



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

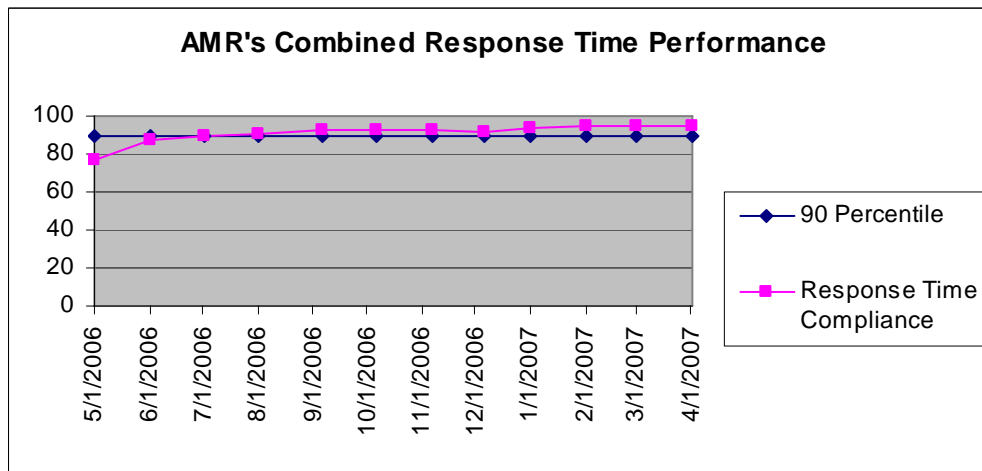
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: July 10, 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 March and April 2007.

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of March and April 2007 represents the sixth 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 March and April 2007 performance.



AMR's combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County, 94.98% for March and 95.20% for April.

As discussed in the January – February performance report, the issue of delays

in transferring care in the emergency department is adversely affecting ambulance response times and ambulance availability. In some hospitals the transfer of care continues to exceed the federal standard of 15 minutes, as well as our local standard of 30 minutes. Forty-two response time exemptions were granted to AMR as a result of this practice by hospitals for

Ambulance Performance Report

July 10, 2007

Page 2 of 2

the months of March and April 2007. The EMS Agency is working with representatives from St. Joseph's Medical Center, San Joaquin General Hospital, San Joaquin County Health Care Services, the Health Plan of San Joaquin, AMR and other ambulance providers to develop solutions and minimize the impact of delays at emergency departments.

The EMS Agency is in the process of updating population density assignments in rural and suburban areas of the County in accordance with the AMR contract requirement to review the population density assignments in all zones and make adjustments as appropriate. The upgraded assignments are scheduled to take effect on August 1, 2007.

The complete Report on the Exclusive Emergency Ambulance Provider Contract Compliance for American Medical Response for the months of March and April 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

March 1, 2007 through March 30, 2007

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	327	5	98.47%	X	
SJC Zone A-2	96	21	78.13%		X
SJC Zone A-3	44	13	70.45%		X
SJC Zone B-1	1060	49	95.38%	X	
SJC Zone B-2	1240	50	95.97%	X	
SJC Zone B-3	21	1	95.24%	X	
SJC Zone B-4	153	8	94.77%	X	
SJC Zone B-5	85	10	88.24%		X
SJC Zone C-1	264	9	96.59%	X	
SJC Zone C-2	62	2	96.77%	X	
SJC Zone C-3	55	3	94.55%	X	
All Zones Combined	3407	171	94.98%	8	3

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2007 through April 30, 2007

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	377	9	97.61%	X	
SJC Zone A-2	96	9	90.63%	X	
SJC Zone A-3	43	9	79.07%		X
SJC Zone B-1	1111	52	95.32%	X	
SJC Zone B-2	1289	51	96.04%	X	
SJC Zone B-3	17	1	94.12%	X	
SJC Zone B-4	141	15	89.36%		X
SJC Zone B-5	82	13	84.15%		X
SJC Zone C-1	226	5	97.79%	X	
SJC Zone C-2	64	3	95.31%	X	
SJC Zone C-3	53	1	98.11%	X	
All Zones Combined	3499	168	95.20%	8	3

Fines and Penalties Report

Type of Penalty	March 2007	April 2007
Out of compliance response districts	\$15,000	\$15,000
Late response minutes	\$5,400	\$4,000
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$500	\$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	\$20,900	\$19,000

Weekly Unit Hour Staffing Report

	RFP	March 2007	April 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	March 2007			April 2007		
	Number of Responses	Number of Non- Compliant Responses	Percent Compliant	Number of Responses	Number of Non- Compliant Responses	Percent Compliant
Urban 7:29	3293	159	95.17%	3284	157	95.22%
Suburban 9:29	84	13	84.52%	84	8	90.48%
Rural 17:29	120	4	96.67%	109	3	97.25%
Wilderness 29:29	29	0	100.00%	22	0	100.00%
Total	3526	176	95.01%	3499	168	95.20%

Detailed Response Time Analysis
March 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	326	0:01	7:52	3:44	1:43	6:04
SJ ZONE A-2 URBAN	50	3:48	12:28	6:26	1:48	8:39
SJ ZONE A-3 URBAN	33	1:04	12:12	6:41	2:44	11:01
SJ ZONE B-1 URBAN	1060	0:05	16:56	4:24	2:07	6:54
SJ ZONE B-2 URBAN	1232	0:06	12:04	4:16	1:55	6:43
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	137	0:09	9:05	4:29	1:54	6:57
SJ ZONE B-5 URBAN	65	0:23	13:06	5:15	2:22	8:02
SJ ZONE C-1 URBAN	247	0:05	13:53	3:50	1:54	6:10
SJ ZONE C-2 URBAN	11	0:19	9:31	5:24	2:28	8:33
SJ ZONE C-3 URBAN	9	1:42	6:13	4:23	1:35	6:13
SJ ZONE A-2 SUBURBAN	28	3:47	15:47	8:01	2:46	12:23
SJ ZONE A-3 SUBURBAN	3	6:51	9:35	8:17	1:07	9:35
SJ ZONE B-4 SUBURBAN	13	0:22	11:54	6:27	3:21	11:10
SJ ZONE B-5 SUBURBAN	11	0:40	14:00	4:41	3:20	6:19
SJ ZONE C-1 SUBURBAN	14	0:51	5:55	3:24	1:38	5:47
SJ ZONE C-2 SUBURBAN	2	3:44	4:57	4:20	0:37	4:57
SJ ZONE C-3 SUBURBAN	11	0:00	11:41	6:29	3:08	10:47
SJ ZONE A-2 RURAL	18	4:26	21:31	12:08	4:56	20:51
SJ ZONE A-3 RURAL	8	2:40	13:43	7:21	3:37	13:43
SJ ZONE B-2 RURAL	1	11:05	11:05	11:05	0:00	11:05
SJ ZONE B-3 RURAL	21	1:07	18:12	8:06	4:45	14:11
SJ ZONE B-4 RURAL	3	7:37	17:06	11:52	3:56	17:06
SJ ZONE B-5 RURAL	9	1:58	11:25	5:43	2:33	11:25
SJ ZONE C-1 RURAL	2	8:51	9:00	8:55	0:05	9:00
SJ ZONE C-2 RURAL	20	3:15	13:12	9:29	2:31	12:40
SJ ZONE C-3 RURAL	35	0:00	19:30	7:54	5:06	14:16
SJ ZONE C-2 WILDERNESS	29	1:11	24:24	12:54	5:46	20:43
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3170	0:01	16:56		4:19	2:02
All Suburban Compliance Areas	82	0:00	15:47		6:15	3:17
All Rural Compliance Areas	117	0:00	21:31		8:48	4:40
All Wilderness Compliance Areas	29	1:11	24:24		12:54	5:46

Detailed Response Time Analysis
April 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	377	0:06	10:31	4:03	1:39	5:57
SJ ZONE A-2 URBAN	46	0:37	7:57	4:59	1:46	7:03
SJ ZONE A-3 URBAN	31	1:19	13:49	6:10	3:23	12:07
SJ ZONE B-1 URBAN	1110	0:09	15:42	4:25	2:10	6:56
SJ ZONE B-2 URBAN	1288	0:03	13:40	4:16	2:00	6:38
SJ ZONE B-3 URBAN	0	0:00	0:00	ULL	0:00	0:00
SJ ZONE B-4 URBAN	128	0:22	10:14	5:04	2:05	7:50
SJ ZONE B-5 URBAN	63	0:05	11:36	6:04	2:33	9:06
SJ ZONE C-1 URBAN	213	0:03	10:22	3:44	1:51	6:21
SJ ZONE C-2 URBAN	12	3:54	8:39	6:26	1:15	7:41
SJ ZONE C-3 URBAN	14	1:33	6:24	3:59	1:26	5:33
SJ ZONE A-2 SUBURBAN	36	4:08	14:32	7:51	2:30	12:51
SJ ZONE A-3 SUBURBAN	6	1:35	14:30	8:12	3:45	14:30
SJ ZONE B-4 SUBURBAN	7	2:47	13:29	6:46	3:25	13:29
SJ ZONE B-5 SUBURBAN	10	0:35	8:55	5:37	2:14	8:43
SJ ZONE C-1 SUBURBAN	11	0:32	8:00	5:18	2:02	7:59
SJ ZONE C-2 SUBURBAN	3	5:09	6:45	5:52	0:40	6:45
SJ ZONE C-3 SUBURBAN	11	0:00	13:29	6:03	3:29	8:08
SJ ZONE A-2 RURAL	13	0:21	17:55	10:51	4:38	17:26
SJ ZONE A-3 RURAL	6	3:20	16:05	8:00	4:18	16:05
SJ ZONE B-2 RURAL	1	7:47	7:47	7:47	0:00	7:47
SJ ZONE B-3 RURAL	17	4:53	22:03	9:44	4:09	14:52
SJ ZONE B-4 RURAL	6	1:28	16:54	10:38	5:07	16:54
SJ ZONE B-5 RURAL	9	2:48	15:15	9:00	3:23	15:15
SJ ZONE C-1 RURAL	2	4:18	6:35	5:26	1:09	6:35
SJ ZONE C-2 RURAL	27	0:06	19:09	9:15	3:51	14:45
SJ ZONE C-3 RURAL	28	0:04	16:46	7:29	4:00	13:37
SJ ZONE C-2 WILDERNESS	22	0:19	24:15	10:51	6:07	16:49
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3282	0:03	15:42		4:22	2:05
All Suburban Compliance Areas	84	0:00	14:32		6:53	2:56
All Rural Compliance Areas	109	0:04	22:03		8:58	4:31
All Wilderness Compliance Areas	22	0:19	24:15		10:51	6:07

**Exemption Request Report
March 2007**

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
3/1/2007	7026027	B-1	Ambulance involved in collision	Not Exempt
3/1/2007	7026052	B-2	Ambulances delayed at hospital	Exempt
3/1/2007	7026265	B-4	Ambulances delayed at hospital	Exempt
3/5/2007	7027609	B-2	Delayed by train	Not Exempt
3/5/2007	03052007-0000461	A-2	Ambulances delayed at hospital	Exempt
3/7/2007	7028859	B-1	Ambulances delayed at hospital	Exempt
3/8/2007	7029242	B-1	Ambulances delayed at hospital	Exempt
3/9/2007	7029531	B-1	Delayed by train	Not Exempt
3/9/2007	7029917	B-5	Delayed by train	Not Exempt
3/11/2007	03112007-0000497	A-3	Ambulances delayed at hospital	Exempt
3/12/2007	7031135	B-2	Ambulances delayed at hospital	Exempt
3/12/2007	7031171	C-1	Delayed by traffic	Not Exempt
3/12/2007	7031201	A-2	Ambulances delayed at hospital	Exempt
3/13/2007	7031588	B-2	Ambulances delayed at hospital	Exempt
3/14/2007	7031995	B-2	Bad address	Not Exempt
3/15/2007	7032205	B-1	Ambulances delayed at hospital	Exempt
3/16/2007	7032636	A-2	Fog	Not Exempt
3/16/2007	7032928	B-2	Ambulances delayed at hospital	Exempt
3/16/2007	7032951	B-1	Ambulances delayed at hospital	Exempt
3/16/2007	7032968	B-2	Ambulances delayed at hospital	Exempt
3/17/2007	7033460	B-1	Ambulances delayed at hospital	Exempt
3/19/2007	7034251	B-1	Ambulances delayed at hospital	Exempt
3/19/2007	7034287	B-1	Ambulances delayed at hospital	Exempt
3/23/2007	7035676	A-2	Bad address	Not Exempt
3/23/2007	03232007-0000950	B-2	Ambulances delayed at hospital	Exempt
3/24/2007	7036447	B-2	Bad address	Not Exempt
3/25/2007	7036659	B-2	Bad address	Not Exempt
3/27/2007	7037267	A-1	Delayed by train	Not Exempt
3/28/2007	7037730	B-2	Ambulances delayed at hospital	Exempt

Exemption Request Report
April 2007

Date	Incident ID	Zone	Type of Exemption Requested	EMS Agency Action
4/1/2007	7039779	B-1	Ambulances Delayed at Hospital	Exempt
4/3/2007	04032007-0001091	B-4	Road Construction	Not Exempt
4/3/2007	04032007-0001092	B-4	Ambulances Delayed at Hospital	Exempt
4/3/2007	7040628	B-2	Ambulances Delayed at Hospital	Exempt
4/3/2007	7040763	B-1	Ambulances Delayed at Hospital	Exempt
4/4/2007	04042007-0000628	A-2	Bad Address location	Not Exempt
4/5/2007	04052007-0001136	B-4	Ambulances Delayed at Hospital	Exempt
4/5/2007	7041418	B-2	Ambulances Delayed at Hospital	Exempt
4/5/2007	7041618	B-1	Ambulances Delayed at Hospital	Exempt
4/6/2007	7041966	B-1	Ambulances Delayed at Hospital	Exempt
4/7/2007	04072007-0001166	B-5	UTL - canceled by CHP	Exempt
4/9/2007	7043267	B-1	Ambulances Delayed at Hospital	Exempt
4/10/2007	7043401	B-2	Ambulances Delayed at Hospital	Exempt
4/12/2007	7044477	B-2	Ambulances Delayed at Hospital	Exempt
4/13/2007	7044877	B-2	Ambulances Delayed at Hospital	Exempt
4/15/2007	7045603	B-5	Ambulances Delayed at Hospital	Exempt
4/15/2007	7045747	B-1	Ambulances Delayed at Hospital	Exempt
4/16/2007	7045874	B-1	Ambulances Delayed at Hospital	Exempt
4/16/2007	04162007-0001266	B-2	Ambulances Delayed at Hospital	Exempt
4/16/2007	7046161	B-2	Ambulances Delayed at Hospital	Exempt
4/19/2007	7047361	B-2	Ambulances Delayed at Hospital	Exempt
4/20/2007	7047977	B-5	Ambulances Delayed at Hospital	Exempt
4/23/2007	7048877	B-2	Bad Address location	Not Exempt
4/24/2007	04242007-0001385	B-2	Ambulances Delayed at Hospital	Exempt
4/24/2007	7049573	B-1	Ambulances Delayed at Hospital	Exempt
4/25/2007	7049950	B-2	Ambulances Delayed at Hospital	Exempt
4/26/2007	7050272	B-1	Road Construction	Exempt
4/26/2007	7050387	B-2	Ambulances Delayed at Hospital	Exempt
4/27/2007	7050804	B-1	Ambulances Delayed at Hospital	Exempt
4/30/2007	7052017	B-2	Call reduced to code 2 after arriving on scene	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%	95%	95%	96%	98%	99%	98%	99%	98%	99%	98%	98%	96.6%
A-2	67%	71%	74%	63%	79%	72%	73%	80%	88%	84%	78%	91%	76.6%
A-3	41%	58%	65%	53%	59%	70%	81%	77%	65%	86%	70%	79%	67.1%
B-1	77%	91%	93%	94%	95%	94%	92%	92%	93%	95%	95%	95%	92.1%
B-2	81%	89%	92%	94%	94%	95%	95%	93%	95%	96%	96%	96%	93.0%
B-3	92%	94%	89%	87%	92%	100%	100%	95%	94%	94%	95%	94%	93.7%
B-4	60%	72%	75%	81%	75%	83%	92%	82%	89%	92%	95%	89%	82.1%
B-5	41%	69%	74%	72%	70%	70%	76%	76%	82%	82%	88%	84%	73.7%
C-1	81%	91%	92%	92%	95%	97%	94%	97%	97%	96%	97%	98%	93.9%
C-2	82%	95%	93%	87%	97%	85%	91%	95%	90%	100%	97%	95%	92.3%
C-3	82%	75%	92%	91%	88%	93%	86%	88%	98%	98%	95%	98%	90.3%
All Zones	77%	88%	90%	91%	92%	93%	92%	92%	94%	95%	95%	95%	91.2%

Failure to Provide Data

Event Type	March 2007	April 2007
No occurrences to report	0	0

Mechanical Report

Event Type	Date	Preventable
Motor Vehicle Collision	28-Mar	Yes

Service Complaints from Patients/Families

Event Type	March 2007	April 2007
None reported	0	0

Service Compliments

Event Type	Month
None reported	N/A

Community Service Report

Event Type	Month
Career Day, Lodi Youth Commission	March
Ambulance Demonstration, Chinese/Vietmanese New Year Parade, Stockton	March
Ambulance Demonstration, Teen Impact, Stockton	March
Ambulance Demonstration, Pre-school, Lodi	March
2 Day Ambulance Stand-By Youth Rodeo, Clements	March
Public Information & Education, Tracy	March
Ambulance Demonstration, Rio Calaveras Grade School, Stockton	March
Ambulance Demonstration, Pre-school, Lodi	March
Ambulance Demonstration, Weber Institue, Stockton	March
3 Day Ambulance Stand-By, Valleyball Festival, Stockton	March
Ambulance Stand-By, Stockton Arena	April
Career Day, Henderson Middle School, Lodi	April
Ambulance Stand-By, Micke Grove Easter Egg Hunt	April
Every 15 Minutes Program, Weston Ranch High School	April
Career Day, Bear Creek High School, Stockton	April
Every 15 Minutes Program, St. Mary's High School	April
Paramedic Bike Team, Lodi	April
Health Fair, Lodi	April
Career Day, Weber Institute, Stockton	April
EMS Seminar, Tracy High School	April
Every 15 Minutes Program, Tracy High School	April
3 Day Paramedic Bike, Stockton Asparagus Festival	April

EMS and First Responder Education

Event Type	Location	Month
CPR	Dameron Hospital	March
Ambulance Operations	Clements Fire District	April
MCI Exercise	Stockton Airport	April
MCI Exercise	Lodi Fire Department	April

