



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

January 01, 2013 through January 31, 2013





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: 737

Section II.M.2.b: Number of Patients transported: 531

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 342

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

SICK/UNKNOWN ALS CRITERIA MET	91
BREATHING DIFFICULTIES ALS	83
CARDIAC DISORDER ALS CRITERIA	53
FALL/ACCIDENT ALS CRITERIA MET	53
UNCONCIOUS/SYNCOPE/UNRESP ALS	38
SEIZURES ALS CRITERIA MET	28
MOTOR VEHICLE ACCIDENT ALS	25
OVERDOSE ALS CRITERIA MET	22
TRAUMA W/INJURY ALS CRITERIA	19
CVA (STROKE) ALS CRITERIA	16
BLEEDING (NON-TRAUMATIC) ALS	15
ABDOMINAL PAIN ALS CRITERIA	13
EMOTIONALLY DISTRESSED ALS	10
CARDIAC / RESPIRATORY ARREST	8
ALLERGIC REACTION ALS CRITERIA	7
DIABETIC ALS CRITERIA MET	7
SICK/UNKNOWN BLS CRITERIA MET	6
FALL/ACCIDENT BLS CRITERIA MET	5
HEADACHE ALS CRITERIA MET	4
BACK PAIN ALS CRITERIA MET	3
MEDFLIGHT HELIPAD TRANSPORT	3
ALS EMERGENCY	2
EMOTIONALLY DISTRESSED BLS EME	2
TRAUMA W/INJURY BLS CRITERIA	2





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ABDOMINAL PAIN BLS CRITERIA	1
BACK PAIN BLS CRITERIA MET	1
BLEEDING (NON-TRAUMATIC) BLS	1
BURNS ALS CRITERIA MET	1
CHOKING PATIENT ALS CRITERIA	1
GYNECOLOGY/MISCARRIAGE ALS	1
MEDFLIGHT GROUND TRANSPORT	1
NEUROLOGICAL/HEAD INJURIES ALS	1
OVERDOSE BLS CRITERIA MET	1
PREGNANCY/CHILDBIRTH ALS	1

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

Number of Patient Refusals or false alarms: 157

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

Average Response Time: 0:04:41

Average Time On Scene: 0:16:48

Average Transport Time: 0:07:58

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: 94%

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

None for the reporting period





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

1/30/2013	MUTUAL OUT	13-1956	TO HUDSON	49 MIN
1/3/2013	MUTUAL OUT	13-184	TO HUDSON	49 MIN
1/23/2013	MUTUAL OUT	13-1466	TO HUDSON	20 MIN
1/16/2013	MUTUAL OUT	13-1092	TO MERRIMACK	68 MIN

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

1/1/2013	MUTUAL IN	13-3	HUDSON	21 MIN
1/1/2013	MUTUAL IN	13-5	HOLLIS	24 MIN
1/1/2013	MUTUAL IN	13-6	HUDSON	41 MIN
1/3/2013	MUTUAL IN	13-187	HUDSON	48 MIN
1/5/2013	MUTUAL IN	13-337	HUDSON	29 MIN
1/6/2013	MUTUAL IN	13-380	MERRIMACK	27 MIN
1/6/2013	MUTUAL IN	13-395	HOLLIS	51 MIN
1/7/2013	MUTUAL IN	13-459	TYNGSBORO	33 MIN
1/7/2013	MUTUAL IN	13-1279	HUDSON	55 MIN
1/26/2013	MUTUAL IN	13-1731	MERRIMACK	40 MIN
1/29/2013	MUTUAL IN	13-1900	MERRIMACK	57 MIN
1/30/2013	MUTUAL IN	13-1839	HUDSON	44 MIN

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

NATIONAL HERITAGE INS CO	264
UNKNOWN AT TIME OF SERVICE	106
NEW HAMPSHIRE MEDICAID	66
ANTHEM BC/BS	28
HARVARD PILGRIM HEALTH CARE	23
OTHER (LESS THAN 10)	60





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
Tire change x 2

- 8 - Scheduled PM
Tire change x 2

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 January 2013 AMR ambulances responded to 11 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

Several AMR managerial changes took place in late December which resulted in a managerial force reduction in NH. Those reductions were rescinded and the City was made aware of the circumstances surrounding the changes and staff reinstatement.

As planned, AMR opened a local customer service center in Manchester staffed by 2 patient advocates. These employees are dedicated to NH customers with a local NH phone number that is being publicly advertised.

AMR has entered in negotiations with Anthem Blue Cross of NH with the intent of developing a provider agreement.





AMR continues to provide EMS re-certification training as required to Nashua Fire Rescue. The training remains on schedule for the required completion date with extremely positive feedback from NFR members about the quality and performance of the AMR staff providing the training.

AMR is awaiting confirmation from representatives at SNHMC on a new date for the postponed mass casualty exercise.

Preparations are underway for national EMS week in May and for participation in the annual “Muddy Angels” EMS Memorial National bike ride which will transit NH in May.

