



San Joaquin County Emergency Medical Services Agency



<http://www.sjgov.org/ems>

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Memorandum

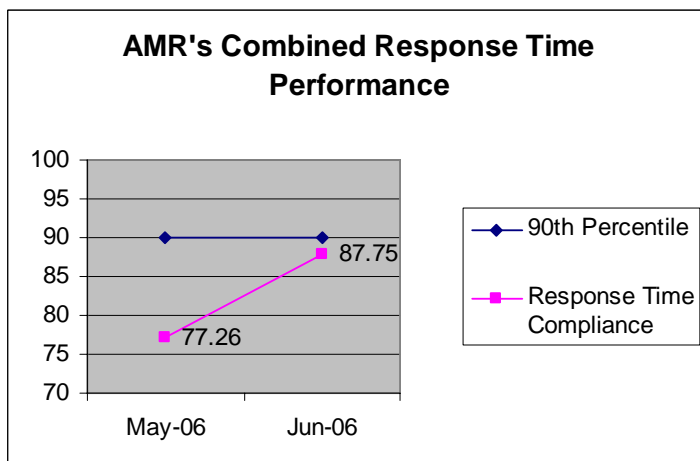
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: August 13, 2006

SUBJ.: EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of May and June 2006.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response (AMR) for the months of May and June 2006 represents our first opportunity to report on AMR's performance under the newly implemented five year contract. The new contract establishes accountability for meeting specific standards and provides the EMS Agency with unprecedented access to data and information on AMR's operational, clinical, and administrative performance. The EMS Agency has real-time access to the computer aided dispatch (CAD) system used by AMR's LIFECOM dispatch center as well as real-time connectivity to AMR's MEDS patient care reporting system. EMS Agency staff painstakingly vetted the CAD data in preparing the compliance report and performing our response time analysis of AMR's May 2006 and June 2006 performance.



AMR's overall response time compliance for all ambulance zones and population densities fell below the 90th percentile standard set by the County, 77.26% for May and 87.75% for June. AMR, which tracks response time compliance on a daily basis, responded to early indications by adding additional ambulances into the emergency ambulance system on May 1, 2006, the first day of the new contract, and again on May 14, 2006. Additionally AMR responded to the daily response time

tracking in mid June by modifying its System Status Management plan by moving to a 100% flexible deployment system, or full-flex system.

In a full-flex system ambulance crews remain in their ambulances on the street at strategically placed posting assignments, waiting for the next emergency medical call. The change to a full-flex system keeps most ambulances on the street and out of stations, thus shortening the response time interval by 30 to 90 seconds or more. Further AMR's System Status Management plan directs the movement of ambulances based upon the number of ambulances available in the system at any given time. For example, if there are 16 ambulances staffed on a Wednesday morning for the greater Stockton area, and 3 are responding to calls, the remaining available ambulances are directed by the system status controller at LIFECOM to change posting assignments in order to cover areas left open by the ambulances on emergency calls.

In all other areas AMR is in full compliance with the County's contract including areas subject to specific fines for non-compliance, such as preventable mechanical failure; data access and submission; staffing and equipment; and weekly unit hours.

There is little question that there have been some difficulties and issues with the start-up of the new emergency ambulance system by AMR. However, these difficulties have been made more complicated than they needed to be by the lack of cooperation by the cities of Stockton, Lodi, and Manteca. While there have been issues, the County's new contract with AMR provides for accountability of the ambulance provider and the ability on the part of the County to enforce its response time performance and quality standards. None of this was possible under the old system of medical dispatch controlled by the City of Stockton. The County and the EMS Agency have already realized the advantages of the new system through greatly improved data collection and data availability, and associated performance that are superior to what was possible under the old system.

The EMS Agency has posted the complete [Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of May and June 2006](#) on the EMS Agency's website located at: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response**

Response Time Compliance Report by 30 Day Rolling Period

May 2006*					June 2006			
Compliance Zone	Total Responses	Performance	Yes	No	Total Responses	Performance	Yes	No
Zone A								
A-1	273	86.45%		X	294	94.56%	X	
A-2	113	67.26%		X	99	70.70%		X
A-3	41	41.46%		X	36	58.33%		X
Zone B								
B-1	960	77.08%		X	962	90.54%	X	
B-2	1171	80.53%		X	1125	89.24%		X
B-3	12	91.67%	X		16	93.75%	X	
B-4	124	60.48%		X	127	71.65%		X
B-5	74	40.54%		X	94	69.15%		X
Zone C								
C-1	236	80.51%		X	262	91.11%	X	
C-2	22	81.82%		X	39	94.87%	X	
C-3	39	82.05%		X	63	74.60%		X
Overall	3065	77.26%			3117	87.75%		

* May 2nd through May 31st

Fines and Penalties Report

Type of Penalty	May 2006	June 2006	YTD
Out of compliance response districts	\$50,000	\$30,000	\$80,000
Late response minutes	\$25,470	\$13,770	\$39,240
Failure to provide data	\$0	\$0	\$0
Preventable mechanical failure	\$0	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0	\$0
Failure to respond	\$0	\$0	\$0
Failure to submit documentation at receiving facility	\$0	\$0	\$0
Other minor breach	\$0	\$0	\$0
Totals	\$75,470	\$43,770	\$119,240

Mechanical Report

Event Type	May	June	Preventable
Engine failure	0	1	0

Failure to Provide Data

Event Type	May	June
No occurrences to report	X	X

Staffing and Equipment Report

Event Type	May	June
No occurrences to report	X	X

Public Information and Education Report

Event Type	May	June
Every 15 Minutes Program with Local High Schools	2	
Habitat for Humanity	1	
Senior Outreach	1	
Career Fair – Middle School	1	
Disaster Preparedness – Assisted Living	1	

Community and First Responder Classes

Event Type	Location	Month
CPR	Boy Scouts	May
Equipment Operations	Waterloo – Morada Fire	May
CPR	Hampton Rehabilitation	May
Hazmat Exercise	Woodbridge Winery	June

Service Complaints from Patients/Families

Event Type	May	June
No occurrences to report	X	X

Weekly Unit Hour Staffing Report

	RFP	May 1 – May 13	May 14 – June 30, 2006
Zone A	672	672	672
Zone B	1848	1872	2187
Zone C	504	504	504
Total	3024	3048	3363

**Response Time Analysis
Population Density**

Population Density & Response Time Standard	May 2006*			June 2006		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	2994	696	76.75%	2898	347	88.03%
Suburban 9:29	81	24	70.37%	111	29	73.87%
Rural 17:29	99	9	90.91%	105	6	94.29%
Wilderness 29:29	0	0	0	3	0	100.00%
Total	3174	729	77.03%	3117	382	87.75%

*May 1st through May 31st

Response Time Analysis*
May 2006

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	272	0:12	21:18	4:59	2:57	8:51
SJ ZONE A-2 URBAN	64	3:08	38:53	7:43	4:47	11:10
SJ ZONE A-3 URBAN	27	4:36	21:52	10:33	4:20	16:52
SJ ZONE B-1 URBAN	958	0:08	24:44	5:45	3:10	9:39
SJ ZONE B-2 URBAN	1164	0:09	32:05	5:28	3:03	9:01
SJ ZONE B-3 URBAN	0	0	0	0	0	0:00
SJ ZONE B-4 URBAN	98	3:36	19:30	7:58	3:22	11:32
SJ ZONE B-5 URBAN	64	1:30	17:03	8:42	2:55	12:33
SJ ZONE C-1 URBAN	218	0:11	26:25	6:17	3:00	11:05
SJ ZONE C-2 URBAN	4	4:02	10:34	7:49	2:23	10:34
SJ ZONE C-3 URBAN	5	6:20	11:06	8:14	1:39	11:06
SJ ZONE A-2 SUBURBAN	31	4:10	26:08	10:01	5:12	15:36
SJ ZONE A-3 SUBURBAN	5	8:37	13:30	10:55	1:58	13:30
SJ ZONE B-4 SUBURBAN	14	0:17	34:48	9:25	8:06	15:56
SJ ZONE B-5 SUBURBAN	5	5:21	11:20	7:47	2:05	11:20
SJ ZONE C-1 SUBURBAN	12	3:25	8:49	5:30	1:46	8:28
SJ ZONE C-2 SUBURBAN	1	7:36	7:36	7:36	0:00	7:36
SJ ZONE C-3 SUBURBAN	10	0:37	24:53	9:58	5:52	13:15
SJ ZONE A-2 RURAL	17	6:58	19:36	12:13	3:34	16:14
SJ ZONE A-3 RURAL	9	3:44	23:25	15:46	5:04	23:25
SJ ZONE B-2 RURAL	1	7:26	7:26	7:26	0:00	7:26
SJ ZONE B-3 RURAL	12	5:19	17:44	10:22	4:01	17:16
SJ ZONE B-4 RURAL	8	4:53	24:47	13:10	5:32	24:47
SJ ZONE B-5 RURAL	4	8:09	23:01	15:11	6:28	23:01
SJ ZONE C-1 RURAL	4	9:26	14:09	11:46	1:49	14:09
SJ ZONE C-2 RURAL	17	1:46	26:38	12:01	4:56	17:10
SJ ZONE C-3 RURAL	23	0:29	15:51	11:12	3:41	15:46
SJ ZONE C-2 WILDERNESS	0	0	0	0	0	0:00
SJ ZONE C-3 WILDERNESS	0	0	0	0	0	0:00
All Urban Compliance Areas	2874	0:08	38:53	5:51	3:21	9:43
All Suburban Compliance Areas	78	0:17	34:48	9:06	5:33	15:34
All Rural Compliance Areas	95	0:29	26:38	12:11	4:38	17:36
All Wilderness Compliance Areas	0	0	0	0	0	0:00

*Excludes exempted records

**Response Time Analysis
June 2006**

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	287	0:14	14:18	4:07	2:08	6:28
SJ ZONE A-2 URBAN	57	0:52	22:46	7:22	3:18	10:52
SJ ZONE A-3 URBAN	25	2:32	18:24	9:06	4:19	14:59
SJ ZONE B-1 URBAN	932	0:00	16:59	4:36	2:30	7:29
SJ ZONE B-2 URBAN	1063	0:12	19:50	4:43	2:41	7:46
SJ ZONE B-3 URBAN	1	7:54	7:54	7:54	0:00	7:54
SJ ZONE B-4 URBAN	96	0:10	18:38	6:59	3:23	11:04
SJ ZONE B-5 URBAN	74	0:10	21:12	7:03	3:52	11:28
SJ ZONE C-1 URBAN	220	0:28	16:03	5:07	2:45	8:27
SJ ZONE C-2 URBAN	6	4:44	8:16	6:44	1:08	8:16
SJ ZONE C-3 URBAN	7	0:16	10:24	6:15	3:07	10:24
SJ ZONE A-2 SUBURBAN	28	0:16	18:26	9:07	4:48	17:01
SJ ZONE A-3 SUBURBAN	5	1:33	12:24	8:20	3:50	12:24
SJ ZONE B-4 SUBURBAN	16	2:31	18:18	9:30	4:59	17:30
SJ ZONE B-5 SUBURBAN	11	1:10	18:31	8:25	5:18	18:02
SJ ZONE C-1 SUBURBAN	17	1:59	12:30	5:24	2:24	8:04
SJ ZONE C-2 SUBURBAN	2	8:40	9:16	8:58	0:18	9:16
SJ ZONE C-3 SUBURBAN	24	0:14	28:25	9:36	5:40	14:51
SJ ZONE A-2 RURAL	9	5:04	18:48	14:08	3:56	18:48
SJ ZONE A-3 RURAL	1	14:23	14:23	14:23	0:00	14:23
SJ ZONE B-2 RURAL	3	9:31	13:20	10:54	1:43	13:20
SJ ZONE B-3 RURAL	14	1:26	18:35	9:28	4:15	15:36
SJ ZONE B-4 RURAL	5	4:57	16:30	8:43	4:10	16:30
SJ ZONE B-5 RURAL	4	7:05	14:03	10:09	2:30	14:03
SJ ZONE C-1 RURAL	8	0:45	15:24	5:52	4:09	15:24
SJ ZONE C-2 RURAL	23	3:03	24:19	10:32	4:41	15:25
SJ ZONE C-3 RURAL	28	0:55	30:33	12:03	6:32	21:25
SJ ZONE C-2 WILDERNESS	2	1:28	12:44	7:06	5:38	12:44
SJ ZONE C-3 WILDERNESS	1	11:19	11:19	11:19	0:00	11:19
All Urban Compliance Areas	2768	0:00	22:46	4:54	2:48	8:16
All Suburban Compliance Areas	103	0:14	28:25	8:34	4:57	15:31
All Rural Compliance Areas	95	0:45	30:33	10:43	5:23	17:04
All Wilderness Compliance Areas	3	1:28	12:44	8:30	5:01	12:44

*Excludes exempted records

**Exemption Request Report
May 2006**

Date	Incident	Zone	Type of Exemption Requested	EMS Agency Action
05/01/2006	06011161	C-3	UTL	Exempt
05/02/2006	06011633	C-1	Location Change	Exempt
05/04/2006	06012330	B-5	Location Change	Exempt
05/05/2006	06013179	C-1	Location Change	Exempt
05/06/2006	06013618	B-1	Other	Exempt
05/07/2006	06013831	B-4	Traffic Secondary to Incident	Not Exempt
05/08/2006	06014268	A-2	Location Change	Not Exempt
05/14/2006	06017355	B-2	Train	Exempt
05/16/2006	06018552	B-4	Location Change	Exempt
05/17/2006	06018686	B-2	Traffic Secondary to Incident	Not Exempt
05/20/2006	06020449	A-2	Train	Exempt
05/22/2006	06021125	B-1	Location Change	Not Exempt
05/23/2006	06021462	B-2	Location Change	Not Exempt
05/27/2006	06023640	C-1	Location Change	Exempt
05/28/2006	06023690	B-2	Reduced/Upgraded Response	Exempt

**Exemption Request Report
June 2006**

Date	Incident	Zone	Type of Exemption Requested	EMS Agency Action
06/01/06	06025483	C-1	Bad Address	Not Exempt
06/01/06	06025665	B-4	Traffic Secondary to Incident	Exempt
06/02/06	06026089	B-5	Traffic	Exempt
06/12/06	06030550	B-2	Traffic Secondary to Incident	Exempt
06/13/06	06031026	C-3	Call Upgraded	Exempt
06/22/06	6035015	B-5	Stopped at other incident by citizen	Exempt
06/26/06	06036657		Alameda County	Exempt
06/26/06	06036719	B-5	Road Construction	Exempt
06/26/06	06036847	B-2	Bad Location	Exempt
06/26/06	06036893		Alameda County	Exempt
06/30/06	06038478	B-4	Address Change	Exempt
06/30/06	06038652		Alameda County	Exempt

