



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

September 01, 2013 through September 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: 756

Section II.M.2.b: Number of Patients transported: 587

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 318

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

SICK/UNKNOWN ALS CRITERIA MET	86
CARDIAC DISORDER ALS CRITERIA	65
BREATHING DIFFICULTIES ALS	53
FALL/ACCIDENT ALS CRITERIA MET	49
UNCONCIOUS/SYNCOPE/UNRESP ALS	42
MOTOR VEHICLE ACCIDENT ALS	38
SEIZURES ALS CRITERIA MET	32
TRAUMA W/INJURY ALS CRITERIA	27
EMOTIONALLY DISTRESSED ALS	23
OVERDOSE ALS CRITERIA MET	19
CVA (STROKE) ALS CRITERIA	16
BLEEDING (NON-TRAUMATIC) ALS	11
ABDOMINAL PAIN ALS CRITERIA	10
ALLERGIC REACTION ALS CRITERIA	9
DIABETIC ALS CRITERIA MET	9
BACK PAIN ALS CRITERIA MET	8
HEADACHE ALS CRITERIA MET	5
SICK/UNKNOWN BLS CRITERIA MET	4
CARDIAC / RESPIRATORY ARREST	3
FALL/ACCIDENT BLS CRITERIA MET	3
MEDFLIGHT HELIPAD TRANSPORT	3
CHOKING PATIENT ALS CRITERIA	2
ABDOMINAL PAIN BLS CRITERIA	1
ALS EMERGENCY	1
BLEEDING (NON-TRAUMATIC) BLS	1





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EMOTIONALLY DISTRESSED BLS EME	1
ENVIRONMENTAL EMERGENCIES ALS	1
PREGNANCY/CHILDBIRTH ALS	1
UNCONSCIOUS ALS CRITERIA	1

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

Number of Patient Refusals or false alarms: 172

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

Average Response Time: 0:03:23

Average Time On-Scene: 0:15:01

Average Transport Time: 0:08:28

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:	97%

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:

9/6/2013	13-19492	MERRIMACK	54 MIN
9/23/2013	13-21025	MERRIMACK	49 MIN
9/29/2013	13-21619	MERRIMACK	68 MIN





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

9/11/2013	13-19939	HUDSON	41 MIN
9/12/2013	13-20017	HOLLIS	18 MIN
9/16/2013	13-20418	MERRIMACK	52 MIN
9/16/2013	13-20421	HUDSON	37 MIN
9/27/2013	13-21450	MERRIMACK	55 MIN
9/27/2013	13-21452	HOLLIS	48 MIN
9/29/2013	13-21633	HUDSON	26 MIN

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

NATIONAL HERITAGE INS CO	251
UNKNOWN AT TIME OF SERVICE	117
NEW HAMPSHIRE MEDICAID	72
ANTHEM BC/BS	31
CARELINK CIGNA	16
HARVARD PILGRIM HEALTH CARE	14
AETNA COMMERCIAL PLANS	11
OTHER (LESS THAN 10)	62

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:

There was no maintenance activity for the reporting period.

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

AMR crews and staff participated in the following community events and meetings this month:

LEPC meeting 9/5

AMR's new mascot Boo Boo Bob made his first appearance 9/7

Nashua Family Safety Day Pheasant Lane Mall Hands only CPR 76 People trained 9/7

VOAD meeting 9/10

Nashua PAL race Nashua High North 9/13

Nashua Community Cook Out Boo Boo Bob made an appearance again 9/17 AWESOME day ! 😊

CERT class teaching 9/21 and 9/28

Touch a Truck at Collins Dentistry of Nashua 9/28

MCI Drill Stello Stadium 9/23 used High School South EMT students as victims. Tested "CODE RED"

PAL race Nashua High North 9/27

Football on Friday and Saturday nights for Nashua High North, South and Bishop Guertin at Stellos Stadium all month.

