



Nashua Fire Rescue
Administrative Office
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Ambulance Advisory Committee Meeting Minutes
Thursday, December 19, 2024
Meeting held at 177 Lake Street Library
Co-Chaired by Bobbie Bagley and Fire Chief Steve M. Buxton

The meeting was called to order at 15:00 p.m. by Director Bobbie Bagley

AAC Members Present:

- Bobbie Bagley (HCS) Steve Buxton (NFR), Adam Pouliot (NFR), Shawn Chamberlain (NFR), Chris McCarthy (PHEPC), Clark Gaphardt (NPD), Kevin Blinn (SJH)

AMR Representatives:

- Jason Preston

Others Present:

- N/A

Approval of Previous Minutes:

- A motion was made by Fire Chief Steven M. Buxton to accept the October 17, 2024 meeting minutes.
- The motion was seconded by Kevin Blinn.
- The minutes were approved.

AMR Reports:

- Jason Preston reviewed the AMR Nashua Activity Report thru November 2024 provided by AMR and was placed on file.
- Jason Preston reviewed the CQI Summary Report provided by AMR and was placed on file
- Motion for AMR Reports
 - A motion was made by Fire Chief Steve M. Buxton to accept the AMR reports as presented.
 - The motion was seconded by Director Bobbie Bagley.
 - The reports were accepted.

SNHMC Report:

- Stacey Carroll
 - N/A
- Kevin Blinn (SJH)
 - N/A

Committee Member Comments:

- Update from Director Bobbie Bagley on the Homeless Encampments and available shelters

Public Comment:

- N/A

Questions:

- N/A

Adjourn:

- A motion to adjourn was made by Fire Chief Steve M. Buxton
- The motion was seconded by Director Bobbie Bagley
- The meeting was adjourned at 3:15 p.m.

Date and Location of the Next AAC Meeting:

- The next meeting will be Thursday, February 20, 2025 @ 3:00 pm at 177 Lake Street.



City of Nashua Monthly Report



EMS Response Details	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	12 Month
Number of EMS Responses Made:	1,014	1,013	1,083	1,091	1,091	1,111	1,072	1,038	1,121	1,044	1,067	1,189	12,934
Number of Patients Transported:	704	714	742	749	722	746	740	712	762	708	779	856	8,934
Number Receiving ALS:	451	433	452	428	448	461	439	418	463	457	525	538	5,513
Number of Refusals / Flase Alarm/ Cancelled	310	299	341	342	369	365	332	326	359	336	288	333	4,000
Number of Standbys	3	2	2	2	4	3	5	4	6	5	3	2	41

EMS Response Times Summary	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	12 Month
Average Non-Alpha Response Time	5.57	5.24	5.16	5.22	5.35	5.41	5.26	5.37	5.51	5.63	5.42	5.48	5.38
Average On Scene Time	12.76	14.26	14.07	13.83	14.33	14.25	14.33	14.90	14.74	15.28	16.13	15.60	14.14
Average Time on Task	38.67	47.53	45.12	49.71	49.34	49.39	51.94	50.95	48.99	48.19	49.56	49.16	46.51
NFPA170 Response Standard Achieved	90.7%	90.4%	90.8%	90.2%	90.7%	90.5%	90.2%	90.1%	90.4%	90.6%	90.3%	90.2%	90.5%

Mutual Aid Summary	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	12 Month
Outbound (Outside of Nashua)	3	2	9	3	4	6	8	4	10	5	5	7	66
Inbound (Inside of Nashua)	19	8	12	7	8	9	12	10	21	18	10	22	156
AMR Additdional Units Supplied	7	4	6	7	6	4	5	6	3	6	9	5	68

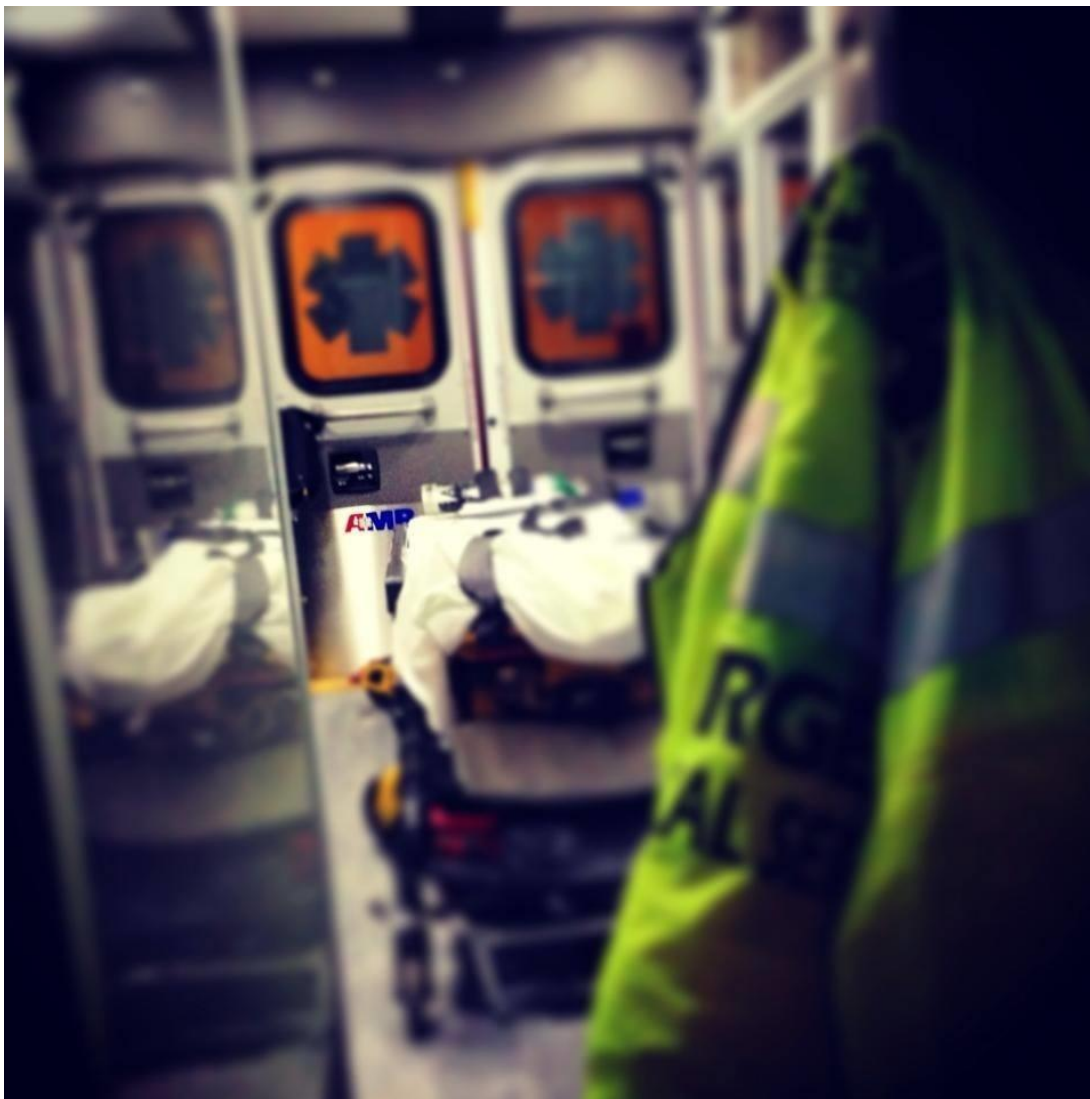
Payor Class Breakdown	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	12 Month
100-Medicare	230	247	222	245	240	242	234	224	248	24	265	278	2675
101-Medicare HMO	121	111	142	122	127	140	106	106	136	109	123	111	1461
107-Contracted Government MCR HMO	54	51	51	54	47	44	60	60	47	48	54	79	600
200-Medicaid	3	7	4	4	2	4	1	1	11	5	9	8	53
201-Medicaid HMO	108	96	112	109	115	100	113	113	91	90	97	127	1346
207-Contracted Government MCD HMO	0	0	0	0	0	0	0	0	0	1	0	0	1
300-Non-Cont INS & HMO	50	49	53	40	43	41	61	61	61	62	54	59	604
400-Private Pay	79	69	83	89	92	77	85	85	105	80	86	90	1067
500-Facility / Institution Contract	0	0	0	1	2	1	0	0	1	2	0	0	7
700-Contracted INS & HMO	57	81	66	74	49	64	69	69	66	50	74	66	744
900-Veterns Administration	3	7	8	6	9	2	4	4	3	11	13	13	63



City of Nashua Monthly Report



Nature of Patient Problem	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	12 Month
Abdominal Pain	20	15	17	16	31	11	13	14	10	11	5	1	207
Allergic Reaction	3	7	6	6	3	2	5	5	6	3	5	2	56
Animal Bites	0	0	0	2	5	3	2	1	0	1	1	0	17
Assault	10	21	19	21	22	16	14	12	22	15	16	1	212
Back Pain	5	14	16	9	3	9	4	4	10	9	7	6	105
Breathing Difficulty	74	58	75	52	67	53	55	37	57	39	40	17	727
Burns	1	0	0	3	1	3	2	2	3	5	3	2	25
Hazardous Exposure	1	0	0	1	1	0	2	4	2	2	2	0	23
Cardiac Arrest	14	5	4	7	12	5	4	6	9	4	3	0	95
Chest Pain	45	41	2	40	49	30	38	27	25	25	20	26	408
Choking	6	2	8	3	3	3	2	0	2	2	3	1	38
Seizures	20	24	33	18	17	21	13	22	18	16	18	16	249
Diabetic Problems	8	9	14	9	12	7	8	6	5	7	8	3	102
Drowning	0	0	0	0	1	0	0	0	0	0	0	0	4
Electrocution	1	1	8	0	0	0	0	0	0	0	0	0	10
Eye Problem	0	0	0	1	2	3	0	1	3	2	0	1	15
Falls	105	80	67	72	73	54	82	71	77	54	54	65	925
Headache	0	2	9	1	0	4	1	1	3	0	1	1	25
Heart Problem	15	14	5	11	11	12	7	8	10	5	3	7	118
Environmental Exposure	1	3	1	0	0	1	0	1	3	0	1	0	13
Hemorrhage	17	14	27	12	12	15	14	12	14	10	8	14	185
Industrial Accidents	0	0	0	0	0	0	1	0	0	1	0	0	3
Overdose	20	20	3	14	26	20	25	6	12	8	14	10	192
Pregnancy	2	1	41	2	0	1	0	0	2	2	0	2	57
Psychiatric Problem	48	52	103	58	48	55	33	24	31	30	12	33	584
Sick Call	97	144	1	124	109	169	170	130	182	146	134	127	1541
Stab/Gunshot/Penetrating Trauma	1	0	0	1	2	3	1	0	0	1	0	1	10
Stroke	20	22	19	18	10	13	11	7	14	8	10	8	180
Traffic Collision	43	44	85	67	62	47	57	59	81	50	46	59	747
Traumatic Injuries	7	3	6	7	8	15	9	9	15	4	5	10	112
Subject Unconscious	54	50	33	39	61	49	38	26	48	13	30	47	552
Medical Nature Unknown	276	217	306	330	272	331	359	444	285	377	447	413	3737
Transfer	72	72	75	72	81	64	63	59	70	54	70	86	818
Air Transport	4	2	2	1	0	2	0	1	7	1	0	1	23
Unknown	0	0	0	0	66	83	39	38	0	0	0	0	226



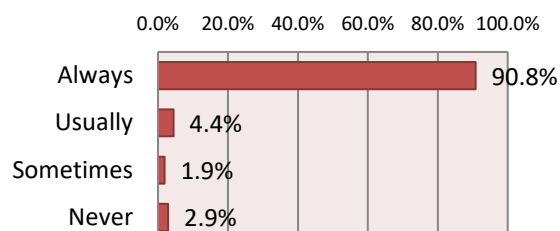
February 2025

CES Department: CQI Summary

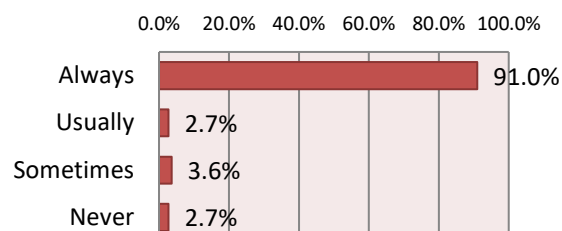
PATIENT SATISFACTION

Summary Data

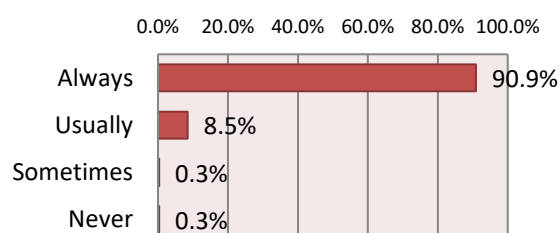
Did the Ambulance Crew Treat you with Courtesy and Respect



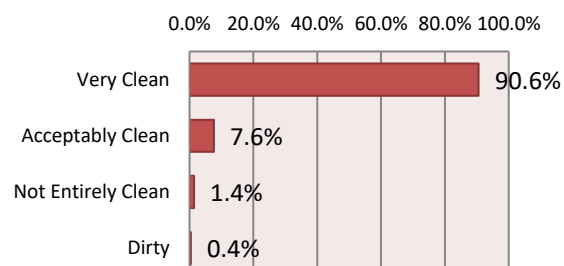
Did the Ambulance Crew Listen Carefully to You



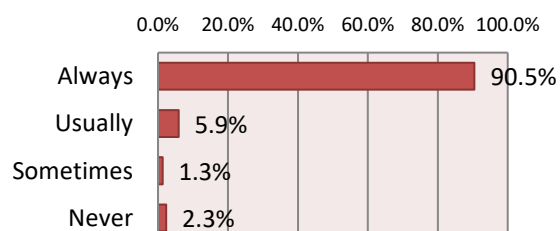
Did the Crew Explain Things in a Way You Could Understand



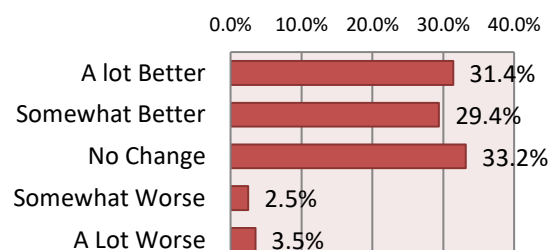
How Clean Was the Ambulance



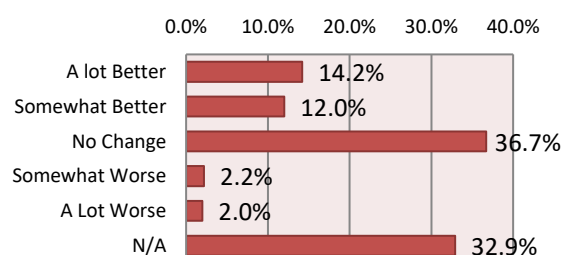
Were you Kept as Comfortable as Possible



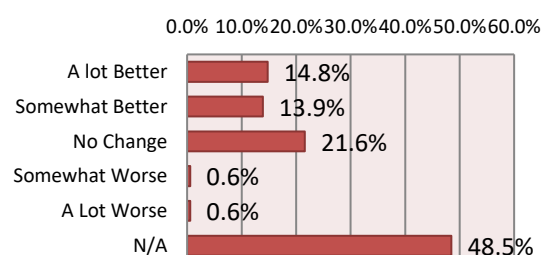
How Did you Feel When You Arrived at the Hospital



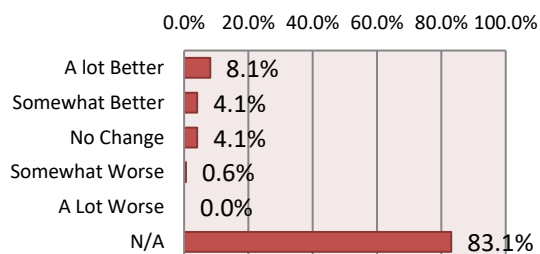
Did your Pain Change at the time you arrived at the Hospital



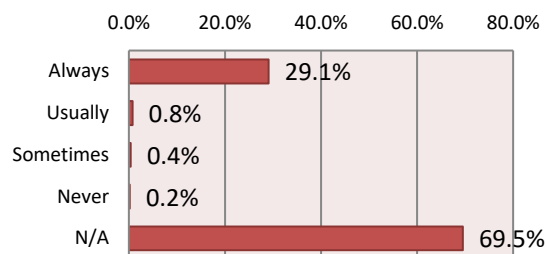
Did your Diff Breathing Change at the time you arrived at the Hospital



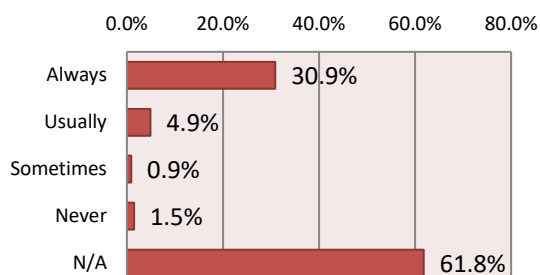
Did your NauseaChange at the time you arrived at the Hospital



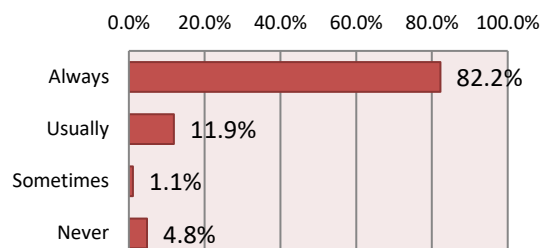
Did the crew explain the medications they gave you in a way you could understand



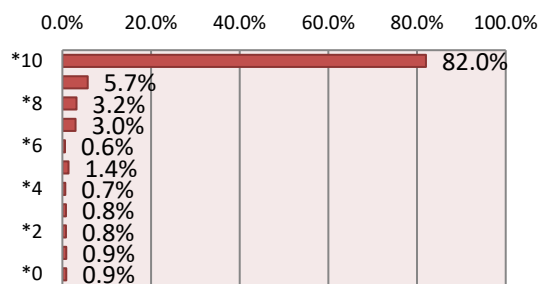
Did the crew explain the medication's side effects



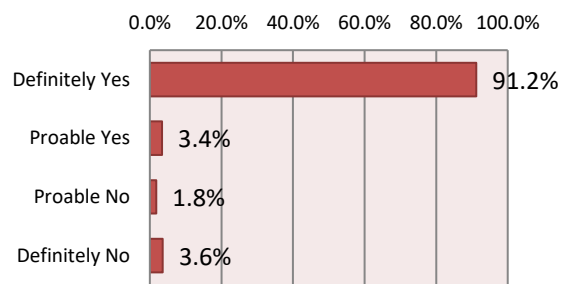
Did the crew explain what would happen next at the hospital



Please rate on a 0 to 10 Scale



Would You Recommend AMR



Analysis

Comments

Period: Feb 1, 2024 – Jan 31, 2025 n=198

Patients were provided with an internet address to submit their feedback of the service provided.

CONTINUOUS QUALITY MANAGEMENT PLAN (CQMP)

The GMR CQMP has been established as a baseline for evaluating the structures, processes, and outcomes of clinical care with a specific focus on performance improvement. This plan will align how we at GMR operationalize, practice and improve patient care.

What is being Evaluated

Over the past several months AMR has been evaluating provider's assessment of patients with altered mental status. The goal is to ensure that all patients with altered mental status have the blood glucose levels evaluated. Additionally, we are evaluating transportation to a designated Stroke Center for patients with signs and symptoms of a stroke. This is a documentation focused process that will yield benefits with other areas of patient care.

