



Nashua, NH

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City of Nashua, NH

Annual Report of Activity Summary

For the Period between:

October 01, 2012 through September 30, 2013





Annual Report for the City of Nashua, NH Year 2

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.



AMR medics hosted their first annual cookout for the homeless in Labine Park and fed over 100 people.





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Year 1 - 2 Statistics

Contractually Required Response Time: 07:59 or less on at least 90% of all lights/siren responses

	<u>Year 1</u>	<u>Year 2</u>	
Achieved Average Response Time	05:00	04:44	
	<u>Year 1</u>	<u>Year 2</u>	<u>Total</u>
Ambulance Responses	8,635	8,423	17,058
Patients transported	6,948	6,687	13,635

Reasons for EMS requests in order of frequency:

SICK/EXACT REASON UNKNOWN AT TIME OF CALL	1,548
CARDIAC RELATED	784
BREATHING DIFFICULTIES	735
FALL RELATED INJURIES	697
UNCONCIOUS/UNRESPONSIVE	464
TRAUMATIC INJURIES	406
PSYCHOLOGICAL	363
SEIZURES	345
MOTOR VEHICLE CRASH RELATED	329
OVERDOSES	214
STROKE	204
BLEEDING (NON-TRAUMATIC)	139
ABDOMINAL PAIN	137
DIABETIC RELATED	93
BACK PAIN	84
ALLERGIC REACTIONS	64
PREGNANCY/CHILDBIRTH RELATED	39
HEADACHE	32
ENVIRONMENTAL EMERGENCIES	10





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Operational Performance Summary

During year 2 of our agreement with Nashua, AMR experienced a slight reduction in the number of 9-1-1 requests and transports. 9-1-1 requests dropped by 212 calls (-2%) from the previous period. Patients that required transport to hospitals during the period dropped by 261 trips (-4%) from the previous year.

Medical emergencies (stroke, heart attacks, breathing problems and diabetic related illness) continued to comprise the highest amount of requests for services in Nashua. There was also an increase in the amount of drug and alcohol related 9-1-1 requests with illicit drug use becoming increasingly prevalent. That increase has also created safety challenges for our employees who often times work in high risk environments.

Over 50 Paramedics and EMT's are employed in AMR's Nashua's Emergency Medical Services system and they are supported by the strength and capabilities of America's leading provider of emergency medical services. AMR houses 8 ambulances in our Nashua station located at 380 West Hollis Street which also serves as our New Hampshire & Maine operational headquarters.

AMR continues to interact on a regular basis with the all of the other public service providers in the City and has developed excellent working relationships with Nashua Fire Rescue, Nashua Police, Nashua School System, Public Health, Nashua Emergency Management and both Nashua hospitals.

Response Time Performance

Rapid and safe arrival to the scene of an emergency is our top priority. AMR's reportable lights/siren response times continued to improve this year decreasing by 13% from year 1 performance to an average of 4 minutes and 44 seconds. That critically important reduction was achieved through non-stop field personnel training and a more efficient deployment of available resources to meet call demand. As AMR's Nashua EMS system and people continue to "mature" into this agreement there are familiarity and experience benefits as a result which directly result in faster response times. Faster response times mean more lives potentially saved and better patient outcomes.

AMR is continuing to work to further reduce response times including the use of deployment posting methods based on predictability of response volume from previous responses.





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Clinical Medicine Performance

AMR continues to strive to maintain best practices in clinical care performance. In the past year we have introduced an electronic Performance Improvement Tool (PIT) that allows for a regularly scheduled review and scoring of the clinical performance of our crews by our Physician Medical Director and Quality Improvement staff.

AMR’s crew’s clinical competency and patient outcomes are routinely audited and monitored to maintain a clinical performance level that results in better patient care. We identify specific goals, trends and create meaningful targets for improved patient outcomes.



AMR is a national participant in the CDC’s Cardiac Arrest Registry to Enhance Survival (CARES). This registry monitors the survival rates of patients who experience cardiac arrest outside of the hospital. AMR is proud to have a pre-hospital cardiac arrest save rate that exceeds the national average of 10.3% by a full percentage point at 11.3%. Nationally, about every 19 hours an AMR team somewhere in America returns a neurologically intact cardiac arrest survivor to their family and friends. AMR teams handled 8% of the total out of hospital cardiac arrests across the country last year.

AMR also provides data to the Nashua Public Health to assist them in disease surveillance monitoring and tracking, particularly during flu season. We regularly participate in a number of on-going public health planning and monitoring programs in the City and Region.

Accreditation

As required by our agreement with the City of Nashua, AMR successfully achieved and has maintained National Accreditation status for our New Hampshire operation. That accomplishment still makes AMR the only non-municipal ambulance service provider in NH to have reached that goal.

The Commission on Accreditation of Ambulance Services was established to encourage and promote quality patient care in America's medical transportation system. Based initially on the efforts of the American Ambulance Association, the independent Commission established a comprehensive series of standards for the ambulance service industry.





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Accreditation signifies that an ambulance service has met the "gold standard" determined by the ambulance industry to be essential in a modern emergency medical services provider. These standards often exceed those established by state or local regulation. The CAAS standards are designed to help increase operational efficiency and decrease risk and liability across the entire spectrum of the organization.

The process includes a comprehensive self-assessment and an independent external review of the EMS organization. This independent process provides verification to the City, the local medical community and others that the highest quality of pre-hospital care is being provided to the community.

AMR will begin the re-accreditation process in early 2014 with an anticipated commission site re-accreditation visit in the late spring of 2014.

Training & Education

As required by our agreement with the City of Nashua, AMR provides EMT re-certification, EMT refresher programs and on-going continuing education training programs for Nashua Fire Rescue and Nashua Police personnel. This AMR provided training allows those agencies to re-allocate training resources internally and focus on other training programs.

The AMR training programs consist of live, on-site, hands on training and lecture sessions spread out over multiple dates at City fire stations to reach all of the working shift personnel. AMR successfully re-certified nearly 200 city employees in our first agreement year through these training sessions.





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2012-2013 CITY OF NASHUA EMPLOYEE AMR TRAINING
TRAINING STATISTICS BY PROGRAM AND CERTIFICATION LEVEL



Emergency Medical Technician - Basic	Refresher Training Program	48
First Responder	Refresher Training Program	14
Emergency Medical Technician - Advanced	Refresher Training Program	13
Emergency Medical Technician - Intermediate	Scope of Practice Training	13
Cardio Pulmonary Resuscitation	Re-certification training	75
Combitube training		144
Total City of Nashua employees trained		307
Total AMR man hours expended training Nashua employees		1,328

AMR also provided EMS orientation training for all Nashua Fire Rescue new recruits as well as stand-by service for both Nashua Police Department applicant’s physical agility testing programs held during the year.

Supply Expenditures

AMR continues to provide all of the medical supplies utilized by Nashua Fire Rescue on their EMS responses. For the second year of our agreement we directly reimbursed Nashua Fire Rescue over \$5,000 for medical supplies they expended on emergency medical responses.

AMR also directly re-supplies Nashua Fire Rescue on a one for one item basis at the completion of medical calls and replenishes all medical oxygen utilized by City first responders. AMR-Nashua expended \$61,928 on medical supplies and an additional \$3,058 on oxygen replenishment during year 2 of our agreement.

AMR also continued to provide all regulated and non-regulated medical waste disposal for Nashua Fire Rescue including infectious and bio-hazard material disposal.





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Disaster Readiness

AMR is actively engaged in disaster preparedness planning, training and drilling with multiple city agencies as well as both Nashua hospitals.

AMR is involved with the Nashua Local Emergency Planning Committee, CERT team training, the ESF-8 group and several other local healthcare and disaster planning related committees that routinely work on emergency preparedness and response activities within the community. These meetings take place monthly and include preparation planning and practice for incidents including large scale disaster response, sheltering planning, response to public health emergencies and community evacuation planning.

AMR continues to supply and house a mass casualty response trailer at our Nashua station. This trailer contains supplies and equipment capable of treating over 75 victims of a mass casualty incident.

AMR continues to regularly work with a variety of Nashua City agencies and both hospitals to plan, train and practice responses to unusual situations, large scale medical events and other mass casualty related instances.

Community Education & Commitment

AMR continued to be an active part of the community this year and focused on providing free training for local citizens in CPR. During this reporting period we trained over 600 people in Nashua in hands only CPR. AMR held its first annual National CPR Challenge day in May at several locations in the City and saw great results with plans for even bigger results in 2014.



Above - Nashua High North students learning CPR during the first annual AMR Nashua High Schools CPR challenge





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AMR also continued to provide free or reduced cost services to various non-profit agencies across the City. We provided over 500 hours of free additional unit stand-by services at various community events including the Holiday Stroll, high school football games, 4th of July events, Greely Park events and other high attendance events within the City.

Accounting and Patient Billing

During Year 2 of our agreement with Nashua, AMR experienced \$890,692 dollars of uncompensated care for Nashua 9-1-1 patients. These patients are typically indigent or non/under insured and have no way to pay for the medical transportation services which they require. The cumulative uncompensated care provided by AMR for the overall 2 year agreement period is now \$1,916,869.

AMR significantly enhanced its customer service capabilities in New Hampshire and its base of insurance carriers that it has participating agreements with in 2013. We added a fully staffed local customer service office in Manchester, NH and improved our patient invoicing format. AMR also created and publicized local NH phone contact numbers for customer service for ease of contact. All New Hampshire customers now speak locally for any patient accounts concerns.

Most significantly, AMR became a participating provider in the Anthem Blue Cross/Blue Shield network. With the largest insurance footprint in NH, Anthem is now able electronically accept direct invoices for services provided to its members by AMR.

As required, AMR provides independently audited financial statements for all work related to our agreement with Nashua. We continuously perform internal billing accuracy audits and provide those results to the City on a quarterly basis. AMR agreed to allow those audits to be independently verified by an audit firm of the City's choosing and our less than 1% reported billing error rate was affirmed by that examination.

Patient Satisfaction

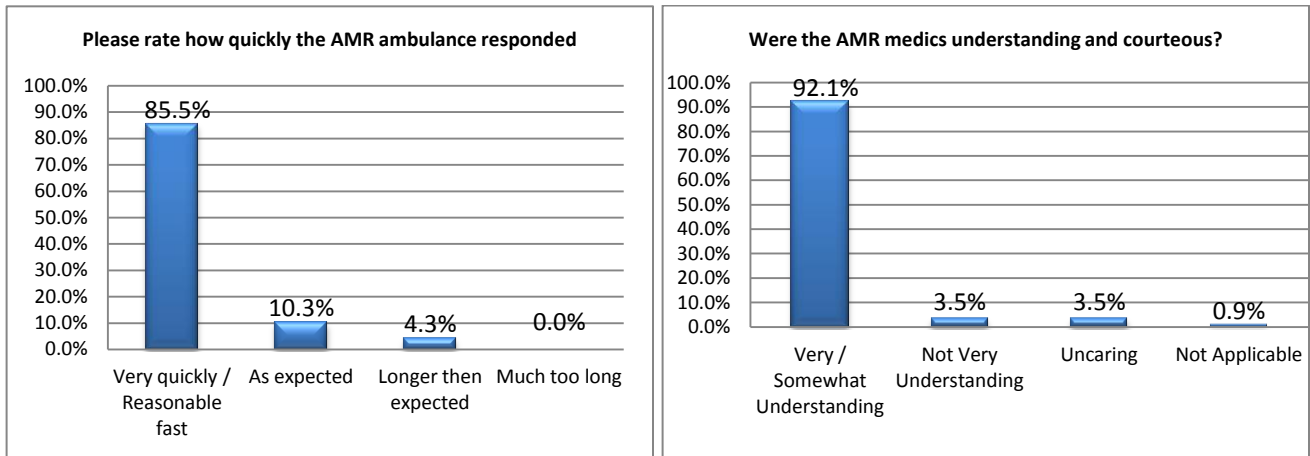
AMR surveys all customers that we come into contact with and reports the survey results to the City on a regular basis. We are proud of our continued strong patient satisfaction results in what are often times very demanding and daunting circumstances for our customers. Below are our patient satisfaction survey results for the agreement period for two key areas of patient experience.





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Summary

In summary, the employees of AMR Nashua have worked hard to ensure quality pre-hospital medical services are available to the residents and visitors to the City of Nashua. It has been their pleasure to serve this community during the last year. We all look forward to be able to continue providing this vital service to Nashua.

Respectfully,

Christopher H. Stawasz, NREMT-P, BS
American Medical Response of MA, Inc.
General Manager
New Hampshire & Maine

