



San Joaquin County Emergency Medical Services Agency



Memorandum

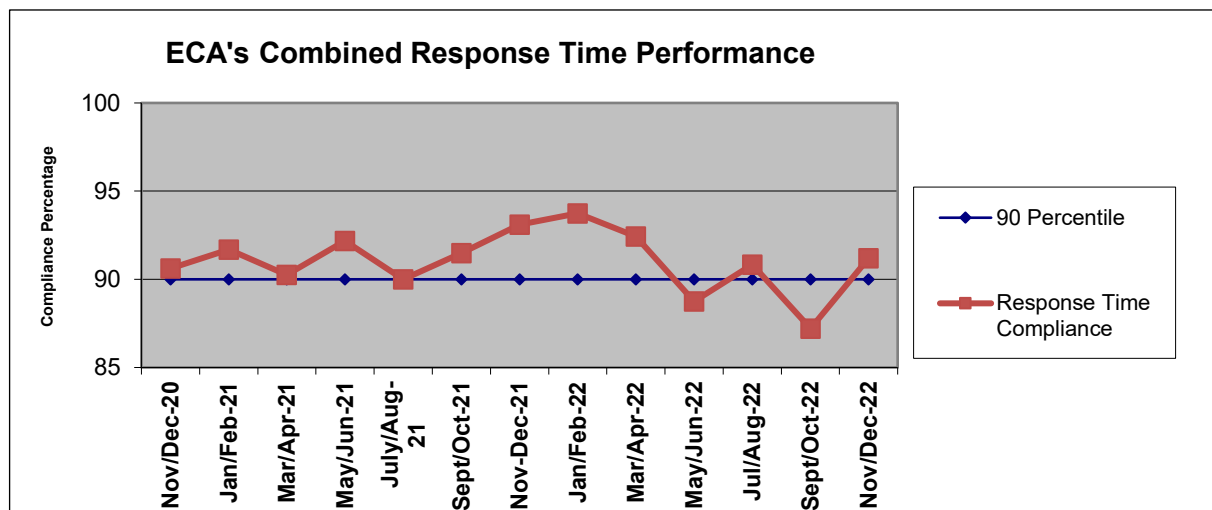
TO: All Interested Parties

FROM: Natisha Plummer, MA, EMS Analyst

DATE: February 7, 2023

SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone F and the contract compliance for the Emergency Ambulance Provider Escalon Community Ambulance (ECA) for the months of November and December 2022, provides an in-depth review of ECA's performance. The County's contract with ECA establishes accountability for meeting specific standards, and provides the EMS Agency with complete access to data and information on ECA's operational, clinical, and administrative performance. Performance data in the table below are the result of combining two months to ensure that a minimum of 100 responses are measured for statistical relevance.



As shown in the graph above, ECA's combined two-month percentile of 91.20% met the 90th percentile standard set by San Joaquin County, with 139 responses. The complete compliance report for November and December 2022 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Escalon Community Ambulance

Response Time Compliance by Month		Nov 2022				
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant Yes No	
SJ ZONE F URBAN	8:00	43	9	79.07%		X
SJ ZONE F SUBURBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
All Zones Combined		67	9	86.57%		

Response Time Compliance by Month		Dec 2022				
Population Density	Response Time Standard	Total Responses	Non-Compliant Non-Exempted	Compliance Percentage	Compliant Yes No	
SJ ZONE F URBAN	8:00	46	3	93.48%	X	
SJ ZONE F SUBURBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
All Zones Combined		72	3	95.83%		

Fines and Penalties Report		
Type of Penalty	Nov 2022	Dec 2022
Late response minutes	\$380	\$180
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
Totals	\$380	\$180

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Response Time Analysis By Population

Population Density & Response Time Standard	Nov 2022			Dec 2022		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	43	9	79.07%	46	3	93.48%
Suburban 20:00	14	0	100.00%	15	0	100.00%
Rural 20:00	10	0	100.00%	11	0	100.00%
Total	67	9	86.57%	72	3	95.83%

Detailed Response Time Analysis

Nov 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	43	18:24	06:16	03:24	10:30
SJ ZONE F SUBURBAN	14	13:02	08:45	02:00	11:16
SJ ZONE F RURAL	10	19:14	11:49	04:33	15:48
Total Responses	67				

Detailed Response Time Analysis

Dec 2022					
Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	46	16:56	05:41	02:41	07:11
SJ ZONE F SUBURBAN	15	10:45	07:47	01:50	10:07
SJ ZONE F RURAL	11	26:57	14:14	05:54	21:54
Total Responses	72				

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Comparison of Compliance with and without Exemptions

Nov 2022						
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE F URBAN	43	9	79.07%	43	9	79.07%
SJ ZONE F SUBURBAN	14	0	100.00%	14	0	100.00%
SJ ZONE F RURAL	10	0	100.00%	10	0	100.00%
All Zones Combined	67	9	86.57%	67	9	86.57%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Dec 2022						
Population Density	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions	Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
SJ ZONE F URBAN	46	3	93.48%	46	3	93.48%
SJ ZONE F SUBURBAN	15	0	100.00%	15	0	100.00%
SJ ZONE F RURAL	11	0	100.00%	11	0	100.00%
All Zones Combined	72	3	95.83%	72	3	95.83%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

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Zone Assist		
Population Density	Nov 2022	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	5
	Ripon	1
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	AMR San Joaquin	1
	Manteca	2

Zone Assist		
Population Density	Dec 2022	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
	Ripon	1
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	AMR San Joaquin	3
	Manteca	1

Exemption Request Reports				
Types of Exemptions	Nov 2022		Dec 2022	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied
Delays in Transferring Care in the Emergency Department	0	0	0	1

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant
11/11/2022	OAKDALE	Escalon	12C04- Convulsion/Seizure
12/08/2022	OAKDALE	Escalon	12D00- Convulsion/Seizure

Failure to Provide Data		
Event Type	Nov 2022	Dec 2022
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Community Service Report		
Event Type		
See Appendix A.		