



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:*

*April 01, 2015 through April 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:** 790

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

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS):** 365

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

UNK PROBLEM/OTHER CODE NOT APP	205
BREATHING PROBLEMS	77
ABNORMAL BREATHING	27
NO PRIORITY SYMPTOMS	23
UNKN STAT/OTHER CODES NOT APPL	22
UNWELL/ILL	22
UNCONS/EFFECTIVE BREATHING	16
ABDOMINAL PAIN	14
NOT DANGEROUS BODY AREA	14
CONVULSIONS / SEIZURES	13
OTHER PAIN	13
UNKN/OTHER CODES NOT APPLY	13
POSSIBLY DANGEROUS BODY AREA	11
MEDICAL ALARM NOTIF(NO PT INFO	10
NON SUICIDAL AND ALERT	10
CONTINUOUS/MULTIPLE SEIZURES	9
NOT BREATHING AT ALL	9
UNKN STATUS/OTHER CODE NOT APP	8
BACK PAIN NON TRAUMATIC	7
INJURIES	7
NOT ALERT	7
POSSIBLY DANGEROUS HEMORRHAGE	7
UNCON-AGONA/INEFFECTIVE BREATH	7
DIFF SPEAKING BETWEEN BREATHS	6
DIFF BREATHING	5
FAINTING EPISODE/ALERT>35	5
SERIOUS HEMORRHAGE	5





Nashua, NH

ACUTE SEVERE PAIN	4
ALTERED LEVEL OF CONSCIOUSNESS	4
BREATHING NORMALLY <35	4
BREATHING NORMALLY >35	4
FEVER/CHILLS	4
NO SEIZING NOW/BREATHING EFFEC	4
NOT DANGEROUS HEMORRHAGE	4
OVERDOSE W/OUT PRIORITY SYMPTO	4
CLAMMY	3
THREATENING SUICIDE	3
TRANSPORT ONLY	3
UNKN STAT/VIOLENT AND WEAPONS	3
DIABETIC PROBLEM/ALERT	2
EMERGENT RESPONSE REQUESTED	2
VOMITING	2
ABNORM BREATH/PARTIAL OBSTRUCT	1
ALERT AND ABNORMAL BREATHING	1
ATR - AS SOON AS POSSIBLE	1
AUTO-PEDESTRIAN	1
DIABETIC PROBLEM/ABNORMAL BREA	1
DIABETIC PROBLEM/NOT ALERT	2
EFFECT BREATH NOT VERIFIED<35	1
FALLS/NOT ALERT	1
FIRING OF A.I.C.D.	1
HEADACHE/BREATHING NORMALLY	1
HEADACHE/NOT ALERT	1
HEART PROBLEMS/DIFF SPEAKING	1
HEMORRHAGE OR SHOCK	1
LABOR (DELIVERY NOT IMMINENT>5	1
MALES WITHPAIN ABOVE NAVEL>_35	1
NO DIFF BREATHING OR SWALLOWIN	1
NOT ALERT/ASTHMA	1
OVERDOSE/UNCONSCIOUS	2
STROKE HX	1
SUICIDAL(NOT THREATENING)ALERT	1
UNCONSCIOUS OR ARREST	1
UNKN PROBLEM/LANGUAGE BARRIER	1
UNKN/OTHER CODES NOT APP/STABB	1
WOUND INFECTED	1

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

Number of Patient Refusals or false alarms: 167

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

Average Response Time: 0:04:57





Average Time On-Scene: 0:16:04

Average Transport Time: 0:07:38

**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:**

4/1/2015	MUTUAL OUT	15-6192	MERRIMACK	MUTUAL AID
4/2/2015	MUTUAL OUT	15-6303	HUDSON	MUTUAL AID
4/21/2015	MUTUAL OUT	15-7951	MERRIMACK	MUTUAL AID
4/22/2015	MUTUAL OUT	15-8089	MERRIMACK	MUTUAL AID

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

4/3/2015	MUTUAL IN	15-6365	HUDSON	44 MIN
4/3/2015	MUTUAL IN	15-6430	HUDSON	14 MIN
4/15/2015	MUTUAL IN	15-7418	MERRIMACK	13 MIN
4/28/2015	MUTUAL IN	15-8547	HUDSON	29 MIN

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

NATIONAL GOVERNMENT SERVICES, INC	321
UNKNOWN AT TIME OF SERVICE	87
WELLSENSE	46
NH HEALTHY FAMILIES	38
ANTHEM BC/BS	32
NEW HAMPSHIRE MEDICAID	16
CARELINK CIGNA	12
HARVARD PILGRIM HEALTH CARE	11
OTHER (LESS THAN 10)	59





Nashua, NH

**Section II.M.2.1: 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
040615	066-001-000	FL-820-S	OIL FILTER	PM	1.0
040615	066-001-000	X05W30BSP	OIL	PM	7.0
040615	066-001-000	0019885652 AlexS	PM A INSPECTION	PM	5.0
			OIL CHANGE.		**
			ROTATED THE TIRES.		**
			STRETCHER AND STAIR CHAIR INSPECTION.		**
			COMPLETE PMI.		**
			TEST DRIVE.		**

**8-**

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
040315	044-028-000	5W7Z-9F593-AA	FUEL INJECTOR	RPL	10.0
040315	044-028-000	YS-316	PULLEY	RPL	1.0
040315	044-028-000	BT-61	TENSIONER	RPL	1.0
040315	044-028-000	JK61003	BELT V10	RPL	1.0
040315	044-028-000	0019885652 AlexS	Injector	RPL	3.0
			REPLACED ALL TEN FUEL INJECTORS.		**
			INSTALLED A NEW BELT, TENSIONER, AND IDLER PULLEY.		**

**9-**

DATE	VMRS CODE	PART NUMBER/MECHANIC	DESCRIPTION	TYP	HRS/QTY
042215	066-001-000	FL-820-S	OIL FILTER	PM	1.0
042215	066-001-000	5C2Z-3050-BA	BALL JOINT	PM	2.0
042215	066-001-000	5C2Z-3049-BA	BALL JOINT	PM	2.0
042215	066-001-000	X05W30BSP	OIL	PM	7.0
042215	066-001-000	0008296627 ArthurM	PM A INSPECTION	PM	10.0
			APM-REPLACE 4 BALL JOINTS, REMOVE 6 FROZEN WHEELS, ROTATED AND		**
			CLEANED RIMS AND HUBS REMOVE PANELS AND FREE UP LATCH AND		**
			LOWER LATCH ON REAR DOOR SAME TO LOWER LATCH ON SIDE DOOR.		**

**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.





Nashua, NH

- For the month of April 2015 AMR ambulances responded to 42 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.

April 7<sup>th</sup> Nashua Public Health week Dr. Crisp School Compression Only and BooBoo appeared

April 8<sup>th</sup> Award presentation to Nashua South for CPR Challenge win

April 9<sup>th</sup> US Senator Ayotte held press conference on Heroin problem at AMR

April 14<sup>th</sup> Touch-A-Truck for Brownie troop Main Dunstable Elementary School

April 17<sup>th</sup> Nashua High South EMT class we met and took thru truck ( they intern with us)

April 21<sup>st</sup> Girl Scout Junior Troop First Aid Badge w/ Touch-a-truck Troop # 11143

April 22<sup>nd</sup> Nashua Country Club for the Nashua retired teachers “when to call 911 with Stroke/Cardiac emergencies”

April 23<sup>rd</sup> Bring your Child to work day at St. Joseph’s Hospital

April 24<sup>th</sup> Safety Day at the Ledge Street school

April 25<sup>th</sup> CPR class for the Nashua CERT team

April 30<sup>th</sup> Elder Wrap

