



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:*

*December 01, 2014 through December 31, 2014*





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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: 760**

**Section II.M.2.b: Number of Patients transported: 611**

**Section II.M.2.c: Number of Patients receiving Advance Life Support (ALS): 290**

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

SICK/UNKNOWN ALS CRITERIA MET	67
BREATHING DIFFICULTIES ALS	32
CARDIAC DISORDER ALS CRITERIA	29
FALL/ACCIDENT ALS CRITERIA MET	29
SEIZURES ALS CRITERIA MET	19
UNCONCIOUS/SYNCOPE/UNRESP ALS	19
OVERDOSE ALS CRITERIA MET	18
TRAUMA W/INJURY ALS CRITERIA	16
BREATHING PROBLEMS	14
BLEEDING (NON-TRAUMATIC) ALS	13
EMOTIONALLY DISTRESSED ALS	10
UNK PROBLEM/OTHER CODE NOT APP	10
NO PRIORITY SYMPTOMS	9
MOTOR VEHICLE ACCIDENT ALS	8
ABDOMINAL PAIN ALS CRITERIA	5
ABNORMAL BREATHING	5
UNKN/OTHER CODES NOT APPLY	5
NOT DANGEROUS BODY AREA	4
BACK PAIN ALS CRITERIA MET	3
CVA (STROKE) ALS CRITERIA	3
FALL/ACCIDENT BLS CRITERIA MET	3
MEDICAL ALARM NOTIF(NO PT INFO	3
ABDOMINAL PAIN	2
ALLERGIC REACTION ALS CRITERIA	2
CARDIAC / RESPIRATORY ARREST	2
DIABETIC ALS CRITERIA MET	2
NO SEIZING NOW/BREATHING EFFEC	2
POSSIBLY DANGEROUS HEMORRHAGE	2





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TRAUMA W/INJURY BLS CRITERIA	2
UNKN STATUS/OTHER CODES N APPL	2
ALERT AND ABNORMAL BREATHING	1
ALERT WITH DIFF BREATHING	1
ALLERGIC REACTION NON-EMERGENT	1
ALTERED LEVEL OF CONSCIOUSNESS	1
BACK PAIN NON TRAUMATIC	1
BREATHING PROBLEMS - ASTHMA	1
CLAMMY	1
DIABETIC PROBLEM/NOT ALERT	1
DIABETIC/UNCONSCIOUS/COMBATIVE	1
DIFF SPEAKING BETWEEN BREATHS	1
EMOTIONALLY DISTRESSED BLS EME	1
FAINTING EPISODE/ALERT>35	1
GYNECOLOGY/MISCARRIAGE ALS	1
HEADACHE/BREATHING NORMALLY	1
INJURIES	1
LACERATION	1
MEDFLIGHT HELIPAD TRANSPORT	2
NON SUICIDAL AND ALERT	1
NOT ALERT	1
NOT BREATHING AT ALL	1
NOT DANGEROUS HEMORRHAGE	1
OVERDOSE	1
PUBLIC ASST/NO INJ OR PRIOR SY	1
SERIOUS HEMORRHAGE	1
STANDING,SITTING MOVING OR TAL	1
TRAUMATIC INJURIES - SPECIFIC	1
UNCONS/EFFECTIVE BREATHING	1
UNKN STAT/OTHER CODES NOT APPL	1
UNKN STATUS/OTHER CODE NOT APP	1
UNKN STATUS/OTHER CODES NOT AP	1
UNWELL/ILL	1

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

Number of Patient Refusals or false alarms: 150

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

Average Response Time: 0:05:01

Average Time On-Scene: 0:15:56

Average Transport Time: 0:08:42





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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: 92%

**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:**

12/24/2014      MUTUAL OUT      14-30027      HUDSON

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

12/5/2014	MUTUAL IN	14-28723	HUDSON	14 MIN
12/9/2014	MUTUAL IN	14-28920	HUDSON	30 MIN
12/9/2014	MUTUAL IN	14-28939	HUDSON	20 MIN
12/9/2014	MUTUAL IN	14-28950	HUDSON	45MIN
12/9/2014	MUTUAL IN	14-28951	HOLLIS	49 MIN
12/9/2014	MUTUAL IN	14-28954	MERRIMACK	36 MIN
12/9/2014	MUTUAL IN	14-28955	HUDSON	34 MIN
12/19/2014	MUTUAL IN	14-29801	HUDSON	29 MIN
12/30/2014	MUTUAL IN	14-30292	MERRIMACK	15MIN

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

NATIONAL GOVERNMENT SERVICES, INC	310
UNKNOWN AT TIME OF SERVICE	105
ANTHEM BC/BS	41
WELLSENSE	36
NH HEALTHY FAMILIES	23
NEW HAMPSHIRE MEDICAID	23
OTHER - (LESS THAN 10)	72

**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 December 2014 AMR ambulances responded to 11 calls with additional non-dedicated AMR ambulances beyond what is required by our agreement.
- Continuing work on third annual report for the City.
- Continued to train and reinforce Ebola & PPE training internally.
- AMR crews participated in the below listed community events this month:

Planning preparation for 2<sup>nd</sup> annual high school CPR challenge (slated for Feb)  
Numerous Facebook community seasonal safety awareness informational postings  
After action report/meeting for Holiday Stroll

