



**AMERICAN MEDICAL RESPONSE®**

Nashua, NH

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## City of Nashua, NH

# Monthly 9-1-1 Ambulance Activity Report

*For the Period between:*

*February 01, 2013 through February 28, 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: 596**

**Section II.M.2.b: Number of Patients transported: 475**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 302**

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

BREATHING DIFFICULTIES ALS	74
SICK/UNKNOWN ALS CRITERIA MET	70
CARDIAC DISORDER ALS CRITERIA	53
FALL/ACCIDENT ALS CRITERIA MET	41
UNCONCIOUS/SYNCOPE/UNRESP ALS	39
SEIZURES ALS CRITERIA MET	28
MOTOR VEHICLE ACCIDENT ALS	23
EMOTIONALLY DISTRESSED ALS	16
OVERDOSE ALS CRITERIA MET	15
BLEEDING (NON-TRAUMATIC) ALS	14
CVA (STROKE) ALS CRITERIA	12
SICK/UNKNOWN BLS CRITERIA MET	12
ABDOMINAL PAIN ALS CRITERIA	11
TRAUMA W/INJURY ALS CRITERIA	9
DIABETIC ALS CRITERIA MET	8
FALL/ACCIDENT BLS CRITERIA MET	7
ALS EMERGENCY	6
ALLERGIC REACTION ALS CRITERIA	3
CARDIAC / RESPIRATORY ARREST	3
HEADACHE ALS CRITERIA MET	3
BACK PAIN ALS CRITERIA MET	2
BLEEDING (NON-TRAUMATIC) BLS	2
GYNECOLOGY/MISCARRIAGE ALS	2
TRAUMA W/INJURY BLS CRITERIA	2





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ABDOMINAL PAIN BLS CRITERIA	1
ABDOMINAL PAIN NON-EMERGENT	1
CHOKING PATIENT ALS CRITERIA	1
EMOTIONALLY DISTRESSED BLS EME	1
PREGNANCY/CHILDBIRTH ALS	1
SICK/UNKNOWN NON-EMERGENT	1

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

Number of Patient Refusals or false alarms: 123

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

Average Response Time: 0:05:00

Average Time On Scene: 0:16:46

Average Transport Time: 0:08:02

**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: 96%

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

2/23/2013      STAND-BY      13-3495      BUILDING FIRE      18 MIN





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

2/2/2013	MUTUAL OUT	13-2242	TO HUDSON	7 MIN
2/15/2013	MUTUAL OUT	13-3067	TO MERRIMACK	38 MIN
2/18/2013	MUTUAL OUT	13-3176	TO HUDSON	5 MIN

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

2/4/2013	MUTUAL IN	13-2320	HUDSON	14 MIN
2/7/2013	MUTUAL IN	13-2513	HUDSON	27 MIN
2/11/2013	MUTUAL IN	13-2730	HUDSON	44 MIN
2/11/2013	MUTUAL IN	13-2731	HOLLIS	41 MIN
2/15/2013	MUTUAL IN	13-3061	HUDSON	41 MIN

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

NATIONAL HERITAGE INS CO	221
UNKNOWN AT TIME OF SERVICE	109
NEW HAMPSHIRE MEDICAID	38
ANTHEM BC/BS	25
HARVARD PILGRIM HEALTH CARE	11
OTHER	61

**Section II.M.2.l: Number of Mechanical Failures:**

There were no mechanical failures for the reporting period.





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**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:**

7-

- pmi c
- download r/s unit
- mount and balanced 2 new front tires
- rotated tires and adj pressure
- r/r bota running board lights
- l/r door warning right inop, removed door panel, found unplugged wire.
- replaced worn anti skid at rear doors
- swapped out front fire ext
- r/r front brake pads, repacked bearings and replaced seals
- repaired cracked backrest on stair chair
- changed pcv
- swapped out both main batteries (both good batteries but need charge)

9-

PERFORMED AND COMPLETED C PM REPLACED F/PADS  
, ROTORS, BEARING, AND SEALS REPLACED FIRE EX REPLACED SWITCH  
COVER PT COMP REPLACED DOME BULB IN CAB REPLACED R/F HUB CAP  
STRETCHER AND STAIR CHAIR INSPECTION ROAD TEST OK

**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 January 2013 AMR ambulances responded to 10 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

As planned, AMR opened a local customer service center in Manchester staffed by 2 patient advocates. These employees are dedicated to NH customers with a local NH phone number that is being publicly advertised.





AMR has completed the required refresher training programs for NFR for this year.

AMR is awaiting confirmation from representatives at SNHMC on a new date for the postponed mass casualty exercise.

Preparations are 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.

AMR is developing a medical “bike team” that will be used at community events such as the downtown stroll to provide better access to EMS services when needed.

