



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

February 01, 2014 through February 28, 2014





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: 665

Section II.M.2.b: Number of Patients transported: 542

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 324

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

BREATHING DIFFICULTIES ALS	75
SICK/UNKNOWN ALS CRITERIA MET	73
FALL/ACCIDENT ALS CRITERIA MET	62
CARDIAC DISORDER ALS CRITERIA	52
UNCONCIOUS/SYNCOPE/UNRESP ALS	39
SEIZURES ALS CRITERIA MET	26
MOTOR VEHICLE ACCIDENT ALS	23
TRAUMA W/INJURY ALS CRITERIA	22
CVA (STROKE) ALS CRITERIA	21
EMOTIONALLY DISTRESSED ALS	21
OVERDOSE ALS CRITERIA MET	19
ABDOMINAL PAIN ALS CRITERIA	11
BLEEDING (NON-TRAUMATIC) ALS	11
CARDIAC / RESPIRATORY ARREST	10
SICK/UNKNOWN BLS CRITERIA MET	9
DIABETIC ALS CRITERIA MET	8
BACK PAIN ALS CRITERIA MET	6
FALL/ACCIDENT BLS CRITERIA MET	5
MEDFLIGHT HELIPAD TRANSPORT	6
HEADACHE ALS CRITERIA MET	4
TRAUMA W/INJURY BLS CRITERIA	3
ALLERGIC REACTION ALS CRITERIA	2
CHOKING PATIENT ALS CRITERIA	2
EMOTIONALLY DISTRESSED BLS EME	2





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NEUROLOGICAL/HEAD INJURIES ALS	2
BACK PAIN BLS CRITERIA MET	1
MEDICAL ALERT	1

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

Number of Patient Refusals or false alarms: 124

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

Average Response Time: 0:04:59

Average Time On-Scene: 0:15:27

Average Transport Time: 0:08:33

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:

None for the reporting period.

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

2/1/2014	14-2185	HUDSON	44 MIN
2/12/2014	14-2814	MERRIMACK	55 MIN
2/20/2014	14-3264	MERRIMACK	63 MIN





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

2/7/2014	MUTUAL IN	14-2539	MERRIMACK	42MIN
2/10/2014	MUTUAL IN	14-2710	HUDSON	28MIN
2/15/2014	MUTUAL IN	14-3012	MERRIMACK	36MIN
2/19/2014	MUTUAL IN	14-3237	HUDSON	39MIN
2/23/2014	MUTUAL IN	14-3479	HUDSON	24MIN

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

NATIONAL GOVERNMENT SERVICES, INC	299
UNKNOWN AT TIME OF SERVICE	125
ANTHEM BC/BS	36
NEW HAMPSHIRE MEDICAID	21
CARELINK CIGNA	13
HARVARD PILGRIM HEALTH CARE	11
MERIDIAN HEALTH PLAN	11
WELLSENSE	11
OTHER (LESS THAN 10)	55

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:

7- none

8 –none





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WO#	LN	TRN TYP	DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
2994-0185883	1	P	031914	005-020-000	SEAT BELT SENSOR	SENSOR	RPR	1.0
2994-0185883	1	L	031914	005-020-000	0008296627 ArthurM	Road Safety	RPR	1.5
2994-0185883	1	note			REPLACE SEAT BELT SENSOR	CALL DAVIDSON TO REPROGRAM AND	**	**
2994-0185883	1	note			CHECK SYSTEM OK NOW		**	**

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 February 2014 AMR ambulances responded to 21 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

February was a very cold and weather challenging month with significant snowfall and snowbank obstacles.

AMR crews participated in the below listed community events this month:

- February 27th BAE Hands Only CPR (34 people) Lunch and learn 11:30-13:30
- February 27 Elder wrap meeting 9-10:30

