



Nashua, NH

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## City of Nashua, NH

# Monthly 9-1-1 Ambulance Activity Report

*For the Period between:*

*September 01, 2012 through September 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: 742**

**Section II.M.2.b: Number of Patients transported: 593**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 337**

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

SICK/UNKNOWN ALS CRITERIA MET	89
BREATHING DIFFICULTIES ALS	79
CARDIAC DISORDER ALS CRITERIA	63
MOTOR VEHICLE ACCIDENT ALS	43
FALL/ACCIDENT ALS CRITERIA MET	38
UNCONCIOUS/SYNCOPE/UNRESP ALS	34
SEIZURES ALS CRITERIA MET	32
EMOTIONALLY DISTRESSED ALS	31
BLEEDING (NON-TRAUMATIC) ALS	26
OVERDOSE ALS CRITERIA MET	24
TRAUMA W/INJURY ALS CRITERIA	18
CVA (STROKE) ALS CRITERIA	11
DIABETIC ALS CRITERIA MET	10
ABDOMINAL PAIN ALS CRITERIA	8
SICK/UNKNOWN BLS CRITERIA MET	7
ALLERGIC REACTION ALS CRITERIA	5
BACK PAIN ALS CRITERIA MET	4
FALL/ACCIDENT BLS CRITERIA MET	4
PREGNANCY/CHILDBIRTH ALS	4
ABDOMINAL PAIN BLS CRITERIA	2
ALS EMERGENCY	2
CARDIAC / RESPIRATORY ARREST	2
CHOKING PATIENT ALS CRITERIA	2
MEDFLIGHT HELIPAD TRANSPORT	2
BACK PAIN BLS CRITERIA MET	1
EMOTIONALLY DISTRESSED BLS EME	1





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FIRE STAND BY	1
GYNECOLOGY/MISCARRIAGE ALS	1
HEADACHE ALS CRITERIA MET	1
NEUROLOGICAL/HEAD INJURIES ALS	1
POISONING ALS CRITERIA MET	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: 155

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

Average Response Time: 0:04:33

Average Time On Scene: 0:15:47

Average Transport Time: 0:08:10

**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:**

9/3/2012	STAND-BY	12-20734	BUILDING FIRE	64 MIN	STAND-BY
9/3/2012	STAND-BY	12-20734	BUILDING FIRE	95 MIN	STAND-BY
9/4/2012	STAND-BY	12-20765	BUILDING FIRE	36 MIN	STAND-BY
9/18/2012	STAND-BY	12-22074	BUILDING FIRE	26 MIN	STAND-BY





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

9/5/2012	MUTUAL OUT	12-20901	TO HUDSON	4 MIN
9/6/2012	MUTUAL OUT	12-21019	TO MERRIMACK	8 MIN
9/17/2012	MUTUAL OUT	12-21949	TO HUDSON	49 MIN

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

9/9/2012	MUTUAL IN	12-21217	MERRIMACK	50 MIN
9/9/2012	MUTUAL IN	12-21217	HUDSON	43 MIN
9/22/2012	MUTUAL IN	12-22416	HUDSON	34 MIN
9/27/2012	MUTUAL IN	12-22912	HUDSON	18 MIN

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

NATIONAL HERITAGE INS CO	253
UNKNOWN AT TIME OF SERVICE	143
NEW HAMPSHIRE MEDICAID	74
ANTHEM BC/BS	27
HARVARD PILGRIM HEALTH CARE	13
OTHER (LESS THAN 10)	81





**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	8- Routine PM	9 - Routine PM
Oil change	Oil change	Oil change
Rotate tires	Rotate tires	Rotate tires
R&R rear brake pads	R&R various bulbs	R&R rear brake pads
Aim headlamps		R&R brake pedal pad

**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 August 2012 AMR ambulances performed transports with non-dedicated 9-1-1 ambulances in the city beyond what is required 9 times.

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.

