



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

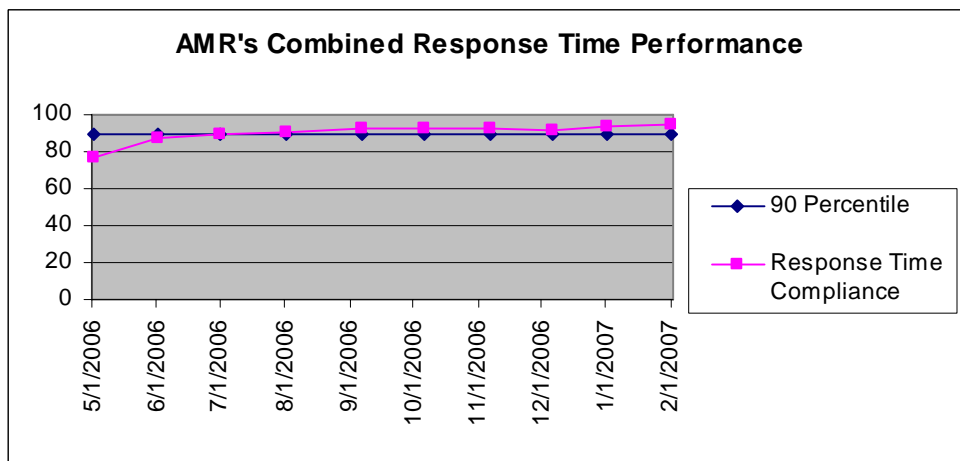
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: May 7, 2007, 2007

SUBJECT: Emergency Medical Services (EMS) Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response (AMR) for the months of January and February 2007.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of January and February 2007 represents the fifth opportunity to report on AMR's performance under their five year contract. The AMR contract establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on AMR's operational, clinical, and administrative performance. EMS Agency staff has vetted AMR's computer aided dispatch (CAD) data in preparing the compliance report and performing its response time analysis of AMR's January and February 2007 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 93.68% for January and 94.81% for February.

AMR continues to make improvements in the mean response

times in the urban and suburban areas of zones A-2, A-3, B-4, and B-5. However, performance remains outside the County's response time standards. The EMS Agency is working with AMR to analyze the potential impact of incorrectly assigned population densities may be having on the low compliance numbers in these areas. By contract the County and

Ambulance Performance Report

May 7, 2007

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AMR must annually review the population density assignments in all zones and make adjustments as appropriate.

As discussed briefly in the November-December performance report, an emerging issue facing the EMS system is the growing problem of delays in transferring care in the emergency department. In some hospitals the transfer of care has exceeded nine hours and on at least one occasion nine ambulance crews were delayed at one hospital, requiring the prehospital personnel to continue to treat their patients in emergency department hallways while waiting for the hospital to accept their patients. Forty response time exemptions were granted to AMR as a result of this practice by hospitals for the months of January and February 2007.

The complete Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of January and February 2007 may be viewed 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

January 1 through January 30, 2007					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	301	6	98.01%	X	
SJC Zone A-2	105	13	87.62%		X
SJC Zone A-3	43	15	65.12%		X
SJC Zone B-1	1088	75	93.11%	X	
SJC Zone B-2	1267	62	95.11%	X	
SJC Zone B-3	17	1	94.12%	X	
SJC Zone B-4	121	13	89.26%		X
SJC Zone B-5	101	18	82.18%		X
SJC Zone C-1	256	7	97.27%	X	
SJC Zone C-2	40	4	90.00%	X	
SJC Zone C-3	64	1	98.44%	X	
All Zones Combined	3403	215	93.68%	7	4

Response Time Compliance Report by 30 Day Rolling Period

February 1 through March 2, 2007					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	340	5	98.53%	X	
SJC Zone A-2	115	18	84.35%		X
SJC Zone A-3	51	7	86.27%		X
SJC Zone B-1	1127	62	94.50%	X	
SJC Zone B-2	1313	52	96.04%	X	
SJC Zone B-3	16	1	93.75%	X	
SJC Zone B-4	111	9	91.89%	X	
SJC Zone B-5	102	18	82.35%		X
SJC Zone C-1	247	10	95.95%	X	
SJC Zone C-2	45	0	100.00%	X	
SJC Zone C-3	58	1	98.28%	X	
All Zones Combined	3525	183	94.81%	8	3

Fines and Penalties Report

Type of Penalty	January 2007	February 2007
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$5,400	\$4,000
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
Totals	\$25,400	\$19,000

Weekly Unit Hour Staffing Report

	RFP	January 2007	February 2007
Zone A	672	672	672
Zone B	1848	2160	2160
Zone C	504	504	504
Total	3024	3336	3336

**Response Time Analysis By Population Density
All Responses**

Population Density & Response Time Standard	January 2007			February 2007		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3277	203	93.81%	3127	162	94.82%
Suburban 9:29	96	14	85.42%	72	12	83.33%
Rural 17:29	125	2	98.40%	107	2	98.13%
Wilderness 29:29	15	2	86.67%	9	0	100.00%
Total	3513	221	93.71%	3315	176	94.69%

**Detailed Response Time Analysis
January 2007**

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	301	0:05	10:13	3:35	1:48	5:37
SJ ZONE A-2 URBAN	59	0:14	12:46	5:53	2:18	9:11
SJ ZONE A-3 URBAN	27	0:49	11:35	6:23	2:35	9:30
SJ ZONE B-1 URBAN	1085	0:03	20:19	4:26	2:16	7:05
SJ ZONE B-2 URBAN	1262	0:09	13:07	4:20	2:06	6:51
SJ ZONE B-3 URBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-4 URBAN	103	0:12	19:43	4:52	2:34	7:28
SJ ZONE B-5 URBAN	79	0:18	11:44	5:51	2:25	9:13
SJ ZONE C-1 URBAN	241	0:03	11:00	3:37	1:53	5:56
SJ ZONE C-2 URBAN	4	4:19	9:18	7:25	1:54	9:18
SJ ZONE C-3 URBAN	9	1:29	6:52	4:29	1:52	6:52
	0					
SJ ZONE A-2 SUBURBAN	29	0:08	15:52	7:07	3:26	12:49
SJ ZONE A-3 SUBURBAN	8	7:22	13:22	9:57	2:07	13:22
SJ ZONE B-4 SUBURBAN	10	2:48	14:03	7:45	3:11	11:11
SJ ZONE B-5 SUBURBAN	13	3:44	8:22	6:10	1:26	8:07
SJ ZONE C-1 SUBURBAN	15	2:49	11:42	5:20	2:13	8:12
SJ ZONE C-2 SUBURBAN	2	4:49	5:56	5:22	0:34	5:56
SJ ZONE C-3 SUBURBAN	15	3:32	16:02	7:13	2:40	8:52
	0					
SJ ZONE A-2 RURAL	17	2:12	16:58	10:50	4:02	16:48
SJ ZONE A-3 RURAL	8	4:17	17:06	10:53	3:54	17:06
SJ ZONE B-2 RURAL	3	4:02	13:23	8:11	3:53	13:23
SJ ZONE B-3 RURAL	15	0:51	24:07	10:11	5:15	14:46
SJ ZONE B-4 RURAL	8	0:39	20:34	10:37	5:20	20:34
SJ ZONE B-5 RURAL	9	3:42	14:51	7:47	3:06	14:51
SJ ZONE C-1 RURAL	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE C-2 RURAL	20	5:28	17:20	9:40	2:44	12:58
SJ ZONE C-3 RURAL	40	0:11	17:06	8:21	4:45	13:36
	0					
SJ ZONE C-2 WILDERNESS	14	0:42	46:47	14:45	12:09	38:36
SJ ZONE C-3 WILDERNESS	0	0:00	0:00	0:00	0:00	0:00
	0					
All Urban Compliance Areas	3170	0:03	20:19	4:21	2:12	7:03
All Suburban Compliance Areas	92	0:08	16:02	6:59	2:59	10:58
All Rural Compliance Areas	120	0:11	24:07	9:25	4:27	14:51
All Wilderness Compliance Areas	14	0:42	46:47	14:45	12:09	38:36

**Detailed Response Time Analysis
February 2007**

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	340	0:05	9:40	3:38	1:45	5:59
SJ ZONE A-2 URBAN	82	0:10	11:38	5:42	2:10	8:23
SJ ZONE A-3 URBAN	33	2:09	10:17	5:23	1:57	8:21
SJ ZONE B-1 URBAN	1127	0:03	16:02	4:18	2:07	6:57
SJ ZONE B-2 URBAN	1309	0:00	14:48	4:10	2:01	6:36
SJ ZONE B-3 URBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE B-4 URBAN	100	0:11	10:33	4:42	2:01	7:43
SJ ZONE B-5 URBAN	78	0:07	14:15	6:12	2:55	9:55
SJ ZONE C-1 URBAN	233	0:07	14:57	3:48	1:57	6:23
SJ ZONE C-2 URBAN	10	1:59	7:11	5:01	1:39	6:56
SJ ZONE C-3 URBAN	9	2:34	8:08	4:19	1:41	8:08
	0					
SJ ZONE A-2 SUBURBAN	19	1:19	12:39	8:21	2:55	12:29
SJ ZONE A-3 SUBURBAN	10	2:42	11:59	7:27	2:53	9:55
SJ ZONE B-4 SUBURBAN	8	4:22	20:00	8:11	4:46	20:00
SJ ZONE B-5 SUBURBAN	14	1:50	9:08	5:54	2:16	9:04
SJ ZONE C-1 SUBURBAN	14	3:29	13:06	6:04	2:50	11:20
SJ ZONE C-2 SUBURBAN	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE C-3 SUBURBAN	8	0:58	8:24	5:21	1:00	8:24
	0					
SJ ZONE A-2 RURAL	14	1:41	17:27	10:11	4:17	17:07
SJ ZONE A-3 RURAL	8	1:16	17:10	9:41	4:25	17:10
SJ ZONE B-2 RURAL	1	8:44	8:44	8:44	0:00	8:44
SJ ZONE B-3 RURAL	16	2:05	40:46	11:31	8:22	15:04
SJ ZONE B-4 RURAL	2	4:56	23:22	14:09	9:13	23:22
SJ ZONE B-5 RURAL	8	4:04	14:40	9:08	3:00	14:40
SJ ZONE C-1 RURAL	0	0:00	0:00	0:00	0:00	0:00
SJ ZONE C-2 RURAL	25	0:31	17:19	10:04	3:19	13:25
SJ ZONE C-3 RURAL	41	0:03	16:53	6:46	5:21	13:57
	0					
SJ ZONE C-2 WILDERNESS	10	2:53	18:12	9:14	4:29	12:50
SJ ZONE C-3 WILDERNESS	0	0:00	0:00	0:00	0:00	0:00
	0					
All Urban Compliance Areas	3321	0:00	16:02	4:15	2:06	6:54
All Suburban Compliance Areas	73	0:58	20:00	6:58	3:11	11:20
All Rural Compliance Areas	115	0:03	40:46	9:04	5:37	15:04
All Wilderness Compliance Areas	10	2:53	18:12	9:14	4:29	12:50

**Exemption Request Report
January 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
1/1/2007	01012007-0000865	A-3	Fog	Exempt
1/3/2007	7000536	C-1	Poor address information	Not Exempt
1/3/2007	01032007-0000013	A-3	Fog	Exempt
1/5/2007	7001354	A-1	Code 2 call	Not Exempt
1/7/2007	7002330	B-2	Poor address information	Not Exempt
1/8/2007	7002731	B-2	Duplicate record	Exempt
1/9/2007	7003317	B-5	Poor address information	Exempt
1/10/2007	7003772	B-2	Ambulances delayed at hospital	Exempt
1/18/2007	7007406	B-4	Ambulances delayed at hospital	Exempt
1/23/2007	7009366	B-1	Ambulances delayed at hospital	Exempt
1/23/2007	7009367	B-2	Poor address information	Exempt
1/23/2007	7009387	B-2	Ambulances delayed at hospital	Exempt
1/24/2007	01242007-0000151	A-2	Ambulances delayed at hospital	Exempt
1/24/2007	7010019	B-1	Translator services required	Exempt
1/25/2007	7010313	B-2	Ambulances delayed at hospital	Exempt
1/25/2007	7010343	B-2	Ambulances delayed at hospital	Exempt
1/26/2007	7010644	B-1	Fog	Exempt
1/26/2007	7010892	B-1	Ambulances delayed at hospital	Exempt
1/29/2007	7012203	B-2	Ambulances delayed at hospital	Exempt
1/29/2007	7012211	B-2	Ambulances delayed at hospital	Exempt
1/30/2007	7012526	B-1	Ambulances delayed at hospital	Exempt
1/31/2007	7013065	B-2	Ambulances delayed at hospital	Exempt

**Exemption Request Report
February 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
2/1/2007	7013489	B-2	Ambulances delayed at hospital	Exempt
2/3/2007	7014277	B-1	Fog	Exempt
2/4/2007	02042007-0000406	B-4	Ambulances delayed at hospital	Exempt
2/4/2007	7014773	B-5	Ambulances delayed at hospital	Exempt
2/4/2007	7014895	B-1	Ambulances delayed at hospital	Exempt
2/4/2007	7014926	B-1	Ambulances delayed at hospital	Exempt
2/6/2007	02062007-0000429	B-4	Road construction	Exempt
2/6/2007	7015619	B-2	Ambulances delayed at hospital	Exempt
2/6/2007	7015709	B-1	Ambulances delayed at hospital	Exempt
2/9/2007	7017130	B-1	Ambulances delayed at hospital	Exempt
2/9/2007	7017195	B-4	Ambulances delayed at hospital	Exempt
2/9/2007	7017216	A-2	Ambulances delayed at hospital	Not Exempt
2/10/2007	7017527	B-2	Heavy rain	Exempt
2/10/2007	7017786	A-1	Heavy rain	Exempt
2/11/2007	7017901	B-1	Ambulances delayed at hospital	Exempt
2/11/2007	02112007-0000490	B-5	Ambulances delayed at hospital	Exempt
2/12/2007	02122007-0000029	B-1	Ambulances delayed at hospital	Exempt
2/12/2007	7018505	B-1	Ambulances delayed at hospital	Exempt
2/12/2007	7018542	B-1	Ambulances delayed at hospital	Exempt
2/12/2007	7018566	B-2	Ambulances delayed at hospital	Exempt
2/14/2007	02142007-0000532	B-5	Ambulances delayed at hospital	Exempt
2/15/2007	02152007-0000310	A-2	Train	Exempt
2/15/2007	7020109	B-1	Ambulances delayed at hospital	Exempt
2/21/2007	7022710	B-2	Train	Exempt
2/21/2007	7022805	B-2	Ambulances delayed at hospital	Exempt
2/22/2007	7022929	B-1	Ambulances delayed at hospital	Exempt
2/22/2007	02222007-0000623	B-4	Ambulances delayed at hospital	Exempt
2/23/2007	7023635	B-2	Ambulances delayed at hospital	Exempt
2/24/2007	7023988	B-2	Ambulances delayed at hospital	Exempt
2/24/2007	02242007-0000648	B-2	Ambulances delayed at hospital	Exempt
2/24/2007	7024039	B-2	Ambulances delayed at hospital	Not Exempt
2/25/2007	02252007-0000407	A-2	Train	Exempt
2/25/2007	02252007-0000664	B-4	Ambulances delayed at hospital	Exempt
2/26/2007	7024840	B-1	Ambulances delayed at hospital	Exempt
2/26/2007	7025010	A-2	Ambulances delayed at hospital	Exempt

Contract Year 1 Cumulative Performance Summary

Response Time Compliance													
Zone	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	Monthly Average
A-1	86.45%	94.56%	94.94%	96.40%	97.72%	99.37%	97.58%	99.09%	98.01%	98.53%			96.26%
A-2	67.26%	70.70%	74.29%	62.99%	78.57%	71.88%	72.63%	80.19%	87.62%	84.35%			75.05%
A-3	41.46%	58.33%	65.15%	53.06%	58.62%	69.64%	80.70%	77.19%	65.12%	86.27%			65.55%
B-1	77.08%	90.54%	92.74%	94.12%	94.75%	93.51%	92.30%	91.51%	93.11%	94.50%			91.42%
B-2	80.53%	89.24%	91.67%	93.76%	94.38%	95.06%	94.56%	93.43%	95.11%	96.04%			92.38%
B-3	91.67%	93.75%	88.89%	86.67%	91.66%	100.00%	100.00%	95.00%	94.12%	93.75%			93.55%
B-4	60.48%	71.65%	74.63%	81.03%	74.82%	83.33%	91.80%	82.40%	89.26%	91.89%			80.13%
B-5	40.54%	69.15%	73.64%	72.41%	70.00%	70.19%	76.14%	75.95%	82.18%	82.35%			71.25%
C-1	80.51%	91.11%	92.31%	92.22%	95.22%	97.37%	94.38%	96.58%	97.27%	95.95%			93.29%
C-2	81.82%	94.87%	93.33%	87.10%	97.14%	85.37%	90.57%	95.35%	90.00%	100.00%			91.55%
C-3	82.05%	74.60%	91.53%	90.91%	87.64%	92.50%	86.21%	88.46%	98.44%	98.28%			89.06%
All Zones	77.26%	87.75%	90.00%	90.82%	92.35%	92.75%	92.48%	92.06%	93.68%	94.81%			90.40%

Failure to Provide Data

Event Type	January 2007	February 2007
No occurrences to report	0	0

Community Service Report

Event Type	Month
Mended Hearts Presentaion San Joaquin General Hospital	January
Ambulance Demo Melville Jacob Preschool, Tracy	January
Career Day Lodi Middle School	January
In-service Education for The Commons SNF, Stockton	January
Ambulance Demo Sutter Tracy Hospital	January

Mechanical Report

Event Type	January 2007	February 2007	Preventable
No occurrences to report	0	0	n/a

EMS and First Responder Education

Event Type	Location	Month
Automatic External Defibrillation (AED) Training	Collegeville Fire Dist	January
Automatic External Defibrillation (AED) Training	Farmington Fire Dist	January
Automatic External Defibrillation (AED) Training	Lathrop Manteca Fire Dist	January
Automatic External Defibrillation (AED) Training	Tracy Rural Fire Dist	January

Service Complaints from Patients/Families

Event Type	January	February
None reported	0	0

Service Compliments

Event Type	Month
None reported	

