



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

August 01, 2012 through August 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: 750

Section II.M.2.b: Number of Patients transported: 583

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 333

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

SICK/UNKNOWN ALS CRITERIA MET	88
CARDIAC DISORDER ALS CRITERIA	57
BREATHING DIFFICULTIES ALS	55
UNCONCIOUS/SYNCOPE/UNRESP ALS	51
FALL/ACCIDENT ALS CRITERIA MET	45
MOTOR VEHICLE ACCIDENT ALS	30
TRAUMA W/INJURY ALS CRITERIA	30
SEIZURES ALS CRITERIA MET	29
OVERDOSE ALS CRITERIA MET	22
BLEEDING (NON-TRAUMATIC) ALS	18
EMOTIONALLY DISTRESSED ALS	18
ABDOMINAL PAIN ALS CRITERIA	13
SICK/UNKNOWN BLS CRITERIA MET	13
CVA (STROKE) ALS CRITERIA	12
DIABETIC ALS CRITERIA MET	8
ALLERGIC REACTION ALS CRITERIA	7
FALL/ACCIDENT BLS CRITERIA MET	4
HEADACHE ALS CRITERIA MET	4
BACK PAIN ALS CRITERIA MET	3
TRAUMA W/INJURY BLS CRITERIA	3
MEDFLIGHT HELIPAD TRANSPORT	2
PREGNANCY/CHILDBIRTH ALS	2
ALLERGIC REACTION BLS CRITERIA	1
BURNS ALS CRITERIA MET	1
CHOKING PATIENT ALS CRITERIA	1
ELECTRICAL / LIGHTENING ALS	1





ENVIRONMENTAL EMERGENCIES ALS 1
 HAZMAT ALS CRITERIA 1

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

Number of Patient Refusals or false alarms: 169

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

Average Response Time: 0:04:44
 Average Time On Scene: 0:15:11
 Average Transport Time: 0:07:12

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:

8/2/2012	STAND-BY	22:09:42	12-17608	BUILDING FIRE	20 MIN
8/4/2012	STAND-BY	18:11:38	12-17780	BUILDING FIRE	5 MIN
8/16/2012	STAND-BY	22:20:43	12-19055	BUILDING FIRE	32 MIN
8/17/2012	STAND-BY	0:36:32	12-19060	BUILDING FIRE	31 MIN
8/20/2012	STAND-BY	7:18:17	12-19361	BUILDING FIRE	20 MIN
8/28/2012	STAND-BY	6:02:45	12-20099	SRT DEPLOYMENT	57 MIN





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

8/2/2012	11:04:53	12-17556	TO HUDSON	2 MIN
8/3/2012	16:45:47	12-17688	TO HUDSON	3 MIN
8/13/2012	11:12:16	12-18646	TO HUDSON	3 MIN
8/13/2012	11:24:35	12-18647	TO HUDSON	4 MIN
8/13/2012	15:50:20	12-18683	TO MERRIMACK	42 MIN
8/21/2012	6:56:35	12-19458	TO MERRIMACK	17 MIN

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

8/6/2012	10:56:42	12-17963	HUDSON	64 MIN
8/15/2012	15:54:04	12-18911	HUDSON	41 MIN
8/20/2012	19:08:08	12-19438	MERRIMACK	58 MIN
8/25/2012	15:00:45	12-19897	HUDSON	43 MIN
8/25/2012	15:03:38	12-19898	HOLLIS	24 MIN
8/26/2012	15:30:16	12-19985	HUDSON	18 MIN
8/31/2012	22:01:27	12-20509	HUDSON	39 MIN

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

NATIONAL HERITAGE INS CO	242
UNKNOWN AT TIME OF SERVICE	154
NEW HAMPSHIRE MEDICAID	68
ANTHEM BC/BS	29
HARVARD PILGRIM HEALTH CARE	16
CIGNA HEALTHCARE	11
OTHER (LESS THAN 10)	57





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 reportable maintenance activity 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 August 2012 AMR ambulances performed transports with non-dedicated 9-1-1 ambulances in the city beyond what is required 11 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 drill date.
- AMR is has completed working with the City MIS department to update the city "P&S" mapping books and wall maps that are located in all ambulances, stations and both hospitals.





- Flu shots being planned now for all AMR staff in the upcoming months.
- AMR has donated an AED to the Nashua Senior Activity Center for their main activity room.

