



Nashua, NH

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

For the Period between:

March 01, 2015 through March 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: 832

Section II.M.2.b: Number of Patients transported: 675

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 367

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

UNK PROBLEM/OTHER CODE NOT APP	134
BREATHING PROBLEMS	70
ABNORMAL BREATHING	41
NO PRIORITY SYMPTOMS	40
UNKN STAT/OTHER CODES NOT APPL	31
UNKN STATUS/OTHER CODES NOT AP	30
NOT DANGEROUS BODY AREA	25
UNWELL/ILL	25
UNKN STATUS/OTHER CODES N APPL	22
OTHER PAIN	21
NON SUICIDAL AND ALERT	16
POSSIBLY DANGEROUS BODY AREA	16
UNCONS/EFFECTIVE BREATHING	16
UNKN/OTHER CODES NOT APPLY	15
ABDOMINAL PAIN	14
INJURIES	12
CONVULSIONS / SEIZURES	11
POSSIBLY DANGEROUS HEMORRHAGE	9
VOMITING	9
ACUITY UNKNOWN	8
FAINTING EPISODE/ALERT>35	8
OVERDOSE W/OUT PRIORITY SYMPTO	8
NOT BREATHING AT ALL	7
DIFF SPEAKING BETWEEN BREATHS	6
BACK PAIN NON TRAUMATIC	5
NO SEIZING NOW/BREATHING EFFEC	5
NOT ALERT	5





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NOT DANGEROUS HEMORRHAGE	5
SERIOUS HEMORRHAGE	5
ALTERED LEVEL OF CONSCIOUSNESS	4
DIABETIC PROBLEM/ALERT	4
MEDICAL ALARM NOTIF(NO PT INFO	4
UNCONSCIOUS OR ARREST	4
UNKN/UNKN NUMBER OF PATIENTS	4
BREATHING NORMALLY <35	3
CONTINUOUS/MULTIPLE SEIZURES	3
BLOOD THINNERS	2
BREATHING NORMALLY >35	2
DIABETIC/UNCONSCIOUS/COMBATIVE	2
DIFF BREATHING	2
HEART PROBLEMS/ABNORMAL BREATH	2
LIFE STATUS QUESTIONABLE	2
NON REC>6HRS/INJ W/O PRIOR SYM	2
UNKN STATUS/OTHER CODE NOT APP	2
1ST PARTY CALL W/INJ NOT DANGE	1
1ST TRIMESTER/MISCARRIAGE/HEMO	1
BLEEDING DISORDER	1
BP ABNORMAL (BLOOD PRESSURE)	1
BREATHING PROBLEMS - ASTHMA	1
CHANGING COLOR	1
CLAMMY	1
DIABETIC PROBLEM/NOT ALERT	1
DIABETIC/NOT ALERT COMBATIVE	1
FEVER/CHILLS	1
FIRING OF A.I.C.D.	1
GENERAL WEAKNESS	1
HEADACHE/BREATHING NORMALLY	1
HEADACHE/UNKNOWN STATUS	1
HEART ATTACK OR ANGINA HX	1
HEART RATE_130 BPM	1
NOT ALERT/ASTHMA	1
NOT DANGEROUS/ON GRND OR FLOOR	1
POSS DANGER BODY AREA/GRND FLR	1
PUBLIC ASST/NO INJ OR PRIOR SY	1
SERIOUS BLEEDING	1
STROKE HX	1
THREATENING SUICIDE	1
UNCON-AGONA/INEFFECTIVE BREATH	1
UNKN STAT/OTHER CODES NO APPLY	1
UNKN STAT/VIOLENT AND WEAPONS	1

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

Number of Patient Refusals or false alarms: 158





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

Average Response Time: 0:04:58

Average Time On-Scene: 0:15:09

Average Transport Time: 0:07:36

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:

3/5/2015	MUTUAL OUT	15-4275	HUDSON
3/5/2015	MUTUAL OUT	15-4292	HUDSON
3/13/2015	MUTUAL OUT	15-	HUDSON
3/24/2015	MUTUAL OUT	15-5614	HUDSON

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

3/8/2015	MUTUAL IN	15-4473	HUDSON	38 MIN
3/13/2015	MUTUAL IN	15-4897	HUDSON	11 MIN
3/20/2015	MUTUAL IN	15-5419	HUDSON	18MIN
3/21/2015	MUTUAL IN	15-5465	MERRIMACK	38MIN
3/21/2015	MUTUAL IN	15-5466	HUDSON	35MIN
3/24/2015	MUTUAL IN	15-5636	HUDSON	23MIN
3/30/2015	MUTUAL IN	15-6013	HUDSON	32MIN
3/31/2015	MUTUAL IN	15-6090	HUDSON	6 MIN





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

NATIONAL GOVERNMENT SERVICES, INC	328
UNKOWN AT TIME OF SERVICE	100
WELLSENSE	51
NH HEALTHY FAMILIES	40
ANTHEM BC/BS	39
CARELINK CIGNA	15
NEW HAMPSHIRE MEDICAID	10
OTHER (LESS THAN 10)	85

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:

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DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP
030215	111-000-000	40203	White dome truck-lite	RPR
030215	111-000-000	40203	White dome truck-lite	RPR
030215	111-000-000	98006R	REFLECTOR	RPR
030215	111-000-000	0000117228 Jeffr	Misc Repair	RPR
		MISC. REPAIRS		
		R&R BOTH RUNNING BOARD LIGHT ASSY'S		
		R&R PASS. DOOR REFLECTOR		
		R&R L/R PAT . COMPT DOOR REFLECTOR		
		VINYL PATCH RIPS IN THE TECH SEATS		
		TIGHTENED AND REPLACED MISSING SCREWS ON THE PAT. COMPT		
		INNER DOOR PANEL SCREWS		
030415	071-041-000	PAINT DOOR	A7 MAACO PAINT DOOR	OUT
		PAINT RIGHT FRONT DOOR		
030515	992-000-000	6C22-1520124-D	Door	RPL
		DOOR FOR NASHUA A7		
030515	071-041-000	RED STRIPE	DECAL	RPL
030515	071-041-000	171WB-P	AMR DECAL	RPL
030515	071-041-000	0000115764 RicardoV	Door	RPL
		REPLACE RIGHT FRONT DOOR, SWAP PARTS INSTALL NEW DECALS		





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DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP
030915	066-002-000	FL-820-S	OIL FILTER	PM
030915	066-002-000	FA-1632	AIR FILTER	PM
030915	066-002-000	7L3Z-6A666-A	PCV VALVE	PM
030915	066-002-000	BRSD-1329	REAR PADS 2010	PM
030915	066-002-000	BKCF-5	CALIPER KIT	PM
030915	066-002-000	BRCF-204	CALIPER	PM
030915	066-002-000	BRCF-205	CALIPER	PM
030915	066-002-000	8C2Z-2B511-A	Caliper bracket	PM
030915	066-002-000	X05W30BSP	OIL	PM
030915	066-002-000	LT225/75R16 LTX	TIRE	PM
030915	066-002-000	0019885652 AlexS	PM B INSPECTION	PM
			OIL CHANGE.	
			INSTALLED A NEW AIR FILTER AND PCV VALVE.	
			MOUNTED AND BALANCED TWO NEW FRONT TIRES.	
			ROTATED THE TIRES.	
			INSTALLED NEW REAR BRAKE CALIPERS AND PADS.	
			INSTALLED A NEW OUTER ROAD SAFETY SPOTTER BUTTON.	
			SECURED LOOSE MDT SCREEN.	
			STRETCHER AND STAIR CHAIR INSPECTION.	
			REPLACED A BAD RESTRAINT ON THE COV.	
			COMPLETE PMI.	
			TEST DRIVE.	
032515	033-000-000	DG-508	COIL	RPR
032515	033-000-000	65-DLG	BATTERY	RPR
032515	033-000-000	0019885652 AlexS	Ignition System	RPR
			THE TRUCK CAME INTO FLEET FOR THE CHECK ENGINE LIGHT AND A CHARGING SYSTEM ISSUE.	
			PO303-CYL #3 MISFIRE.	
			PO304-CYL #4 MISFIRE.	
			PO308-CYL #8 MISFIRE.	
			INSTALLED NEW #3,4,8 IGNITION COILS.	
			TEST DROVE AND VERIFIED THE REPAIR.	
			CHECKED THE ALTERNATOR AMP OUTPUT AND CHARGING VOLTAGE-OK.	
			LOAD TESTED THE BATTERIES AND FOUND BOTH PRIMARY BATTERIES WERE WASTED.	
			I INSTALLED TWO NEW PRIMARY BATTERIES.	

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 March 2015 AMR ambulances responded to 28 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- Annual independent Nashua 9-1-1 system financial audit was completed and submitted.
- Updated certificate of insurance was submitted.
- Planning underway for participation in the upcoming Gate City Marathon to be held in May on Main St. AMR and SNHMC will provide medical coverage for the event.
- Planning underway for participation with SNHMC in a mock helicopter pad incident in the spring that will test responder plans for such an event.





- AMR crews participated in the below listed community events this month:
 - STEM Day at St Christopher Elementary School – CPR training
 - Girl Scout First Aid Badge - First Baptist Church
 - CPR for Nashua Public Health Nurses
 - Elder Wrap Meeting

