



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

October 01, 2013 through October 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: 815

Section II.M.2.b: Number of Patients transported: 656

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 377

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

SICK/UNKNOWN ALS CRITERIA MET	105
BREATHING DIFFICULTIES ALS	77
CARDIAC DISORDER ALS CRITERIA	77
FALL/ACCIDENT ALS CRITERIA MET	55
EMOTIONALLY DISTRESSED ALS	43
MOTOR VEHICLE ACCIDENT ALS	40
UNCONCIOUS/SYNCOPE/UNRESP ALS	38
SEIZURES ALS CRITERIA MET	37
OVERDOSE ALS CRITERIA MET	25
CVA (STROKE) ALS CRITERIA	19
DIABETIC ALS CRITERIA MET	16
TRAUMA W/INJURY ALS CRITERIA	14
BLEEDING (NON-TRAUMATIC) ALS	12
ABDOMINAL PAIN ALS CRITERIA	11
ALLERGIC REACTION ALS CRITERIA	6
CARDIAC / RESPIRATORY ARREST	5
PREGNANCY/CHILDBIRTH ALS	4
SICK/UNKNOWN BLS CRITERIA MET	4
MEDFLIGHT HELIPAD TRANSPORT	3
BACK PAIN ALS CRITERIA MET	2
EMOTIONALLY DISTRESSED BLS EME	2
FIRE STAND BY	2
GYNECOLOGY/MISCARRIAGE ALS	2





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MEDFLIGHT GROUND TRANSPORT	2
ALS EMERGENCY	1
BLEEDING (NON-TRAUMATIC) BLS	1
BURNS ALS CRITERIA MET	1
CHOKING PATIENT ALS CRITERIA	1
EMOTIONALLY DISTRESSED BLS NON	1
FACILITY DISCHARGE	1
FALL/ACCIDENT BLS CRITERIA MET	1
HEADACHE ALS CRITERIA MET	1
OVERDOSE BLS CRITERIA MET	1
SICK/UNKNOWN NON-EMERGENT	1
TRAUMA W/INJURY BLS CRITERIA	1
VOLUNTARY PSYCH PATIENT	1

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

Number of Patient Refusals or false alarms: 162

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

Average Response Time: 0:04:08

Average Time On-Scene: 0:15:05

Average Transport Time: 0:08:01

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:	94%

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

2 stand-by's were reported for the month – both fire related





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

10/3/2013	MUTUAL OUT	13-22157	HUDSON
10/3/2013	MUTUAL OUT	13-22175	MERRIMACK
10/13/2013	MUTUAL OUT	13-23110	HUDSON
10/17/2013	MUTUAL OUT	13-23466	MERRIMACK

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

10/2/2013	MUTUAL IN	13-22052	HUDSON	21 MIN
10/5/2013	MUTUAL IN	13-22335	MERRIMACK	34 MIN
10/7/2013	MUTUAL IN	13-22425	HUDSON	31 MIN
10/7/2013	MUTUAL IN	13-22509	HUDSON	40MIN
10/14/2013	MUTUAL IN	13-23217	HOLLIS	26MIN
10/26/2013	MUTUAL IN	13-24428	HOLLIS	40 MIN
10/26/2013	MUTUAL IN	13-24429	HUDSON	33 MIN
10/31/2013	MUTUAL IN	13-24841	HUDSON	12 MIN

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

NATIONAL GOVERNMENT SERVICES, INC	293
UNKNOWN AT TIME OF SERVICE	154
NEW HAMPSHIRE MEDICAID	76
ANTHEM BC/BS	37
HARVARD PILGRIM HEALTH CARE	13
UNITED HEALTHCARE	11
OTHER (LESS THAN 10)	80

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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65-B	BATTERY	RPL
0000117228 Jeffr	Battery Main	RPL

SHUTTLE rA-18, INSTALL BATTERIES FOR A008 , CHECKED GROUND CABLE OK
 TESTED THE ALT/ 115 AMPS OK
 UNDERHOOD BATTERY IS BAD , SWAPPED OUT BOTH MAIN BATTERIES
 EXTENHDE DRIVE TIME DUE TO TRAFFIC

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FL-820S	Oil Filter	RPR
0019872227 Brendans	Oil	RPR

ROAD CALL TO NASHUA HQ. REPORT OF OIL OVERFILLED AND LEAKING.
 DROVE RC36 TO NASHUA HQ. CHECK TRUCK, LEAKING FROM FILTER. REPLACE OIL FILTER AND DRAIN OIL TO PROPER LEVEL (ALMOST 2 QT OVERFILLED). WAIT FOR DRIVER TO RETURN AND SWAP INTO RC32. RETURN TO AVON

65-B	BATTERY	RPL
LT225/75R16 LTX M/S	MICHELIN TIRE	RPL
0019872227 Brendans	Battery Main	RPL

ROAD CALL TO NASHUA, UNDERHOOD BATTERY SMOKING.
 DROVE C5 TO NASHUA. CHECK TRUCK, BOTH MAIN BATTERIES N/G. R+R BOTH. CHECK STARTING AND CHARGING SYSTEMS, GOOD.
 DROP OFF 2 TIRES - MOUNTED AND BALANCED 2 NEW TIRES ON SPARE RIMS FOR STATION SPARES FOR BOX TRUCKS.
 SWAP INTO RA41 AND RETURN TO AVON

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 October 2013 AMR ambulances responded to 25 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.





The independent auditor hired by the City completed and submitted their findings this month on AMR's patient billing process and error rate. The independent audit determined that our actual error rate was lower than our reported 00.58%. The report was provided to the City, the Aldermen and will be provided to the committee.

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

Family Fun Day Lil Iguana's Oct 5th Boo Boo made appearance along with "pink" truck for kids

Walk a mile with the Mayor Oct 5th Boo Boo attended as well

PALS race Nashua North on Oct 12th

Safety Day for Nashua employees at Senior center Oct 22nd Hands only CPR 79 people trained

