



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

May 01, 2014 through May 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: 815

Section II.M.2.b: Number of Patients transported: 630

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 333

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

SICK/UNKNOWN ALS CRITERIA MET	90
BREATHING DIFFICULTIES ALS	83
CARDIAC DISORDER ALS CRITERIA	60
FALL/ACCIDENT ALS CRITERIA MET	55
UNCONCIOUS/SYNCOPE/UNRESP ALS	55
SEIZURES ALS CRITERIA MET	26
OVERDOSE ALS CRITERIA MET	22
EMOTIONALLY DISTRESSED ALS	21
MOTOR VEHICLE ACCIDENT ALS	17
BLEEDING (NON-TRAUMATIC) ALS	14
CVA (STROKE) ALS CRITERIA	14
TRAUMA W/INJURY ALS CRITERIA	13
ABDOMINAL PAIN ALS CRITERIA	9
DIABETIC ALS CRITERIA MET	8
CARDIAC / RESPIRATORY ARREST	7
HEADACHE ALS CRITERIA MET	7
TRAUMA W/INJURY BLS CRITERIA	6
MEDFLIGHT HELIPAD TRANSPORT	5
BACK PAIN ALS CRITERIA MET	3
ALLERGIC REACTION ALS CRITERIA	2
ALS EMERGENCY	2
BLEEDING (NON-TRAUMATIC) BLS	2
GYNECOLOGY/MISCARRIAGE ALS	2
SICK/UNKNOWN NON-EMERGENT	2





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ALS INTERCEPT	1
ANIMAL BITE ALS CRITERIA	1
BREATHING DIFF NON-EMERGENT	1
CHOKING PATIENT ALS CRITERIA	1
EMOTIONALLY DISTRESSED BLS EME	1
FALL/ACCIDENT BLS CRITERIA MET	1
MOTOR VEHICLE ACCIDENT BLS	1
NEUROLOGICAL/HEAD INJURIES ALS	1
SICK/UNKNOWN BLS CRITERIA MET	1

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

Number of Patient Refusals or false alarms: 187

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

Average Response Time: 0:04:38

Average Time On-Scene: 0:14:35

Average Transport Time: 0:07:55

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:

5/12/2014	14-9933	HUDSON	7 MIN
5/19/2014	14-10578	HUDSON	51 MIN
5/19/2014	14-10596	MERRIMACK	30 MIN





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

05/182014 14-10465 HUDSON 11MIN

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

NATIONAL GOVERNMENT SERVICES, INC	322
UNKNOWN AT TIME OF SERVICE	103
MERIDIAN HEALTH PLAN	37
ANTHEM BC/BS	34
NH HEALTHY FAMILIES	15
WELLSENSE	15
HARVARD PILGRIM HEALTH CARE	14
NEW HAMPSHIRE MEDICAID	11
OTHER (LESS THAN 10)	81

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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PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY	P
FL-820-S	OIL FILTER	PM	1.0	
BRRF-115	FR ROTORS 2010 BOX	PM	2.0	
BRSD-1328	FR PADS 2010	PM	1.0	
C9AZ-4221-A	BEARING	PM	2.0	
C8TZ-1216-A	BEARING	PM	2.0	
BRS-93	SEAL O2 UP	PM	2.0	
DL-22	WIPER BLADE	PM	2.0	
5W-30 B	OIL	PM	7.0	
LT225/75R16 LTX	TIRE	PM	2.0	
0019885652 AlexS	PM A INSPECTION	PM	8.0	
	PICKED UP A-7 AT THE NASHUA STATION AND RETURNED TO THE		**	
	AUBURN SHOP		**	
	OIL CHANGE		**	
	INSTALLED NEW FRONT BRAKE ROTORS, BEARINGS, AND PADS		**	
	MOUNT AND BALANCE TWO NEW FRONT TIRES		**	
	REPLACED THE WIPER BLADES		**	
	REPLACED THE EXPIRED INSURANCE CARD		**	
	REPLACED EXPIRED FIRE EXTINGUISHER		**	
	SECURED LOOSE TRIM PIECE ABOVE REAR DOORS		**	
	TEST DRIVE		**	

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PART NUMBER/MECHANIC	DESCRIPTION	TYP	HI
FL-820-S	OIL FILTER	PM	
10W30 QT	Mobil super high mileage 10W	PM	
LT225/75R16 LTX	TIRE	PM	
0019885652 AlexS	PM A INSPECTION	PM	
	OIL CHANGE		
	ROTATE TIRES, MOUNT AND BALANCE TWO NEW FRONT TIRES		
	REPLACED EXPIRED INSURANCE CARD		
	REPLACED BOTH EXPIRED FIRE EXTINGUISHERS		
	ADJUSTED THE OXYGEN BOTTLE HOLDERS SO THE BOTTLE WILL FIT CORRECTLY		
	PLACED VINYL PATCHES ON RIPS IN THE COT MATTRESS		
	PLACED A PATCH ON A LARGE RIP IN THE TECH BENCH UPHOLSTERY		
	TEST DRIVE		





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PART NUMBER/MECHANIC	DESCRIPTION	TYP HF
7C2Z-17682-CA	MIRROR	RPR
0000115764 RicardoV	Body	RPR
	REPLACE PASSENGER SIDE MIRROR. REPAIR AND REFINISH LEFT REAR COMPARTMENT DOOR. CUT SECTION OF DECAL BUFF AND POLISH RIGHT SIDE. INSTALL RAIN GUTTER ON BATTERY DOOR.	
FL-820S	Oil Filter	PM
5W30	5W30 Bulk	PM
BC3Z-2457-B	BRAKE PEDAL PAD	PM
40203	White dome truck-lite	PM
98006R	REFLECTOR	PM
194	BULB	PM
194	BULB	PM
9008	HEADLIGHT BULB	PM
LT225/75R16 LTX M/S	MICHELIN TIRE	PM
225X75 R16	GOOD USED TIRE	PM
0000117228 Jeffr	PM A INSPECTION	PM
PMI-A2	DOWNLOADED R/S UNIT	
	REPLACED LOOSE CENTER CONSOLE ROCKER SWITCHES	
	R&R WORN BRAKE PEDAL PAD	
	R&R DRIVER'S SIDE RUNNING BOARD LAMP	
	R&R L/R OUTER COMP'T REFLECTOR	
	SWAPPED OUT REAR FIRE EXT	
	R*R R/HEADLIGHT BULB AND SIDE MARKER BULB	
	R*R L/SIDE FRONT MARKER BULB	
	MOUNT AND BALANCED 2 NEW FRONT TIRES	
	ROTATED THE TIRES AND INSTALLED ONE GOOD USED FOR THE RR OUTER	
0019885652 AlexS	Shuttle	CHK
	DROVE DOWN TO AVON AND PICKED UP A-9. I BROUGHT IT BACK UP TO THE AUBURN SHOP.	

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 May 2014 AMR ambulances responded to 23 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 will be presented at the next ACC meeting in June.





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- AMR held our 2nd annual World CPR day challenge on May 21, 2014 in multiple locations around the City. Locally we trained over 150 people in hands only CPR. Nationally, we broke another world record training 61,833 people across America in a single day. This event will be repeated next May.
- AMR has successfully completed the off-site review portion its re-accreditation process with the Commission on Accreditation of Ambulance Services. We are awaiting an on-site evaluation date.
- AMR crews participated in the below listed community events this month:

Lil' Iguanna's Children 's Family fun Day May 3

Nashua Police Department Physical Agility Test May 10

EMS Week May 18-24

Compression Only CPR May 21 (trained locally in Nashua 158 people between Fire station and Boys and Girls club)

Elder Wrap May 29

