



Nashua, NH

380 West Hollis Street, Nashua, NH 03060

Business Phone: (603) 882-5330; Business Fax: (603) 598-9403

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

*For the Period between:*

*June 01, 2015 through June 30, 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 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: 862**

**Section II.M.2.b: Number of Patients transported: 679**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 351**

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

UNK PROBLEM/OTHER CODE NOT APP	339
BREATHING PROBLEMS	56
UNWELL/ILL	38
NO PRIORITY SYMPTOMS	32
ABNORMAL BREATHING	28
NOT DANGEROUS BODY AREA	26
NON SUICIDAL AND ALERT	21
POSSIBLY DANGEROUS BODY AREA	15
BACK PAIN NON TRAUMATIC	12
FAINTING EPISODE/ALERT>35	12
UNCONS/EFFECTIVE BREATHING	12
CONVULSIONS / SEIZURES	11
ABDOMINAL PAIN	10
DIFF BREATHING	10
POSSIBLY DANGEROUS HEMORRHAGE	9
INJURIES	8
MEDICAL ALARM NOTIF(NO PT INFO	8
NOT ALERT	8
OTHER PAIN	8
EFFECT BREATH NOT VERIFIED<35	7
DIABETIC PROBLEM/ALERT	5
NO SEIZING NOW/BREATHING EFFEC	5
NOT DANGEROUS HEMORRHAGE	4
ALTERED LEVEL OF CONSCIOUSNESS	3
NOT BREATHING AT ALL	3
ACUTE SEVERE PAIN	2
CLAMMY	2





Nashua, NH

DANGEROUS HEMORRHAGE	2
HEMORRHAGE OR SHOCK	2
NO DIFF BREATHING OR SWALLOWIN	2
NON REC>6HRS/INJ W/O PRIOR SYM	2
OVERDOSE W/OUT PRIORITY SYMPTO	2
TRAUMATIC INJURIES - SPECIFIC	2
ACUTE HEART PROBLEM OR MI	1
CHOKING VERIFIED	1
DIZZINESS/VERTIGO	1
EFF BREATHING NOT VERIFIED>_35	1
FAINTING AND ALERT>_35(CARD HX	1
FEMALES 12-50 WITH ADB PAIN	1
FEVER/CHILLS	1
GENERAL WEAKNESS	1
HEART ATTACK OR ANGINA HX	1
HEART RATE_130 BPM	1
INEFFECTIVE BREATHING	1
NO LONGER TRAPED/UNKN INJURIES	1
NOT ALERT/ASTHMA	1
NOT ALERT/TRANSFER	1
NOT DANGEROUS/ON GRND OR FLOOR	1
POSS DANGER BODY AREA/GRND FLR	1
PREGNANCY/UNKN STATUS	1
SERIOUS HEMORRHAGE	1
SERIOUS HEMORRHAGE/FALLS	1
THREATENING SUICIDE	1
TRAFFIC ACCIDENT	1
UNCON-AGONA/INEFFECTIVE BREATH	1
UNCONSCIOUS OR ARREST	1
VOMITING	1

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

Number of Patient Refusals or false alarms: 184

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

Average Response Time: 0:04:46

Average Time On-Scene: 0:13:48

Average Transport Time: 0:07:55





**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:**

6/16/2015	MUTUAL OUT	15-13143	MERRIMACK
6/29/2015	MUTUAL OUT	15-14513	MERRIMACK

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

6/2/2015	MUTUAL IN	15-11606	HUDSON	49 MIN
6/8/2015	MUTUAL IN	15-12354	HUDSON	46 MIN
6/8/2015	MUTUAL IN	15-12355	HOLLIS	41 MIN
6/10/2015	MUTUAL IN	15-12558	HUDSON	27 MIN
6/10/2015	MUTUAL IN	15-12589	HUDSON	18 MIN
6/12/2015	MUTUAL IN	15-12757	HUDSON	23 MIN
6/12/2015	MUTUAL IN	15-12850	HUDSON	44 MIN
6/16/2015	MUTUAL IN	15-13218	HUDSON	20 MIN
6/17/2015	MUTUAL IN	15-13229	MERRIMACK	21 MIN
6/26/2015	MUTUAL IN	15-14280	MERRIMACK	26 MIN
6/30/2015	MUTUAL IN	15-14581	HUDSON	28 MIN



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

NATIONAL GOVERNMENT SERVICES, INC	326
UNKNOWN AT TIME OF SERVICE	88
NH HEALTHY FAMILIES	64
WELLSENSE	56
ANTHEM BC/BS	37
NEW HAMPSHIRE MEDICAID	23
HARVARD PILGRIM HEALTH CARE	13
OTHER (LESS THAN 10)	68

**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-**

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
061515	992-000-000	XC2Z-19805-BA	BLOWER MOTOR	RPL	1.0
e		BLOWER MOTOR FOR A007			**
061515	001-023-000	MM-840	BLOWER MOTOR	RPL	1.0
061515	001-023-000	MM-840	BLOWER MOTOR	RPL	1.0-
061515	001-023-000	0000117228 Jeffr	Blower Fan	RPL	1.0
e		NO FRONT BLOWER, REPLACED BLOWER FAN MOTOR			**

**8 -**

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
062615	201-000-000	AA8Z-9D370-D	Modual	CHK	1.0
062615	201-000-000	FA-1632	AIR FILTER	CHK	1.0
062615	201-000-000	0008296627 ArthurM	Sensors	CHK	14.0
:e		DIAGNOSE AND TEST ALL SYSTEM TRYING TO FIND RANDOM MISS WITH			**
:e		CHECK ENGINE LIGHT, ALSO STALLING, 6/25 629 ORDER PCM AND NEW			**
:e		THROTTLE BODY PARTS COMING			**

**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 June 2015 AMR ambulances responded to 34 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- AMR sent multiple leadership level participants to the 4 day Multi Assault Counter Terrorism Action Capabilities instructor training course with the Nashua Police Department. We will continue to work with NPD to develop a working plan of an EMS in the warm zone approach for active shooter incidents.
- Participated in the Family Fun Day Lil'Iguannas
- Covered the Gateway Community Center Picnic
- Covered the Nashua Area Senior Center Picnic at Alpine Grove
- In conjunction with Nashua radio station WSMN, held a live CPR training session at Nancy's Diner on Canal Street.

