



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:

March 01, 2014 through March 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: 699

Section II.M.2.b: Number of Patients transported: 575

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 321

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

SICK/UNKNOWN ALS CRITERIA MET	81
BREATHING DIFFICULTIES ALS	75
CARDIAC DISORDER ALS CRITERIA	69
FALL/ACCIDENT ALS CRITERIA MET	42
UNCONCIOUS/SYNCOPE/UNRESP ALS	39
SEIZURES ALS CRITERIA MET	29
OVERDOSE ALS CRITERIA MET	18
TRAUMA W/INJURY ALS CRITERIA	18
EMOTIONALLY DISTRESSED ALS	16
BLEEDING (NON-TRAUMATIC) ALS	15
MOTOR VEHICLE ACCIDENT ALS	14
CVA (STROKE) ALS CRITERIA	13
ABDOMINAL PAIN ALS CRITERIA	12
DIABETIC ALS CRITERIA MET	9
MEDFLIGHT HELIPAD TRANSPORT	10
ALLERGIC REACTION ALS CRITERIA	5
CARDIAC / RESPIRATORY ARREST	4
HEADACHE ALS CRITERIA MET	3
ALS EMERGENCY	2
BACK PAIN ALS CRITERIA MET	2
FALL/ACCIDENT BLS CRITERIA MET	2
OVERDOSE BLS CRITERIA MET	2
SICK/UNKNOWN BLS CRITERIA MET	2
TRAUMA W/INJURY BLS CRITERIA	2





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GYNECOLOGY/MISCARRIAGE ALS	1
HAZMAT ALS CRITERIA	1
VOLUNTARY PSYCH PATIENT	1

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

Number of Patient Refusals or false alarms: 127

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

Average Response Time: 0:04:58

Average Time On-Scene: 0:15:46

Average Transport Time: 0:07:36

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:

3/2/2014	14-3998	MERRIMACK	49 MIN
3/3/2014	14-4013	HUDSON	38 MIN
3/11/2014	14-4506	HUDSON	67 MIN
3/21/2014	14-5323	HUDSON	44 MIN
3/22/2014	14-5334	HUDSON	51 MIN





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

Nashua:

3/7/2014	14-4352	HUDSON	47 MIN
3/16/2014	14-4914	HUDSON	52 MIN
3/16/2014	14-4915	MERRIMACK	46 MIN
3/18/2014	14-5019	HUDSON	46 MIN
3/20/2014	14-5216	MERRIMACK	55 MIN
3/28/2014	14-5716	MERRIMACK	33 MIN
3/29/2014	14-5841	HUDSON	50 MIN

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

NATIONAL GOVERNMENT SERVICES, INC	307
UNKNOWN AT TIME OF SERVICE	113
ANTHEM BC/BS	33
MERIDIAN HEALTH PLAN	23
NH HEALTHY FAMILIES	14
HARVARD PILGRIM HEALTH PLAN	13
WELS - WELLSENSE	11
OTHER (LESS THAN 10)	75

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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WO#	LN	TRN	TYP	DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QT
2991-1580168	1	P		021214	066-001-000	FL-820S	Oil Filter	PM	1.0
2991-1580168	1	P		021214	066-001-000	5W30	5W30 Bulk	PM	7.0
2991-1580168	1	P		021214	066-001-000	80-140	GEAR OIL	PM	1.0
2991-1580168	1	P		021214	066-001-000	BRF-1329	BRAKE PAD	PM	1.0
2991-1580168	1	P		021214	066-001-000	225 75 r 16 w	warrnety tires	PM	2.0
2991-1580168	1	L		021214	066-001-000	0019863666 SteveS	PM A INSPECTION	PM	4.5
2991-1580168	1	note					performed and completed alpm pulled all wheels sanded and	**	
2991-1580168	1	note					painted replaced 2 tires 1 worn and 1 recall replaced r/pads	**	
2991-1580168	1	note					straighten rear step tighten loose screws on compartment	**	
2991-1580168	1	note					doors repaced 1 missing screw replaced fire ex replaced	**	
2991-1580168	1	note					missing insurance card vynal sealed tech bench secured main	**	
2991-1580168	1	note					o2 and portable o2 stretcher and stair chair inspection down	**	
2991-1580168	1	note					load road safety road test ok	**	
2991-1580168	2	L		021214	066-001-000	0000115764 RicardoV	PM A INSPECTION	CHK	2.0
2991-1580168	2	note					performed and completed alpm pulled all wheels sanded and	**	
2991-1580168	2	note					painted replaced 2 tires 1 worn and 1 recall replaced r/pads	**	
2991-1580168	2	note					straighten rear step tighten loose screws on compartment	**	
2991-1580168	2	note					doors repaced 1 missing screw replaced fire ex replaced	**	
2991-1580168	2	note					missing insurance card vynal sealed tech bench secured main	**	
2991-1580168	2	note					o2 and portable o2 stretcher and stair chair inspection down	**	
2991-1580168	2	note					load road safety road test ok	**	
2991-1580168	1	P		021214	066-001-000	5W30	5W30 Bulk	PM	7.0-
2991-1580168	1	P		021314	066-001-000	10W30 QT	High Mileage 10w30 QT	PM	7.0
2991-1580168	1	note					performed and completed alpm pulled all wheels sanded and	**	
2991-1580168	1	note					painted replaced 2 tires 1 worn and 1 recall replaced r/pads	**	
2991-1580168	1	note					straighten rear step tighten loose screws on compartment	**	
2991-1580168	1	note					doors repaced 1 missing screw replaced fire ex replaced	**	
2991-1580168	1	note					missing insurance card vynal sealed tech bench secured main	**	
2991-1580168	1	note					o2 and portable o2 stretcher and stair chair inspection down	**	
2991-1580168	1	note					load road safety road test ok	**	





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WO#	LN	TRN TYP	DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
2991-1580197	2	L	022014	066-002-000	0019863666 SteveS	PM B INSPECTION	PM	2.0
2991-1580197	2	note			TOP 1/2 OF PMI-B			**
2991-1580197	2	note			REPLACED DOME LIGHT			**
2991-1580197	2	note			STAIRCHAIR AND STRETCHER INSP.			**
2991-1580197	2	note			TIGHTENED BOX COM'T DOOR INNER PANEL SCREWS			**
2991-1580197	2	note			DOWNLOADED THE R/S AND REPLACED THE SEAT BELT SENSOR			**
2991-1580197	1	P	022014	066-002-000	FL-820S	Oil Filter	PM	1.0
2991-1580197	1	P	022014	066-002-000	10W30 QT	High Mileage 10w30 QT	PM	7.0
2991-1580197	1	P	022014	066-002-000	F50Z-9601-BA	AIR FILTER (6.8)	PM	1.0
2991-1580197	1	P	022014	066-002-000	7L3Z-6A666-A	PCV	PM	1.0
2991-1580197	1	P	022014	066-002-000	8C3Z-3049-B	BALL JOINT	PM	1.0
2991-1580197	1	P	022014	066-002-000	8C2Z-3050-A	BALL JOINT	PM	1.0
2991-1580197	1	P	022014	066-002-000	BRF-1329	BRAKE PAD	PM	1.0
2991-1580197	1	L	022014	066-002-000	0000117228 JeffR	PM B INSPECTION	PM	5.5
2991-1580197	1	L	022114	066-002-000	0000117228 JeffR	PM B INSPECTION	PM	1.0
2991-1580197	1	note			PMI -B (CONTINUED BOTTOM 1/2			**
2991-1580197	1	note			R&R PCV VALVE			**
2991-1580197	1	note			R&R REAR BRAKES PADS			**
2991-1580197	1	note			R&R DRIVER'S SIDE RUNNING BOARD LIGHT			**
2991-1580197	1	note			STRAIGHTENED OUT R/R CORNER OF REAR LOAD STEP			**
2991-1580197	3	T	022114	017-003-000	LT225/75R16 LTX M/S	MICHELIN TIRE	RPL	2.0
2991-1580197	3	L	022114	017-003-000	0000115764 RicardoV	Mount Tires	RPL	0.5
2991-1580197	3	note			mount two tires			**
2991-1580197	1	P	022414	066-002-000	used 40203	used running board light	PM	1.0
2991-1580197	1	note			PMI -B (CONTINUED BOTTOM 1/2			**
2991-1580197	1	note			R&R PCV VALVE			**
2991-1580197	1	note			R&R REAR BRAKES PADS			**
2991-1580197	1	note			R&R DRIVER'S SIDE RUNNING BOARD LIGHT			**
2991-1580197	1	note			STRAIGHTENED OUT R/R CORNER OF REAR LOAD STEP			**





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WO#	LN	TRN TYP	DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
2991-1580227	1	L	022514	066-001-000	0019872227 BrendanS	PM A INSPECTION	PM	0.7
2991-1580227	1	P	022614	066-001-000	40203	White dome truck-lite	PM	1.0
2991-1580227	1	P	022614	066-001-000	FL-820S	Oil Filter	PM	1.0
2991-1580227	1	P	022614	066-001-000	DL-22	WIPER BLADE	PM	2.0
2991-1580227	1	P	022614	066-001-000	HOLD-16N	HOLD OPEN, "GRABBER"	PM	2.0
2991-1580227	1	P	022614	066-001-000	5W30	5W30 Bulk	PM	7.0
2991-1580227	1	T	022614	066-001-000	LT225/75R16 LTX M/S	MICHELIN TIRE	PM	3.0
2991-1580227	1	L	022614	066-001-000	0019872227 BrendanS	PM A INSPECTION	PM	8.0
2991-1580227	1	P	022614	066-001-000	HOLD-16N	HOLD OPEN, "GRABBER"	PM	2.0-
2991-1580227	1	note			PMA1			**
2991-1580227	1	note			DOWNLOAD R/S AND CHECK INPUTS			**
2991-1580227	1	note			REPAIR WIRES FOR ROAD SAFETY SPEAKER			**
2991-1580227	1	note			R+R OUTER SPOTTER BUTTON (STUCK)			**
2991-1580227	1	note			DRIVER SIDE FENDER STROBE INOP. FOUND PLUG CORRODED AND			**
2991-1580227	1	note			BROKEN SIRE. WIRE IN NEW CONNECTIONS.			**
2991-1580227	1	note			R+R PASS SIDE RUNNING BOARD LAMP.			**
2991-1580227	1	note			REPAIR FLASHER ON SIDE LOAD DOOR.			**
2991-1580227	1	note			STRETCHER LEAKING HYDRAULICS. SWAP OUT WITH STRETCHER THAT			**
2991-1580227	1	note			BELONGS IN TRUCK. ADJUST ONE BRAKE ON COT.			**
2991-1580227	1	note			REAR DOOR STICKING. RESECURE LOWER STRIKER AND ADJUST LEFT			**
2991-1580227	1	note			SIDE LATCHES.			**
2991-1580227	1	note			REPLACE MISSING TRIM SCREWS ON DOOR PANELS.			**
2991-1580227	1	note			SWAP OUT BOTH EXPIRED FIRE EXTINGUISHERS.			**
2991-1580227	1	note			RR OUT TIRE SIDEWALL DAMAGE. BOTH INNER REAR TIRES BELOW			**
2991-1580227	1	note			TREAD WEAR SPEC AND MICHELIN RECALL.			**
2991-1580227	1	note			MOUNT AND BALANCE 3 NEW TIRES.			**
2991-1580227	1	note			FUEL FILLER NECK POCKET CHROME PEELING. REPLACE WITH			**
2991-1580227	1	note			REPAIRED/REPAINTED ONE.			**
2991-1580227	1	note			REAR DOOR HOLD OPENS CHROME PEELING. REPLACE 2 POSTS AND 1			**
2991-1580227	1	note			CUP WITH NEW. SAND AND PAINT ONE CUP.			**
2991-1580227	1	note			R+R WIPER BLADES.			**
2991-1580227	1	note			CLEAN RIMS AND HUBS AND ROTATE NEW TIRES TO FRONT.			**





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 March 2014 AMR ambulances responded to 17 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- AMR & NFR are in the planning phases for a spring mass casualty exercise. Details about the exercise will be provided as they are formulated.
- AMR is in the planning stages for our 2nd annual World CPR day challenge. It will be held May 21, 2014 in multiple locations around the City. Further details will be provided as the date draws closer.
- AMR is preparing to submit its re-accreditation application packet to the Commission on Accreditation of Ambulance Services. The package is scheduled to be completed and submitted in early April.
- Updated certificate of insurance was provided as required.
- AMR crews participated in the below listed community events this month:
 - March 5th CPR awards ceremony at Nashua South
 - March 10th Senior's Count workshop
 - March 20th Hands Only CPR for St Chris's School
 - March 22nd Boy Scout Merit Badge at St Joseph hospital

