



Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

City of Nashua, NH
Monthly 9-1-1 Ambulance Activity
Report

For the Period between:

July 01, 2014 through July 31, 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: 805

Section II.M.2.b: Number of Patients transported: 653

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 328

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

SICK/UNKNOWN ALS CRITERIA MET	126
CARDIAC DISORDER ALS CRITERIA	61
BREATHING DIFFICULTIES ALS	59
FALL/ACCIDENT ALS CRITERIA MET	58
UNCONCIOUS/SYNCOPE/UNRESP ALS	51
OVERDOSE ALS CRITERIA MET	25
MOTOR VEHICLE ACCIDENT ALS	23
EMOTIONALLY DISTRESSED ALS	21
SEIZURES ALS CRITERIA MET	21
TRAUMA W/INJURY ALS CRITERIA	18
ABDOMINAL PAIN ALS CRITERIA	15
CVA (STROKE) ALS CRITERIA	14
BLEEDING (NON-TRAUMATIC) ALS	13
DIABETIC ALS CRITERIA MET	9
ALLERGIC REACTION ALS CRITERIA	8
BACK PAIN ALS CRITERIA MET	7
CARDIAC / RESPIRATORY ARREST	7
MEDFLIGHT HELIPAD TRANSPORT	7
SICK/UNKNOWN BLS CRITERIA MET	6
TRAUMA W/INJURY BLS CRITERIA	6
FALL/ACCIDENT BLS CRITERIA MET	3
ALS EMERGENCY	2
HEADACHE ALS CRITERIA MET	2
SICK/UNKNOWN NON-EMERGENT	2
ABDOMINAL PAIN BLS CRITERIA	1
BLEEDING (NON-TRAUMATIC) BLS	1
CHOKING PATIENT ALS CRITERIA	1





Nashua, NH

ELECTRICAL / LIGHTENING ALS	1
ENVIRONMENTAL EMERGENCIES ALS	1
FALL BLS CRITERIA	1
GYNECOLOGY/MISCARRIAGE ALS	1
HAZMAT ALS 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: 0:04:37

Average Time On-Scene: 0:14:24

Average Transport Time: 0:07:15

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:

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:

7/3/2014	MUTUAL OUT	14-15177	MERRIMACK
7/8/2014	MUTUAL OUT	14-15499	MERRIMACK
7/13/2014	MUTUAL OUT	14-16089	HUDSON





Nashua, NH

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

7/7/2014	MUTUAL IN	14-15407	HUDSON
7/8/2014	MUTUAL IN	14-15539	HUDSON
7/10/2014	MUTUAL IN	14-15754	HUDSON
7/23/2014	MUTUAL IN	14-17009	HUDSON
7/23/2014	MUTUAL IN	14-17011	HUDSON
7/28/2014	MUTUAL IN	14-17424	HUDSON
7/30/2014	MUTUAL IN	14-17608	HUDSON

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

NATIONAL GOVERNMENT SERVICES, INC	324
UNKNOWN AT TIME OF SERVICE	121
ANTHEM BC/BS	35
MERIDIAN HEALTH PLAN	28
NH HEALTHY FAMILIES	23
WELLSENSE	22
HARVARD PILGRIM HEALTH CARE	17
NEW HAMPSHIRE MEDICAID	11
CARELINK CIGNA	10
OTHER (LESS THAN 10)	66

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.





Nashua, NH

Section II.M.2.n: Vehicle maintenance log activity:

7-

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
070914	066-003-000	FL-820-S	OIL FILTER	PM	1.0
070914	066-003-000	FA-1632	AIR FILTER	PM	1.0
070914	066-003-000	7L3Z-6A666-A	PCV VALVE	PM	1.0
070914	066-003-000	FT-180	TRANS FILTER 2009 UP	PM	1.0
070914	066-003-000	DUELLY HUB CAP	HUB CAP	PM	1.0
070914	066-003-000	X05W30BSP	OIL	PM	7.0
070914	066-003-000	XT-10-QLVC	TRANS FLUID ALL	PM	8.0
070914	066-003-000	0019885652 AlexS	PM C INSPECTION	PM	7.0
			DROVE TO NASHUA TO PICK UP A-7 AND RETURNED TO THE AUBURN SHOP		**
			OIL CHANGE		**
			INSTALLED A NEW PCV VALVE AND AIR FILTER		**
			PERFORMED TRANSMISSION DRAIN AND FILL, AND REPLACED THE INTERNAL FILTER		**
			ROTATED THE TIRES AND BALANCED THE NEW FRONT TIRES		**
			REPLACED CRACKED LEFT REAR HUBCAP		**
			ADJUSTED THE LEFT REAR DOOR LATCH SO IT DOESN'T STICK		**
			PLACED VINYL PATCHES ON CRACKS IN THE COT MATTRESS AS WELL AS ON THE TECH BENCH UPHOLSTERY		**
			TEST DRIVE		**

8-

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
070814	071-022-000	0000115764 RicardoV	Doors	RPR	2.0
			repair and weld passenger door back to skin and align fender		**
071814	066-001-000	FL-820-S	OIL FILTER	PM	1.0
071814	066-001-000	BRSD-1328	FR PADS 2010	PM	1.0
071814	066-001-000	H13	BULB 08 NEWER	PM	1.0
071814	066-001-000	X05W30BSP	OIL	PM	7.0
071814	066-001-000	LT225/75R16 LTX	TIRE	PM	2.0
071814	066-001-000	0019885652 AlexS	PM A INSPECTION	PM	7.0
			OIL CHANGE		**
			MOUNT AND BALANCE TWO NEW TIRES AND ROTATED THE FRONT TIRES TO THE REAR		**
			INSTALLED NEW FRONT BRAKE PADS		**
			REPLACED THE RIGHT HEADLIGHT BULB		**
			REPLACED THE MISSING RIVETS FOR THE DIAMOND PLATE TRIM ON THE BOX		**
			REPLACED AN EXPIRED FIRE EXTINGUISHER		**
			PLACED VINYL PATCHES ON CRACKS IN THE COT MATTRESS		**
			PLACED A VINYL PATCH ON A LARGE RIP IN THE TECH BENCH UPHOLSTERY		**
			TEST DRIVE		**





Nashua, NH

9 -

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
073014	066-003-000	FL-820-S	OIL FILTER	PM	1.0
073014	066-003-000	7L3Z-6A666-A	PCV VALVE	PM	1.0
073014	066-003-000	FA-1632	AIR FILTER	PM	1.0
073014	066-003-000	FT-180	TRANS FILTER 2009 UP	PM	1.0
073014	066-003-000	YC22-15632A22-AA	SEAT PAD	PM	2.0
073014	066-003-000	6C2Z-1662901-BA	COVER	PM	1.0
073014	066-003-000	6C2Z-1662900-CA	SEAT COVER	PM	1.0
073014	066-003-000	X05W30BSP	OIL	PM	7.0
073014	066-003-000	XT-10-QLVC	TRANS FLUID ALL	PM	8.0
073014	066-003-000	LT225/75R16 LTX	TIRE	PM	2.0
073014	066-003-000	0019885652 AlexS	PM C INSPECTION	PM	9.0
		OIL CHANGE			**
		INSTALLED A NEW AIR FILTER AND PCV VALVE			**
		DRAINED AND FILLED THE TRANSMISSION AND REPLACED THE			**
		INTERNAL FILTER			**
		MOUNT AND BALANCE TWO NEW TIRES AND ROTATED THE FRONT TIRES			**
		TO THE REAR			**
		REMOVED BOTH FRONT SEATS FROM THE VEHICLE AND REPLACED THE			**
		LOWER FOAM PADS AND COVERS			**
		PLACED VINYL PATCHES ON RIPS IN THE COT MATTRESS			**
		PLACED VINYL PATCHES ON RIPS IN THE PATIENT COMPARTMENT			**
		UPHOLSTERY			**
		TEST DRIVE			**
		NOTICED THE KEY WAS BROKEN AND ABOUT TO FALL OFF OF THE KEY			**
		RING. I CUT A NEW KEY FOR THE TRUCK TO AVOID THE CREW			**
		LOSING THE KEY.			**

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 July 2014 AMR ambulances responded to 21 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- AMR’s on-site accreditation survey will be held August 7 & 8
- AMR continues to coordinate with NFR on the planning of a live mass casualty incident for the fall.
- AMR will be participating in the multi-jurisdictional improvised explosive device security planning workshop to be held on August 8 at the Nashua Police Department. The exercise is being coordinated by the US Dept of Homeland Security Office of bombing prevention and will involve police, fire, EMS, state & federal agencies from Nashua and surrounding communities.





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

7/4 & 5 - Community event coverage - Revolution Run & fireworks at Holman Stadium Bike team and ambulance detail deployed

7/14 – Public awareness - Nashua High South Extrication class with NFR and EMT class

7/17 – Public education - Teen Cert class training

7/31 Elder Wrap

