



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

May 01, 2012 through May 31, 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: 752

Section II.M.2.b: Number of Patients transported: 598

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 347

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

BREATHING DIFFICULTIES ALS	84
SICK/UNKNOWN ALS CRITERIA MET	77
CARDIAC DISORDER ALS CRITERIA	60
FALL/ACCIDENT ALS CRITERIA MET	43
SEIZURES ALS CRITERIA MET	43
UNCONCIOUS/SYNCOPE/UNRESP ALS	42
MOTOR VEHICLE ACCIDENT ALS	31
EMOTIONALLY DISTRESSED ALS	26
TRAUMA W/INJURY ALS CRITERIA	25
BLEEDING (NON-TRAUMATIC) ALS	18
CVA (STROKE) ALS CRITERIA	17
OVERDOSE ALS CRITERIA MET	17
SICK/UNKNOWN BLS CRITERIA MET	17
ABDOMINAL PAIN ALS CRITERIA	12
DIABETIC ALS CRITERIA MET	10
FALL/ACCIDENT BLS CRITERIA MET	6
CARDIAC / RESPIRATORY ARREST	5
MEDFLIGHT HELIPAD TRANSPORT	4
ALLERGIC REACTION ALS CRITERIA	3
ANIMAL BITE ALS CRITERIA	2
BACK PAIN ALS CRITERIA MET	2
CHOKING PATIENT ALS CRITERIA	2
PREGNANCY/CHILDBIRTH ALS	2
ALS EMERGENCY	1
BACK PAIN BLS CRITERIA MET	1
BURNS ALS CRITERIA MET	1





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ENVIRONMENTAL EMERGENCIES ALS	1
HAZMAT ALS CRITERIA	1
HEADACHE ALS CRITERIA MET	1
PATIENT IS GOING TO BE ADMIT	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: 161

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

Average Response Time: 0:04:47

Average Time On Scene: 0:16:10

Average Transport Time: 0:08:06

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:

5/6/2012	12-9295	BUILDING FIRE	142 MIN
5/27/2012	12-11273	BUILDING FIRE	6 MIN

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

5/3/2012	12-9052	TO MERRIMACK	49 MIN
5/26/2012	12-11240	TO MERRIMACK	12 MIN





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

5/19/2012	12-10584	HUDSON	57 MIN
5/25/2012	12-11090	HUDSON	52 MIN
5/25/2012	12-11092	HOLLIS	18 MIN
5/26/2012	12-11267	HUDSON	9 MIN

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

NATIONAL HERITAGE INS CO	275
UNKNOWN AT TIME OF TRANSPORT	164
NEW HAMPSHIRE MEDICAID	65
ANTHEM BC/BS	28
CIGNA HEALTHCARE	11
OTHER	24

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:

There was no maintenance activity to report for the reporting period.





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 15 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.
- MCI trailer will be in service on or slightly before 6/30/2012 & capable of treating no less than 75 patients as required. Trailed is permanently housed at AMR-Nashua site.
- Nashua Operation Safe Prom video, which AMR participated in, was shown to NHS seniors and juniors during prom season. A copy of the DVD will be sent to the committee.
- AMR participated in the Nashua Memorial Day parade and was able to include our vintage 1978 Cadillac ambulance in the event.

