



Nashua, NH

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

*For the Period between:*

*November 01, 2014 through November 30, 2014*





Nashua, NH

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: 797**

**Section II.M.2.b: Number of Patients transported: 651**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 303**

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

SICK/UNKNOWN ALS CRITERIA MET	100
BREATHING DIFFICULTIES ALS	70
CARDIAC DISORDER ALS CRITERIA	68
FALL/ACCIDENT ALS CRITERIA MET	57
UNCONCIOUS/SYNCOPE/UNRESP ALS	39
EMOTIONALLY DISTRESSED ALS	34
SEIZURES ALS CRITERIA MET	34
MOTOR VEHICLE ACCIDENT ALS	27
OVERDOSE ALS CRITERIA MET	21
CVA (STROKE) ALS CRITERIA	14
ABDOMINAL PAIN ALS CRITERIA	13
BLEEDING (NON-TRAUMATIC) ALS	12
TRAUMA W/INJURY ALS CRITERIA	11
SICK/UNKNOWN BLS CRITERIA MET	9
ALLERGIC REACTION ALS CRITERIA	5
CARDIAC / RESPIRATORY ARREST	5
TRAUMA W/INJURY BLS CRITERIA	5
DIABETIC ALS CRITERIA MET	4
FALL/ACCIDENT BLS CRITERIA MET	3
CHOKING PATIENT ALS CRITERIA	2
HEADACHE ALS CRITERIA MET	2
MEDFLIGHT HELIPAD TRANSPORT	2
PREGNANCY/CHILDBIRTH ALS	2
SICK/UNKNOWN NON-EMERGENT	2
BACK PAIN ALS CRITERIA MET	1
BREATHING DIFF NON-EMERGENT	1
EMOTIONALLY DISTRESSED BLS EME	1
GYNECOLOGY/MISCARRIAGE ALS	1





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

Number of Patient Refusals or false alarms: 150

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

Average Response Time: 0:04:50

Average Time On-Scene: 0:15:01

Average Transport Time: 0:07:48

**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:**

11/7/2014	14-26686	HUDSON	70 MIN
11/16/2014	14-24271	MERRIMACK	92 MIN
11/17/2014	14-27271	MERRIMACK	60 MIN
11/25/2014	14-27868	HUDSON	37 MIN
11/29/2014	14-28319	HUDSON	44 MIN

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

11/5/2014	14-26485	HUDSON	33 MIN
11/15/2014	14-27200	HUDSON	27MIN
11/20/2014	14-27511	HUDSON	22MIN
11/20/2014	14-27512	MERRIMACK	44 MIN
11/21/2014	14-27629	MERRIMACK	31 MIN
11/21/2014	14-27631	HUDSON	32 MIN
11/23/2014	14-27733	HUDSON	9 MIN
11/23/2014	14-27734	MERRIMACK	35MIN
11/24/2014	14-27813	HUDSON	14 MIN
11/30/2014	14-28356	HUDSON	11 MIN
11/30/2014	14-28384	HUDSON	24 MIN





Nashua, NH

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

NATIONAL GOVERNMENT SERVICES, INC	340
RESPONSIBLE PARTY	102
ANTHEM BC/BS	48
WELLSENSE	37
NH HEALTHY FAMILIES	26
HARVARD PILGRIM HEALTH CARE	15
OTHER (LESS THAN 10)	82

**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-**

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
111914	066-001-000	FL-820-S	OIL FILTER	PM	1.0
111914	066-001-000	BRSD-1329	REAR PADS 2010	PM	1.0
111914	066-001-000	194	BULB	PM	1.0
111914	066-001-000	6C2Z-1662901-BA	COVER	PM	1.0
111914	066-001-000	YC2Z-15632A22-AA	SEAT PAD	PM	1.0
111914	066-001-000	TIMER	LITE TIMER	PM	1.0
111914	066-001-000	F15T8CW	FLORECENT LITE BULB	PM	10.0
111914	066-001-000	X05W30BSP	OIL	PM	7.0
111914	066-001-000	LT225/75R16 LTX	TIRE	PM	2.0
111914	066-001-000	0019885652 AlexS	PM A INSPECTION	PM	9.0
:		OIL CHANGE.			**
:		MOUNTED AND BALANCED TWO NEW TIRES, AND ROTATED THE FRONT			**
:		TIRES TO THE REAR.			**
:		INSTALLED NEW REAR BRAKE PADS.			**
:		REPLACED BOTH EXPIRED FIRE EXTINGUISHERS.			**
:		REPLACED THE LEFT FRONT MARKER LIGHT BULB.			**
:		STRETCHER AND STAIR CHAIR INSPECTION.			**
:		REMOVED THE DRIVERS SEAT FROM THE VEHICLE TO INSTALL NEW			**
:		LOWER CUSHION AND COVER.			**
:		REPLACED THE BULB FOR THE MAP LIGHT.			**
:		INSTALLED A NEW PATIENT COMPARTMENT LIGHT TIMER.			**
:		SECURED LOOSE ROAD SAFETY SEATBELT SENSOR AND VERIFIED ITS			**
:		OPERATION.			**
:		COMPLETE PMI.			**
:		TEST DRIVE.			**





**8 – none for the reporting period**

**9 – none for the reporting period**

**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.
- Disaster drill held at Nashua airport using Nashua High School student patient volunteers.
- Shelter activated and manned for significant power outages in the community due to weather
- Preparation & planning meetings for annual holiday stroll event. AMR covered the event with an additional ALS unit and an off line paramedic supervisor in a command vehicle.
- AMR agreed to participate in a spring disaster drill with SNHMC related to the helicopter landing pad next to the hospital.
- There continues to be an increase in the amount of opiate related overdose calls within the city.
- For the month of November 2014 AMR ambulances responded to 23 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- Continuing work on third annual report for the City.
- Continued to train and reinforce Ebola & PPE training internally.
- AMR reached a 3,000+ hands only citizen CPR training milestone this month in Nashua.
  
- AMR crews participated in the below listed community events this month:
  - November 15<sup>th</sup> How2Festival Nashua Public Library Compression Only CPR
  - November 22<sup>nd</sup> Immaculate Conception Church service project Compression Only CPR
  - November 24<sup>th</sup> Birch Hill Elementary School Compression Only CPR
  - November 29<sup>th</sup> Holiday Stroll Coverage

