



Nashua, NH

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## City of Nashua, NH

# Monthly 9-1-1 Ambulance Activity Report

*For the Period between:*

*November 01, 2013 through November 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 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:           749**

**Section II.M.2.b: Number of Patients transported:           598**

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

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

SICK/UNKNOWN ALS CRITERIA MET	79
BREATHING DIFFICULTIES ALS	67
FALL/ACCIDENT ALS CRITERIA MET	58
CARDIAC DISORDER ALS CRITERIA	50
UNCONCIOUS/SYNCOPE/UNRESP ALS	39
MOTOR VEHICLE ACCIDENT ALS	37
SEIZURES ALS CRITERIA MET	36
TRAUMA W/INJURY ALS CRITERIA	26
OVERDOSE ALS CRITERIA MET	23
BLEEDING (NON-TRAUMATIC) ALS	20
EMOTIONALLY DISTRESSED ALS	16
CVA (STROKE) ALS CRITERIA	12
ABDOMINAL PAIN ALS CRITERIA	10
BACK PAIN ALS CRITERIA MET	8
CARDIAC / RESPIRATORY ARREST	7
DIABETIC ALS CRITERIA MET	7
ALLERGIC REACTION ALS CRITERIA	6
HEADACHE ALS CRITERIA MET	5
MEDFLIGHT HELIPAD TRANSPORT	3
SICK/UNKNOWN BLS CRITERIA MET	3
CHOKING PATIENT ALS CRITERIA	2
ABDOMINAL PAIN BLS CRITERIA	1
ALS EMERGENCY	1
ALS TRANSFER CALL (30 MINUTES)	1
ANIMAL BITE ALS CRITERIA	1





Nashua, NH

BURNS ALS CRITERIA MET	1
DROWNING/WATER INJURIES ALS	1
ELECTRICAL / LIGHTENING ALS	1
EMOTIONALLY DISTRESSED BLS EME	1
FALL/ACCIDENT BLS CRITERIA MET	1
HAZMAT ALS CRITERIA	1
ORGAN TEAM TRANSPORT	1
SPECIAL CARE TRANSPORT	1
STAND-BY SERVICE	1

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

Number of Patient Refusals or false alarms: 151

**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: 0:16:10

Average Transport Time: 0:07:53

**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: 92%

**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:**

11/1/2013	MUTUAL IN	13-24938	HUDSON	37MIN
11/2/2013	MUTUAL IN	13-24975	HUDSON	41MIN
11/4/2013	MUTUAL IN	13-25174	HUDSON	42 MIN
11/13/2013	MUTUAL IN	13-25820	HUDSON	41 MIN
11/15/2013	MUTUAL IN	13-26031	HUDSON	20MIN





Nashua, NH

11/15/2013	MUTUAL IN	13-26045	HUDSON	33MIN
11/18/2013	MUTUAL IN	13-26262	HOLLIS	20MIN
11/21/2013	MUTUAL IN	13-26530	HUDSON	39 MIN
11/21/2013	MUTUAL IN	13-26531	HOLLIS	55MIN
11/21/2013	MUTUAL IN	13-26552	HUDSON	52 MIN
11/27/2013	MUTUAL IN	13-26917	MERRIMACK	57MIN
11/30/2013	MUTUAL IN	13-27086	HUDSON	30MIN

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

**Nashua:**

11/14/2013	MUTUAL OUT	13-25914	MERRIMACK
11/16/2013	MUTUAL OUT	13-26142	MERRIMACK
11/23/2013	MUTUAL OUT	13-26679	MERRIMACK
11/27/2013	MUTUAL OUT	13-26945	HUDSON
11/29/2013	MUTUAL OUT	13-27000	MERRIMACK

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

NATIONAL GOVERNMENT SERVICES, INC	267
UNKNOWN AT TIME OF SERVICE	140
NEW HAMPSHIRE MEDICAID	40
ANTHEM BC/BS	35
HARVARD PILGRIM HEALTH CARE	18
CARELINK CIGNA	15
OTHER	57

**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:**

**Z-**

40203	White dome truck-lite	PM
1C2Z-15632A22-AA	SEAT PAD	PM
6C2Z-1662900-CA	SEAT COVER	PM
7L3Z-6A666-A	PCV	PM
FL-820S	Oil Filter	PM
F50Z-9601-BA	AIR FILTER (6.8)	PM
8C2Z-3050-A	BALL JOINT	PM
8C3Z-3049-B	BALL JOINT	PM
5W30	5W30 Bulk	PM
0019872227 BrendanS	PM B INSPECTION	PM
PMB		
R+R BOTH RUNNING BOARD LAMPS		
RESECURE WIRES FOR LED FLASHER ON LR DOOR PANEL.		
REPLACE MISSING DOOR PANEL SCREWS		
RESECURE MOULDING ON BENCH SEAT		
ADJUST CABINET DOOR LATCHES		
R+R SIDE DOOR HOLD OPEN PISTON		
R+R CAB DOME LIGHT BULB		
INSTALL 3RD STRAP AROUND MAIN O2 TANK AND PROPERLY REROUTE OTHERS		
R+R PASSENGER SIDE SEAT CUSHION AND COVER		
ENGINE OIL LOW. INSTALL LABEL ON DASH TO CHECK OIL EVERY DAY		
ALTERNATOR CHARGING RATE TESTED HIGH. R+R GROUND STRAP WITH THICKER WIRE		
R+R RIGHT SIDE BALL JOINTS.		
CLEAN RIMS AND HUBS. CROSS FRONT TIRES AND REINSTALL WHEELS		
DOWNLOAD R/S AND CHECK INPUTS		
N/P/N	MATERIALS	RPR
0000115764 RicardoV	Doors	RPR
REMOVE DRIVERS DOOR TO WELD SKIN BACK TO DOOR. INSTALL & ALIGN DOOR. REPAIR & REFINISH OUTSIDE DOOR. REPLACE GRAY SECTION OF DECAL		





8 -

REPAIR FLAT	A008 FLAT REPAIR	OUT
-FLAT AT SNH HOSPITAL		
FL-820-S	OIL FILTER	PM
F15T8CW	FLORECENT LITE BULB	PM
9C2Z-15632A22-A	SEAT PAD	PM
FA-1632	AIR FILTER	PM
CC2Z-1662901-AA	SEAT COVER	PM
F8T5CW	FLORECENT BULB	PM
10W30 QT	Mobil super high mileage 10W	PM
0019979154 CHAD	PM B INSPECTION	PM
BPM, ROTATED DRIVERS TIRES, REPLACED BULBS IN FLOURECENT LIGHT IN PATIENT COMP, REPLACED DRIVERS SEAT COVER AND COUSHIN, TEST DROVE, PUT EXTRA FLOR BULBS IN TRUCK FOR STATION SUPPLY		

9 -

FL-820S	Oil Filter	PM
4160	SEAL	PM
BRF-1329	BRAKE PAD	PM
brf-1328w	warenty pads	PM
F50Z-9601-BA	AIR FILTER (6.8)	PM
40203	White dome truck-lite	PM
8C2Z-2B164-A	CLIPS	PM
5W30	5W30 Bulk	PM
0019863666 SteveS	PM B INSPECTION	PM
performed and completed b pm replaced f/pads repacked bearings replaced seals replaced r/pads replaced dome bulb in cab replaced missing screws on compartment doors replaced broken seat belt end that secures stair chair secured main o2 stretcher and stair chair inspection sealed mattress replaced both step lights removed frozen wish bone bolt cleaned threads and lubed down load road safety road test ok		

**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 November 2013 AMR ambulances responded to 20 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.





AMR crews participated in the below listed community events this month:

Hunt Community Safety and Wellness day 11-8

Veteran's Day parade detail

Touch a truck at Kinder Care of Nashua 11-13

Holiday Stroll 11-30 – supervisor unit and dedicated ALS unit

