



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

February 01, 2012 through February 29, 2012





This report contains the data and information required by the City of Nashua, New Hampshire 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 (here after EMS) provided to the community by the three primary response ambulances required by the agreement.

This report utilized data from the city's CAD program 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: 622

Section II.M.2.b: Number of Patients transported: 522

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 285

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

BREATHING DIFFICULTIES ALS	81
SICK/UNKNOWN ALS CRITERIA MET	73
CARDIAC DISORDER ALS CRITERIA	68
FALL/ACCIDENT ALS CRITERIA MET	51
UNCONCIOUS/SYNCOPE/UNRESP ALS	26
SEIZURES ALS CRITERIA MET	24
MOTOR VEHICLE ACCIDENT ALS	22
OVERDOSE ALS CRITERIA MET	21
EMOTIONALLY DISTRESSED ALS	20
CVA (STROKE) ALS CRITERIA	16
BLEEDING (NON-TRAUMATIC) ALS	12
TRAUMA W/INJURY ALS CRITERIA	11
ABDOMINAL PAIN ALS CRITERIA	7
SICK/UNKNOWN BLS CRITERIA MET	7
DIABETIC ALS CRITERIA MET	6
TRAUMA W/INJURY BLS CRITERIA	5
CARDIAC / RESPIRATORY ARREST	4
BACK PAIN ALS CRITERIA MET	3
EMOTIONALLY DISTRESSED BLS EME	3
HEADACHE ALS CRITERIA MET	3
ALS EMERGENCY	2
BACK PAIN BLS CRITERIA MET	2
CHOKING PATIENT ALS CRITERIA	2





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FALL/ACCIDENT BLS CRITERIA MET	2
BLEEDING (NON-TRAUMATIC) BLS	1
GYNECOLOGY/MISCARRIAGE ALS	1
HAZMAT ALS CRITERIA	1
MEDFLIGHT HELIPAD TRANSPORT	1
PREGNANCY/CHILDBIRTH ALS	1

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

Number of Patient Refusals or false alarms: 105

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

Average Response Time: 0:05:16

Average Time On Scene: 0:15:55

Average Transport Time: 0:08:11

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: 91%

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

2/19/2012 76 MIN 12-3243 BUILDING FIRE





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

2/6/2012	50 MIN	12-2457	TO MERRIMACK
2/10/2012	38 MIN	12-2688	TO HUDSON
2/14/2012	40 MIN	12-2921	TO HUDSON
2/22/2012	57 MIN	12-3430	TO HUDSON

TOTAL GIVEN 4 185 MINUTES

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

2/10/2012	10 MIN	12-2752	HUDSON
2/18/2012	24 MIN	12-3212	HUDSON
2/25/2012	49 MIN	12-3663	HUDSON
2/29/2012	40 MIN	12-3242	HUDSON

TOTAL RECEIVED 4 123 MINUTES

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

NATIONAL HERITAGE INS CO	218
UNKNOWN AT TIME OF TRIP	123
NEW HAMPSHIRE MEDICAID	69
ANTHEM BC/BS	40
UNITED HEALTHCARE	12





OTHER

65

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 separately to Kerran Vigroux.

Section II.M.2.n: Vehicle maintenance log activity:

- 7 Routine PM & Oil Change
- 8 Routine PM & Oil Change
- 9 Routine PM & Oil Change

Section II.M.2.o: Discuss complaints or other relevant issues:

Any and customer concerns brought to the attention of AMR were resolved to the satisfaction of the patient.

For the month of February 2012 additional AMR ambulances were provided to the city beyond what is required 7 times.

Ongoing and/or relevant action items also included:

- EMT-Refreshers for Nashua Fire Rescue are complete and all required certification paperwork has been provided.
- AMR is continuing to work with our medical control physician and medical resource hospital to monitor and address any national medication shortage issues that may arise including developing plans for alternative medications for certain protocols should that become necessary. There remains a constantly changing national shortage of several commonly supplied medications that many NH EMS units carry.





- MCI trailer now at the AMR-Nashua station being stocked and lettered.
- 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. There is sample questionnaire attached to this report. There is insignificant statistical data available at this time to provide a meaningful report. AMR currently sends 1,500 random surveys out via US Mail monthly and also lists the survey web site on all patient account statements.
- AMR-Nashua received notification that our application for CAAS accreditation was accepted and approved which awards us a three year accreditation status as required in our agreement.
- AMR continues to provide community ALS ambulance coverage at community events in Nashua.
- Numerous visits were made to local community locations to introduce AMR and interact with the community.
- A meeting to develop, plan and perform the first of the required annual training exercises of the EMS function group will take place in late March.
- AMR's MEDSIII patient care reporting software has been successfully deployed and is in use. This newer version will provide better QI capabilities, reporting performance and other enhancements to continue to improve documentation capabilities.

