



AMERICAN MEDICAL RESPONSE®

Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

December 01, 2012 through December 31, 2012





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: 709

Section II.M.2.b: Number of Patients transported: 558

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 310

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

BREATHING DIFFICULTIES ALS	86
SICK/UNKNOWN ALS CRITERIA MET	66
CARDIAC DISORDER ALS CRITERIA	61
FALL/ACCIDENT ALS CRITERIA MET	51
UNCONCIOUS/SYNCOPE/UNRESP ALS	41
MOTOR VEHICLE ACCIDENT ALS	32
SEIZURES ALS CRITERIA MET	25
BLEEDING (NON-TRAUMATIC) ALS	16
EMOTIONALLY DISTRESSED ALS	16
OVERDOSE ALS CRITERIA MET	16
TRAUMA W/INJURY ALS CRITERIA	16
ABDOMINAL PAIN ALS CRITERIA	12
SICK/UNKNOWN BLS CRITERIA MET	9
CVA (STROKE) ALS CRITERIA	8
CARDIAC / RESPIRATORY ARREST	6
EMOTIONALLY DISTRESSED BLS EME	6
FALL/ACCIDENT BLS CRITERIA MET	6
ALLERGIC REACTION ALS CRITERIA	3
ALS EMERGENCY	3
BACK PAIN ALS CRITERIA MET	3
DIABETIC ALS CRITERIA MET	3
HEADACHE ALS CRITERIA MET	3
MEDFLIGHT HELIPAD TRANSPORT	3
PREGNANCY/CHILDBIRTH ALS	2





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ABDOMINAL PAIN BLS CRITERIA	1
BACK PAIN BLS CRITERIA MET	1
ENVIRONMENTAL EMERGENCIES ALS	1
MEDFLIGHT GROUND TRANSPORT	1
NEUROLOGICAL/HEAD INJURIES ALS	1
SPECIAL CARE TRANSPORT	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: 152

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

Average Response Time: 0:04:52

Average Time On Scene: 0:16:18

Average Transport Time: 0:08:05

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:

12/26/2012	STAND-BY	12-29309	POLICE STAND-BY	214 MIN
12/12/2012	STAND-BY	12-28298	BUILDING FIRE	49 MINUTES

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

12/6/2012	MUTUAL OUT	12-28024	TO HUDSON	10 MIN
12/6/2012	MUTUAL OUT	12-28025	TO HUDSON	33 MIN
12/6/2012	MUTUAL OUT	12-28027	TO HUDSON	66 MIN
12/18/2012	MUTUAL OUT	12-28820	TO MERRIMACK	63 MIN
12/27/2012	MUTUAL OUT	12-29410	TO MERRIMACK	60 MIN





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

12/3/2012	MUTUAL IN	12-27827	HUDSON	30 MIN
12/16/2012	MUTUAL IN	12-28636	HOLLIS	67 MIN
12/20/2012	MUTUAL IN	12-28969	HUDSON	40 MIN
12/26/2012	MUTUAL IN	12-29317	MERRIMACK	38 MIN
12/28/2012	MUTUAL IN	12-29485	HUDSON	33 MIN
12/31/2012	MUTUAL IN	12-29575	HOLLIS	63 MIN

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

NATIONAL HERITAGE INS CO	264
UNKNOWN AT TIME OF SERVICE	106
NEW HAMPSHIRE MEDICAID	66
ANTHEM BC/BS	28
HARVARD PILGRIM HEALTH CARE	23
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:

There was no maintenance activity to report for the 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 December 2012 AMR ambulances responded to 14 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

AMR is working with Nashua Fire to provide the required refresher training programs to its members while they are on duty. Multiple schedules have been created to accommodate all members.

Staff are preparing for the annual re-certification process for employees which will take place over the course of the next two months.

AMR is working with NFR to update the mutual aid list as requested.

