



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

August 01, 2013 through August 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: 789

Section II.M.2.b: Number of Patients transported: 602

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 335

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

CARDIAC DISORDER ALS CRITERIA	57
UNCONCIOUS/SYNCOPE/UNRESP ALS	42
MOTOR VEHICLE ACCIDENT ALS	41
EMOTIONALLY DISTRESSED ALS	31
SEIZURES ALS CRITERIA MET	28
TRAUMA W/INJURY ALS CRITERIA	26
OVERDOSE ALS CRITERIA MET	22
BLEEDING (NON-TRAUMATIC) ALS	14
CVA (STROKE) ALS CRITERIA	11
ABDOMINAL PAIN ALS CRITERIA	10
DIABETIC ALS CRITERIA MET	9
ALLERGIC REACTION ALS CRITERIA	6
CARDIAC / RESPIRATORY ARREST	6
MEDFLIGHT HELIPAD TRANSPORT	5
CHOKING PATIENT ALS CRITERIA	4
BACK PAIN ALS CRITERIA MET	3
EMOTIONALLY DISTRESSED BLS EME	3
FALL/ACCIDENT BLS CRITERIA MET	3
TRAUMA W/INJURY BLS CRITERIA	3
BURNS ALS CRITERIA MET	2
PREGNANCY/CHILDBIRTH ALS	2
ABDOMINAL PAIN BLS CRITERIA	1
ELECTRICAL / LIGHTENING ALS	1





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ENVIRONMENTAL EMERGENCIES ALS	1
FALL BLS CRITERIA	1
HEADACHE ALS CRITERIA MET	1
SICK/UNKNOWN BLS CRITERIA MET	1
VOLUNTARY PSYCH PATIENT	1

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

Number of Patient Refusals or false alarms: 187

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

Average Response Time: 0:04:45

Average Time On-Scene: 0:15:22

Average Transport Time: 0:07:50

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:

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:

8/5/2013	13-16627	TO MERRIMACK	1 Min
8/5/2013	13-16638	TO HUDSON	1 Min
8/7/2013	13-16728	TO MERRIMACK	55 Min
8/11/2013	13-17091	TO MERRIMACK	1 Min
8/20/2013	13-17972	TO HUDSON	46 Min





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

8/18/2013 13-17820 MERRIMACK 33 Min

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

NATIONAL HERITAGE INS CO	268
UNKNOWN AT TIME OF TRIP	143
NEW HAMPSHIRE MEDICAID	67
ANTHEM BC/BS	27
HARVARD PILGRIM HEALTH CARE	14
CARELINK CIGNA	12
UNITED HEALTHCARE	11
OTHER (LESS THAN 10)	60

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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DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP
082313	066-001-000	FL-820S	Oil Filter	PM
082313	066-001-000	5W30	5W30 Bulk	PM
082313	066-001-000	194	BULB	PM
082313	066-001-000	BC3Z-2457-B	BRAKE PEDAL PAD	PM
082313	066-001-000	F75Z-6730-BA	DRAIN PLUG	PM
082313	066-001-000	LT225/75R16 LTX M/S	MICHELIN TIRE	PM
082313	066-001-000	0000117228 Jeffr	PM A INSPECTION	PM
:		PMI-A2		
:		DOWNLOADED THE R/S UNIT		
:		R&R WORN BRAKE PEDAL PAD		
:		REPAIRED THE PASS, SIDE CEILING CAB MAPLIGHT, FALLING OUT		
:		R&R R/F MARKER LIGHT BULB		
:		SEW RIP IN PASS. SEAT COVER		
:		R&R OIL DRAIN PLUG		
:		MOUNT AND BALANCED 2 REAR TIRES , ROTATED FRONT TIRES TO		
:		REAE AND ADJ. PRESSURES		
:		INSTALLED CABLE FROM R/S UNIT FOR AVL		

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082713	066-001-000	FL-820-S	OIL FILTER	PM
082713	066-001-000	10W30 QT	Mobil super high mileage 10W	PM
082713	066-001-000	0019979154 CHAD	PM A INSPECTION	PM
:		TRAVELD TO NASHUA TO RETRIEVE A008 FOR PM, A2 PM, ROTATED		
:		DRIVERS SIDE TIRES, RE-TAGGED STRETCHER, INSTALLED AEV		
:		CABLE, TEST DROVE, STOPPED AT THE STORE TO GET THREAD AND		
:		NEEDLE TO SOW UP DRIVERS SEAT, TEST DROVE		





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082613	005-020-000	0008296627	ArthurM	Road Safety	RPR
:				TRAVEL TO NASHUA AND INSTALL RS CABLE TEST AND DOWN LOAD	
:				RETURN TO BERWICK	
082813	066-001-000	FL-820-S		OIL FILTER	PM
082813	066-001-000	DL-22		WIPER BLADE	PM
082813	066-001-000	5W-30 B		OIL	PM
082813	066-001-000	0019979154	CHAD	PM A INSPECTION	PM
:				TRAVELD TO NASHUA TO RETRIEVE A009 FOR MAINTNENCE, A2 PM	
:				ROTATED DRIVERS SIDE TIRES, REPLACED WIPER BLADES, TEST	
:				DROVE	

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 August 2013 AMR ambulances responded to 25 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:

Touch A Truck Nashua High South Saturday 8/3

National Night out at Boy's and Girl's Club 8/6

BAE Systems - Hands only CPR 8/7 - 47 people trained

BAE Systems - Hands only CPR 8/21 - 61 people trained

