



Nashua, NH

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

*For the Period between:*

*January 01, 2015 through January 31, 2015*





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:        866**

**Section II.M.2.b: Number of Patients transported:        695**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS):        369**

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

\*\* This information will be available in the next report – a data base corruption problem prevented an accurate collation of the information.

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

Number of Patient Refusals or false alarms:        173

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

Average Response Time: 0:05:06

Average Time On-Scene: 0:15:20

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:        92%

**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:**

1/13/2015	MUTUAL OUT	15-851	MERRIMACK
1/24/2015	MUTUAL OUT	15-1604	HUDSON
1/24/2015	MUTUAL OUT	15-1609	LITCHFIELD

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

1/14/2015	MUTUAL IN	15-896	HUDSON	27 MIN
1/15/2015	MUTUAL IN	15-1006	MERRIMACK	50 MIN
1/15/2015	MUTUAL IN	15-1007	HUDSON	23 MIN
1/21/2015	MUTUAL IN	15-1392	MERRIMACK	45 MIN
1/22/2015	MUTUAL IN	15-1490	HOLLIS	30 MIN
1/26/2015	MUTUAL IN	15-1699	HUDSON	15 MIN
1/27/2015	MUTUAL IN	15-1783	HUDSON	50 MIN
1/28/2015	MUTUAL IN	15-1817	HUDSON	17 MIN
1/29/2015	MUTUAL IN	15-1929	MERRIMACK	63 MIN

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

NATIONAL GOVERNMENT SERVICES, INC	380
UNKNOWN AT TIME OF SERVICE	87
ANTHEM BC/BS	45
NH HEALTHY FAMILIES	35
WELLSENSE	29
HARVARD PILGRIM HEALTH CARE	15
NEW HAMPSHIRE MEDICAID	12
CH8 CARELINK CIGNA	11
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:**





**7- none for the reporting period**

**8 – none for the reporting period**

**9 –**

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
011414	002-000-000	HAND-800NLR	Rear Chrome Handle (non-lock	RPL	1.0
011414	002-000-000	HAND-850FFAC	right rear locking handle (c	RPL	1.0
011414	002-000-000	0000115764 RicardoV	Cab	RPL	2.0
011414	002-000-000	XO5W30DSP	5W30 Bulk	RPL	1.0
REPLACE LEFT & RIGHT REAR DOOR HANDLES, ADJUST DOORS.					**

**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 January 2015 AMR ambulances responded to 41 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement. January was a very active month nearly 100 calls additional to last month.
- Continuing work on third annual report for the City.
- Continued to train and reinforce Ebola & PPE training internally.
- Tough month of snow related calls.
- AMR crews participated in the below listed community events this month:

Planning preparation for 2<sup>nd</sup> annual high school CPR challenge (slated for Feb)  
Hunt Community Center - When to call 911  
Sheltering discussion  
Neighborhood Emergency Help Center Table top exercise  
Seniors count workshop  
CERT Training classes (multiple)

