



Nashua, NH

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## City of Nashua, NH

# Monthly 9-1-1 Ambulance Activity Report

*For the Period between:*

*March 01, 2013 through March 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 30<sup>th</sup>, 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: 688**

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

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 296**

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

BREATHING DIFFICULTIES ALS	79
SICK/UNKNOWN ALS CRITERIA MET	72
CARDIAC DISORDER ALS CRITERIA	59
FALL/ACCIDENT ALS CRITERIA MET	44
UNCONCIOUS/SYNCOPE/UNRESP ALS	42
SEIZURES ALS CRITERIA MET	31
EMOTIONALLY DISTRESSED ALS	28
MOTOR VEHICLE ACCIDENT ALS	16
OVERDOSE ALS CRITERIA MET	16
CVA (STROKE) ALS CRITERIA	12
BLEEDING (NON-TRAUMATIC) ALS	11
TRAUMA W/INJURY ALS CRITERIA	10
ABDOMINAL PAIN ALS CRITERIA	8
DIABETIC ALS CRITERIA MET	8
FALL/ACCIDENT BLS CRITERIA MET	6
SICK/UNKNOWN BLS CRITERIA MET	5
GYNECOLOGY/MISCARRIAGE ALS	4
PREGNANCY/CHILDBIRTH ALS	4
BACK PAIN ALS CRITERIA MET	3
CARDIAC / RESPIRATORY ARREST	3
HEADACHE ALS CRITERIA MET	3
MEDFLIGHT HELIPAD TRANSPORT	3
CHOKING PATIENT ALS CRITERIA	2
OVERDOSE BLS CRITERIA MET	2





Nashua, NH

TRAUMA W/INJURY BLS CRITERIA	2
ALLERGIC REACTION ALS CRITERIA	1
ALS EMERGENCY	1
BLEEDING (NON-TRAUMATIC) BLS	1
DROWNING/WATER INJURIES ALS	1
EMOTIONALLY DISTRESSED BLS EME	1
FIRE STAND BY	1
NEUROLOGICAL/HEAD INJURIES BLS	1
SPECIAL CARE TRANSPORT	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: 0:05:00

Average Time On Scene: 0:15:55

Average Transport Time: 0:08:22

**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: 93%

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

3/21/2013	STAND-BY	13-5133	HAZ MAT	158 MIN
3/21/2013	STAND-BY	13-5133	HAZ MAT	64 MIN





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

3/21/2013	MUTUAL OUT	13-5130	TO HUDSON	60 MIN
3/28/2013	MUTUAL OUT	13-5663	TO TYNGSBORO	4 MIN

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

3/11/2013	MUTUAL IN	13-4510	HUDSON	37 MIN
3/17/2013	MUTUAL IN	13-4823	HUDSON	21 MIN
3/18/2013	MUTUAL IN	13-4904	HUDSON	15 MIN
3/18/2013	MUTUAL IN	13-4922	HOLLIS	44 MIN
3/25/2013	MUTUAL IN	13-5331	HUDSON	42 MIN
3/25/2013	MUTUAL IN	13-5352	HUDSON	8 MIN
3/27/2013	MUTUAL IN	13-5535	HUDSON	21 MIN

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

NATIONAL HERITAGE INS CO	197
UNKOWN AT TIME OF SERVICE	97
NEW HAMPSHIRE MEDICAID	50
ANTHEM BC/BS	29
HARVARD PILGRIM HEALTH CARE	16
OTHER	54

**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:**

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**8-**

checked oil no oil on dip stick changed over to 10w-30hm  
performed and completed c pm replaced f/pads and packed  
bearings replaced r/pads replaced wipers secured o2 tank  
sealed tech bench cushion replaced 2 f/tires rotated fronts  
to rear tighten screws on o2 door and back board door  
stretcher and stair chair inspection downloaded road safety  
road test need alignment

1000115764 RicardoV Doors RPR

went to drop off truck at front end shop. REMOVE PASSENGER  
DOOR TO WELD SKIN TO DOOR & INSTALL.

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**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 15 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

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 completed the required refresher training programs for NFR for this year.

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.

AMR reached agreement with Anthem Blue Cross of NH and will officially enter their network on April 01, 2013.

## **Two hands. One life saved. Learn how.**

It's called compression-only CPR, and it's easy to learn and has been found to be very effective in saving lives. And all it takes is two hands and about two minutes to learn how.



On Wednesday, May 22, 2013, join American Medical Response in the AMR World CPR Challenge: a day of free CPR training in an attempt to teach as many people as possible how to save the life of a spouse, a child or neighbor using compression-only CPR.

This new lifesaving method is easier to perform in an emergency and can potentially double the chances of someone surviving a cardiac event until first responders arrive.

Additional information about this program will be made available soon including location, time and details of the event.

