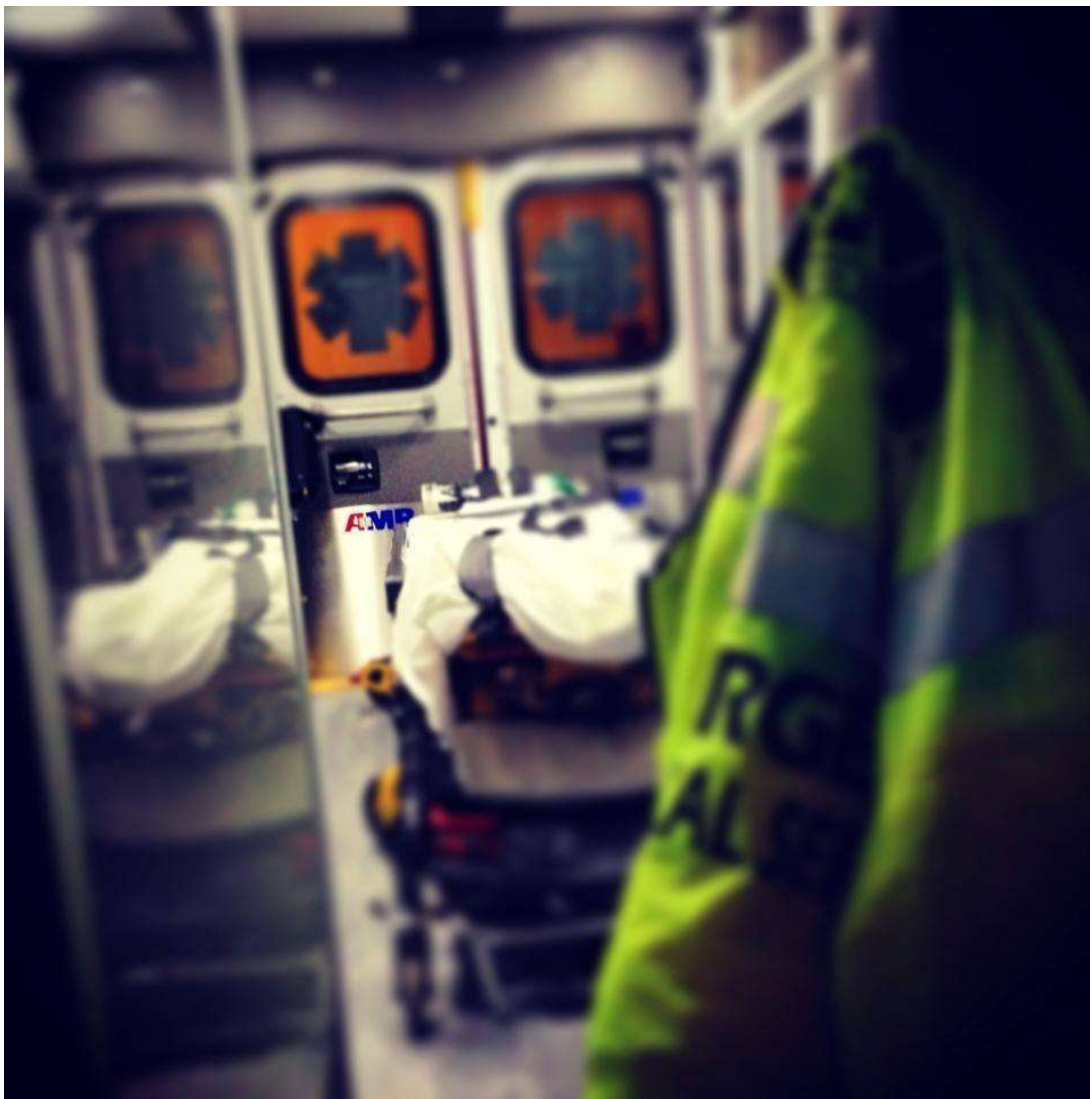




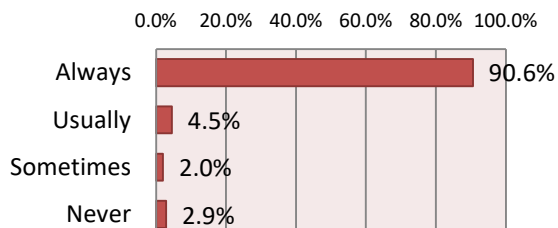
June 2025

CES Department: CQI Summary

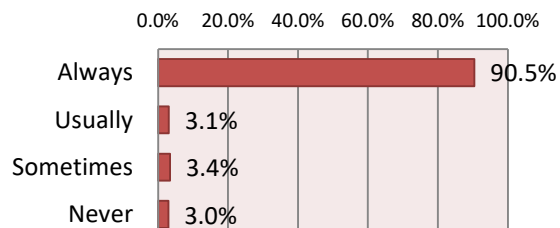
PATIENT SATISFACTION

Summary Data

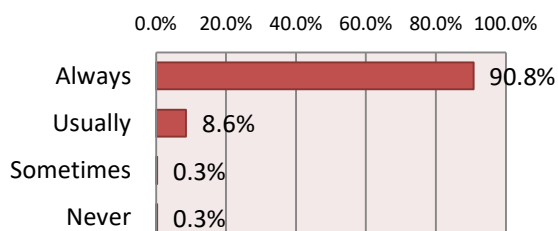
Did the Ambulance Crew Treat you with Courtesy and Respect



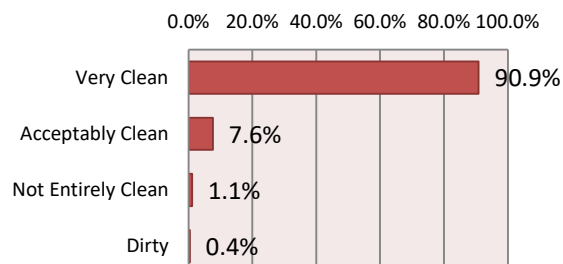
Did the Ambulance Crew Listen Carefully to You



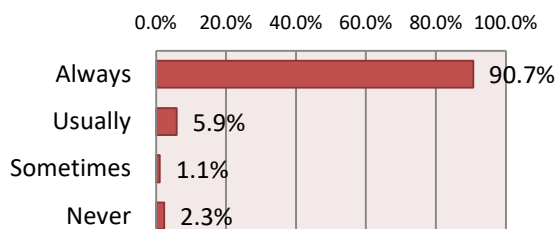
Did the Crew Explain Things in a Way You Could Understand



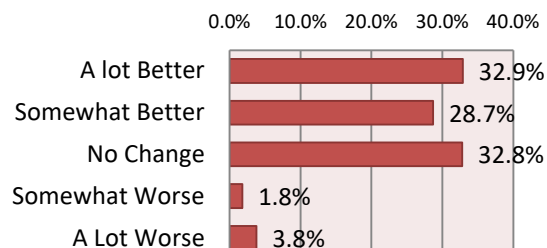
How Clean Was the Ambulance



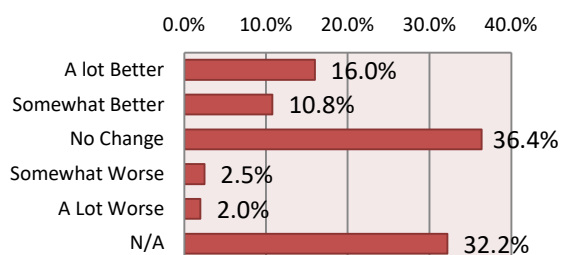
Were you Kept as Comfortable as Possible



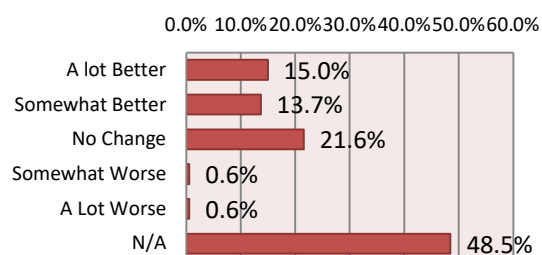
How Did you Feel When You Arrived at the Hospital



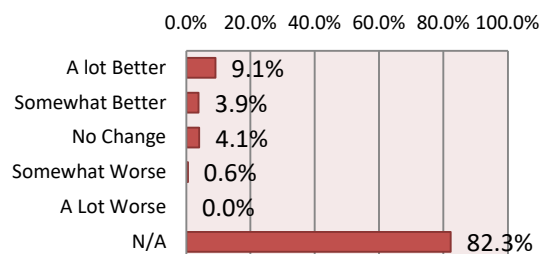
Did your Pain Change at the time you arrived at the Hospital



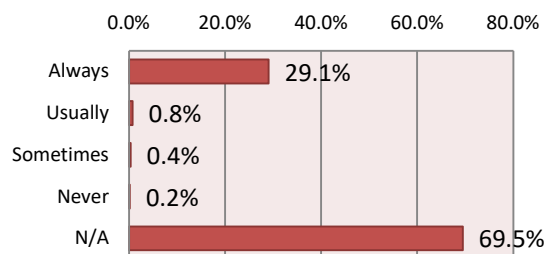
Did your Diff Breathing Change at the time you arrived at the Hospital



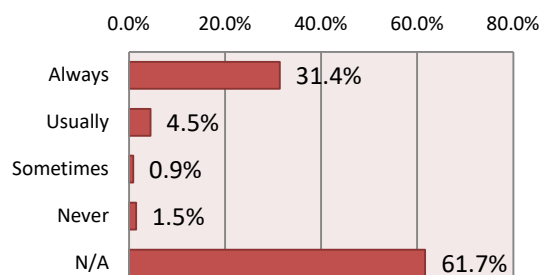
Did your NauseaChange at the time you arrived at the Hospital



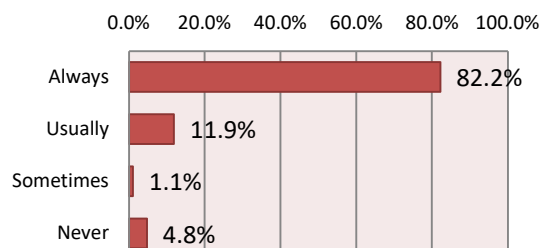
Did the crew explain the medications they gave you in a way you could understand



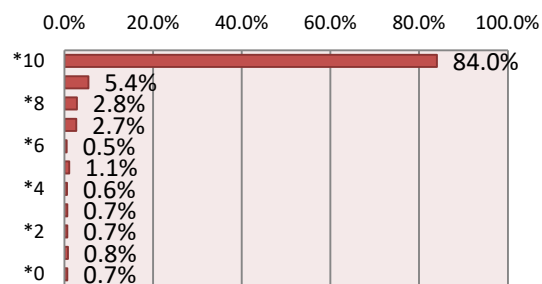
Did the crew explain the medication's side effects



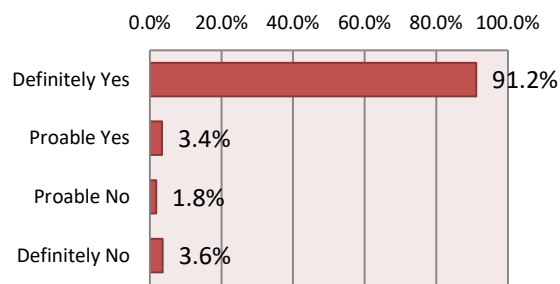
Did the crew explain what would happen next at the hospital



Please rate on a 0 to 10 Scale



Would You Recommend AMR



Analysis

Comments

Period: June 1, 2024 – May 31, 2025 n=201

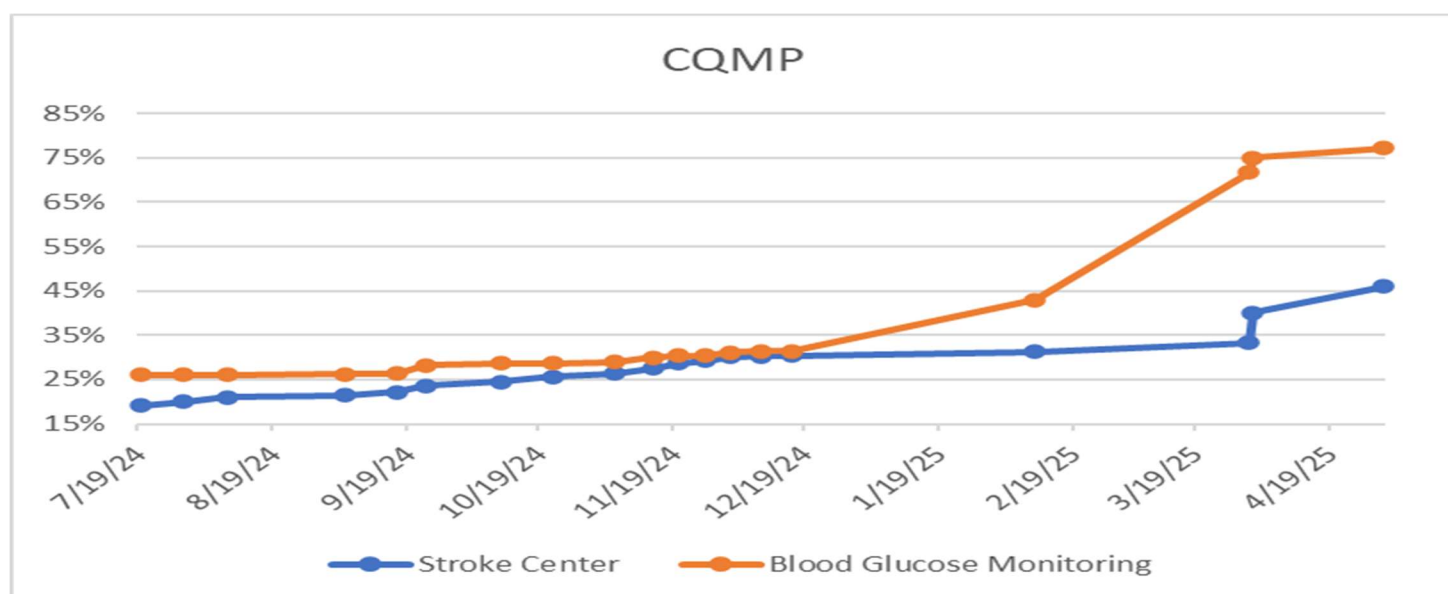
Patients were provided with an internet address to submit their feedback of the service provided.

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.





City of Nashua Monthly Report



EMS Response Details	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	Apr-25	May-25	12 Month
Number of EMS Responses Made:	1,091	1,111	1,072	1,038	1,121	1,044	1,067	1,189	1,090	1,121	1,047	1,059	13,050
Number of Patients Transported:	722	746	740	712	762	708	779	856	752	813	759	769	9,118
Number Receiving ALS:	448	461	439	418	463	457	525	538	540	570	492	505	5,856
Number of Refusals / Flase Alarm/ Cancelled	369	365	332	326	359	336	288	333	338	308	288	290	3,932
Number of Standbys	4	3	5	4	6	5	3	2	1	2	3	4	42

EMS Response Times Summary	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	Apr-25	May-25	12 Month
Average Non-Alpha Response Time	5.35	5.41	5.26	5.37	5.51	5.63	5.42	5.48	5.62	5.55	5.29	5.40	5.44
Average On Scene Time	14.33	14.25	14.33	14.90	14.74	15.28	16.13	15.60	15.59	14.94	15.34	14.43	14.99
Average Time on Task	49.34	49.39	51.94	50.95	48.99	48.19	49.56	49.16	49.76	48.48	48.81	47.34	49.33
NFPA170 Response Standard Achieved	90.7%	90.5%	90.2%	90.1%	90.4%	90.6%	90.3%	90.2%	90.1%	90.7%	90.9%	90.4%	90.4%

Mutual Aid Summary	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	Apr-25	May-25	12 Month
Outbound (Outside of Nashua)	4	6	8	4	10	5	5	7	5	3	6	3	66
Inbound (Inside of Nashua)	8	9	12	10	21	18	10	22	32	21	13	13	189
AMR Additdional Units Supplied	6	4	5	6	3	6	9	5	13	6	7	6	76

Payor Class Breakdown	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	Apr-25	May-25	12 Month
100 - Medicare	240	242	234	224	248	24	265	278	237	254	248	234	2728
101 - Medicare HMO	127	140	106	106	136	109	123	111	94	119	103	118	1392
107 - Contracted Government MCR HMO	47	44	60	60	47	48	54	79	89	78	68	63	737
200 - Medicaid	2	4	1	1	11	5	9	8	10	5	4	21	81
201 - Medicaid HMO	115	100	113	113	91	90	97	127	97	88	117	122	1270
207 - Contracted Government MCD HMO	0	0	0	0	0	1	0	0	0	0	0	0	1
300 - Non - Cont INS & HMO	43	41	61	61	61	62	54	59	58	50	59	51	660
400 - Private Pay	92	77	85	85	105	80	86	90	76	102	91	71	1040
500 - Facility / Institution Contract	2	1	0	0	1	2	0	0	0	0	0	0	6
700 - Contracted INS & HMO	49	64	69	69	66	50	74	66	57	70	63	57	754
900 - Veterns Administration	9	2	4	4	3	11	13	13	4	9	8	5	85



City of Nashua Monthly Report



Nature of Patient Problem	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-25	Jan-25	Feb-25	Mar-25	Apr-25	May-25	12 Month
Abdominal Pain	31	11	13	14	10	11	5	1	13	12	15	16	152
Allergic Reaction	3	2	5	5	6	3	5	2	1	5	5	3	45
Animal Bites	5	3	2	1	0	1	1	0	0	2	0	0	15
Assault	22	16	14	12	22	15	16	1	11	12	10	12	163
Back Pain	3	9	4	4	10	9	7	6	7	8	3	11	81
Breathing Difficulty	67	53	55	37	57	39	40	17	55	60	35	46	561
Burns	1	3	2	2	3	5	3	2	1	2	1	0	25
Hazardous Exposure	1	0	2	4	2	2	2	0	6	1	7	2	29
Cardiac Arrest	12	5	4	6	9	4	3	0	6	10	7	6	72
Chest Pain	49	30	38	27	25	25	20	26	45	35	25	29	374
Choking	3	3	2	0	2	2	3	1	0	0	2	0	18
Seizures	17	21	13	22	18	16	18	16	15	26	15	12	209
Diabetic Problems	12	7	8	6	5	7	8	3	10	12	2	3	83
Drowning	1	0	0	0	0	0	0	0	0	0	0	0	1
Electrocution	0	0	0	0	0	0	0	0	0	0	0	0	0
Eye Problem	2	3	0	1	3	2	0	1	0	2	1	1	16
Falls	73	54	82	71	77	54	54	65	93	64	68	63	818
Headache	0	4	1	1	3	0	1	1	4	3	1	0	19
Heart Problem	11	12	7	8	10	5	3	7	9	9	9	4	94
Environmental Exposure	0	1	0	1	3	0	1	0	2	1	1	1	11
Hemorrhage	12	15	14	12	14	10	8	14	10	20	7	8	144
Industrial Accidents	0	0	1	0	0	1	0	0	0	0	0	0	2
Overdose	26	20	25	6	12	8	14	10	13	25	8	12	179
Pregnancy	0	1	0	0	2	2	0	2	1	3	0	0	11
Psychiatric Problem	48	55	33	24	31	30	12	33	29	23	21	33	372
Sick Call	109	169	170	130	182	146	134	127	180	195	154	201	1897
Stab/Gunshot/Penetrating Trauma	2	3	1	0	0	1	0	1	1	1	1	0	11
Stroke	10	13	11	7	14	8	10	8	14	14	14	10	133
Traffic Collision	62	47	57	59	81	50	46	59	62	44	40	51	658
Traumatic Injuries	8	15	9	9	15	4	5	10	10	6	6	9	106
Subject Unconscious	61	49	38	26	48	13	30	47	22	38	21	42	435
Medical Nature Unknown	272	331	359	444	285	377	447	413	341	313	363	338	4283
Transfer	81	64	63	59	70	54	70	86	77	36	50	42	752
Air Transport	0	2	0	1	7	1	0	1	3	1	3	4	23
Unknown	66	83	39	38	0	0	0	0	0	0	141	95	462