



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

April 01, 2012 through April 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 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: 692

Section II.M.2.b: Number of Patients transported: 573

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 328

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

FALL/ACCIDENT ALS CRITERIA MET	52
MOTOR VEHICLE ACCIDENT ALS	46
UNCONCIOUS/SYNCOPE/UNRESP ALS	39
OVERDOSE ALS CRITERIA MET	25
BLEEDING (NON-TRAUMATIC) ALS	20
EMOTIONALLY DISTRESSED ALS	19
SEIZURES ALS CRITERIA MET	19
CVA (STROKE) ALS CRITERIA	17
DIABETIC ALS CRITERIA MET	16
TRAUMA W/INJURY ALS CRITERIA	14
ABDOMINAL PAIN ALS CRITERIA	13
SICK/UNKNOWN BLS CRITERIA MET	11
CARDIAC / RESPIRATORY ARREST	7
CHOKING PATIENT ALS CRITERIA	7
MEDFLIGHT HELIPAD TRANSPORT	7
ALLERGIC REACTION ALS CRITERIA	3
BACK PAIN ALS CRITERIA MET	3
EMOTIONALLY DISTRESSED BLS EME	3
FALL/ACCIDENT BLS CRITERIA MET	3
BACK PAIN BLS CRITERIA MET	2
PREGNANCY/CHILDBIRTH ALS	2
TRAUMA W/INJURY BLS CRITERIA	2
ALS EMERGENCY	1
ANIMAL BITE ALS CRITERIA	1
BLEEDING (NON-TRAUMATIC) BLS	1
GYNECOLOGY/MISCARRIAGE ALS	1





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

Number of Patient Refusals or false alarms: 123

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

Average Response Time: 0:04:54

Average Time On Scene: 0:16:35

Average Transport Time: 0:07:57

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 NFPA1710 RESPONSE STANDARD ACHIEVED: 94%

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

4/7/2012	12-6922	BUILDING FIRE	61 MIN
4/22/2012	12-8247	BUILDING FIRE	28 MIN
4/14/2012	12-7466	BUILDING FIRE	40 MIN
4/25/2012	12-8487	BUILDING FIRE	28 MIN

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

4/4/2012	12-6650	TO MERRIMACK	59 MIN
4/26/2012	12-8544	TO DUNSTABLE	16 MIN
4/30/2012	12-8797	TO HUDSON	59 MIN





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

4/10/2012	12-7151	HUDSON	34 MIN
4/5/2012	12-6782	MERRIMACK	18 MIN
4/12/2012	12-7343	HUDSON	26 MIN
4/16/2012	12-7622	HUDSON	45 MIN
4/16/2012	12-7623	MERRIMACK	28 MIN
4/19/2012	12-8069	HUDSON	21 MIN
4/22/2012	12-8256	HOLLIS	33 MIN
4/25/2012	12-8479	HUDSON	33 MIN

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

NATIONAL HERITAGE INS CO	254
UNKNOWN AT TIME OF SERVICE	152
NEW HAMPSHIRE MEDICAID	55
ANTHEM BC/BS	29
HARVARD PILGRIM HEALTH CARE	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:

- 7 Scheduled PM vehicle, scheduled PM gurney
- 8 Scheduled PM vehicle, scheduled PM gurney, tire replacement
- 9 Scheduled PM vehicle, bodylight 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 April 2012 AMR ambulances performed transports with non-dedicated 9-1-1 ambulances in the city beyond what is required 16 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 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. Investigating enhancements to the reporting data based upon committee input and suggestions.
- AMR continues to provide community ALS ambulance coverage at numerous community events in Nashua.





- Meetings to develop, plan and perform the first of the required annual training exercises of the EMS function group continue to take place. Further meetings are planned with a target exercise date of mid-July which will accommodate the schedules of all of the agencies involved. Both hospitals, NFR, NPD and Nashua transit as well as other City agencies will be participating.
- AMR is participating in a bed bug prevention/action planning meeting with the greater Nashua medical community.
- AMR successfully achieved and was awarded a three year National Accreditation status from the Commission on Accreditation of Ambulance Services. AMR is the only commercial ambulance service in New Hampshire that is nationally accredited.

