



Nashua, NH

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

For the Period between:

July 01, 2015 through July 31, 2015





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: 871

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

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 363

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

UNK PROBLEM/OTHER CODE NOT APP	345
BREATHING PROBLEMS	74
ABNORMAL BREATHING	32
ACUITY	24
CONVULSIONS / SEIZURES	22
NO PRIORITY SYMPTOMS	20
POSSIBLY DANGEROUS BODY AREA	13
UNWELL/ILL	13
ABDOMINAL PAIN	12
NOT DANGEROUS BODY AREA	12
POSSIBLY DANGEROUS HEMORRHAGE	12
NOT ALERT	11
NOT BREATHING AT ALL	11
NON SUICIDAL AND ALERT	9
INJURIES	8
NO SEIZING NOW/BREATHING EFFEC	8
THREATENING SUICIDE	8
OTHER PAIN	8
UNCON/EFFECTIVE BREATHING	7
EFFECT BREATH NOT VERIFIED<35	6
BACK PAIN NON TRAUMATIC	5
ACUTE SEVERE PAIN	4
FAINTING EPISODE/ALERT>35	4
UNCON-AGONA/INEFFECTIVE BREATH	4
CONTINUOUS/MULTIPLE SEIZURES	3
DIABETIC/UNCONSCIOUS/COMBATIVE	3
DIFF BREATHING	3





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FEVER/CHILLS	3
HEMORRHAGE OR SHOCK	3
MEDICAL ALARM NOTIF(NO PT INFO	3
OVERDOSE W/OUT PRIORITY SYMPTO	3
SERIOUS HEMORRHAGE	3
ACUTE HEART PROBLEM OR MI	2
AUTO-PEDESTRIAN	2
FEMALES PAIN ABOVE NAVEL >_45	2
NEW ONSET IMMOBILITY	2
NO DIFF BREATHING OR SWALLOWIN	2
NOT DANGEROUS HEMORRHAGE	2
SERIOUS HEMORRHAGE/FALLS	2
ALERT AND ABNORMAL BREATHING	1
ALTERED LEVEL OF CONSCIOUSNESS	1
BACK PAIN NON RECENT (>6)	1
CHRONIC RENAL FAILURE	1
DANGEROUS HEMORRHAGE	1
DIABETIC PROBLEM/ALERT	1
DIABETIC PROBLEM/NOT ALERT	1
DIFF SPEAKING BETWEEN BREATHS	1
DIZZINESS/VERTIGO	1
EFF BREATHING NOT VERIFIED>_35	1
HEART PROBLEMS/ABNORMAL BREATH	1
INEFFECTIVE BREATHING	1
NON REC>6HRS/INJ W/O PRIOR SYM	1
NUMBNESS,PARALYSIS,MOVEMENT PR	1
POSSIBLE DANGEROUS BODY AREA	1
SUICIDAL(NOT THREATENING)ALERT	1
TRAUMATIC INJURIES - SPECIFIC	1

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

Number of Patient Refusals or false alarms: 179

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: 0:14:24

Average Transport Time: 0:07:40





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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: 93%

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:

7/1/2015	MUTUAL OUT	15-14699	HUDSON
7/11/2015	MUTUAL OUT	15-15789	HUDSON
7/13/2015	MUTUAL OUT	15-15889	MERRIMACK
7/27/2015	MUTUAL OUT	15-17261	HUDSON

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

7/1/2015	MUTUAL IN	15-14743	HUDSON	59 MIN
7/1/2015	MUTUAL IN	15-14752	HUDSON	30 MIN
7/2/2015	MUTUAL IN	15-14902	HUDSON	45 MIN
7/4/2015	MUTUAL IN	15-15105	HUDSON	22MIN
7/6/2015	MUTUAL IN	15-15328	HUDSON	24 MIN
7/8/2015	MUTUAL IN	15-15450	HUDSON	24 MIN
7/10/2015	MUTUAL IN	15-15691	HUDSON	34 MIN
7/11/2015	MUTUAL IN	15-15765	HUDSON	32 MIN
7/12/2015	MUTUAL IN	15-15822	HUDSON	16 MIN
7/16/2015	MUTUAL IN	15-16241	HUDSON	21 MIN
7/19/2015	MUTUAL IN	15-16555	HUDSON	21 MIN





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

NATIONAL GOVERNMENT SERVICES, INC	345
UNKNOWN AT TIME OF SERVICE	109
WELLSENSE	53
ANTHEM BC/BS	38
NH HEALTHY FAMILIES	38
NEW HAMPSHIRE MEDICAID	14
CARELINK CIGNA	11
HARVARD PILGRIM HEALTH CARE	11
UNITED HEALTHCARE	11
OTHER (LESS THAN 10)	61

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
070615	201-001-000	7L3Z-6A666-A	PCV	RPL	1.0
070615	201-001-000	1W7Z-6B288-AB	CAMSHAFT POSITION SENSOR	RPL	1.0
070615	201-001-000	0019863666 SteveS	Cam Sensor (Replace)	RPL	4.0
e		-CHECK ENGINE LIGHT ON. PO171 + PO174			**
e		-CHECK FOR VAC LEAK INTAKE LEAK AND AIR INTAKE LEAK, NOTHING			**
e		FOUND, REPLACED PVC			**
e		-CLEARED CODES ROAD TEST 20 MILES			**
e		-CHECK ENGINE BACK ON, CHECK CODES AND CHECK FOR MISFIRE			**
e		-REPLACED CAM SENSOR, RETEST NO MISFIRE.			**
e		-CLEARED CODE ADN ROAD TEST, OK.			**
e		-RUN ROAD TEST AGAIN OK			**





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DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
070815	066-001-000	FL-820S	OIL FILTER	PM	1.0
070815	066-001-000	LTCH-ROTR	Door Latch R/R door latch	PM	1.0
070815	066-001-000	HAND-800NLRC	Rear Chrome Handle (non-lock	PM	1.0
070815	066-001-000	E7TZ-1S190-B	FRONT WHEEL SEAL	PM	2.0
070815	066-001-000	8C2Z-2001-C	BRAKE PAD (FRONT)	PM	1.0
070815	066-001-000	DG1329	REAR PADS	PM	1.0
070815	066-001-000	BC2Z-2C150-A	REAR CALIPER PIN KIT	PM	2.0
070815	066-001-000	F1329	SHIMS	PM	1.0
070815	066-001-000	X05W30BSP	5W30 BULK DELIVERY	PM	7.0
070815	066-001-000	XT-10-QLVC	TRANS FLUID	PM	1.0
070815	066-001-000	225 TIRE	USED 225 TIRE	PM	2.0
070815	066-001-000	0000117228 Jeffr	PM A INSPECTION	PM	8.5
e		PMI-A2. DOWNLOAD AND UPDATED R/S UNIT. REPLACED L/R OUTER			**
e		DOOR HANDLE AND LOWER LATCH. REPAIRED WARNING LIGHT L/R			**
e		DOOR/ R+R CAB DOME LIGHT BULB. REPLACED BOTH RUNNING BOARD			**
e		LIGHTS. MOUNT AND BALANCED 2 GOOD USED FRONT TIRES. ROTATED			**
e		FRONT TO L/R ADJUST PRESSURES. R+R FRONT BRAKE PAD, REPLACED			**
e		BEARINGS, REPALCED SEALS, REPALCED BULB FOR SIDE LOAD DOOR.			**
e		R+R REAR PADS AND SHIMS. FULLED TRANS TO LEVEL.			**
071415	033-003-000	DG-508	COIL	RPL	2.0
071415	033-003-000	0008296627 ArthurM	Coil	RPL	3.5
e		CHECK CODES,CYL8 AND 4 MISSFIRE,REPLACE COILS AND RETETS			**
e		DRIVE OK			**

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 July 2015 AMR ambulances responded to 32 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- Nashua Police arrested a suspect for criminal trespass and attempt to commit theft from one of our parked ambulances. The suspect appears to have been searching for narcotics.
- We continued to work towards a meaningful alternative care plan for several high volume homeless patients in the City.
- Attended LEPC meeting
- Provided additional dedicated ambulance and bike team coverage for all city July 4th day and evening events in and around Holman Stadium
- Attended HERC meeting
- Provided AED training at Nashua Area Senior Center
- Worked with the Nashua Prevention Collation filming a video about medication safety/security
- Coordinated with BAE Systems on Cyano kit policies
- Attended Elder Wrap meeting
- Participated in the City of Nashua’s Touch a Truck annual event



