



Nashua, NH

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

*For the Period between:*

*October 01, 2014 through October 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 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: 837**

**Section II.M.2.b: Number of Patients transported: 637**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 329**

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

SICK/UNKNOWN ALS CRITERIA MET	78
CARDIAC DISORDER ALS CRITERIA	72
BREATHING DIFFICULTIES ALS	65
FALL/ACCIDENT ALS CRITERIA MET	56
UNCONCIOUS/SYNCOPE/UNRESP ALS	46
SEIZURES ALS CRITERIA MET	38
EMOTIONALLY DISTRESSED ALS	27
MOTOR VEHICLE ACCIDENT ALS	24
OVERDOSE ALS CRITERIA MET	23
TRAUMA W/INJURY ALS CRITERIA	23
CVA (STROKE) ALS CRITERIA	18
BLEEDING (NON-TRAUMATIC) ALS	13
DIABETIC ALS CRITERIA MET	12
SICK/UNKNOWN BLS CRITERIA MET	9
ABDOMINAL PAIN ALS CRITERIA	8
CARDIAC / RESPIRATORY ARREST	8
MEDFLIGHT HELIPAD TRANSPORT	6
ALLERGIC REACTION ALS CRITERIA	5
BACK PAIN ALS CRITERIA MET	5
FALL/ACCIDENT BLS CRITERIA MET	5
TRAUMA W/INJURY BLS CRITERIA	5
ALS EMERGENCY	3
NEUROLOGICAL/HEAD INJURIES ALS	2
BACK PAIN NON-EMERGENT	1
CHOKING PATIENT ALS CRITERIA	1
EMOTIONALLY DISTRESSED BLS EME	1
GYNECOLOGY/MISCARRIAGE ALS	1





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HEADACHE ALS CRITERIA MET	1
SICK/UNKNOWN NON-EMERGENT	1

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

Number of Patient Refusals or false alarms: 200

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

Average Response Time: 0:04:41

Average Time On-Scene: 0:14:41

Average Transport Time: 0:08:04

**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:**

10/4/2014	14-23901	HUDSON	57 MIN
10/9/2014	14-24384	HUDSON	55 MIN
10/10/2014	14-24522	MERRIMACK	58 MIN
10/13/2014	14-24681	HUDSON	59 MIN

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

10/5/2014	14-23962	HOLLIS	38 MIN
10/6/2014	14-24051	HUDSON	32 MIN
10/8/2014	14-24202	HUDSON	34 MIN
10/9/2014	14-24342	HUDSON	10 MIN
10/10/2014	14-24468	HUDSON	30 MIN





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10/11/2014	14-24555	HUDSON	23 MIN
10/14/2014	14-24808	HUDSON	47 MIN
10/14/2014	14-24831	MERRIMACK	17 MIN
10/18/2014	14-25112	MERRIMACK	59 MIN
10/20/2014	14-25246	HUDSON	9 MIN

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

NATIONAL GOVERNMENT SERVICES, INC	309
UNKNOWN AT TIME OF SERVICE	114
WELLSENSE	40
ANTHEM BC/BS	37
NH HEALTHY FAMILIES	37
HARVARD PILGRIM HEALTH CARE	13
NEW HAMPSHIRE MEDICAID	10
OTHER (LESS THAN 10)	74

**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 for the reporting period**





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DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
102914	066-001-000	FL-820-S	OIL FILTER	PM	1.0
102914	066-001-000	TIMER	LITE TIMER	PM	1.0
102914	066-001-000	BRSD-1328	FR PADS 2010	PM	1.0
102914	066-001-000	C9AZ-4221-A	BEARING	PM	2.0
102914	066-001-000	C8TZ-1216-A	BEARING	PM	2.0
102914	066-001-000	BRCF-153	CALIPER FR 09 UP	PM	1.0
102914	066-001-000	BRCF-154	CALIPER FRL 09 UP	PM	1.0
102914	066-001-000	24000	SEAL	PM	2.0
102914	066-001-000	42260	ROTOR	PM	2.0
102914	066-001-000	X05W30BSP	OIL	PM	7.0
102914	066-001-000	0019885652 AlexS	PM A INSPECTION	PM	8.0
:		OIL CHANGE.			**
:		SECURED LOOSE OIL DIPSTICK TUBE.			**
:		ROTATED THE TIRES AND BALANCED THE NEW FRONT TIRES.			**
:		STRETCHER AND STAIR CHAIR INSPECTION.			**
:		REPLACED THE BROKEN PATIENT COMPARTMENT LIGHT TIMER.			**
:		INSTALLED NEW FRONT BRAKE ROTORS, PADS, AND BEARINGS.			**
:		COMPLETE PMI.			**
:		TEST DRIVE-NO GOOD.			**
:		HAD TO INSTALL NEW FRONT BRAKE CALIPERS AND TAKE THE			**
:		TRUCK FOR ANOTHER TEST DRIVE-OK.			**
102914	002-015-000	0008296627 ArthurM	Doors	RPR	1.0
:		REMOVE PANELS, ADJUST REAR DOOR RODS.			**

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DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
100914	066-001-000	FL-820-S	OIL FILTER	PM	1.0
100914	066-001-000	F75Z-6730-BA	DRAIN PLUG	PM	1.0
100914	066-001-000	BRSD-1329	REAR PADS 2010	PM	1.0
100914	066-001-000	BKCF-5	CALIPER KIT	PM	1.0
100914	066-001-000	BRRF-115	FR ROTORS 2010 BOX	PM	2.0
100914	066-001-000	C9AZ-4221-A	BEARING	PM	2.0
100914	066-001-000	C8TZ-1216-A	BEARING	PM	2.0
100914	066-001-000	BRS-93	SEAL 02 UP	PM	2.0
100914	066-001-000	BRSD-1328	FR PADS 2010	PM	1.0
100914	066-001-000	01-0441987-01T	HALOGEN BULB	PM	1.0
100914	066-001-000	X05W30BSP	OIL	PM	7.0
100914	066-001-000	VC-7-B	GOLD ANTIFREEZE	PM	2.0
100914	066-001-000	0019885652 AlexS	PM A INSPECTION	PM	8.0
:		DROVE TO THE NASHUA STATION, PICKED UP A-9 AND RETURNED TO			**
:		THE AUBURN SHOP.			**
:		OIL CHANGE AND NEW DRAIN PLUG.			**
:		ROTATED THE TIRES.			**
:		INSTALLED NEW REAR BRAKE PADS AND HARDWARE.			**
:		INSTALLED NEW FRONT BRAKE ROTORS, BEARINGS, AND PADS.			**
:		PERFORMED A COOLING SYSTEM FLUSH.			**
:		REPLACED THE LEFT REAR FLOOD LIGHT BULB.			**
:		STRETCHER AND STAIR CHAIR INSPECTION.			**
:		PLACED VINYL PATCHES ON RIPS IN THE PATIENT COMPARTMENT			**
:		UPHOLSTERY.			**
:		TIGHTENED LOOSE STRETCHER LOCK BAR MOUNT.			**
:		COMPLETE PMI.			**
:		TEST DRIVE.			**
102014	001-011-000	YF-37274	A/C LINE	RPL	1.0
102014	001-011-000	0019885652 AlexS	A/C lines	RPL	5.0
102014	001-011-000	R134A	FREON	RPL	3.5
:		DROVE TO THE NASHUA STATION, PICKED UP A-9 AND RETURNED TO			**
:		THE AUBURN SHOP.			**
:		REPLACED LEAKING A/C LINE THAT RUNS ACROSS THE ENGINE			**
:		COMPARTMENT.			**
:		CHARGED THE SYSTEM TO 3.5LBS AND VERIFIED THE REPAIR.			**





**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.
- Continuing to plan for upcoming citywide disaster drill which will be held this month at the Nashua airport.
- For the month of October 2014 AMR ambulances responded to 33 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- Beginning work on third annual report for the City.
- AMR was named one of two “Ebola Transport Services” in NH. A License waiver was granted by the State of NH to do these types of specialized trips should there be a need. The other NH ambulance service is DHART ground in Lebanon.
- Participated in numerous conference calls, planning sessions and community forums to develop a better understanding of the potential Ebola threat and response.
- Held a mock ambulance draping session for Ebola ambulance preparation. Re-introduced donning and doffing training sessions for all employees.
- AMR crews participated in the below listed community events this month:

October 4<sup>th</sup> Family Fun Day Nashua South for Lil Iguanas’

October 8<sup>th</sup> Nashua Breakfast Exchange Club “When to call 9-1-1/ Stroke”

October 18<sup>th</sup> Gate City Fall Festival

October 19<sup>th</sup> Santa Run

October 25-26<sup>th</sup> CERT Classes

October 30<sup>th</sup> Elder Wrap

