



**AMERICAN MEDICAL RESPONSE®**

Nashua, NH

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## City of Nashua, NH

# Monthly 9-1-1 Ambulance Activity Report

*For the Period between:*

*April 01, 2013 through April 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: 608**

**Section II.M.2.b: Number of Patients transported: 465**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 274**

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

SICK/UNKNOWN ALS CRITERIA MET	67
BREATHING DIFFICULTIES ALS	62
CARDIAC DISORDER ALS CRITERIA	47
FALL/ACCIDENT ALS CRITERIA MET	36
SEIZURES ALS CRITERIA MET	28
UNCONCIOUS/SYNCOPE/UNRESP ALS	26
EMOTIONALLY DISTRESSED ALS	24
CVA (STROKE) ALS CRITERIA	22
OVERDOSE ALS CRITERIA MET	19
TRAUMA W/INJURY ALS CRITERIA	17
MOTOR VEHICLE ACCIDENT ALS	16
ABDOMINAL PAIN ALS CRITERIA	14
BLEEDING (NON-TRAUMATIC) ALS	13
DIABETIC ALS CRITERIA MET	8
MEDFLIGHT HELIPAD TRANSPORT	4
CARDIAC / RESPIRATORY ARREST	3
BACK PAIN ALS CRITERIA MET	2
CHOKING PATIENT ALS CRITERIA	2
EMOTIONALLY DISTRESSED BLS EME	2
FALL/ACCIDENT BLS CRITERIA MET	2
GYNECOLOGY/MISCARRIAGE ALS	2
MEDFLIGHT GROUND TRANSPORT	2
SICK/UNKNOWN BLS CRITERIA MET	2
ABDOMINAL PAIN BLS CRITERIA	1





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ALLERGIC REACTION ALS CRITERIA	1
ALS EMERGENCY	1
HEADACHE ALS CRITERIA MET	1
OVERDOSE BLS CRITERIA MET	1
TRAUMA W/INJURY BLS CRITERIA	1

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

Number of Patient Refusals or false alarms: 145

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

Average Response Time: 0:04:40

Average Time On Scene: 0:15:53

Average Transport Time: 0:08:53

**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:	95%

**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:**

4/9/2013	MUTUAL OUT	13-6523	MERRIMACK	58 MIN
4/15/2013	MUTUAL OUT	13-6928	MERRIMACK	60 MIN
4/17/2013	MUTUAL OUT	13-7117	HUDSON	65 MIN





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

**Nashua:**

4/9/2013	MUTUAL IN	13-6521	HUDSON	21 min
4/12/2013	MUTUAL IN	13-6724	HUDSON	21min
4/13/2013	MUTUAL IN	13-6777	HOLLIS	23min
4/17/2013	MUTUAL IN	13-7127	MERRIMACK	22min
4/24/2013	MUTUAL IN	13-7598	HUDSON	30min
4/29/2013	MUTUAL IN	13-8183	HUDSON	21min

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

NATIONAL HERITAGE INS CO	235
UNKNOWN AT TIME OF SERVICE	107
NEW HAMPSHIRE MEDICAID	47
ANTHEM BC/BS	25
HARVARD PILGRIM HEALTH CARE	10
OTHER (LESS THAN 10)	47

**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:**

No 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 April 2013 AMR ambulances responded to 12 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

AMR has received confirmation from representatives at SNHMC that the postponed mass casualty exercise will not be able to be re-scheduled this year. AMR is working to schedule and develop a new MCI exercise as soon as possible.

Preparations are still 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.

**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.

AMR will host sessions multiple locations in Nashua and at BAE systems to train as many people as possible on May 22.

