



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:

July 01, 2012 through July 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: 685

Section II.M.2.b: Number of Patients transported: 519

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 316

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

SICK/UNKNOWN ALS CRITERIA MET	72
BREATHING DIFFICULTIES ALS	56
CARDIAC DISORDER ALS CRITERIA	51
FALL/ACCIDENT ALS CRITERIA MET	42
UNCONCIOUS/SYNCOPE/UNRESP ALS	41
MOTOR VEHICLE ACCIDENT ALS	28
TRAUMA W/INJURY ALS CRITERIA	24
OVERDOSE ALS CRITERIA MET	22
SEIZURES ALS CRITERIA MET	21
EMOTIONALLY DISTRESSED ALS	19
BLEEDING (NON-TRAUMATIC) ALS	17
SICK/UNKNOWN BLS CRITERIA MET	16
ABDOMINAL PAIN ALS CRITERIA	12
CVA (STROKE) ALS CRITERIA	12
ALLERGIC REACTION ALS CRITERIA	7
CARDIAC / RESPIRATORY ARREST	7
DIABETIC ALS CRITERIA MET	7
BACK PAIN ALS CRITERIA MET	6
MEDFLIGHT HELIPAD TRANSPORT	5
CHOKING PATIENT ALS CRITERIA	3
HEADACHE ALS CRITERIA MET	3
OVERDOSE BLS CRITERIA MET	3
BLEEDING (NON-TRAUMATIC) BLS	2
FALL/ACCIDENT BLS CRITERIA MET	2
PREGNANCY/CHILDBIRTH ALS	2
DROWNING/WATER INJURIES ALS	1





EMOTIONALLY DISTRESSED BLS EME	1
ENVIRONMENTAL EMERGENCIES ALS	1
MEDFLIGHT GROUND TRANSPORT	1
SICK/UNKNOWN NON-EMERGENT	1

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

Number of Patient Refusals or false alarms: 171

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

Average Response Time: 0:04:40

Average Time On Scene: 0:16:19

Average Transport Time: 0:07:41

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: 95%

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

7/1/2012	STAND-BY	12-14820	BUILDING FIRE	12 MIN
7/1/2012	STAND-BY	12-14825	BUILDING FIRE	81 MIN
7/3/2012	STAND-BY	12-15011	BUILDING FIRE	25 MIN
7/14/2012	STAND-BY	12-15975	BUILDING FIRE	24 MIN
7/18/2012	STAND-BY	12-16248	BUILDING FIRE	186 MIN
7/18/2012	STAND-BY	12-16248	BUILDING FIRE	210 MIN
7/18/2012	STAND-BY	12-16248	BUILDING FIRE	60 MIN
7/22/2012	STAND-BY	12-16664	BUILDING FIRE	18 MIN





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

7/7/2012	12-15369	TO HUDSON	44 MIN
7/8/2012	12-15490	TO DUNSTABLE	12 MIN
7/16/2012	12-16071	TO HUDSON	50 MIN
7/21/2012	12-16579	TO HUDSON	41 MIN

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

7/18/2012	12-16253	HUDSON	5 MIN
7/19/2012	12-16303	HUDSON	19 MIN
7/20/2012	12-16456	HOLLIS	88 MIN
7/20/2012	12-16531	HUDSON	42 MIN
7/20/2012	12-16541	HUDSON	11 MIN
7/21/2012	12-16601	HUDSON	35 MIN

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

NATIONAL HERITAGE INS CO	229
UNKNOWN AT TIME OF SERVICE	138
NEW HAMPSHIRE MEDICAID	50
ANTHEM BC/BS	26
HARVARD PILGRIM HEALTH CARE	18
OTHER	34





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:

- 8 Routine PM
- Oil & filter change
- R&R battery
- R&R rear brake shoes
- R&R PCV valve
- R&R RS spotter switch

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 July 2012 AMR ambulances performed transports with non-dedicated 9-1-1 ambulances in the city beyond what is required 16 times.

July 2012 was a much slower month than normal with some 60 less transports than a usual month.

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.
- 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 drills was completed as planned with excellent participation from the all Nashua health and safety agencies including both hospitals. An after action report will be issued soon. The next drill is planned for November with SNHMC.
- AMR is working with the City MIS department to update the city “P&S” mapping books and wall maps that are located in all ambulances, fire units, stations and both hospitals. All ambulances now have updated books. Awaiting wall maps from MIS.
- MCI trailer is in service.
- Flu shots being planned now for all AMR staff in the upcoming months.
- AMR will be providing in-service coverage for upcoming community events including the National Night Out, the annual Touch-a-Truck event and the varsity football games for both City high schools as well as Bishop Guertin high school.
- AMR will be working with the Nashua Police Department SRT team to provide additional combat medic training for their members.
- AMR is working with the Nashua Senior Activity Center to donate an automated external defibrillator to them for their main activity room.

