



AMERICAN MEDICAL RESPONSE®

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:

October 01, 2012 through October 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: 707

Section II.M.2.b: Number of Patients transported: 570

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 320

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

ABDOMINAL PAIN ALS CRITERIA	11
ABDOMINAL PAIN BLS CRITERIA	1
ALLERGIC REACTION ALS CRITERIA	3
ALS EMERGENCY	1
ANIMAL BITE ALS CRITERIA	1
BACK PAIN ALS CRITERIA MET	4
BLEEDING (NON-TRAUMATIC) ALS	9
BREATHING DIFFICULTIES ALS	60
BURNS ALS CRITERIA MET	2
CARDIAC / RESPIRATORY ARREST	7
CARDIAC DISORDER ALS CRITERIA	65
CHOKING PATIENT ALS CRITERIA	1
CVA (STROKE) ALS CRITERIA	13
DIABETIC ALS CRITERIA MET	14
EMOTIONALLY DISTRESSED ALS	20
EMOTIONALLY DISTRESSED BLS EME	2
FALL/ACCIDENT ALS CRITERIA MET	37
FALL/ACCIDENT BLS CRITERIA MET	1
GYNECOLOGY/MISCARRIAGE ALS	2
HEADACHE ALS CRITERIA MET	3
MEDFLIGHT HELIPAD TRANSPORT	2
MOTOR VEHICLE ACCIDENT ALS	29
MOTOR VEHICLE ACCIDENT BLS	2
OVERDOSE ALS CRITERIA MET	14
SEIZURES ALS CRITERIA MET	33
SICK/UNKNOWN ALS CRITERIA MET	81





Nashua, NH

SICK/UNKNOWN BLS CRITERIA MET	2
SPECIAL CARE TRANSPORT	1
TRAUMA W/INJURY ALS CRITERIA	21
TRAUMA W/INJURY BLS CRITERIA	3
UNCONCIOUS/SYNCOPE/UNRESP ALS	36

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

Number of Patient Refusals or false alarms: 139

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

Average Response Time: 0:04:36

Average Time On Scene: 0:16:47

Average Transport Time: 0:07:54

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:

10/27/2012	STAND-BY	12-25296	POTUS DETAIL	
10/27/2012	STAND-BY	12-25303	POTUS DETAIL	
10/27/2012	STAND-BY	12-25304	POTUS DETAIL	
10/29/2012	STAND-BY	12-25481	58 BURKE ST	15 MIN

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

10/16/2012 MUTUAL OUT 12-24405 TO MERRIMACK 50 MIN





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

10/2/2012	MUTUAL IN	12-23264	HUDSON	29 MIN
10/3/2012	MUTUAL IN	12-23351	HUDSON	23 MIN
10/5/2012	MUTUAL IN	12-23527	HUDSON	58 MIN
10/5/2012	MUTUAL IN	12-23530	MERRIMACK	28 MIN
10/5/2012	MUTUAL IN	12-23544	HUDSON	40 MIN
10/6/2012	MUTUAL IN	12-23582	HUDSON	46 MIN
10/12/2012	MUTUAL IN	12-24087	HUDSON	44 MIN
10/20/2012	MUTUAL IN	12-24764	HUDSON	17 MIN
10/21/2012	MUTUAL IN	12-24811	HUDSON	36 MIN
10/22/2012	MUTUAL IN	12-24865	HUDSON	17 MIN
10/26/2012	MUTUAL IN	12-25223	HUDSON	68 MIN
10/31/2012	MUTUAL IN	12-25609	HUDSON	27 MIN

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

NATIONAL HERITAGE INS CO	246
UNKNOWN AT TIME OF CALL	158
NEW HAMPSHIRE MEDICAID	58
ANTHEM BC/BS	22
HARVARD PILGRIM HEALTH CARE	10
OTHER (LESS THAN 10)	66

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 October 2012 AMR ambulances responded to 8 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

Ongoing and/or relevant action items also included:

- 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.
- Disaster drill planning with SNHMC is underway for a November 3 drill date.
- 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.
- Flu shots are now being administered to all AMR staff.
- AMR continues to participated in several community events during the month including the Lil’iguana safety day, numerous high school football games coverage, the PAL cross country racing program and a neighborhood block party event.
- The required annual summary report of activities will be completed in October and submitted as required.

