



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

May 01, 2013 through May 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: 775

Section II.M.2.b: Number of Patients transported: 604

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 345

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

UNCONCIOUS/SYNCOPE/UNRESP ALS	45
MOTOR VEHICLE ACCIDENT ALS	34
EMOTIONALLY DISTRESSED ALS	30
TRAUMA W/INJURY ALS CRITERIA	29
OVERDOSE ALS CRITERIA MET	28
SEIZURES ALS CRITERIA MET	24
ABDOMINAL PAIN ALS CRITERIA	22
CVA (STROKE) ALS CRITERIA	15
BLEEDING (NON-TRAUMATIC) ALS	14
MEDFLIGHT HELIPAD TRANSPORT	10
ALLERGIC REACTION ALS CRITERIA	8
GYNECOLOGY/MISCARRIAGE ALS	7
DIABETIC ALS CRITERIA MET	6
BACK PAIN ALS CRITERIA MET	5
FALL/ACCIDENT BLS CRITERIA MET	5
HEADACHE ALS CRITERIA MET	3
SICK/UNKNOWN BLS CRITERIA MET	3
CARDIAC / RESPIRATORY ARREST	2
CHOKING PATIENT ALS CRITERIA	2
EMOTIONALLY DISTRESSED BLS EME	2
ANIMAL BITE ALS CRITERIA	1
ENVIRONMENTAL EMERGENCIES ALS	1
FACILITY DISCHARGE	1
FIRE STAND BY	1





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HAZMAT PT BLS CRITERIA	1
MEDFLIGHT GROUND TRANSPORT	1
PREGNANCY/CHILDBIRTH ALS	1

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

Number of Patient Refusals or false alarms: 177

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

Average Response Time:	0:05:07
Average Time On-Scene:	0:15:18
Average Transport Time:	0:08:49

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:	90%

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:

5/4/2013	MUTUAL OUT	13-8570	HUDSON	36 MIN
5/8/2013	MUTUAL OUT	13-8860	PEPPERELL	24 MIN

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

5/14/2013	MUTUAL IN	13-9393	MERRIMACK	31MIN
5/17/2013	MUTUAL IN	13-9621	MERRIMACK	33MIN





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5/17/2013	MUTUAL IN	13-9622	HUDSON	23MIN
5/18/2013	MUTUAL IN	13-9693	HUDSON	53 MIN

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

NATIONAL HERITAGE INS CO	266
UNKNOWN AT TIME OF SERVICE	140
NEW HAMPSHIRE MEDICAID	64
ANTHEM BC/BS	28
HARVARD PILGRIM HEALTH CARE	15
CARELINK CIGNA	14
OTHER (LESS THAN 10)	64

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:

Truck 9 -





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TRN	TYP	DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
P	052813	066-001-000	FL-820S		Oil Filter	PM	1.0
P	052813	066-001-000	5w20		5W20 bulk	PM	7.0
P	052813	066-001-000	073926123450		WASHER FLUID	PM	1.0
T	052813	066-001-000	LT225/75R16	LTX M/S	MICHELIN TIRE	PM	4.0
L	052813	066-001-000	0019863666	SteveS	PM A INSPECTION	PM	3.5
note					performed and completed al pm replaced 4 rear tires replaced	**	
note					missing insurance card replaced skid tape rear door tighten	**	
note					screws on compartment doors stretcher and stair chair	**	
note					inspection lube upper hadle lock was sticking checked	**	
note					operation ok down load road safety road test ok	**	
L	052813	017-000-000	0000115764	RicardoV	Tires	RPL	0.5
note					helped mount and balance tires	**	

Truck 7 -





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TRN	TYP	DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
	P	052213	066-001-000	FL-820S	Oil Filter	PM	1.0
	P	052213	066-001-000	BRF-1329	BRAKE PAD	PM	1.0
	P	052213	066-001-000	5w20	5W20 bulk	PM	7.0
	L	052213	066-001-000	0019872227 BrendanS	PM A INSPECTION	PM	1.0
	L	052213	066-001-000	0019872227 BrendanS	PM A INSPECTION	PM	5.0
	T	052413	066-001-000	LT225/75R16 LTX M/S	MICHELIN TIRE	PM	2.0
	L	052413	066-001-000	0019872227 BrendanS	PM A INSPECTION	PM	2.0
	note			PMA1			**
	note			SWAP OUT REAR FIRE EXTINGUISHER. INSTALL EXTINGUISHER TO			**
	note			PROPER BRACKET AND MOVE O2 BOTTLE FROM FIRE EXTINGUISHER			**
	note			BRACKET BACK TO O2 BOTTLE BRACKET.			**
	note			DOWNLOAD R/S AND CHECK INPUTS			**
	note			R+R REAR BRAKE PADS			**
	note			ONE TIRE PAST WEAR POINT AND ONE TIRE NAIL IN SIDEWALLS. NO			**
	note			NEW TIRES IN STOCK. ROTATE GOOD TIRES TO REAR AND SET PSI.			**
	note			CLEAN RIMS AND HUBS AND REINSTALL REAR TIRES			**
	note			MOUNT AND BALANCE 2 NEW TIRES FOR FRONT. CLEAN RIMS AND			**
	note			REINSTALL.			**
	note			FINAL ROAD TEST			**

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 May 2013 AMR ambulances responded to 19 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

An MCI exercise has been tentatively scheduled for July with NFR & NPD participation. The details and objectives of the exercise are currently being developed.

AMR significantly participated in the CERT training classes that were held in the community graduating over 50 students. Additional classes and involvement are planned.

AMR donated instructor time to hold an AED operation class at the Nashua Senior Center. This class trained key personnel at the Center in the proper operation of the AED that AMR donated to the center last year.





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AMR deployed its bike EMS team this month during a national clean-up event near the rail trail area of town. 2 of our medics were deployed for the day to make sure all of the participants remained safe.

AMR held a cardiac arrest save event at its station that recognized the AMR and Nashua Fire Rescue team effort to save the life of a cardiac arrest victim.

AMR celebrated National EMS week this month with numerous employee activities.



On Wednesday, May 22, 2013 American Medical Response trained nearly 55,000 people across the United States in hands 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.

AMR trained nearly 300 people in Nashua by holding free public sessions at Greeley Park and the Nashua Public Library. We also trained over 100 people at BAE systems main facility on Spit Brook Road.

AMR is working with the other public safety agencies in the City to provide the annual coverage for the 4th of July events slated for Holman Stadium.

