



Nashua, NH

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City of Nashua, NH
Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

July 01, 2013 through July 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





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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: 774

Section II.M.2.b: Number of Patients transported: 600

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 326

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

SICK/UNKNOWN ALS CRITERIA MET	95
CARDIAC DISORDER ALS CRITERIA	61
BREATHING DIFFICULTIES ALS	56
FALL/ACCIDENT ALS CRITERIA MET	56
UNCONCIOUS/SYNCOPE/UNRESP ALS	53
SEIZURES ALS CRITERIA MET	33
EMOTIONALLY DISTRESSED ALS	24
TRAUMA W/INJURY ALS CRITERIA	24
MOTOR VEHICLE ACCIDENT ALS	22
OVERDOSE ALS CRITERIA MET	20
CVA (STROKE) ALS CRITERIA	17
ABDOMINAL PAIN ALS CRITERIA	13
BLEEDING (NON-TRAUMATIC) ALS	11
DIABETIC ALS CRITERIA MET	9
SICK/UNKNOWN BLS CRITERIA MET	7
BACK PAIN ALS CRITERIA MET	5
HEADACHE ALS CRITERIA MET	5
ALLERGIC REACTION ALS CRITERIA	4
CARDIAC / RESPIRATORY ARREST	4
FALL/ACCIDENT BLS CRITERIA MET	4
CHOKING PATIENT ALS CRITERIA	3
VOLUNTARY PSYCH PATIENT	3
BLEEDING (NON-TRAUMATIC) BLS	2
ENVIRONMENTAL EMERGENCIES ALS	2
GYNECOLOGY/MISCARRIAGE ALS	2
PREGNANCY/CHILDBIRTH ALS	2
ALS EMERGENCY	1
DROWNING/WATER INJURIES ALS	1





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MEDFLIGHT GROUND TRANSPORT	1
MEDFLIGHT HELIPAD TRANSPORT	1
SICK/UNKNOWN NON-EMERGENT	1
SPECIAL CARE TRANSPORT	1

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

Number of Patient Refusals or false alarms: 174

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

Average Response Time: 0:04:36

Average Time On-Scene: 0:14:45

Average Transport Time: 0:08:35

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:

No stand-by's were reported for the month

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

There was no outside mutual aid requested for the reporting period.

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

7/23/2013	13-15513	HUDSON	31MIN
7/24/2013	13-15575	HUDSON	10MIN





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7/27/2013	13-15585	HUDSON	14MIN
7/29/2013	13-15997	HUDSON	38MIN
7/30/2013	13-16049	HUDSON	73MIN

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

NATIONAL HERITAGE INS CO	284
UNKNOWN AT TIME OF SERVICE	117
NEW HAMPSHIRE MEDICAID	77
ANTHEM BC/BS	31
HARVARD PILGRIM HEALTH CARE	13
CARELINK CIGNA	10
OTHER (LESS THAN 10)	26

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 maintenance activity for the reporting 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 July 2013 AMR ambulances responded to 23 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.





AMR provided all day additional coverage for the July 4th events at Holman Stadium including deployment of our EMS bike team. No major incidents occurred.

The heat wave experienced during the month brought on additional call activity as a result. AMR worked with local media outlets to disseminate information to the public about heat related illnesses and safety concerns for the elderly.

AMR participated in the National Night Out with the Boy's & Girls club of greater Nashua.

Additional hand only CPR classes were conducted at BAE systems.

Preparations are underway for the annual touch-a-truck event in August and for a feed the homeless cookout in September.

AMR is working with NFR to finalize a date for the next disaster/MCI drill date and location.

