date, time, duration and receiving community of mutual aid requests for service out of Nashua:

7/5/2020	MUTUAL IN	20-4762	MERRIMCK
7/5/2020	MUTUAL IN	20-4763	HUDSON
7/7/2020	MUTUAL IN	20-4817	HUDSON
7/16/2020	MUTUAL IN	20-5066	HUDSON
7/17/2020	MUTUAL IN	20-5096	HUDSON
7/17/2020	MUTUAL IN	20-5096	MERRIMACK
7/18/2020	MUTUAL IN	20-5133	HUDSON
7/26/2020	MUTUAL IN	20-5319	HUDSON
7/31/2020	MUTUAL IN	20-5447	HUDSON

9

Section II.M.2.j: Date, time, duration and sending community of mutual aid requests for service into Nashua:

7/8/2020	MUTUAL OUT	20-4892	HUDSON
7/29/2020	MUTUAL OUT	20-5406	HUDSON

2

Section II.M.2k: Number of instances where Contractor used its own ambulance to provide mutual aid to Nashua:

7/4/2020	AMR COVER
7/9/2020	AMR COVER
7/18/2020	AMR COVER
7/18/2020	AMR COVER
7/19/2020	AMR COVER
7/18/2020	AMR COVER
7/20/2020	AMR COVER
7/27/2020	AMR COVER
7/30/2020	AMR COVER

9

Section II.M.2l: Payer class spread (Less than 10 listed under "other"):

NATIONAL GOVERNMENT SERVICES, INC	265
UNKNOWN AT TIME OF SERVICE	92





Nashua, NH

WELLSENSE	86
NH HEALTHY FAMILIES	55
SECURE HORIZON MEDICARE REPLACEMENT	42
ANTHEM BLUE CROSS AND BLUE SHIELD	32
CIGNA HEALTHCARE	21
HUMANA GOLD CHOICE - MEDICARE HMO	20
ANTHEM HEALTH PLANS OF NH	19
UNITED HEALTHCARE	12
AMERIHEALTH	10
HARVARD PILGRIM HEALTH	10
OTHER (LESS THAN 10)	80

Section II.M.2.m: Number of Mechanical Failures:

None for the reporting period.

Section II.M.2.n: Personnel changes, levels of certification upgrades:

None for the reporting period.

Section II.M.2.o: Vehicle maintenance log activity:

ALS-09





Nashua, NH

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY	PF
070920	996-000-000	0020394847 MHodsdon	Shuttle	Nor	1.00	
			drove to nashua station to evaluate fluid leak and drove		**	
			back to auburn station.		**	
070920	066-001-000	1	KIT-gas apm	Nor	1.00	
070920	066-001-000	FL-820-S	OIL FILTER	Nor	1.00	
070920	066-001-000	X05W30BSP	Bulk 5w-30	Nor	7.00	
070920	066-001-000	1	END-gas apm	Nor	1.00	
070920	066-001-000	HOLD-16N	AMB door stop	Nor	1.00	
070920	066-001-000	LT225/75/16 FIRESTONE A/T	LT225/75/16 FIRESTONE TRANSF	Nor	2.00	
070920	066-001-000	0020394847 MHodsdon	PM A INSPECTION	Nor	6.50	
			performed alpm, road tested, changed oil and filter.		**	
			replaced 2 front tires, replaced 2 rear inside tires with		**	
			good used tires and cleaned all wheels. replaced left rear		**	
			side door stay, drilled out stripped holes and installed		**	
			nutserts. fogged vehicle. replaced map light with good		**	
			used bulb. secured right rear and right side door panels.		**	
073120	033-003-000	DG-508	COIL	Nor	1.00	
073120	033-003-000	0020394847 MHodsdon	Coil	Nor	1.50	
			scanned vehicle and found code p0301, misfire #1 cylinder.		**	
			checked and found weak spark from coil, replaced coil.		**	
			cleared code and road tested, good.		**	

ALS-10 None during the reporting period

ALS-11 None during the reporting period

ALS-12

DATE	VMRS CODE	PART NUMBER / MECHANIC	DESCRIPTION	TYP	HRS/QTY
072820	066-001-000	1	KIT-gas apm	Nor	1.00
072820	066-001-000	FL-820-S	OIL FILTER	Nor	1.00
072820	066-001-000	X05W30BSP	Bulk 5w-30	Nor	7.00
072820	066-001-000	1	END-gas apm	Nor	1.00
072820	066-001-000	KT-160	V10 HEATER HOSE W/FORWARD TE	Nor	1.00
072820	066-001-000	BC2Z-18472-DA	V10 UPPER HEATER HOSE	Nor	1.00
072820	066-001-000	BXT-65-850	PRIMARY BATTERY	Nor	2.00
072820	066-001-000	AGSF-22F1	V10 SPARK PLUGS	Nor	10.00
072820	066-001-000	DG-508	COIL	Nor	1.00
072820	066-001-000	VC-7-B	GOLD ANTIFREEZE	Nor	2.00
072820	066-001-000	0020394847 MHodsdon	PM A INSPECTION	Nor	10.00

Section II.M.2.p: Discuss complaints or other relevant issues:





Nashua, NH

The following special events and community service events occurred during the month –

The community service events for the period were limited due to COVID-19. They will resume as soon as it is safe to do so.

Section II.M.2.g: Quality Improvement Indicators: Please see the attached QI report.





AMR

MEDICINE

June 2020

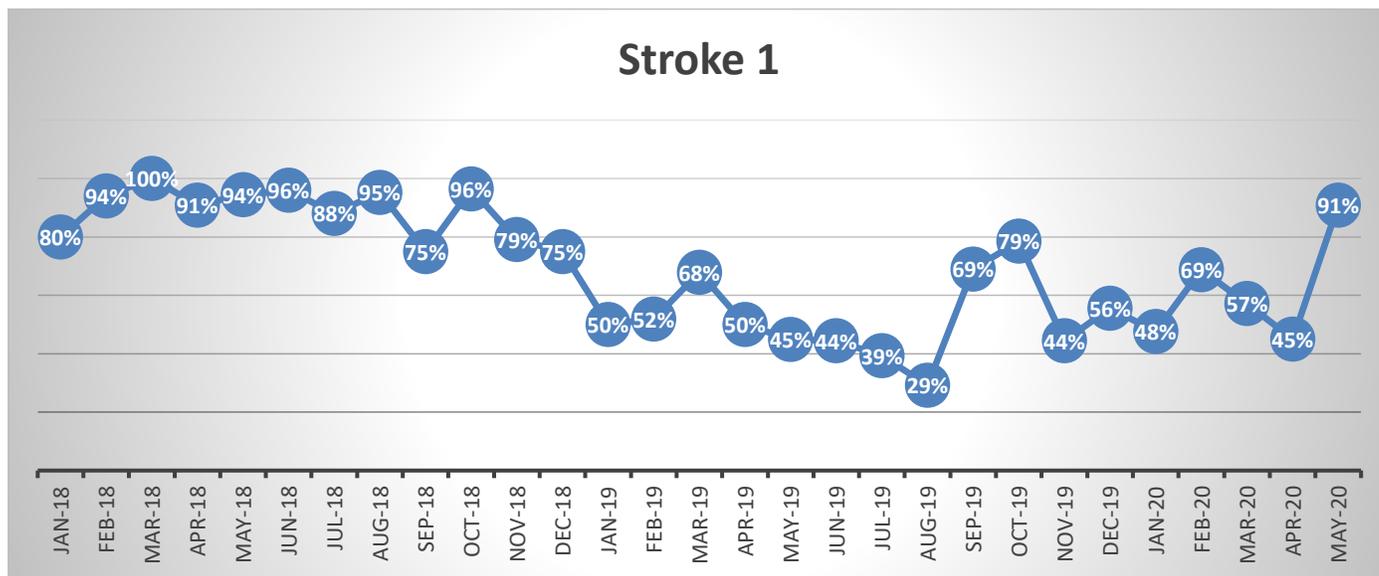
CES Department: CQI Summary

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Summary Data	7
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EMS COMPASS MEASURES

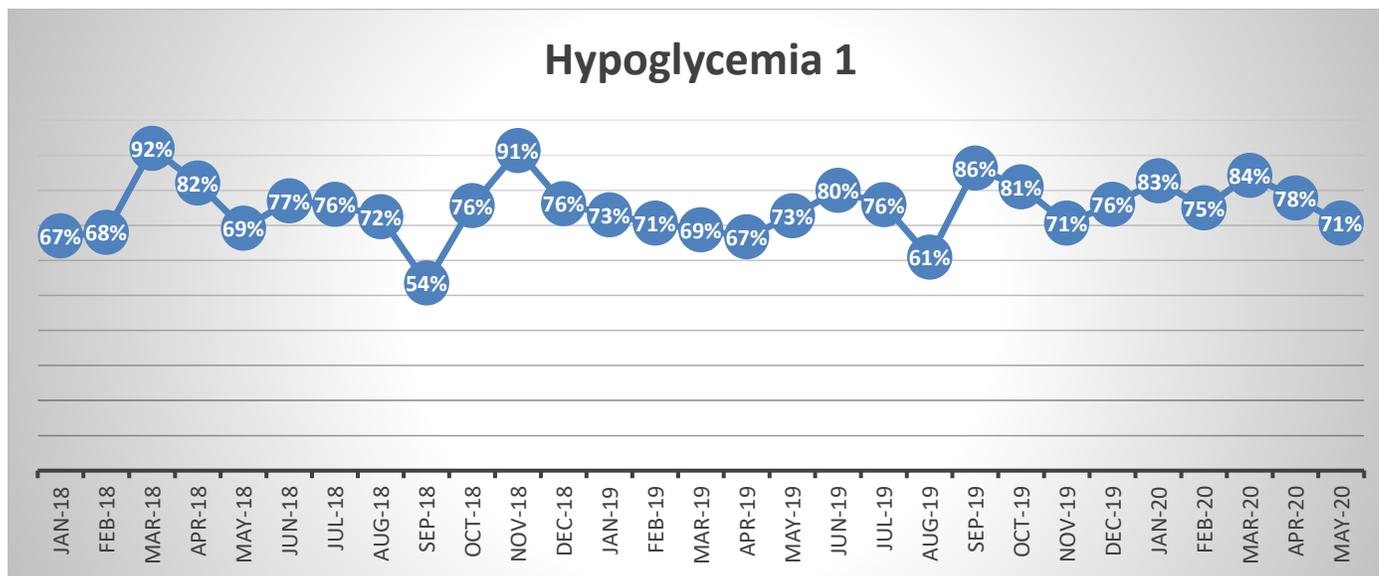
Stroke – 1



Inclusion Criteria

To measure the percentage of 911 calls with suspected stroke patients (ICD-10 Impression of I63* or G45*) who had a stroke assessment performed by EMS.

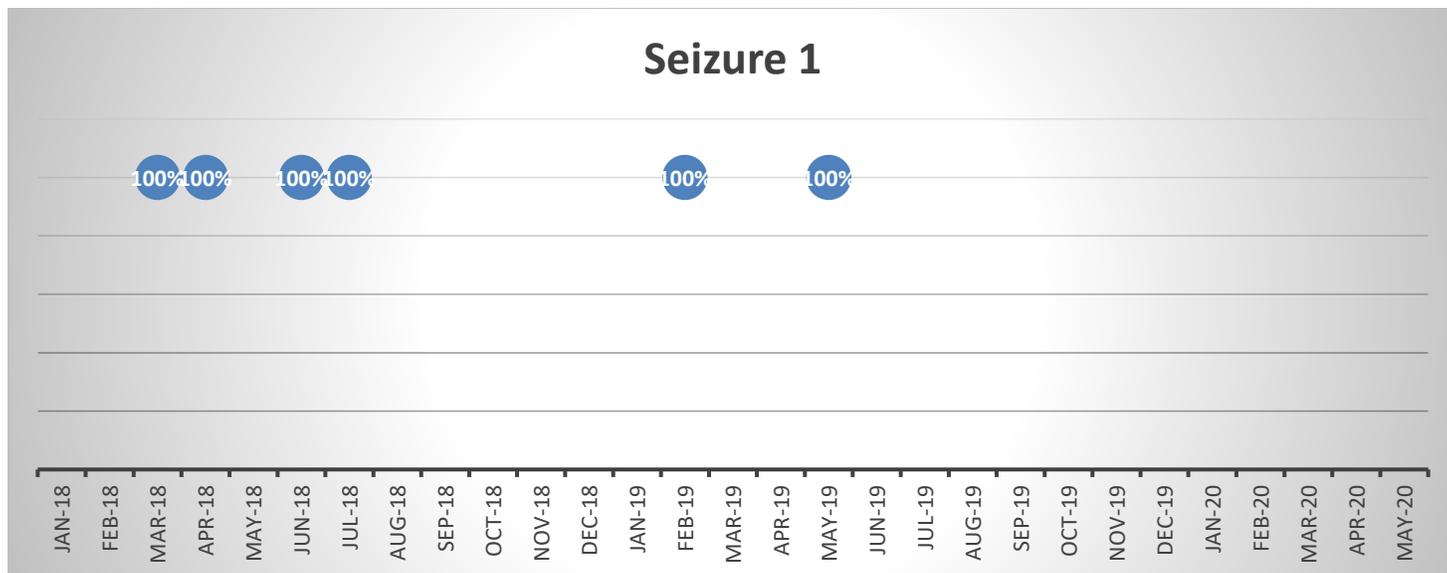
Hypoglycemia 1



Inclusion Criteria

Measure of 911 patients with glucose < 60 or "Low" who received some sort of treatment to correct their symptomatic hypoglycemia (food, oral fluid, administration of oral glucose, dextrose, or glucagon).

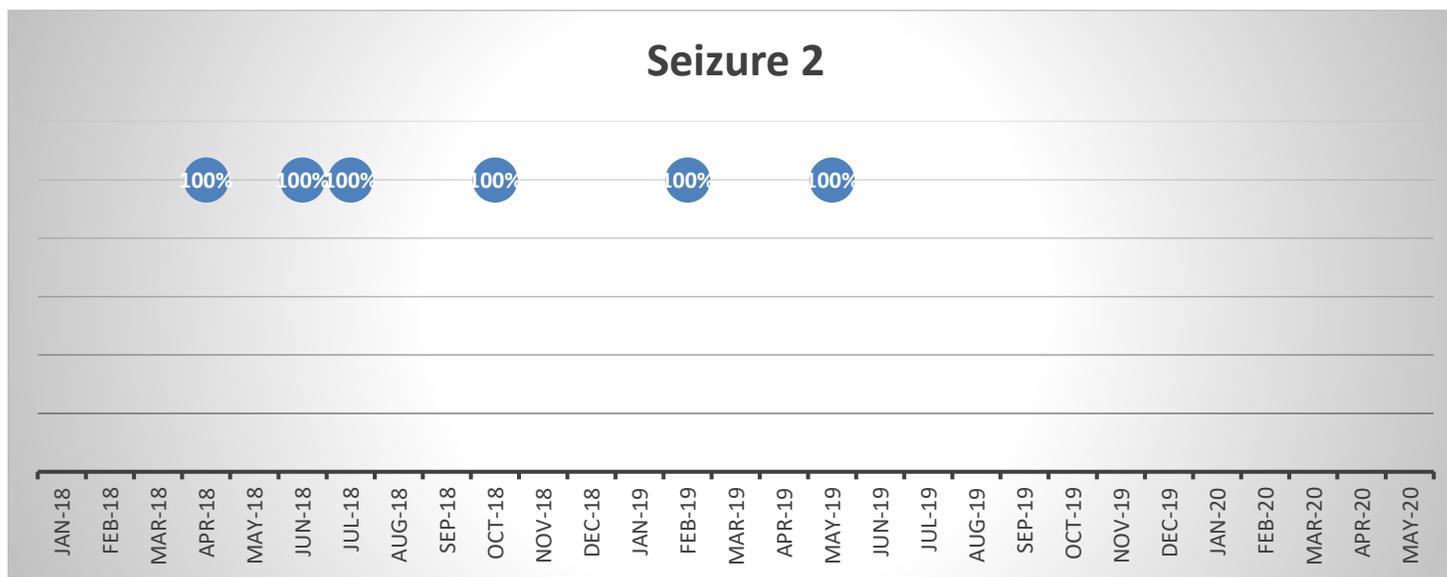
Seizure 1



Inclusion Criteria:

Measure of 911 patients with ongoing seizure activity for 5 minutes or more or two or more seizures in a 5 minute period without regaining consciousness between them who received an evaluation of their blood glucose.

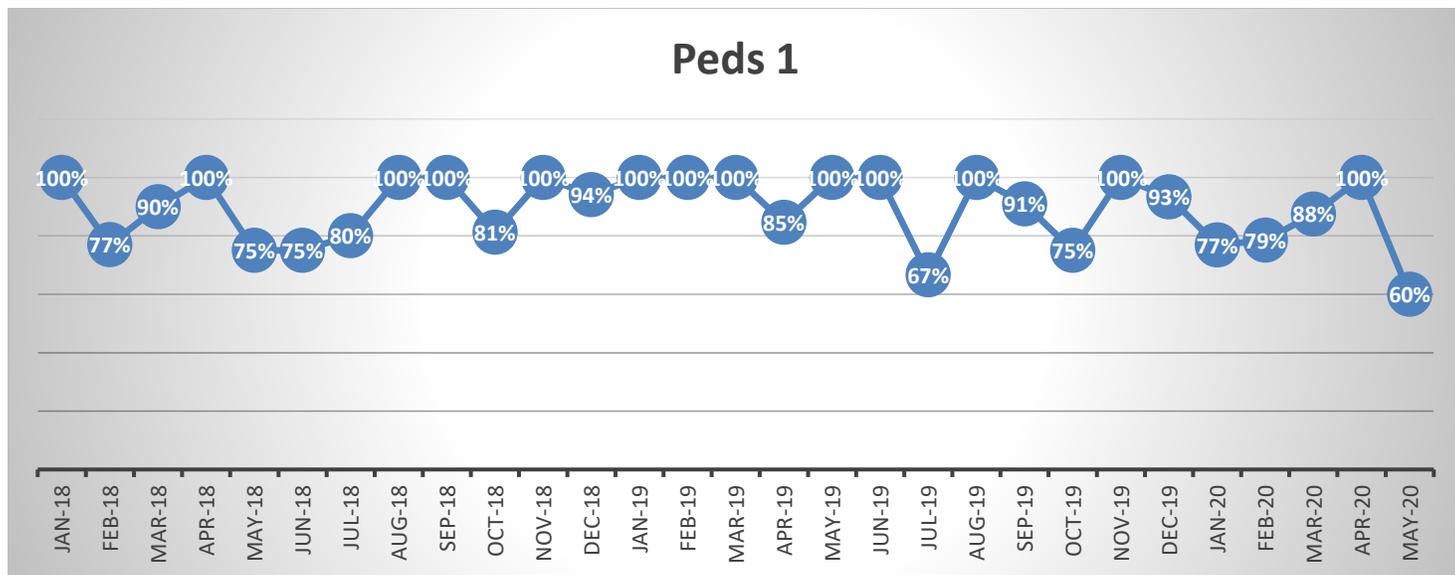
Seizure 2



Inclusion Criteria:

Measure of 911 patients with ongoing seizure activity for 5 minutes or more or two or more seizures in a 5 minute period without regaining consciousness between them who received intervention (e.g., benzodiazepine) intended to stop the seizure

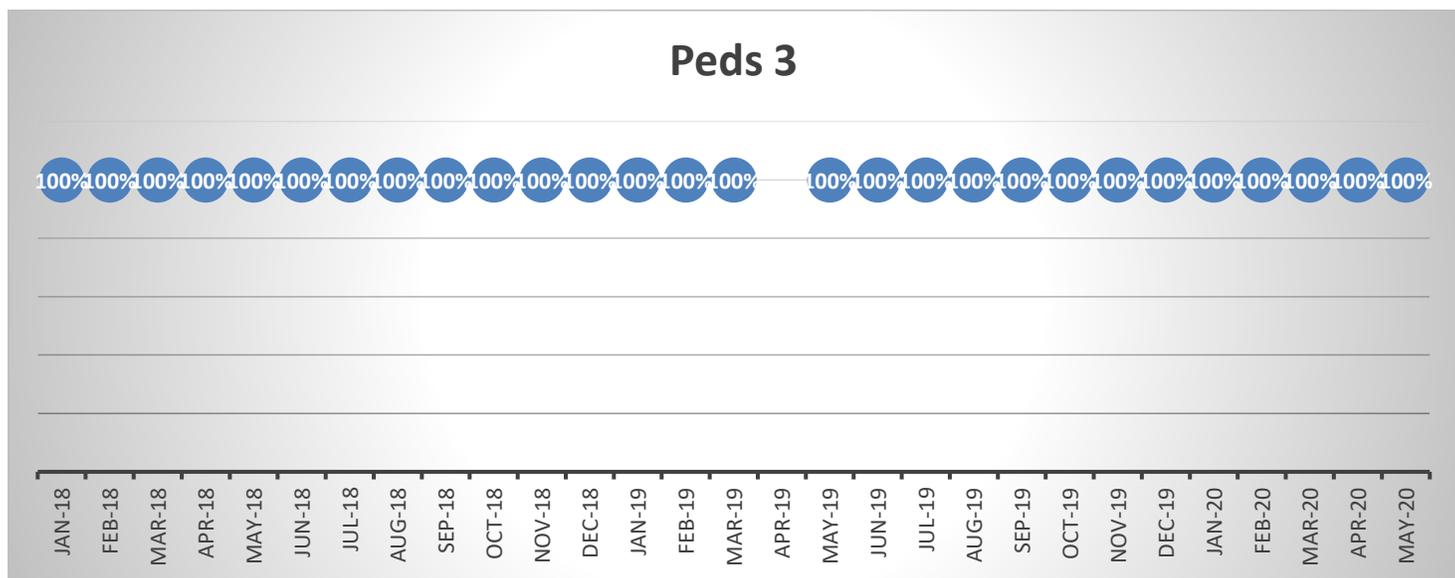
Peds 1



Inclusion Criteria:

Measure of 911 patient with documented evidence that a respiratory assessment was performed on pediatric patients =< 15 years old.

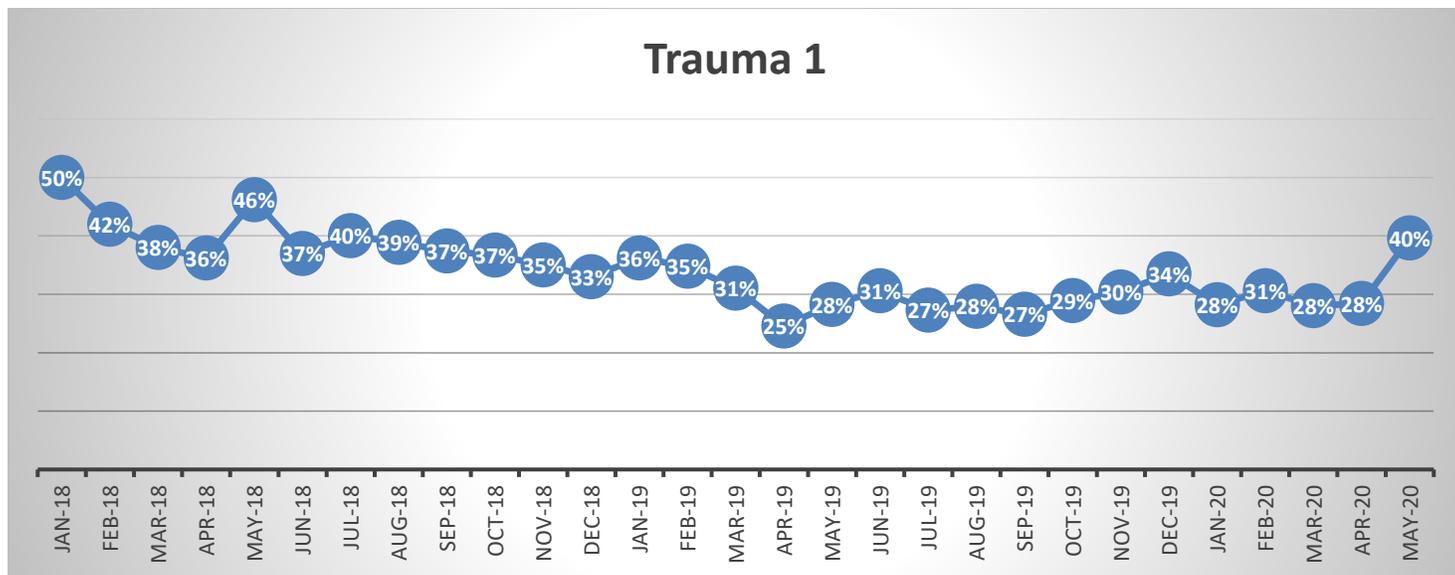
Peds 3



Inclusion Criteria:

Measure of 911 patient frequency that weight or length based estimate are documented on Patients =< 15 years old.

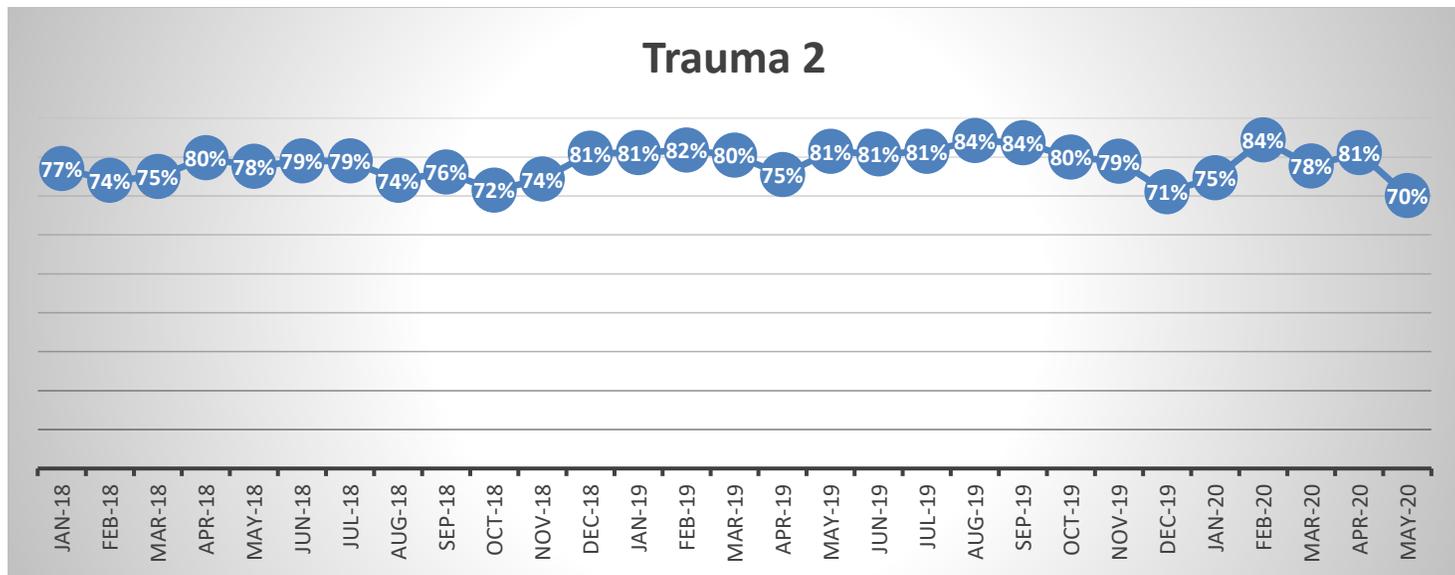
Trauma 1



Inclusion Criteria:

911 Trauma patients with a pain scale assessment.

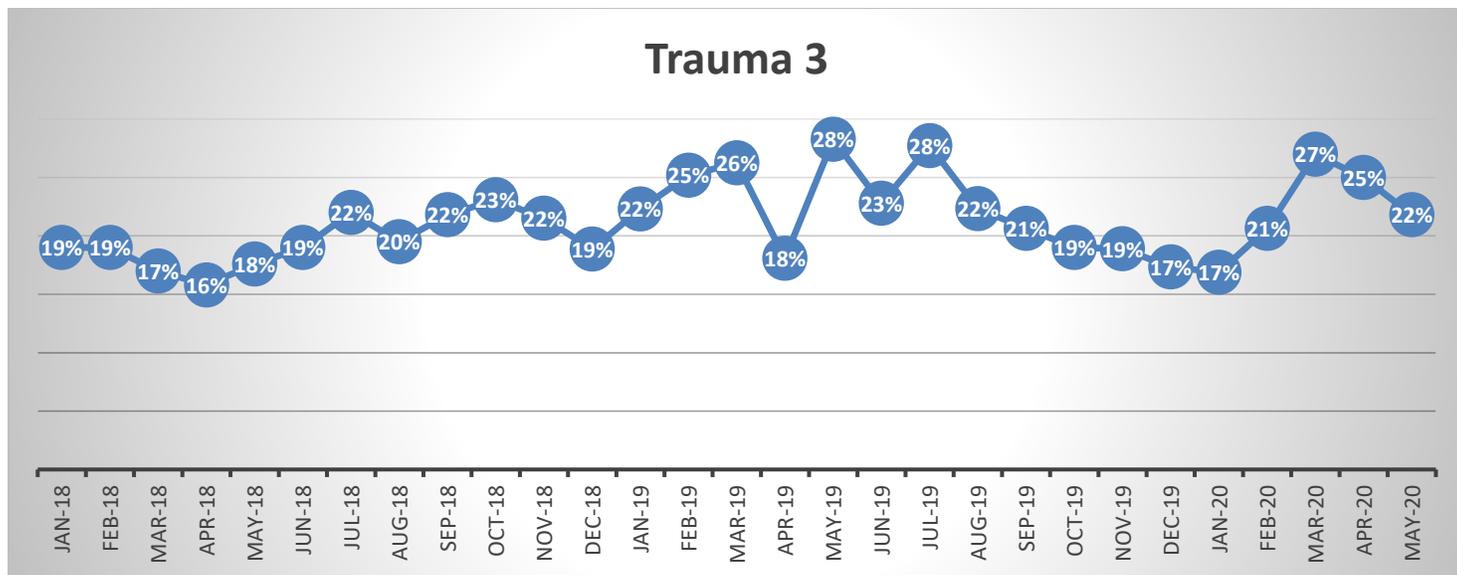
Trauma 2



Inclusion Criteria:

911 Trauma patients with a pain scale assessment performed at least 2 times.

Trauma 3

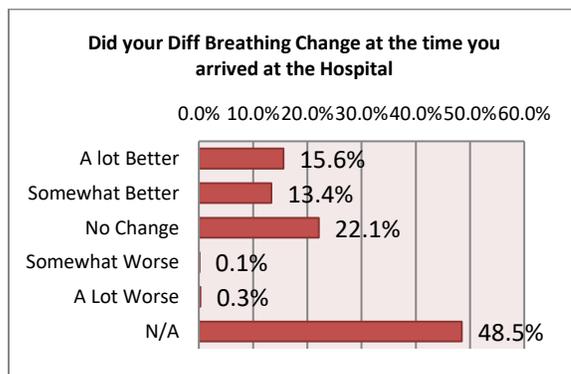
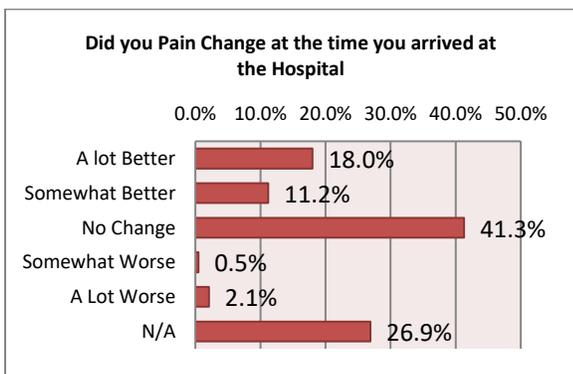
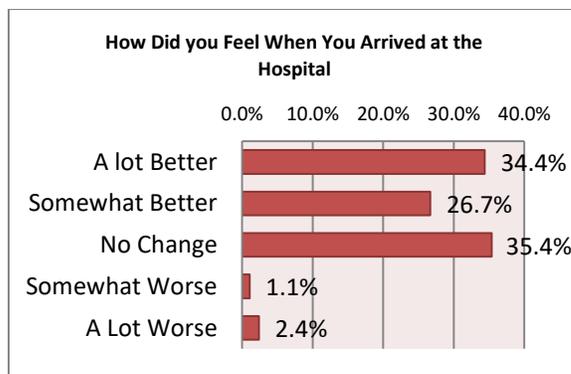
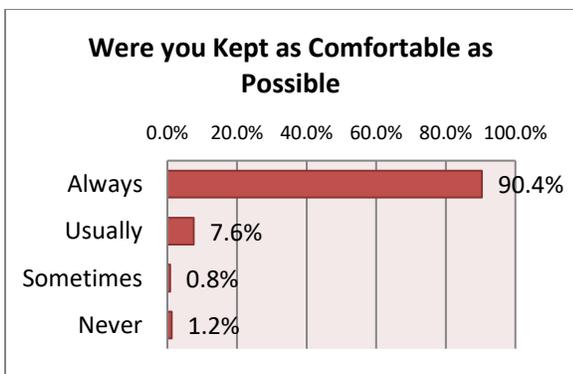
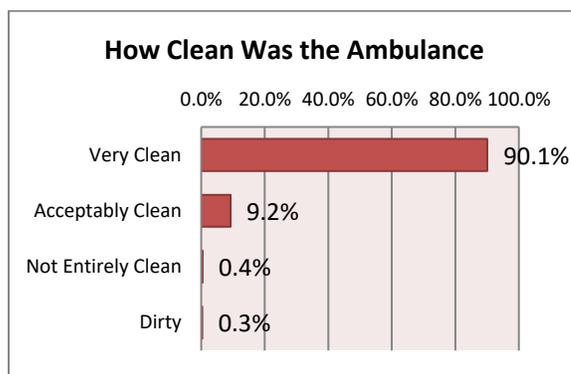
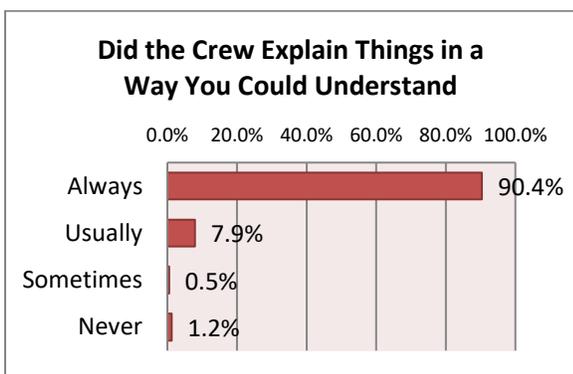
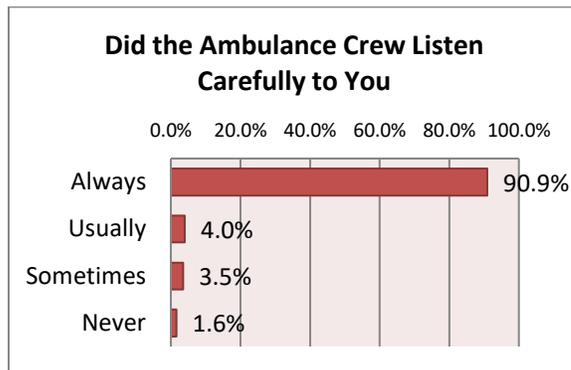
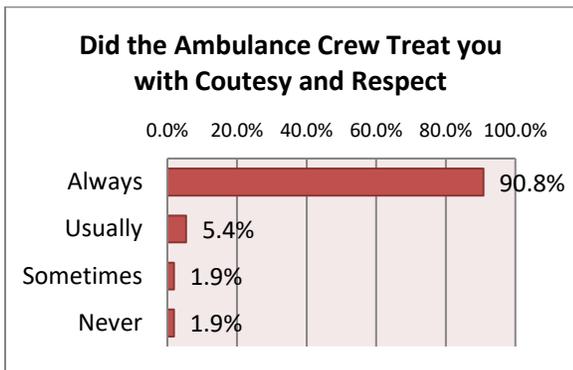


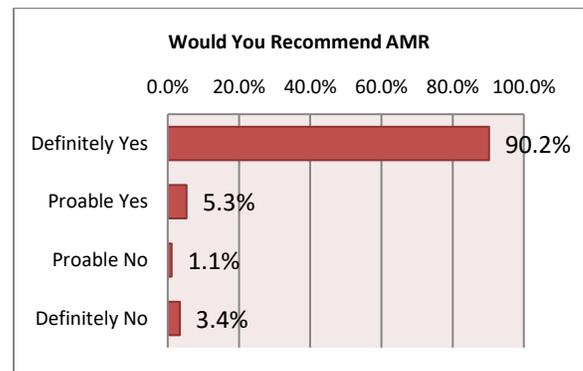
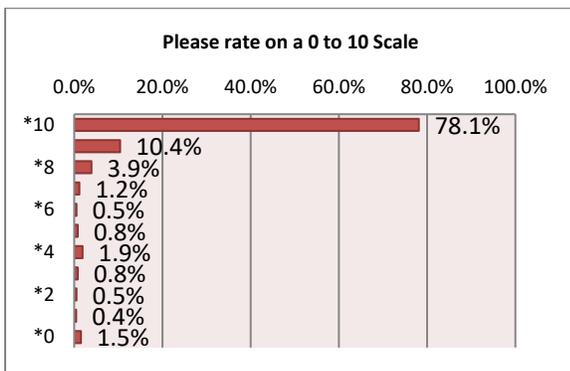
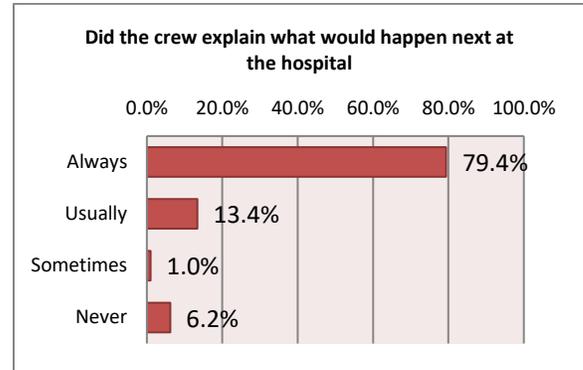
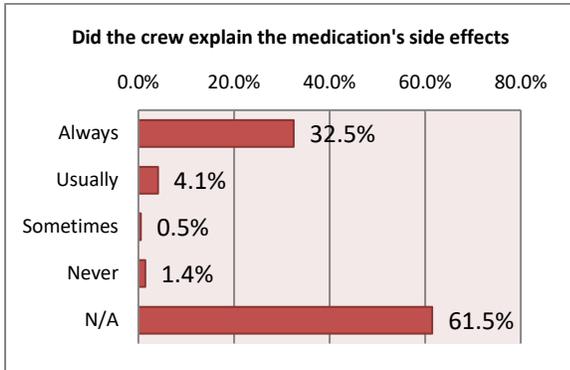
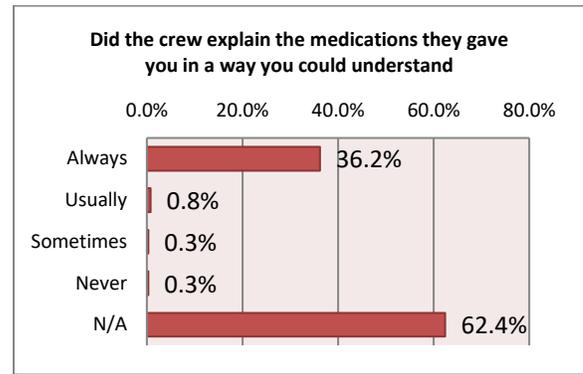
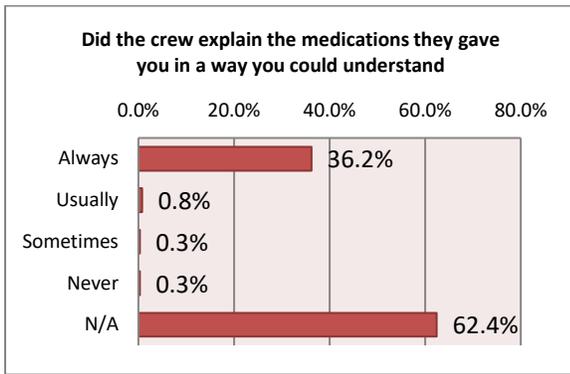
Inclusion Criteria:

911 Trauma patients with at least 2 pain scale scores where the last assessment score was lower than the max assessment score.

PATIENT SATISFACTION

Summary Data



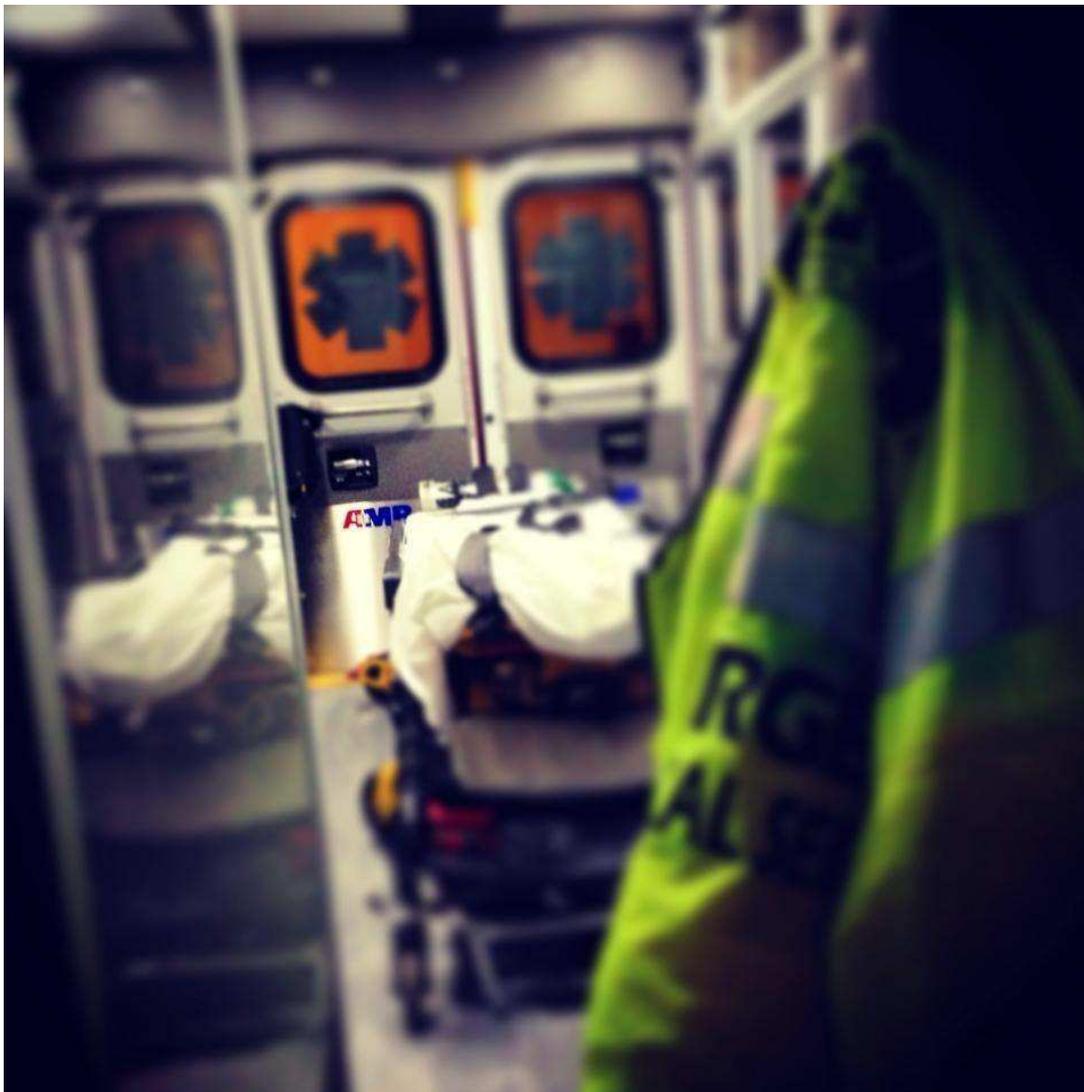


Analysis

Comments

Period: July 1, 2019 – Jun 30, 2020 n=246

Patients were provided with an internet address to submit their feedback of the service provided.



AMR

MEDICINE

Aug 2020

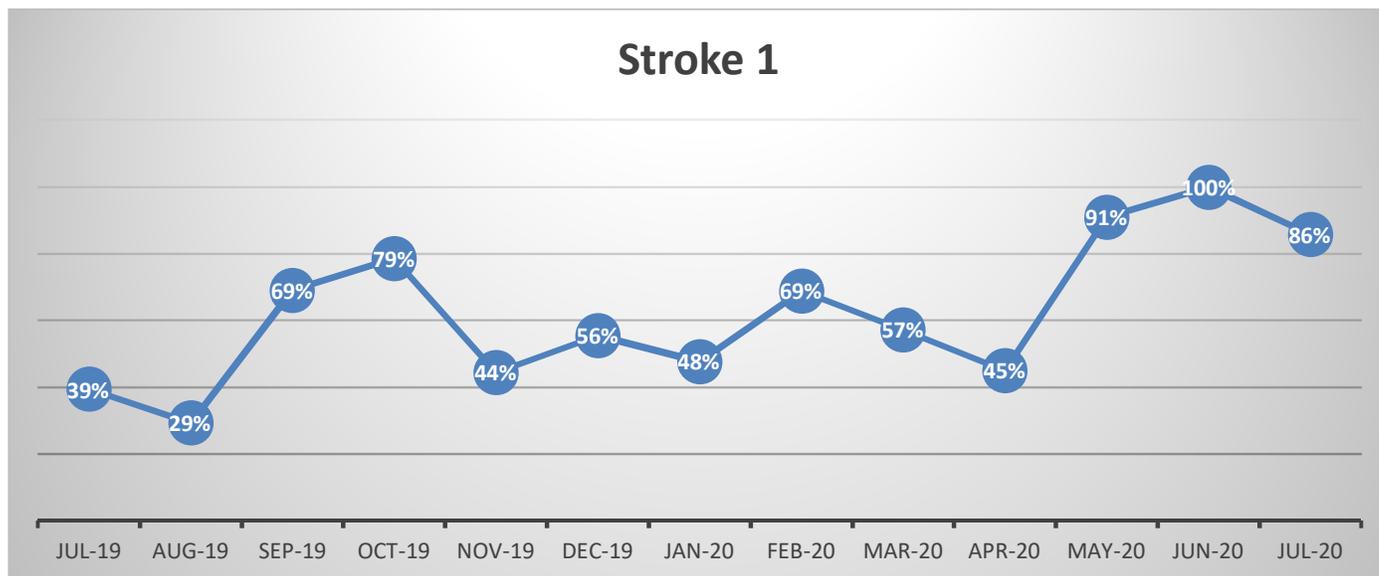
CES Department: CQI Summary

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EMS COMPASS MEASURES

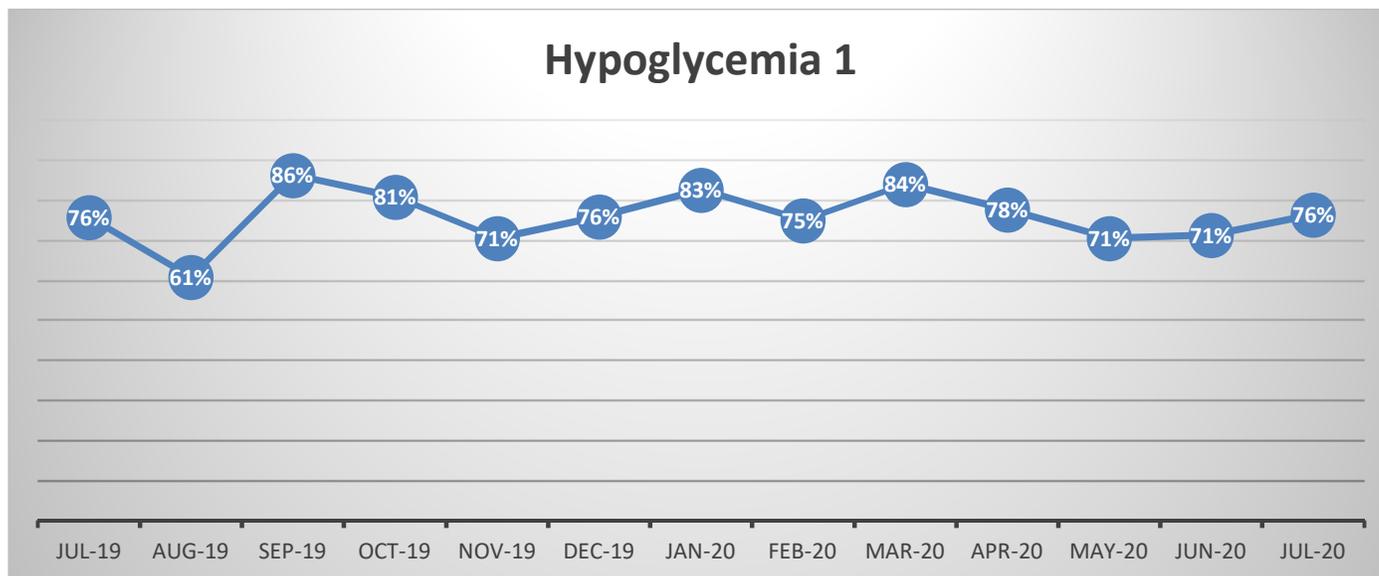
Stroke – 1



Inclusion Criteria

To measure the percentage of 911 calls with suspected stroke patients (ICD-10 Impression of I63% or G45%) who had a stroke assessment performed by EMS.

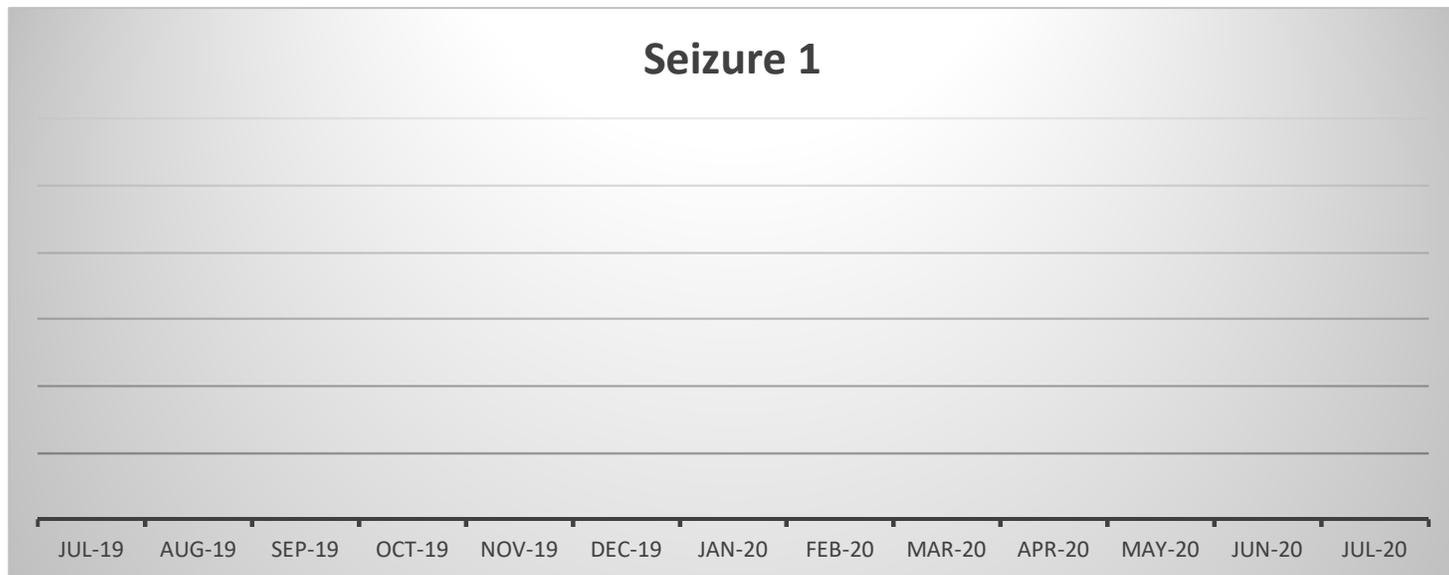
Hypoglycemia 1



Inclusion Criteria

Measure of 911 patients with glucose < 60 or "Low" who received some sort of treatment to correct their symptomatic hypoglycemia (food, oral fluid, administration of oral glucose, dextrose, or glucagon).

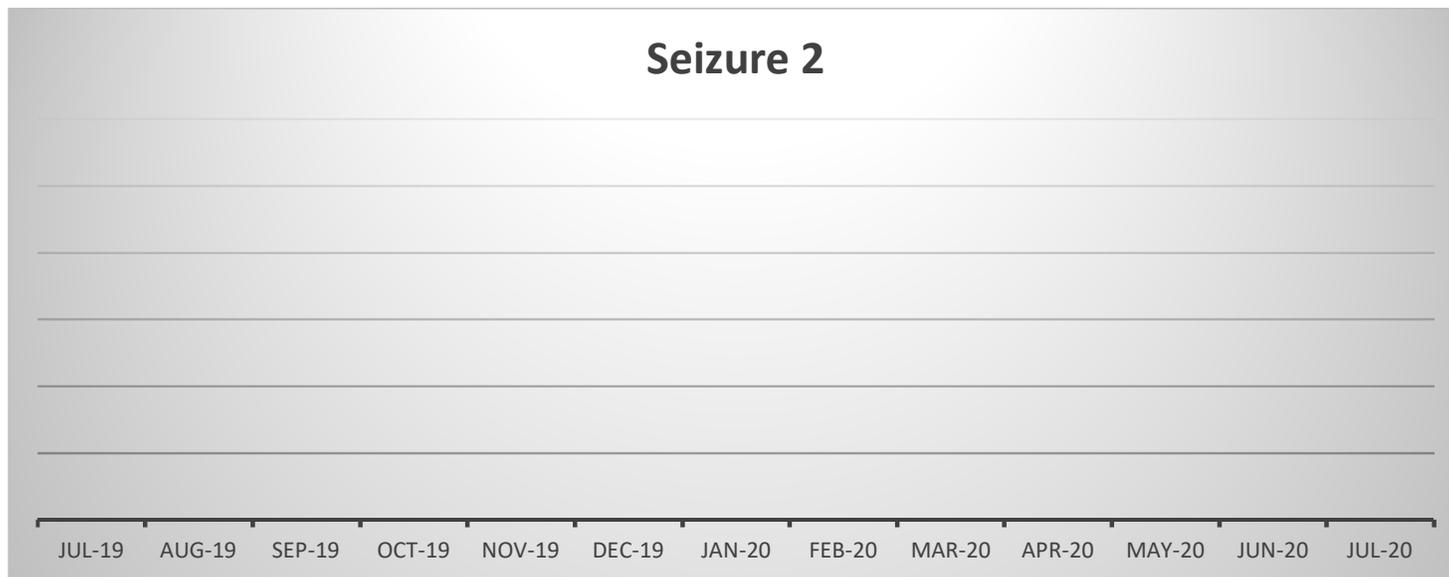
Seizure 1



Inclusion Criteria:

Measure of 911 patients with ongoing seizure activity for 5 minutes or more or two or more seizures in a 5 minute period without regaining consciousness between them who received an evaluation of their blood glucose.

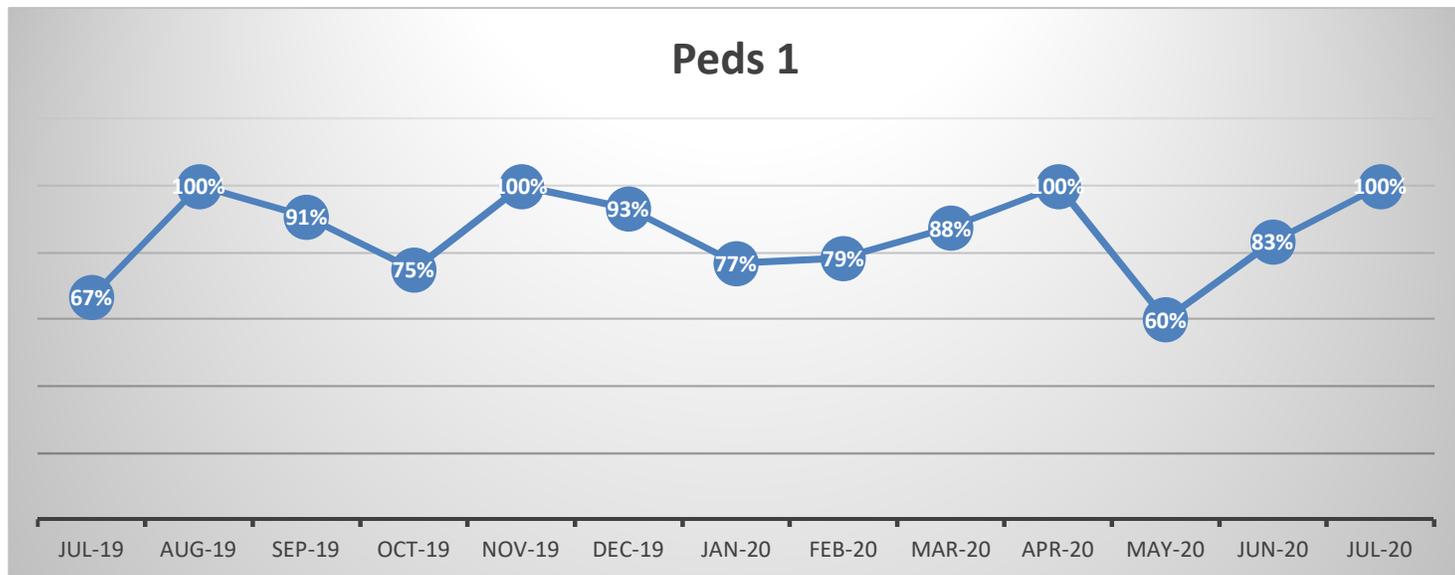
Seizure 2



Inclusion Criteria:

Measure of 911 patients with ongoing seizure activity for 5 minutes or more or two or more seizures in a 5 minute period without regaining consciousness between them who received intervention (e.g., benzodiazepine) intended to stop the seizure

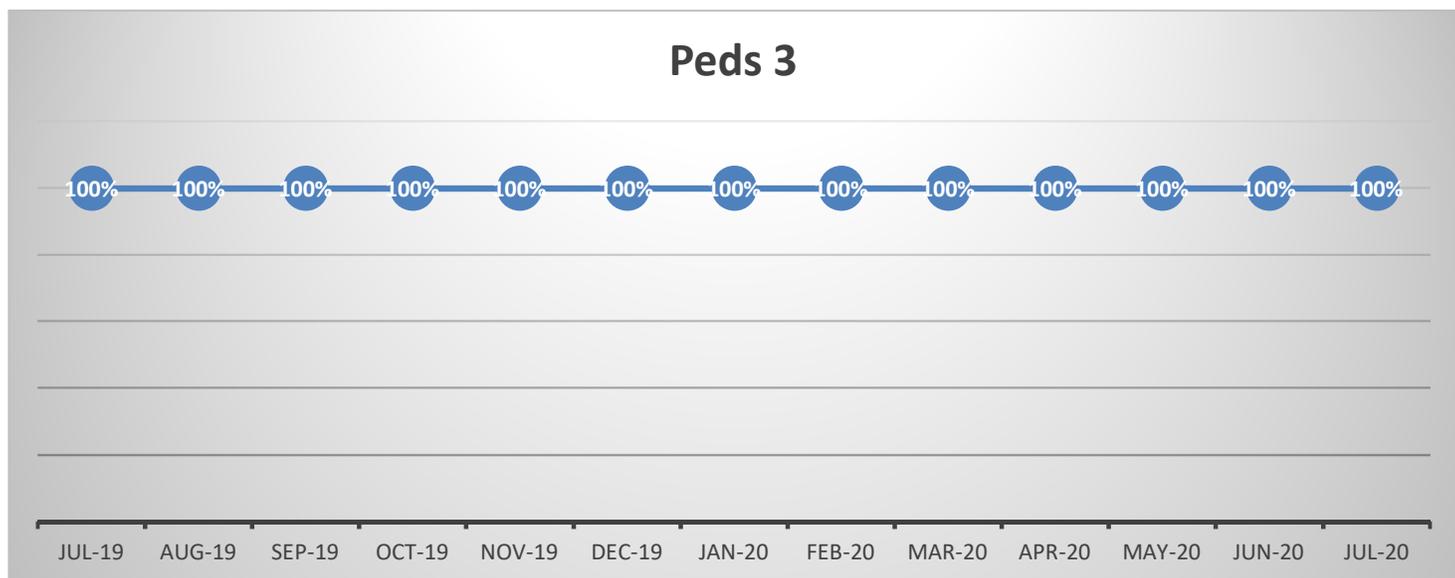
Peds 1



Inclusion Criteria:

Measure of 911 patient with documented evidence that a respiratory assessment was performed on pediatric patients =< 15 years old.

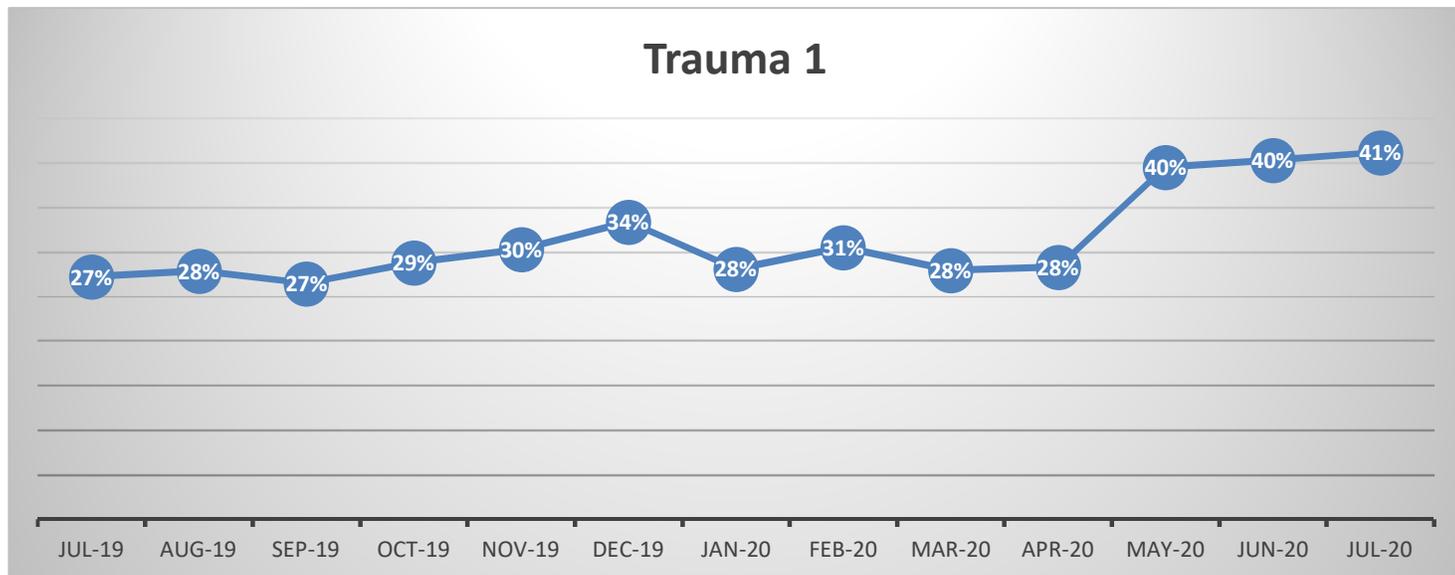
Peds 3



Inclusion Criteria:

Measure of 911 patient frequency that weight or length based estimate are documented on Patients =< 15 years old.

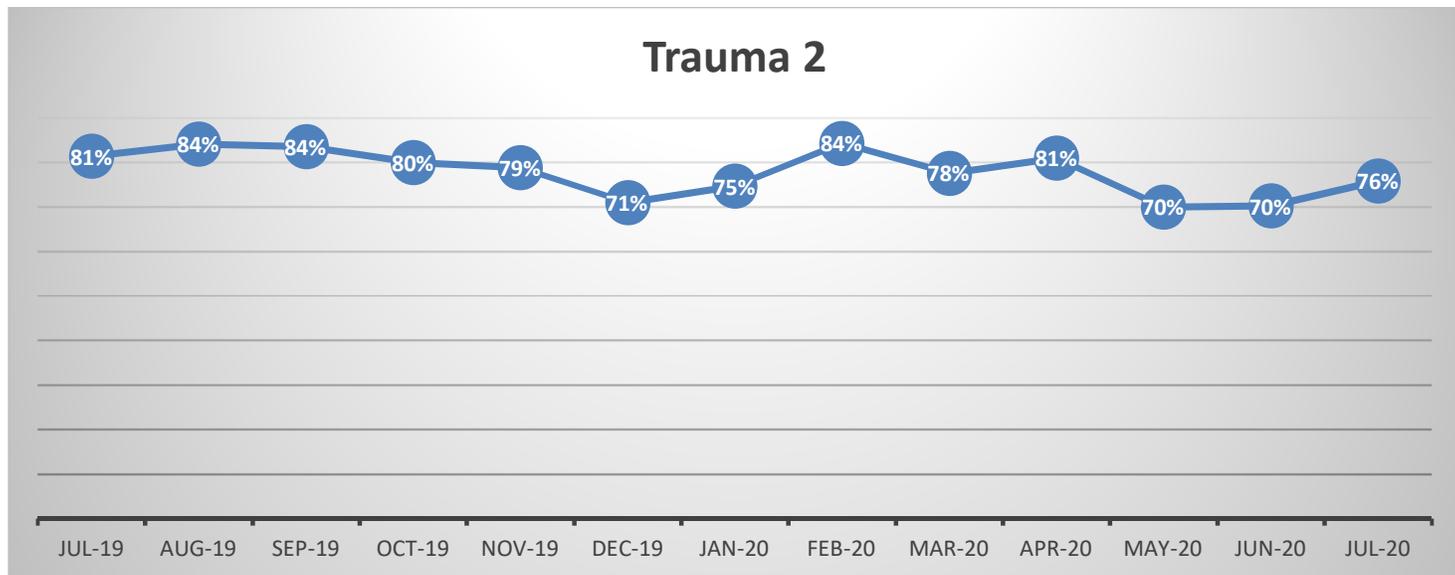
Trauma 1



Inclusion Criteria:

911 Trauma patients with a pain scale assessment.

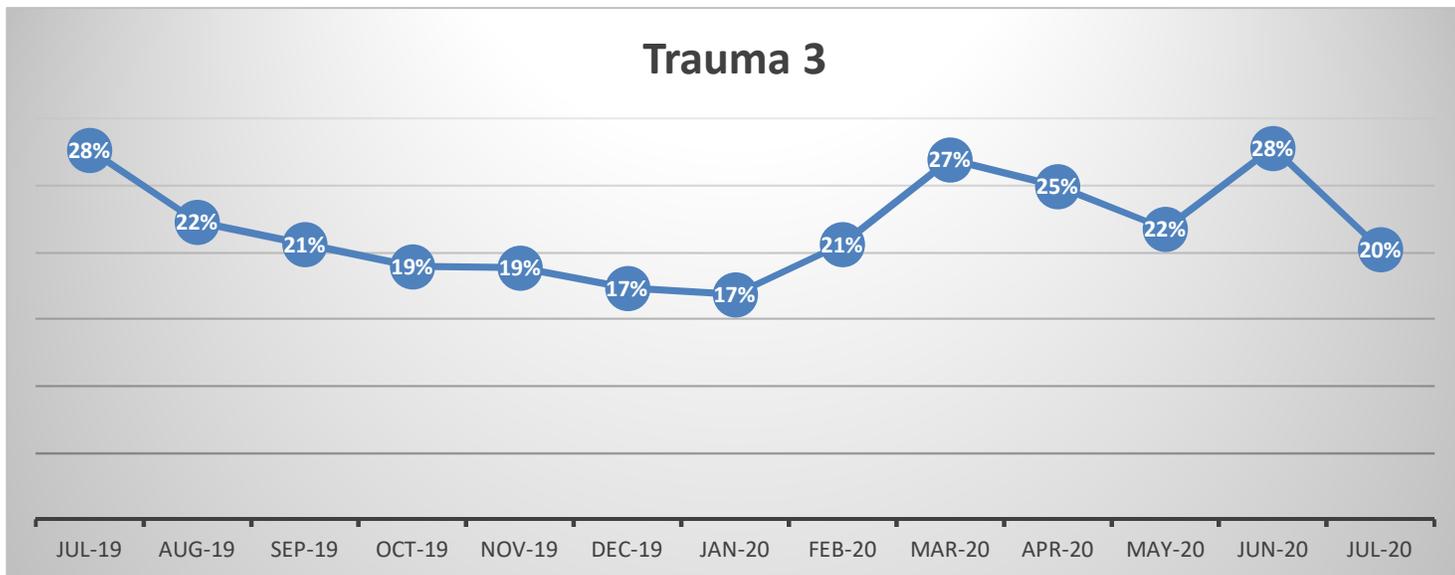
Trauma 2



Inclusion Criteria:

911 Trauma patients with a pain scale assessment performed at least 2 times.

Trauma 3

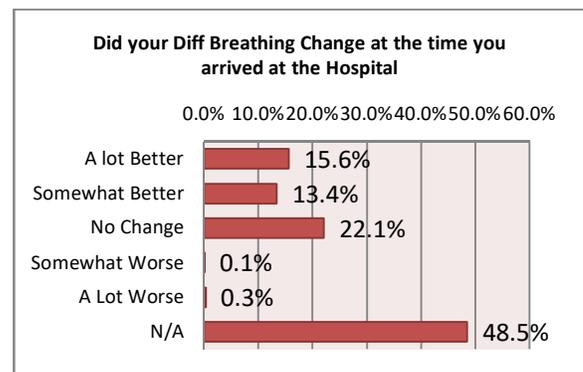
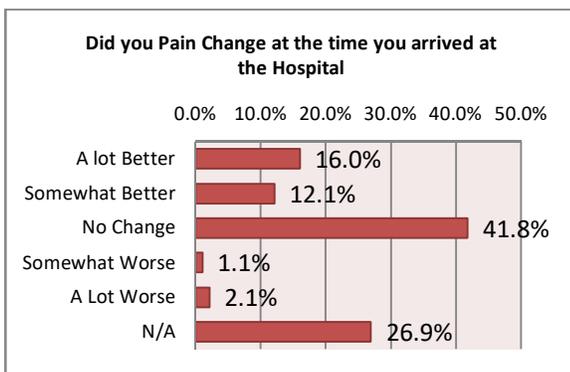
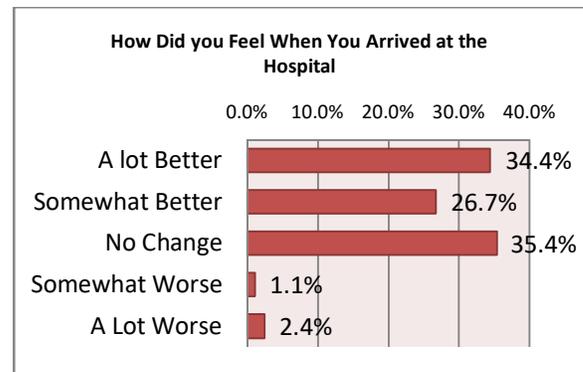
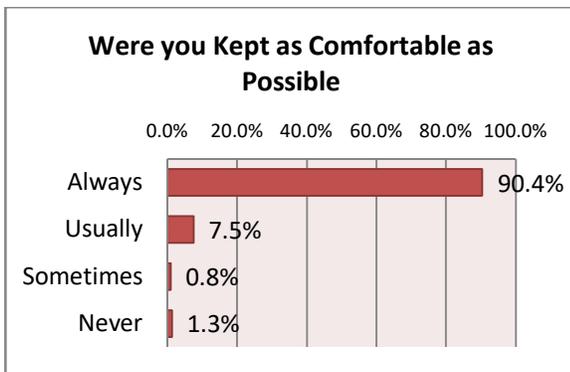
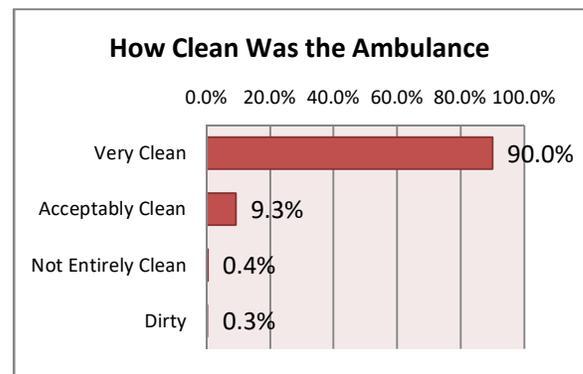
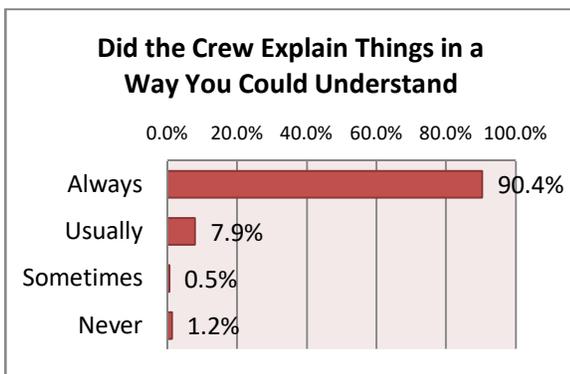
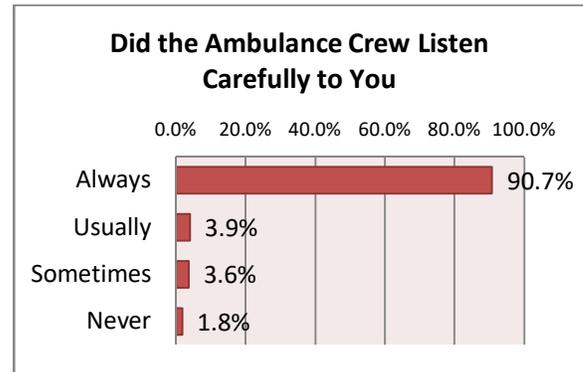
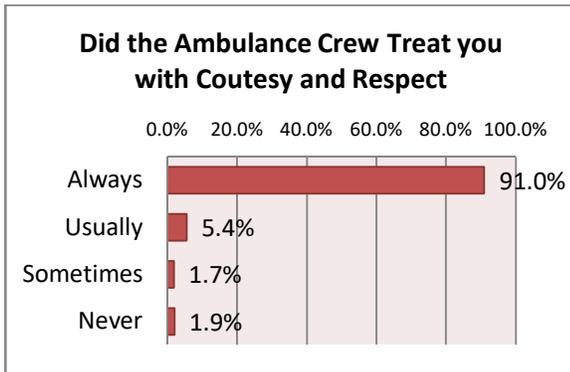


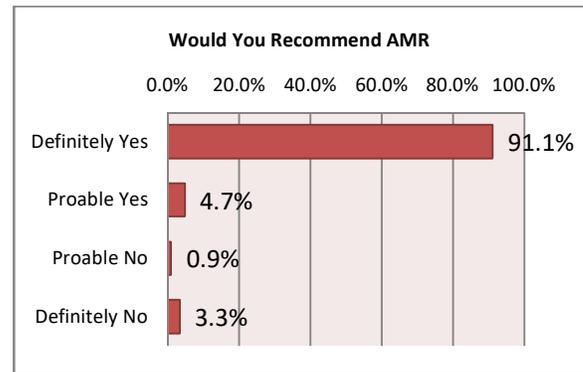
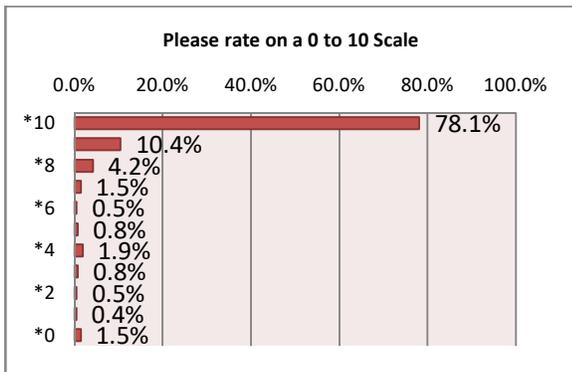
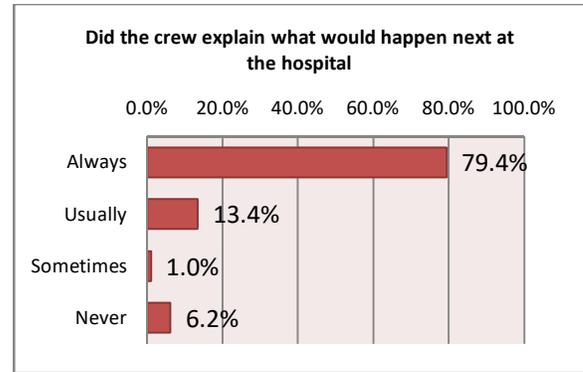
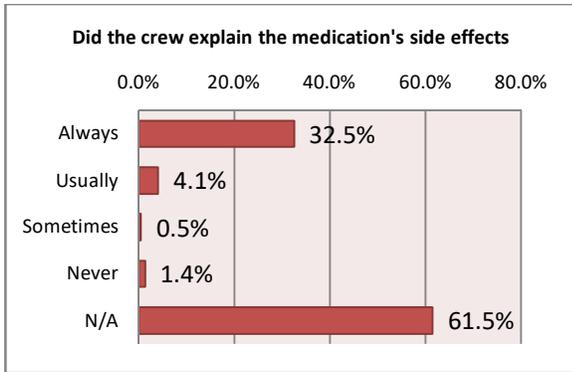
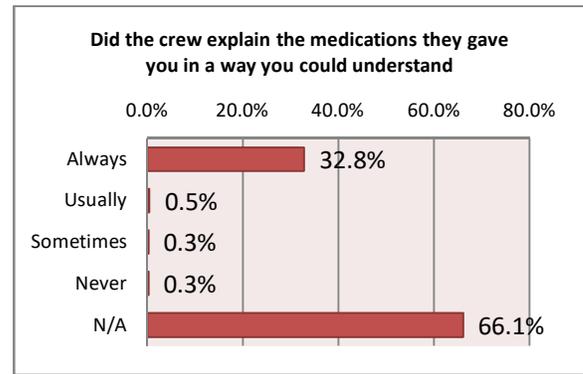
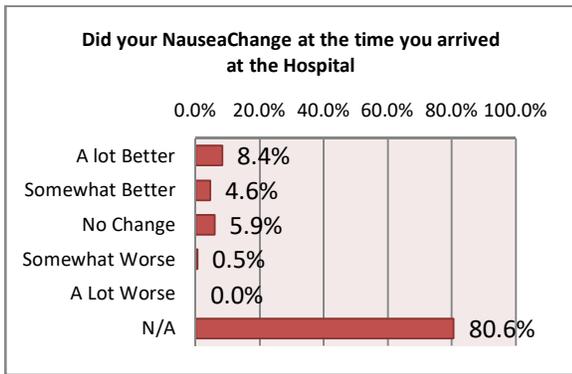
Inclusion Criteria:

911 Trauma patients with at least 2 pain scale scores where the last assessment score was lower than the max assessment score.

PATIENT SATISFACTION

Summary Data





Analysis

Comments

Period: Aug 1, 2019 – July 31, 2020 n=239

Patients were provided with an internet address to submit their feedback of the service provided.