



Nashua, NH

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

For the Period between:

May 01, 2015 through May 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: 855

Section II.M.2.b: Number of Patients transported: 661

Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 355

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

UNK PROBLEM/OTHER CODE NOT APP	277
BREATHING PROBLEMS	47
ABNORMAL BREATHING	43
NO PRIORITY SYMPTOMS	30
ACUITY	22
NOT DANGEROUS BODY AREA	22
NON SUICIDAL AND ALERT	20
UNWELL/ILL	19
FAINTING EPISODE/ALERT>35	14
INJURIES	14
NOT BREATHING AT ALL	14
UNCONS/EFFECTIVE BREATHING	14
ABDOMINAL PAIN	12
CONVULSIONS / SEIZURES	12
NOT ALERT	12
POSSIBLY DANGEROUS HEMORRHAGE	12
EMERGENT RESPONSE REQUESTED	11
POSSIBLY DANGEROUS BODY AREA	10
NOT DANGEROUS HEMORRHAGE	9
NO SEIZING NOW/BREATHING EFFEC	8
BACK PAIN NON TRAUMATIC	7
EMERGENCY AMBULANCE TRANSPORT	7
BREATHING NORMALLY >35	6
DIFF BREATHING	6
MEDICAL ALARM NOTIF(NO PT INFO	6
BREATHING NORMALLY <35	5
OTHER PAIN	5





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OVERDOSE W/OUT PRIORITY SYMPTO	4
CONTINUOUS/MULTIPLE SEIZURES	2
DIABETIC/UNCONSCIOUS/COMBATIVE	2
EFFECT BREATH NOT VERIFIED<35	2
FEVER/CHILLS	2
LIFE STATUS QUESTIONABLE	2
NO DIFF BREATHING OR SWALLOWIN	2
PREGNANCY/UNKN STATUS	2
VOMITING	2
ABNORM BREATH/PARTIAL OBSTRUCT	1
ACUITY 1/TRANSFER	1
ALTERED LEVEL OF CONSCIOUSNESS	1
ATR - AS SOON AS POSSIBLE	1
BP ABNORMAL (BLOOD PRESSURE)	1
CHOKING/ABLE TO TALK/CRY/ALERT	1
DANGEROUS HEMORRHAGE	1
DIABETIC PROBLEM/ALERT	1
DIFF SPEAKING BETWEEN BREATHS	1
FALLS/NOT ALERT	1
HEADACHE/UNKNOWN STATUS	1
HEART ATTACK OR ANGINA HX	1
HEMORRHAGE OR SHOCK	1
KNOWN SINGLE PERIPHERAL WOUND	1
OVERDOSE	1
POSS DANGER BODY AREA/GRND FLR	1
SERIOUS HEMORRHAGE	1
SERIOUS HEMORRHAGE/FALLS	1
SPEECH PROBLEMS	1
TRAUMATIC INJURIES - SPECIFIC	1
UNDERWATER	1

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

Number of Patient Refusals or false alarms: 195

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: 0:14:45

Average Transport Time: 0:07:50

Section II.M.2.g: An explanation of all non-ALPHA emergency responses that exceed the NFPA 1710 standard:





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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:

5/2/2015	MUTUAL OUT	15-9045	MERRIMACK	MUTUAL AID
5/6/2015	MUTUAL OUT	15-9398	MERRIMACK	MUTUAL AID
5/7/2015	MUTUAL OUT	15-9431	HUDSON	MUTUAL AID
5/7/2015	MUTUAL OUT	15-9431	HUDSON	MUTUAL AID
5/7/2015	MUTUAL OUT	15-9454	HUDSON	MUTUAL AID
5/15/2015	MUTUAL OUT	15-10103	MERRIMACK	MUTUAL AID
5/24/2015	MUTUAL OUT	15-10825	HUDSON	MUTUAL AID
5/24/2015	MUTUAL OUT	15-10825	HUDSON	MUTUAL AID
5/28/2015	MUTUAL OUT	15-11112	MERRIMACK	MUTUAL AID
5/28/2015	MUTUAL OUT	15-11196	HUDSON	MUTUAL AID
5/29/2015	MUTUAL OUT	15-11255	HUDSON	MUTUAL AID

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

5/5/2015	MUTUAL IN	15-9271	HUDSON	42 MIN
5/10/2015	MUTUAL IN	15-9668	MERRIMACK	33MIN
5/14/2015	MUTUAL IN	15-9967	HUDSON	28MIN
5/28/2015	MUTUAL IN	15-11194	MERRIMACK	22MIN

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

NATIONAL GOVERNMENT SERVICES, INC	320
UNKNOWN AT TIME OF SERVICE	94
WELLSENSE	53
ANTHEM BC/BS	41
NEW HAMPSHIRE MEDICAID	32
NH HEALTHY FAMILIES	30
HARVARD PILGRIM HEALTH CARE	15
OTHER (LESS THAN 10)	79

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 – 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 May 2015 AMR ambulances responded to 32 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

May 2nd Family Fund Day Lil Iguanas' at Nashua South

May 17-23 EMS week events

May 20th World CPR Challenge day at Pheasant Lane Mall and Nashua Sports Academy 300 people trained locally and 67,047 nationally – all in 1 day.

May 28th Elder Wrap. Annual Public Health Dept. Meeting

May 29th MCI drill with Southern NH Medical Center

May 29-31 CERT training at Dartmouth Hitchcock Nashua

