



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

June 01, 2012 through June 30, 2012





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) that was made on September 30th, 2011. The contents of this report reference the requests for Emergency Medical Services (hereafter EMS) provided to Nashua by the three primary response ambulances required 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 (IMC) as well as AMR’s data base 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: 747

Section II.M.2.b: Number of Patients transported: 592

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 336

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

SICK/UNKNOWN ALS CRITERIA MET	101
BREATHING DIFFICULTIES ALS	88
CARDIAC DISORDER ALS CRITERIA	55
UNCONCIOUS/SYNCOPE/UNRESP ALS	52
FALL/ACCIDENT ALS CRITERIA MET	37
MOTOR VEHICLE ACCIDENT ALS	35
SEIZURES ALS CRITERIA MET	32
EMOTIONALLY DISTRESSED ALS	24
TRAUMA W/INJURY ALS CRITERIA	18
OVERDOSE ALS CRITERIA MET	14
SICK/UNKNOWN BLS CRITERIA MET	13
CVA (STROKE) ALS CRITERIA	11
ABDOMINAL PAIN ALS CRITERIA	8
BLEEDING (NON-TRAUMATIC) ALS	8
CARDIAC / RESPIRATORY ARREST	7
DIABETIC ALS CRITERIA MET	7
ALLERGIC REACTION ALS CRITERIA	6
FALL/ACCIDENT BLS CRITERIA MET	5
BACK PAIN ALS CRITERIA MET	3
CHOKING PATIENT ALS CRITERIA	3
TRAUMA W/INJURY BLS CRITERIA	3
BLEEDING (NON-TRAUMATIC) BLS	2
MEDFLIGHT HELIPAD TRANSPORT	2
BACK PAIN BLS CRITERIA MET	1
EMOTIONALLY DISTRESSED BLS EME	1
HAZMAT ALS CRITERIA	1





HEADACHE ALS CRITERIA MET 1
 MOTOR VEHICLE ACCIDENT BLS 1

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

Number of Patient Refusals or false alarms: 159

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

Average Response Time: 0:04:48
 Average Time On Scene: 0:15:32
 Average Transport Time: 0:08:12

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:

6/15/2012	12-13197	BUILDING FIRE	30 MIN
6/24/2012	12-14110	BUILDING FIRE	26 MIN
6/27/2012	12-14421	POLICE STAND-BY	375 MIN

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

6/16/2012	12-13420	TO DUNSTABLE	5 MIN
6/17/2012	12-13492	TO MERRIMACK	66 MIN
6/18/2012	12-13534	TO MERRIMACK	13 MIN





6/22/2012	12-13980	TO MERRIMACK	1 MIN
6/26/2012	12-14311	TO MERRIMACK	51 MIN
6/28/2012	12-14533	TO MERRIMACK	62 MIN

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

6/14/2012	12-13090	MERRIMACK	53 MIN
6/14/2012	12-13101	HOLLIS	32 MIN
6/16/2012	12-13341	HOLLIS	34 MIN
6/21/2012	12-13870	HUDSON	29 MIN

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

NATIONAL HERITAGE INS CO	240
UNKNOWN AT TIME OF SERVICE	172
NEW HAMPSHIRE MEDICAID	67
ANTHEM BC/BS	29
HARVARD PILGRIM HEALTH CARE	19
OTHERS	55

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

There were no mechanical failures for the reporting period.





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

Spreadsheet provided to Kerran Vigroux.

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

- 7 Routine PM including oil change
R&R air filter
Bench seat repair
Road Safety sensor R&R

- 9 Routine PM including oil change
R&R air filter
Road Safety sensor R&R
R&R cabinet screws
R&R LF hubcap

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

Any customer concerns brought to the attention of AMR were resolved to the satisfaction of the customer.

For the month of May 2012 AMR ambulances performed transports with non-dedicated 9-1-1 ambulances in the city beyond what is required 19 times.

Ongoing and/or relevant action items also included:

- On-going discussion with Nashua Fire Rescue dispatch about enhancing pre-alert procedures to increase crew notification time of an incoming call. Awaiting approval from the command staff of NFR.





- Patient satisfaction survey program began on October 1, 2011. Data is reported at the Ambulance Advisory Committee meetings.
- QI monitoring information is now available for 2012 and is reported at the Ambulance Advisory Committee meetings.
- AMR continues to provide community ALS ambulance coverage at numerous community events in Nashua.
- Disaster drills scheduled for mid-July and November to accommodate all parties participating in the drill. The first will involve a City bus and the second will be at SNHMC.
- AMR is working with the City MIS department to update the city “P&S” mapping books and wall maps that are located in all ambulances, fire units, stations and both hospitals. All ambulances now have updated books. Awaiting wall maps from MIS.
- MCI trailer is in service.

