



Nashua Fire Rescue
Administrative Office
177 Lake Street, Nashua, NH 03060
www.nashuafire.com

Steve M. Buxton
Chief of Department
(603) 594-3651
FAX (603) 594-3654
BuxtonS@NashuaNH.gov

Ambulance Advisory Committee Meeting Minutes
Thursday, February 20, 2025
Meeting held at 177 Lake Street in the 2nd Floor Conference Rom
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), Adam Pouliot (NFR), Shawn Chamberlain (NFR), Chris McCarthy (PHEPC), Clark Gaphardt (NPD), Kevin Blinn (SJH)

AMR Representatives:

- Jason Preston
- Al Gardella

Others Present:

- N/A

Approval of Previous Minutes:

- A motion was made by Director Bobbie Bagley to accept the December 19, 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 January 2025 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 Kevin Blinn to accept the AMR reports as presented.
 - The motion was seconded by Shawn Chamberlain.
 - The reports were accepted.

Hospital Reports:

- Stacey Carroll (SNHMC)
 - Not present
- Kevin Blinn (SJH)
 - RSV, Flu, Covid, high for patients

Committee Member Comments:

- Update from Director Bobbie Bagley
 - Warming Station Open at Elm Street
 - Flu widespread through NH - Flu numbers up
 - COVID going down.
 - Overdoses down for the past couple of months

Public Comment:

- N/A

Questions:

- N/A

Adjourn:

- A motion to adjourn was made by Kevin Blinn
- The motion was seconded by Shawn Chamberlain
- The meeting was adjourned at 15:17 pm.

Date and Location of the Next AAC Meeting:

- The next meeting will be Thursday, April 17, 2025 @ 3:00 pm at 177 Lake Street in the 2nd Floor Conference Room



City of Nashua Monthly Report



EMS Response Details	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	12 Month
Number of EMS Responses Made:	1,083	1,091	1,091	1,111	1,072	1,038	1,121	1,044	1,067	1,189	1,090	1,121	13,118
Number of Patients Transported:	742	749	722	746	740	712	762	708	779	856	752	813	9,081
Number Receiving ALS:	452	428	448	461	439	418	463	457	525	538	540	570	5,739
Number of Refusals / Flase Alarm/ Cancelled	341	342	369	365	332	326	359	336	288	333	338	308	4,037
Number of Standbys	2	2	4	3	5	4	6	5	3	2	1	2	39

EMS Response Times Summary	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	12 Month
Average Non-Alpha Response Time	5.16	5.22	5.35	5.41	5.26	5.37	5.51	5.63	5.42	5.48	5.62	5.55	5.42
Average On Scene Time	14.07	13.83	14.33	14.25	14.33	14.90	14.74	15.28	16.13	15.60	15.59	14.94	14.83
Average Time on Task	45.12	49.71	49.34	49.39	51.94	50.95	48.99	48.19	49.56	49.16	49.76	48.48	49.22
NFPA170 Response Standard Achieved	90.8%	90.2%	90.7%	90.5%	90.2%	90.1%	90.4%	90.6%	90.3%	90.2%	90.1%	90.7%	90.4%

Mutual Aid Summary	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	12 Month
Outbound (Outside of Nashua)	9	3	4	6	8	4	10	5	5	7	5	3	69
Inbound (Inside of Nashua)	12	7	8	9	12	10	21	18	10	22	32	21	182
AMR Additdional Units Supplied	6	7	6	4	5	6	3	6	9	5	13	6	76

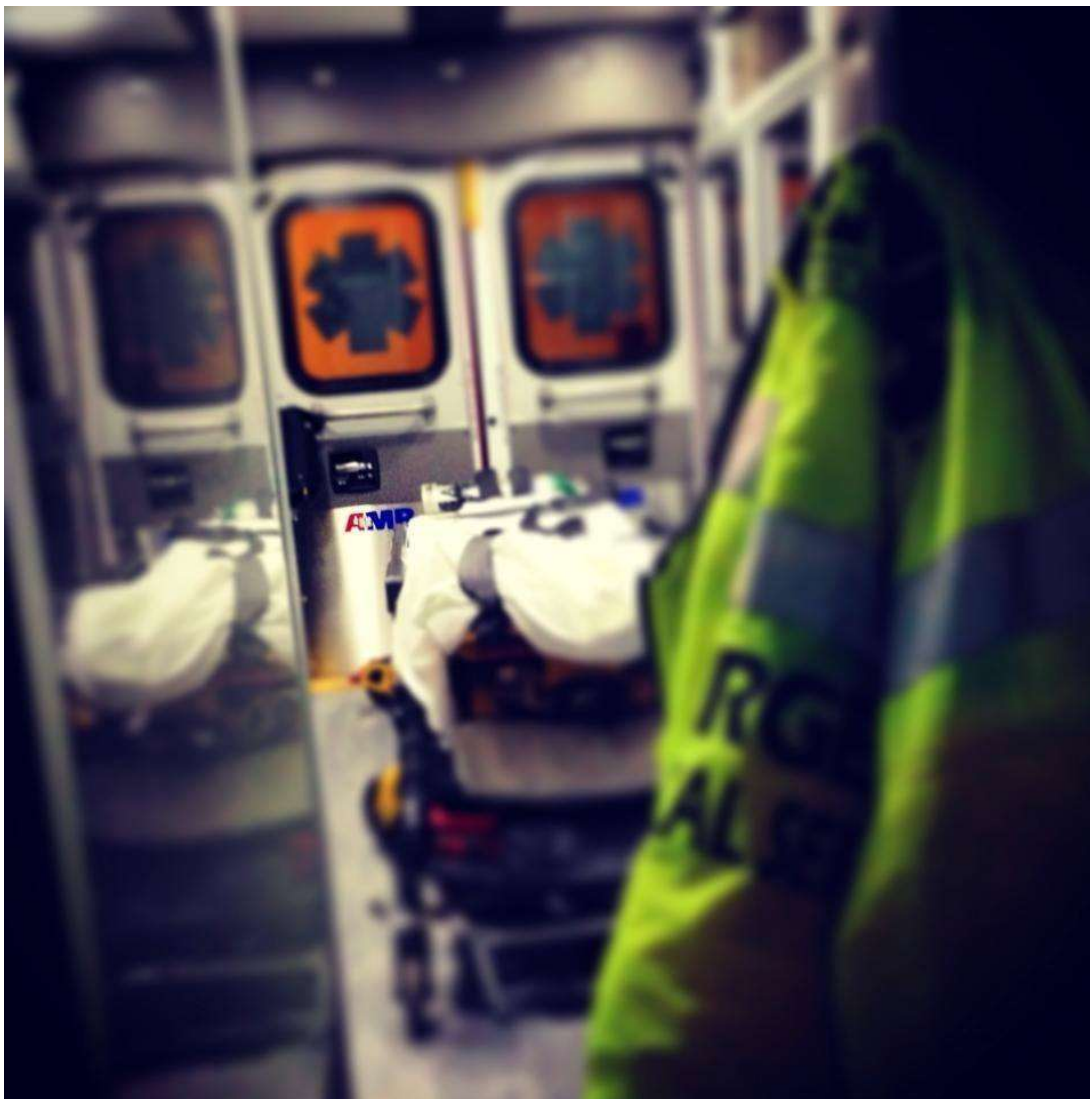
Payor Class Breakdown	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	12 Month
100 - Medicare	222	245	240	242	234	224	248	24	265	278	237	254	2713
101 - Medicare HMO	142	122	127	140	106	106	136	109	123	111	94	119	1435
107 - Contracted Government MCR HMO	51	54	47	44	60	60	47	48	54	79	89	78	711
200 - Medicaid	4	4	2	4	1	1	11	5	9	8	10	5	64
201 - Medicaid HMO	112	109	115	100	113	113	91	90	97	127	97	88	1252
207 - Contracted Government MCD HMO	0	0	0	0	0	0	0	1	0	0	0	0	1
300 - Non - Cont INS & HMO	53	40	43	41	61	61	61	62	54	59	58	50	643
400 - Private Pay	83	89	92	77	85	85	105	80	86	90	76	102	1050
500 - Facility / Institution Contract	0	1	2	1	0	0	1	2	0	0	0	0	7
700 - Contracted INS & HMO	66	74	49	64	69	69	66	50	74	66	57	70	774
900 - Veterns Administration	8	6	9	2	4	4	3	11	13	13	4	9	86



City of Nashua Monthly Report



Nature of Patient Problem	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	12 Month
Abdominal Pain	17	16	31	11	13	14	10	11	5	1	13	12	154
Allergic Reaction	6	6	3	2	5	5	6	3	5	2	1	5	49
Animal Bites	0	2	5	3	2	1	0	1	1	0	0	2	17
Assault	19	21	22	16	14	12	22	15	16	1	11	12	181
Back Pain	16	9	3	9	4	4	10	9	7	6	7	8	92
Breathing Difficulty	75	52	67	53	55	37	57	39	40	17	55	60	607
Burns	0	3	1	3	2	2	3	5	3	2	1	2	27
Hazardous Exposure	0	1	1	0	2	4	2	2	2	0	6	1	21
Cardiac Arrest	4	7	12	5	4	6	9	4	3	0	6	10	70
Chest Pain	2	40	49	30	38	27	25	25	20	26	45	35	362
Choking	8	3	3	3	2	0	2	2	3	1	0	0	27
Seizures	33	18	17	21	13	22	18	16	18	16	15	26	233
Diabetic Problems	14	9	12	7	8	6	5	7	8	3	10	12	101
Drowning	0	0	1	0	0	0	0	0	0	0	0	0	1
Electrocution	8	0	0	0	0	0	0	0	0	0	0	0	8
Eye Problem	0	1	2	3	0	1	3	2	0	1	0	2	15
Falls	67	72	73	54	82	71	77	54	54	65	93	64	826
Headache	9	1	0	4	1	1	3	0	1	1	4	3	28
Heart Problem	5	11	11	12	7	8	10	5	3	7	9	9	97
Environmental Exposure	1	0	0	1	0	1	3	0	1	0	2	1	10
Hemorrhage	27	12	12	15	14	12	14	10	8	14	10	20	168
Industrial Accidents	0	0	0	0	1	0	0	1	0	0	0	0	2
Overdose	3	14	26	20	25	6	12	8	14	10	13	25	176
Pregnancy	41	2	0	1	0	0	2	2	0	2	1	3	54
Psychiatric Problem	103	58	48	55	33	24	31	30	12	33	29	23	479
Sick Call	1	124	109	169	170	130	182	146	134	127	180	195	1667
Stab/Gunshot/Penetrating Trauma	0	1	2	3	1	0	0	1	0	1	1	1	11
Stroke	19	18	10	13	11	7	14	8	10	8	14	14	146
Traffic Collision	85	67	62	47	57	59	81	50	46	59	62	44	719
Traumatic Injuries	6	7	8	15	9	9	15	4	5	10	10	6	104
Subject Unconscious	33	39	61	49	38	26	48	13	30	47	22	38	444
Medical Nature Unknown	306	330	272	331	359	444	285	377	447	413	341	313	4218
Transfer	75	72	81	64	63	59	70	54	70	86	77	36	807
Air Transport	2	1	0	2	0	1	7	1	0	1	3	1	19
Unknown	0	0	66	83	39	38	0	0	0	0	0	0	226



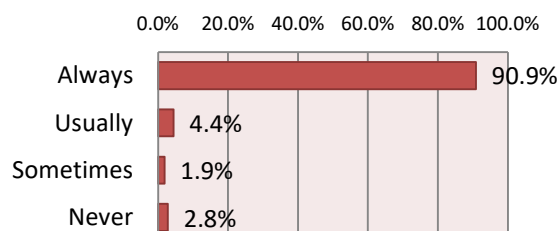
April 2025

CES Department: CQI Summary

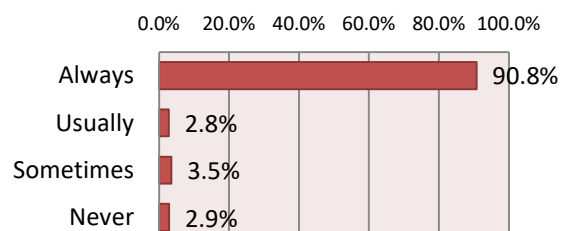
PATIENT SATISFACTION

Summary Data

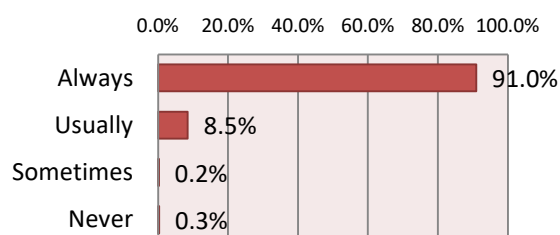
Did the Ambulance Crew Treat you with Courtesy and Respect



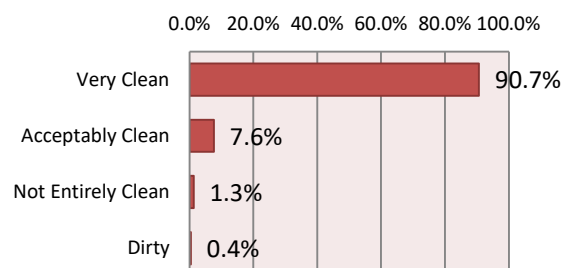
Did the Ambulance Crew Listen Carefully to You



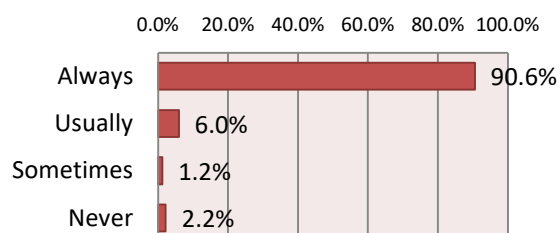
Did the Crew Explain Things in a Way You Could Understand



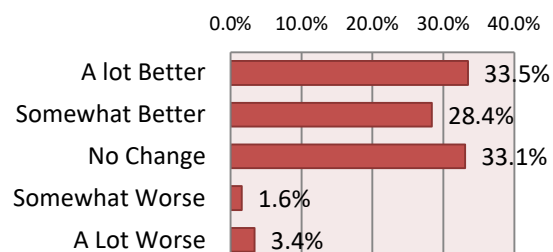
How Clean Was the Ambulance



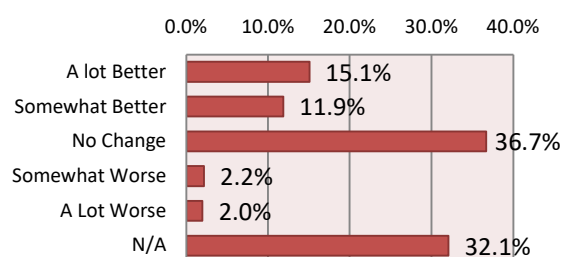
Were you Kept as Comfortable as Possible



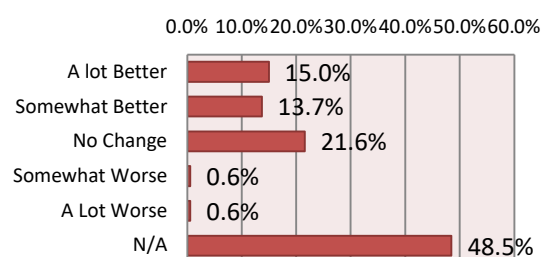
How Did you Feel When You Arrived at the Hospital



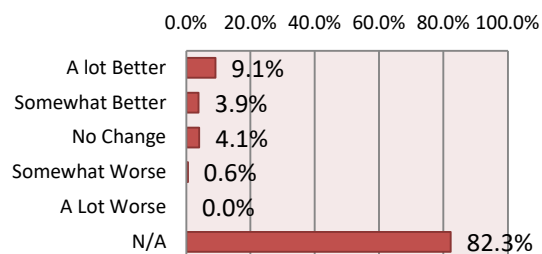
Did your Pain Change at the time you arrived at the Hospital



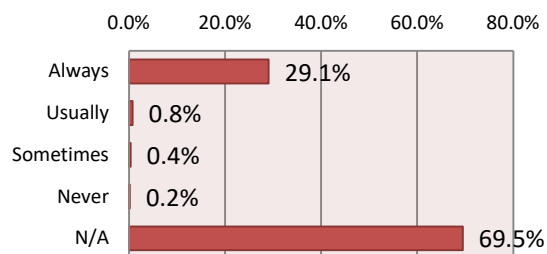
Did your Diff Breathing Change at the time you arrived at the Hospital



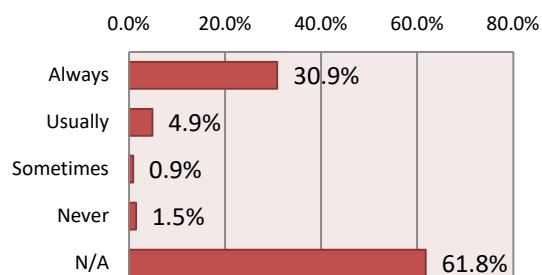
Did your NauseaChange at the time you arrived at the Hospital



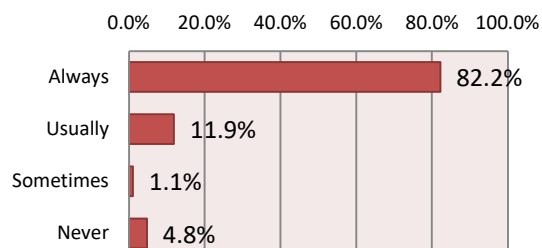
Did the crew explain the medications they gave you in a way you could understand



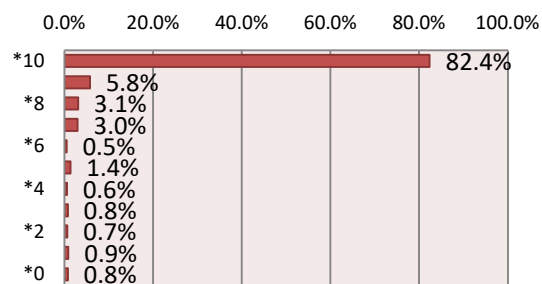
Did the crew explain the medication's side effects



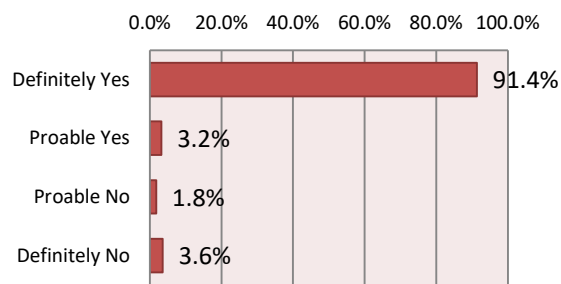
Did the crew explain what would happen next at the hospital



Please rate on a 0 to 10 Scale



Would You Recommend AMR



Analysis

Comments

Period: April 1, 2024 – March 31, 2025 n=206

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.

