



Nashua, NH

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

For the Period between:

June 01, 2013 through June 30, 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: 731

Section II.M.2.b: Number of Patients transported: 561

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 311

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

FALL/ACCIDENT ALS CRITERIA MET	43
SEIZURES ALS CRITERIA MET	34
TRAUMA W/INJURY ALS CRITERIA	33
UNCONCIOUS/SYNCOPE/UNRESP ALS	32
EMOTIONALLY DISTRESSED ALS	27
CVA (STROKE) ALS CRITERIA	20
MOTOR VEHICLE ACCIDENT ALS	20
BLEEDING (NON-TRAUMATIC) ALS	12
OVERDOSE ALS CRITERIA MET	12
ABDOMINAL PAIN ALS CRITERIA	10
DIABETIC ALS CRITERIA MET	9
ALLERGIC REACTION ALS CRITERIA	6
CARDIAC / RESPIRATORY ARREST	5
ALS EMERGENCY	4
EMOTIONALLY DISTRESSED BLS EME	3
GYNECOLOGY/MISCARRIAGE ALS	3
HEADACHE ALS CRITERIA MET	3
BACK PAIN ALS CRITERIA MET	2
BACK PAIN BLS CRITERIA MET	2
OVERDOSE BLS CRITERIA MET	2
SICK/UNKNOWN BLS CRITERIA MET	2
ANIMAL BITE ALS CRITERIA	1
BLEEDING (NON-TRAUMATIC) BLS	1
BURNS ALS CRITERIA MET	1
NEUROLOGICAL/HEAD INJURIES BLS	1
PREGNANCY/CHILDBIRTH ALS	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: 0:04:21

Average Time On-Scene: 0:15:27

Average Transport Time: 0:07:29

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:

6/22/2013	MUTUAL OUT	13-12925	HUDSON	9 MIN
6/26/2013	MUTUAL OUT		HOLLIS	5 MIN
6/9/2013	MUTUAL OUT	13-11607	MERRIMACK	49 MIN





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

6/1/2013	MUTUAL IN	13-10922	HOLLIS	52 MIN
6/8/2013	MUTUAL IN	13-11518	HUDSON	8 MIN
6/9/2013	MUTUAL IN	13-11628	HOLLIS	11 MIN
6/9/2013	MUTUAL IN	13-11645	HUDSON	20MIN
6/10/2013	MUTUAL IN	13-11711	HUDSON	50MIN
6/10/2013	MUTUAL IN	13-11712	HOLLIS	44MIN
6/22/2013	MUTUAL IN	13-12977	HUDSON	23MIN
6/23/2013	MUTUAL IN	13-13058	HUDSON	36 MIN
6/30/2013	MUTUAL IN	13-13675	MERRIMACK	6 MIN

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

NATIONAL HERITAGE INS CO	273
UNKNOWN AT TIME OF SERVICE	121
NEW HAMPSHIRE MEDICAID	58
ANTHEM BC/BS	24
HARVARD PILGRIM HEALTH CARE	12
OTHER (LESS THAN 10)	71

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 –

194	BULB	PM	1.0
1157	Bulb	PM	1.0
FL-820S	Oil Filter	PM	1.0
BC2Z-1102-B	ROTOR	PM	2.0
SET 47	RACE AND BEARIND SET	PM	1.0
SET 47	RACE AND BEARIND SET	PM	1.0
15101	BEARING	PM	2.0
4160	SEAL	PM	2.0
10W30 QT	Mobil super high mileage 10W	PM	7.0
0019872227 BrendanS	PM A INSPECTION	PM	3.0
0019872227 BrendanS	PM A INSPECTION	PM	3.5
LITE-18V	flour rear	PM	1.0
PMA1			**
R+R RF CORNER MARKER BULB			**
R+R LR TAILLIGHT BULB			**
FLORSCENT LIGHT BURNT OUT AND MELTED SOCKET IN LAMP ASSY.			**
R+R LAMP			**
SWAP OUT BOTH EXPIRED FIRE EXTINGUISHERS. MOVE REAR FIRE			**
EXTINGUISHER TO PROPER BRACKET AND MOVE PORTABLE O2 BOTTLE			**
BACK TO O2 BOTTLE BRACKET			**
TIGHTEN UPPER HANDLES ON STAIR CHAIR			**
INSTALL NEW INSURANCE CARD			**
R+R FRONT BRAKE PADS, ROTORS, BEARINGS AND SEALS DUE TO			**
PULSATION.			**
CROSS FRONT TIRES			**
DOWNLOAD R/S AND CHECK INPUTS			**

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 June 2013 AMR ambulances responded to 13 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

In preparation for the summer season all city pools were visited by AMR crews to visibly check for the best entry and exit routes should an emergency request happen.

AMR and NFR rectified the pre-alert tone and lighting system issue in the AMR station.





AMR representatives participated in a variety of meetings and public events this month including:

VOAD meeting

LEPC meeting

HERC meeting

Safety and wellness Fair at Huntington Center

Fairy Tale Festival at Greeley Park – stand by

Kid's camp at Nashua Community college talk about EMS career

