



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

March 01, 2012 through March 31, 2012





This report contains the data and information required by the City of Nashua, New Hampshire 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 (here after EMS) provided to the community by the three primary response ambulances required by the agreement.

This report utilized data from the city’s CAD program 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: 654

Section II.M.2.b: Number of Patients transported: 531

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 318

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

BREATHING DIFFICULTIES ALS	88
SICK/UNKNOWN ALS CRITERIA MET	66
CARDIAC DISORDER ALS CRITERIA	58
FALL/ACCIDENT ALS CRITERIA MET	56
UNCONCIOUS/SYNCOPE/UNRESP ALS	41
MOTOR VEHICLE ACCIDENT ALS	37
SEIZURES ALS CRITERIA MET	31
BLEEDING (NON-TRAUMATIC) ALS	23
CVA (STROKE) ALS CRITERIA	20
TRAUMA W/INJURY ALS CRITERIA	19
OVERDOSE ALS CRITERIA MET	17
EMOTIONALLY DISTRESSED ALS	12
SICK/UNKNOWN BLS CRITERIA MET	9
CARDIAC / RESPIRATORY ARREST	7
BACK PAIN ALS CRITERIA MET	5
DIABETIC ALS CRITERIA MET	5
ABDOMINAL PAIN ALS CRITERIA	4
ALLERGIC REACTION ALS CRITERIA	2
CHOKING PATIENT ALS CRITERIA	2
EMOTIONALLY DISTRESSED BLS EME	2
ENVIRONMENTAL EMERGENCIES ALS	2
HEADACHE ALS CRITERIA MET	2
MEDFLIGHT HELIPAD TRANSPORT	2
PREGNANCY/CHILDBIRTH ALS	2
BLEEDING (NON-TRAUMATIC) BLS	1
FALL/ACCIDENT BLS CRITERIA MET	1





GYNECOLOGY/MISCARRIAGE ALS	1
HAZMAT ALS CRITERIA	1
NEUROLOGICAL/HEAD INJURIES ALS	1
TRAUMA W/INJURY BLS CRITERIA	1

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

Number of Patient Refusals or false alarms: 127

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

Average Response Time: 0:05:09
 Average Time On Scene: 0:15:56
 Average Transport Time: 0:08:49

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: 93%

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

3/1/2012		POTUS EVENT
3/6/2012	12-4343	CHIMMNEY FIRE
3/12/2012	12-4870	POLICE MATTER
3/18/2012	12-5357	FIRE SCENE





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

12-5413	TO HUDSON	36 MIN	3/19/2012
12-5951	TO MERRIMACK	57 MIN	3/25/2012
12-6020	TO MERRIMACK	94 MIN	3/27/2012

TOTAL GIVEN 3 187 MINUTES

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

12-5408	HUDSON	37 MIN	3/19/2012
12-5428	MERRIMACK	33 MIN	3/19/2012
12-5429	HUDSON	32 MIN	3/19/2012
12-6457	HUDSON	36 MIN	3/31/2012

TOTAL RECEIVED 4 138 MINUTES

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

NATIONAL HERITAGE INS CO	222
UNKNOWN AT TIME OF CALL	169
NEW HAMPSHIRE MEDICAID	62
ANTHEM BC/BS	31
HARVARD PILGRIM HEALTH CARE	15
OTHER	26





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

There were no mechanical failures for the reporting period.

There was a motor vehicle crash that involved one of the AMR-Nashua 9-1-1 ambulances while it was responding to an emergency call. The Nashua Police Department investigated the crash and determined that the other driver was at fault. The vehicle is currently completing repairs at our fleet shop. Both AMR employees were injured and one remains out of work. The other driver received minor injuries. All proper safety procedures were followed by the AMR crew and post-incident substance testing was performed (negative).

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

Spreadsheet provided separately to Kerran Vigroux.

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

7 Crash repair

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 March 2012 additional AMR ambulances were provided to the city beyond what is required 19 times.

Ongoing and/or relevant action items also included:

- MCI trailer now at the AMR-Nashua station being stocked and lettered.
- 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 will be reported at the Ambulance Advisory Committee meeting.
- QI monitoring information is now available for 2012 and will be reported at the Ambulance Advisory Committee meeting.
- AMR-Nashua received notification that our application for CAAS accreditation was accepted and approved which awards us a three year accreditation status. A ceremony is being planned for May 10, 2012 to officially apply the CAAS logo to our vehicles. AMR-Nashua is now officially nationally accredited as required.
- AMR continues to provide community ALS ambulance coverage at community events in Nashua.
- Numerous visits continue to be made to local community locations to introduce AMR and interact with the community. AMR-Nashua has been added to the AMR national web site and a link to that site was sent to the City for inclusion on their web page if desired.
- A meeting to develop, plan and perform the first of the required annual training exercises of the EMS function group took place in late March. Further meetings are planned with a target exercise date of mid-June involving both hospitals, NFR, NPD and Nashua transit as well as other City agencies.
- AMR is participating in a bed bug prevention/action planning meeting with the greater Nashua medical community.
- AMR is participating with both hospitals, Keystone Hall and the Nashua Police on an alcohol intoxication protocol review for certain patients within the community.
- AMR-Nashua is now registered with Safe Kids® and has a certified child passenger safety seat technician on our Nashua staff.
- An updated certificate of insurance was provided to the City on the renewal date of our required policies.

