



Nashua, NH

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City of Nashua, NH

Monthly 9-1-1 Ambulance Activity Report

For the Period between:

April 01, 2014 through April 30, 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: 723

Section II.M.2.b: Number of Patients transported: 586

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 310

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

SICK/UNKNOWN ALS CRITERIA MET	94
BREATHING DIFFICULTIES ALS	79
CARDIAC DISORDER ALS CRITERIA	53
FALL/ACCIDENT ALS CRITERIA MET	44
SEIZURES ALS CRITERIA MET	37
UNCONCIOUS/SYNCOPE/UNRESP ALS	34
EMOTIONALLY DISTRESSED ALS	27
OVERDOSE ALS CRITERIA MET	25
TRAUMA W/INJURY ALS CRITERIA	17
MOTOR VEHICLE ACCIDENT ALS	13
CVA (STROKE) ALS CRITERIA	12
BLEEDING (NON-TRAUMATIC) ALS	8
ABDOMINAL PAIN ALS CRITERIA	6
DIABETIC ALS CRITERIA MET	6
HEADACHE ALS CRITERIA MET	6
CARDIAC / RESPIRATORY ARREST	4
MEDFLIGHT HELIPAD TRANSPORT	4
ALLERGIC REACTION ALS CRITERIA	3
NEUROLOGICAL/HEAD INJURIES ALS	3
TRAUMA W/INJURY BLS CRITERIA	3
BACK PAIN ALS CRITERIA MET	2
ALS EMERGENCY	1
ANIMAL BITE ALS CRITERIA	1
BACK PAIN NON-EMERGENT	1





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BLEEDING (NON-TRAUMATIC) BLS	1
BURNS ALS CRITERIA MET	1
CHOKING PATIENT ALS CRITERIA	1
FALL/ACCIDENT BLS CRITERIA MET	1
FIRE STAND BY	1
MEDFLIGHT GROUND TRANSPORT	1
PREGNANCY/CHILDBIRTH ALS	1
SICK/UNKNOWN BLS 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: 139

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

Average Response Time: 0:04:18

Average Time On-Scene: 0:14:50

Average Transport Time: 0:08:02

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:

4/15/2014 14-7299 TO MERRIMACK 58 MIN





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

4/7/2014	14-6497	HUDSON	18MIN
4/15/2014	14-7320	MERRIMACK	19MIN
4/17/2014	14-7527	HUDSON	12MIN
4/19/2014	14-7673	HUDSON	16MIN
4/25/2014	14-8385	HUDSON	41MIN
4/25/2014	14-8386	MERRIMACK	33MIN
4/25/2014	14-8397	HUDSON	13MIN
4/29/2014	14-8635	HUDSON	46MIN

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

NATIONAL GOVERNMENT SERVICES, INC	299
UNKNOWN AT TIME OF SERVICE	123
ANTHEM BC/BS	29
MERIDIAN HEALTH PLAN	20
WELLSENSE	16
NH HEALTHY FAMILIES	14
HARVARD PILGRIM HEALTH CARE	12
OTHER (LESS THAN 10)	78

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:

There was no vehicle maintenance activity 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.
- For the month of April 2014 AMR ambulances responded to 19 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.
- AMR has submitted its re-accreditation application packet to the Commission on Accreditation of Ambulance Services. We are awaiting a response from them to begin the off-site review process and then the on-site evaluation visit.
- AMR crews participated in the below listed community events this month:

April 7 Boys and Girls Club Touch-a-truck

April 26 Rabies Clinic at City Hall with AMR bike team

April 25, 26, and 27 CERT training instruction with Nashua Emergency Management

