



Nashua, NH

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## City of Nashua, NH

# Monthly 9-1-1 Ambulance Activity Report

*For the Period between:*

*November 01, 2012 through November 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 30<sup>th</sup>, 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: 618**

**Section II.M.2.b: Number of Patients transported: 460**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 272**

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

ABDOMINAL PAIN ALS CRITERIA	12
ABDOMINAL PAIN BLS CRITERIA	2
ALLERGIC REACTION ALS CRITERIA	6
ALS EMERGENCY	3
ALS TRANSFER CALL (30 MINUTES)	2
ANIMAL BITE ALS CRITERIA	0
BACK PAIN ALS CRITERIA MET	4
BLEEDING (NON-TRAUMATIC) ALS	10
BLEEDING (NON-TRAUMATIC) BLS	1
BREATHING DIFFICULTIES ALS	62
BURNS ALS CRITERIA MET	1
CARDIAC / RESPIRATORY ARREST	3
CARDIAC DISORDER ALS CRITERIA	34
CVA (STROKE) ALS CRITERIA	10
DIABETIC ALS CRITERIA MET	5
ELECTRICAL / LIGHTENING ALS	1
EMOTIONALLY DISTRESSED ALS	17
EMOTIONALLY DISTRESSED BLS EME	2
FALL/ACCIDENT ALS CRITERIA MET	47
FALL/ACCIDENT BLS CRITERIA MET	4
HAZMAT ALS CRITERIA	2
HEADACHE ALS CRITERIA MET	1
MEDFLIGHT HELIPAD TRANSPORT	3
MOTOR VEHICLE ACCIDENT ALS	27





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MOTOR VEHICLE ACCIDENT BLS	2
OVERDOSE ALS CRITERIA MET	16
OVERDOSE BLS CRITERIA MET	1
POISONING ALS CRITERIA MET	1
PREGNANCY/CHILDBIRTH ALS	2
SEIZURES ALS CRITERIA MET	25
SICK/UNKNOWN ALS CRITERIA MET	63
SICK/UNKNOWN BLS CRITERIA MET	10
TRAUMA W/INJURY ALS CRITERIA	18
TRAUMA W/INJURY BLS CRITERIA	2
UNCONCIOUS/SYNCOPE/UNRESP ALS	32

**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: 0:04:37

Average Time On Scene: 0:15:52

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: 96%

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

11/5/2012	HURRICANE	EOC COVERAGE	VARIOUS
11/6/2012	HURRICANE	EOC COVERAGE	VARIOUS
11/17/2012	12-26828	BUILDING FIRE	43 MIN
11/24/2012	SUPERVISOR	STROLL COVERAGE	300 MIN
11/24/2012	ALS UNIT	STROLL COVERAGE	300 MIN
11/25/2012	12-27316	BUILDING FIRE	43 MIN





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

None for the reporting period.

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

11/6/2012	MUTUAL IN	HUDSON	26 MIN
11/15/2012	MUTUAL IN	HOLLIS	23 MIN
11/17/2012	MUTUAL IN	MERRIMACK	63 MIN

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

NATIONAL HERITAGE INS CO	209
UNKNOWN AT TIME OF SERVICE	114
NEW HAMPSHIRE MEDICAID	48
ANTHEM BC/BS	23
HARVARD PILGRIM HEALTH CARE	13
OTHER (LESS THAN 10)	52

**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 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 November 2012 AMR ambulances responded to 10 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

Ongoing and/or relevant action items also included:

- Disaster drill planned at SNHMC for November 3 was postponed due to the Hurricane earlier that week which impacted Nashua. The tentative re-schedule date is spring of 2013.
- Hurricane Sandy activated the EOC in Nashua and AMR provided EOC EMS coverage for the duration of the storm. We also worked with our City partners to make sure the shelter was appropriately covered with medical personnel. Very little EMS activity occurred during the storm and there was no damage to the EMS infra-structure or vehicles.
- The month of November was an unusually slow month with call volume nearly 13% or over 100 calls below normal monthly average. The significant drop in calls cannot be attributed to any one factor and is likely an anomaly which will correct itself over time.
- AMR is working on a community CPR training program that will roll out later this year. The goal of the program will be to train over 1,000 people in the newest form of “hands only” CPR.
- The required annual summary report of activities was completed and submitted to the committee.
- AMR is planning to open a NH based customer service location by the end of January 2013. The NH customer service center will have a local telephone number and a local person available to meet all customer service billing or insurance claim related questions and concerns. In addition, all Northeastern AMR accounts will now be handled locally in Natick, MA rather than Ohio.





- AMR crews participated in an active shooter response and evacuation exercise/drill conducted by the Nashua Police Department this month. The drill consisted of NPD's special reaction team working several scenarios where shooters needed to be located and neutralized while victims were safely evacuated. The training took place at the old DHMC buildings on West Hollis Street.
- AMR provided supervisor and ambulance coverage for the annual downtown holiday stroll again this year. Working with the other city public service agencies and emergency management we supplied an additional dedicated ALS ambulance and paramedic supervisor for the event. No major incidents occurred however several citizens were either treated and/or transported from the venue.

