



Nashua, NH

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

For the Period between:

August 01, 2014 through August 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: 862

Section II.M.2.b: Number of Patients transported: 690

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 338

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

SICK/UNKNOWN ALS CRITERIA MET	148
CARDIAC DISORDER ALS CRITERIA	63
FALL/ACCIDENT ALS CRITERIA MET	51
BREATHING DIFFICULTIES ALS	50
SEIZURES ALS CRITERIA MET	43
UNCONCIOUS/SYNCOPE/UNRESP ALS	42
MOTOR VEHICLE ACCIDENT ALS	38
EMOTIONALLY DISTRESSED ALS	22
TRAUMA W/INJURY ALS CRITERIA	21
OVERDOSE ALS CRITERIA MET	19
BLEEDING (NON-TRAUMATIC) ALS	15
CVA (STROKE) ALS CRITERIA	12
MEDFLIGHT HELIPAD TRANSPORT	8
CARDIAC / RESPIRATORY ARREST	7
ABDOMINAL PAIN ALS CRITERIA	6
SICK/UNKNOWN BLS CRITERIA MET	6
ALLERGIC REACTION ALS CRITERIA	5
FALL/ACCIDENT BLS CRITERIA MET	5
TRAUMA W/INJURY BLS CRITERIA	5
BACK PAIN ALS CRITERIA MET	4
DIABETIC ALS CRITERIA MET	4
HEADACHE ALS CRITERIA MET	4
CHOKING PATIENT ALS CRITERIA	3
ABDOMINAL PAIN BLS CRITERIA	3
ENVIRONMENTAL EMERGENCIES ALS	1
HAZMAT ALS CRITERIA	1
PREGNANCY/CHILDBIRTH ALS	1
STAND-BY SERVICE	1





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

Number of Patient Refusals or false alarms: 172

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

Average Response Time: 0:04:37

Average Time On-Scene: 0:13:51

Average Transport Time: 0:07:26

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: 96%

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:

None for the reporting period

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

8/8/2014	14-18551	HOLLIS	20 MIN
8/8/2014	14-18552	HUDSON	33 MIN
8/16/2014	14-19344	HUDSON	32 MIN
8/21/2014	14-19800	HUDSON	36 MIN
8/21/2014	14-19829	HUDSON	33 MIN
8/25/2014	14-20130	HUDSON	30 MIN
8/26/2014	14-20239	HUDSON	58 MIN
8/26/2014	14-20245	MERRIMACK	44 MIN
8/29/2014	14-20548	HUDSON	40 MIN
8/29/2014	14-20549	MERRIMACK	52 MIN





Nashua, NH

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

NATIONAL GOVERNMENT SERVICES, INC	322
UNKOWN AT TIME OF SERVICE	135
ANTHEM BC/BS	40
NH HEALTHY FAMILIES	35
WELLSENSE	34
HARVARD PILGRIM HEALTH CARE	16
CARELINK CIGNA	13
OTHER (LESS THAN 10)	86

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

8 -

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
082614	066-003-000	FL-820-S	OIL FILTER	PM	1.0
082614	066-003-000	FA-1632	AIR FILTER	PM	1.0
082614	066-003-000	FT-180	TRANS FILTER 2009 UP	PM	1.0
082614	066-003-000	F752-6730-BA	DRAIN PLUG	PM	1.0
082614	066-003-000	7C22-7210-AA	SHIFT LEVER	PM	1.0
082614	066-003-000	7C22-7C130-A	SHIFTER DAMPER	PM	1.0
082614	066-003-000	F3TZ-7L278-A	BUSHINGS	PM	2.0
082614	066-003-000	AEV HOLDER	DOOR HOLDER	PM	2.0
082614	066-003-000	AEV202LT	LATCH W/O LOCK	PM	1.0
082614	066-003-000	VC-7-B	GOLD ANTIFREEZE	PM	2.0
082614	066-003-000	X05W30BSP	OIL	PM	7.0
082614	066-003-000	XT-10-QLVC	TRANS FLUID ALL	PM	8.0
082614	066-003-000	0019885652 AlexS	PM C INSPECTION	PM	9.0
			OIL CHANGE.		**
			INSTALLED A NEW DRAIN PLUG.		**
			INSTALLED A NEW AIR FILTER.		**
			PERFORMED A TRANSMISSION DRAIN + FILL AND REPLACED THE		**
			INTERNAL FILTER.		**
			PERFORMED A COOLING SYSTEM FLUSH.		**
			REPLACED ONE DAMAGED TIRE WITH A GOOD USED ONE AND ROTATED		**
			THE FRONT TIRES TO THE REAR.		**
			INSTALLED A NEW SHIFT LEVER, BUSHINGS, AND DAMPER TO GET RID		**
			OF THE SLOP IN THE SHIFT MECH.		**
			PLACED VINYL PATCHES ON CRACKS IN THE COT MATTRESS.		**
			STRETCHER AND STAIR CHAIR INSPECTION.		**
			SMALL LEAK @ ONE OF THE HYDRAULIC LINES ON THE COT-WILL NEED		**
			REPLACEMENT.		**
			REMOVED THE BRACKET AND HUNG THE 'CAUTION' STRAP OVER THE		**
			REAR DOORS.		**
			REPLACED BOTH SETS OF REAR DOOR HOLD OPENS DUE TO CORROSION.		**
			REPLACED THE LEFT REAR DOOR LATCH DUE TO EXCESSIVE PLAY IN		**
			THE MECHANISM AND THE DOOR BEING VERY DIFFICULT TO OPEN.		**
			COMPLETE PMI		**
			TEST DRIVE		**





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.
- For the month of August 2014 AMR ambulances responded to 32 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- August 2014 was the highest month on record for both responses and transports
- AMR successfully attained CAAS re-accreditation
- AMR crews participated in the below listed community events this month:
 - August 2nd Touch-a-Truck at Nashua airport
 - August 5th National Night out at the Boys and Girls club
 - Aug 7th LEPC
 - Aug 7-28 Teen CERT
 - Aug 11th Senior's count workshop
 - Aug 28th Elder Wrap

