



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: Board of Supervisors
All Interested Parties

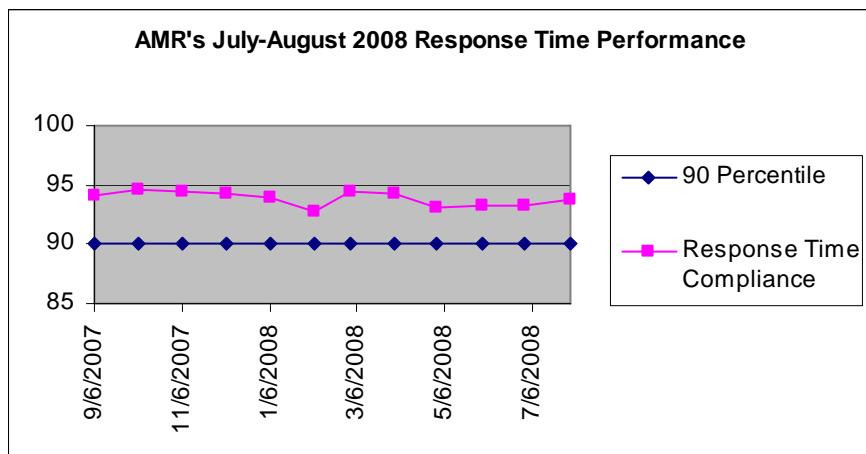
FROM: Dan Burch, EMS Administrator

DATE: October 16, 2008

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of July and August 2008 is the fourteenth opportunity to report on AMR's performance. 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.

July – August Report:



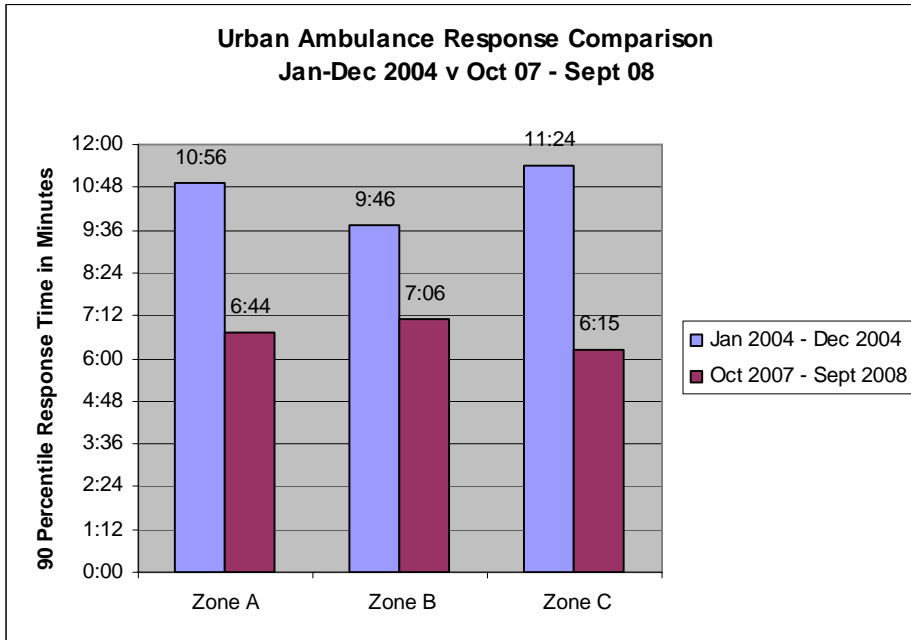
AMR's July-August 2008 response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 93.20% for July and 93.84% for August.

AMR adjusted post assignments and the system status management plan in July 2008 to improve performance in the lower call

volume sub-zones of A2, A3, B4, and B5. The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for July and August 2008 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

Comparison of 2004 to 2007/2008 Data:

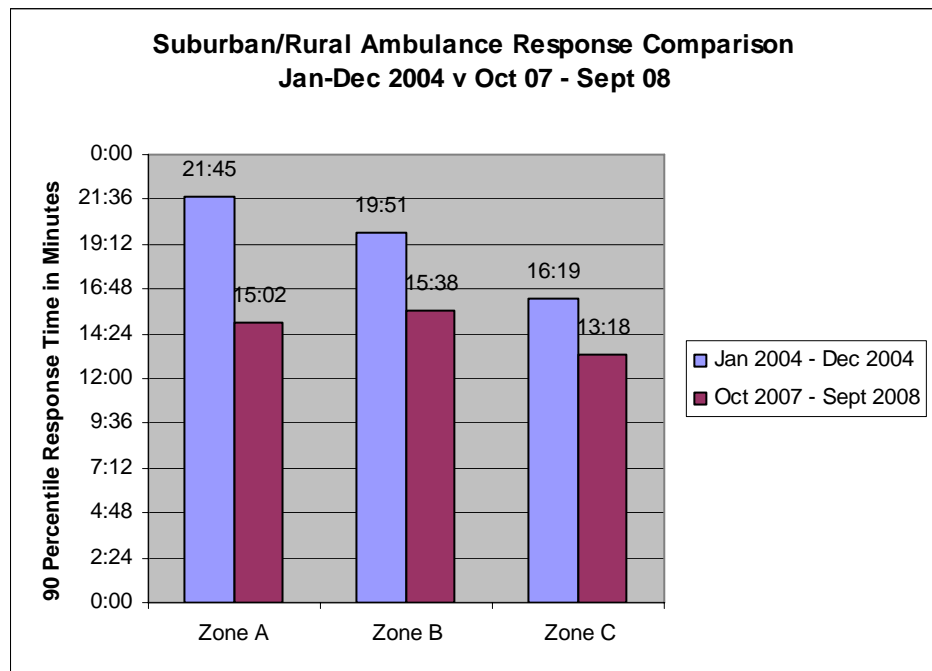
Now that the County is reaching the halfway point in AMR's five year contract it is an appropriate time to compare the ambulance response time performance from 2004, before the EOA was established, with the ambulance response time performance from the past twelve months under the EOA contract standards.



The data shows significant reductions in ambulance response times since the implementation of the exclusive AMR contract. In Zone A (greater Lodi) the urban response dropped 4 minutes and 12 seconds (39%), in Zone B (greater Stockton) the urban response dropped 2 minutes and 40 seconds (28%), and in Zone C (greater Tracy) the urban response dropped 5 minutes and 9 seconds (45%).

Suburban and Rural ambulance response times have also decreased significantly under the AMR contract.

In 2004, suburban and rural response times were tracked together. 2007/2008 suburban and rural data had to be combined to allow a comparison with 2004.



In Zone A (greater Lodi) the suburban/rural response dropped 6 minutes and 43 seconds (31%), in Zone B (greater Stockton) the suburban/rural response dropped 4 minutes and 13 seconds (21%), and in Zone C (greater Tracy)

the suburban/rural response dropped 3 minutes and 1 second (19%). The decrease in suburban/rural average response times is even more significant: Zone A improved 32%, 9 minutes 5 seconds; Zone B improved 31%, 8 minutes and 39 seconds; and Zone C improved 41%, 6 minutes and 47 seconds.

The comparison of urban and suburban/rural data from before and after the creation of the exclusive ambulance system validates the decisions made by the Board of Supervisors in creating an exclusive, high performance contract based ambulance service in San Joaquin County.

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

Response Time Compliance Report by 30 Day Rolling Period

July 1, 2008 through July 30, 2008

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	384	9	97.66%	X	
SJC Zone A-2	107	15	85.98%		X
SJC Zone A-3	59	7	88.14%		X
SJC Zone B-1	1,110	66	94.05%	X	
SJC Zone B-2	1,365	102	92.53%	X	
SJC Zone B-3	19	1	94.74%	X	
SJC Zone B-4	131	22	83.21%		X
SJC Zone B-5	98	20	79.59%		X
SJC Zone C-1	265	5	98.11%	X	
SJC Zone C-2	39	1	97.44%	X	
SJC Zone C-3	70	0	100.00%	X	
All Zones Combined	3,647	248	93.20%	7	4

Response Time Compliance Report by 30 Day Rolling Period

August 1, 2008 through August 30, 2008

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	363	8	97.80%	X	
SJC Zone A-2	121	10	91.74%	X	
SJC Zone A-3	63	5	92.06%	X	
SJC Zone B-1	1,111	71	93.61%	X	
SJC Zone B-2	1,385	87	93.72%	X	
SJC Zone B-3	17	4	76.47%		X
SJC Zone B-4	128	12	90.63%	X	
SJC Zone B-5	76	13	82.89%		X
SJC Zone C-1	227	7	96.92%	X	
SJC Zone C-2	52	4	92.31%	X	
SJC Zone C-3	58	1	98.28%	X	
All Zones Combined	3,601	222	93.84%	9	2

Fines and Penalties Report

Type of Penalty	July 2008	August 2008
Out of compliance response districts	\$20,000	\$10,000
Late response minutes	\$5,070	\$4,950
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$500
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
Total	\$25,070	\$15,450

Weekly Unit Hour Staffing Report

	RFP	July 2008	August 2008
Zone A	672	672	672
Zone B	1,848	1,860	1,860
Zone B *non dedicated	0	432	432
Zone C	504	504	504
Total	3,024	3,468	3,468

*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	July 2008			August 2008		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,506	241	93.13%	3,465	218	93.71%
Suburban 9:29	61	8	86.89%	41	5	87.80%
Rural 17:29	176	3	98.30%	187	7	96.26%
Wilderness 29:29	5	0	100.00%	12	1	91.67%
Total	3,748	252	93.28%	3,705	231	93.77%

**Detailed Response Time Analysis
July 2008**

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	382	0:04	14:48	3:41	1:59	6:10
SJ ZONE A-2 URBAN	63	0:10	10:31	5:44	2:00	8:07
SJ ZONE A-3 URBAN	23	0:23	15:27	6:11	3:13	10:28
SJ ZONE B-1 URBAN	1,110	0:00	16:57	4:23	2:15	7:02
SJ ZONE B-2 URBAN	1,363	0:00	14:34	4:30	2:11	7:06
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	118	0:05	10:17	5:30	1:58	7:47
SJ ZONE B-5 URBAN	76	0:00	12:33	5:25	2:49	9:21
SJ ZONE C-1 URBAN	257	0:03	9:13	3:38	1:42	5:44
SJ ZONE C-2 URBAN	8	4:41	7:38	5:58	0:52	7:38
SJ ZONE C-3 URBAN	6	3:27	6:11	4:40	0:56	6:11
SJ ZONE A-2 SUBURBAN	10	5:13	8:14	7:12	0:58	8:10
SJ ZONE A-3 SUBURBAN	12	3:13	8:51	6:54	1:34	8:23
SJ ZONE B-4 SUBURBAN	10	0:06	16:03	9:35	5:12	15:32
SJ ZONE B-5 SUBURBAN	9	2:30	9:48	5:11	2:20	9:48
SJ ZONE C-1 SUBURBAN	8	0:07	10:46	4:17	2:58	10:46
SJ ZONE C-2 SUBURBAN	4	3:45	7:20	5:28	1:16	7:20
SJ ZONE C-3 SUBURBAN	5	0:22	7:25	5:06	2:29	7:25
SJ ZONE A-2 RURAL	34	0:04	19:34	11:12	4:32	16:21
SJ ZONE A-3 RURAL	23	0:03	15:09	8:25	2:57	10:43
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	18	1:16	33:04	11:53	7:10	19:54
SJ ZONE B-4 RURAL	3	11:02	19:21	15:25	3:25	19:21
SJ ZONE B-5 RURAL	13	0:06	13:53	8:11	3:43	13:52
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	23	1:06	14:02	8:49	3:06	12:26
SJ ZONE C-3 RURAL	59	0:03	17:13	4:56	5:13	13:33
SJ ZONE C-2 WILDERNESS	4	10:48	19:10	13:07	3:31	19:10
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,406	0:00	16:57	4:24	2:13	7:04
All Suburban Compliance Areas	58	0:06	16:03	6:32	3:19	11:08
All Rural Compliance Areas	173	0:03	33:04	8:17	5:29	15:12
All Wilderness Compliance Areas	4	10:48	19:10	13:07	3:31	19:10

Detailed Response Time Analysis
August 2008

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	363	0:00	10:17	3:53	1:52	6:08
SJ ZONE A-2 URBAN	76	0:17	10:52	5:44	1:58	7:46
SJ ZONE A-3 URBAN	21	1:50	10:56	5:13	2:19	8:13
SJ ZONE B-1 URBAN	1,111	0:00	14:23	4:21	2:14	6:59
SJ ZONE B-2 URBAN	1,380	0:00	15:29	4:28	2:09	6:56
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	116	1:01	17:09	5:24	1:54	7:05
SJ ZONE B-5 URBAN	70	0:04	15:53	4:28	3:10	8:31
SJ ZONE C-1 URBAN	219	0:03	13:49	4:05	1:49	6:06
SJ ZONE C-2 URBAN	6	5:05	8:48	6:44	1:23	8:48
SJ ZONE C-3 URBAN	8	3:59	7:51	5:42	1:04	7:51
SJ ZONE A-2 SUBURBAN	11	5:21	10:08	7:45	1:26	9:12
SJ ZONE A-3 SUBURBAN	12	0:06	10:13	6:12	2:35	8:39
SJ ZONE B-4 SUBURBAN	6	0:04	22:00	9:32	7:23	22:00
SJ ZONE B-5 SUBURBAN	0					
SJ ZONE C-1 SUBURBAN	5	3:47	5:55	4:54	0:45	5:55
SJ ZONE C-2 SUBURBAN	1	3:56	3:56	3:56	0:00	3:56
SJ ZONE C-3 SUBURBAN	3	3:33	4:52	4:13	0:32	4:52
SJ ZONE A-2 RURAL	34	2:20	18:27	10:04	3:56	14:18
SJ ZONE A-3 RURAL	30	0:07	17:06	8:32	3:03	11:06
SJ ZONE B-2 RURAL	4	0:28	12:18	5:56	5:15	12:18
SJ ZONE B-3 RURAL	17	4:02	27:16	13:27	6:17	24:58
SJ ZONE B-4 RURAL	6	0:05	14:38	8:01	5:03	14:38
SJ ZONE B-5 RURAL	6	3:20	12:57	8:36	3:10	12:57
SJ ZONE C-1 RURAL	2	0:13	3:27	1:50	1:37	3:27
SJ ZONE C-2 RURAL	34	1:21	17:49	10:14	3:26	14:07
SJ ZONE C-3 RURAL	47	0:05	16:01	5:21	5:09	13:30
SJ ZONE C-2 WILDERNESS	11	0:05	36:24	12:57	10:57	26:26
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,370	0:00	17:09	4:25	2:10	6:57
All Suburban Compliance Areas	38	0:04	22:00	6:47	3:46	10:13
All Rural Compliance Areas	180	0:05	27:16	8:38	5:05	14:18
All Wilderness Compliance Areas	11	0:05	36:24	12:57	10:57	26:26

**Exemption Request Report
July 2008**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
07/01/2008	8080618	B-3	Poor location information from CHP	Exempt
07/01/2008	8080635	B-2	Delay reporting on scene	Not Exempt
07/02/2008	8081043	B-1	False report	Exempt
07/05/2008	8082229	B-2	Delay reporting on scene	Not Exempt
07/07/2008	8082921	B-1	Delay reporting on scene	Not Exempt
07/08/2008	8083724	B-1	Delay reporting on scene	Not Exempt
07/09/2008	8084028	B-2	Delay reporting on scene	Not Exempt
07/11/2008	8085243	C-2	Delay reporting on scene	Not Exempt
07/13/2008	8086062	B-4	Delay reporting on scene	Not Exempt
07/14/2008	8086201	C-1	Poor location information from RP	Exempt
07/14/2008	8086219	B-5	Delay reporting on scene	Not Exempt
07/16/2008	8087159	A-1	Poor location information from RP	Exempt
07/16/2008	8087383	A-2	Delay reporting on scene	Not Exempt
07/17/2008	8087446	B-4	Delay reporting on scene	Not Exempt
07/17/2008	8087786	B-2	Delay reporting on scene	Not Exempt
07/17/2008	8087842	B-2	Train	Exempt
07/18/2008	8087991	B-2	Road construction	Exempt
07/18/2008	8088077	B-2	Road construction	Not Exempt
07/19/2008	8088361	B-3	Off road location	Exempt
07/19/2008	8088517	B-1	Road construction	Exempt
07/20/2008	8088874	B-3	Off road location	Exempt
07/21/2008	8089252	B-2	Insufficient information	Not Exempt
07/23/2008	8089999	B-1	Delay reporting on scene	Not Exempt
07/23/2008	8090094	B-5	Delay reporting on scene	Not Exempt
07/23/2008	8090281	B-5	Delay reporting on scene	Not Exempt
07/25/2008	8090942	A-1	Train	Exempt
07/27/2008	8091744	B-4	Delay reporting on scene	Not Exempt
07/28/2008	8092344	B-2	Road construction	Exempt
07/29/2008	8092627	B-4	Delay reporting on scene	Not Exempt
07/29/2008	8092624	B-2	Poor location information from SFD	Exempt

**Exemption Request Report
August 2008**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
08/01/2008	8093975	B-1	Delay reporting on scene	Not Exempt
08/04/2008	8095004	A-2	Poor location information from CHP	Exempt
08/04/2008	8095066	B-2	Delay reporting on scene	Not Exempt
08/05/2008	8095413	B-2	Dispatcher judgement	Not Exempt
08/05/2008	8095607	B-2	Train	Exempt
08/06/2008	8096158	B-2	Train	Exempt
08/07/2008	8096360	B-5	Train	Not Exempt
08/07/2008	8096515	B-2	Train	Exempt
08/08/2008	8096851	B-1	Traffic secondary to another incident	Exempt
08/09/2008	8097045	B-2	Train	Exempt
08/09/2008	8097375	B-3	Insufficient information	Not Exempt
08/10/2008	8097632	B-2	Poor location information from SFD	Exempt
08/10/2008	8097713	B-1	Prior MCI	Not Exempt
08/10/2008	8097716	B-1	Prior MCI	Not Exempt
08/14/2008	8099429	B-2	Train	Exempt
08/15/2008	8099645	B-4	Poor location information from CHP	Exempt
08/16/2008	8100426	B-3	Insufficient information	Not Exempt
08/19/2008	8101334	B-2	Train	Exempt
08/19/2008	8101460	B-2	Train	Exempt
08/21/2008	8102341	B-3	Off road location	Exempt
08/23/2008	8103278	C-2	Off road location	Not Exempt
08/24/2008	8103712	B-2	Dispatcher judgement	Not Exempt
08/26/2008	8104559	B-2	Train	Exempt
08/29/2008	8105915	A-2	Delay reporting on scene	Not Exempt
08/29/2008	8106003	B-4	Delay reporting on scene	Not Exempt
08/30/2008	8106476	B-1	Delay reporting on scene	Not Exempt
08/31/2008	8106490	B-2	Delay reporting on scene	Not Exempt
08/31/2008	8106535	B-1	Delay reporting on scene	Not Exempt
08/31/2008	80000232	A-2	Poor location information from RP	Exempt
08/31/2008	8106656	B-1	Dispatcher judgement	Not Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 07	Oct 07	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Average
A-1	98%	98%	98%	98%	97%	96%	98%	97%	97%	98%	98%	98%	97.6%
A-2	89%	88%	92%	89%	85%	90%	89%	81%	93%	92%	86%	92%	88.7%
A-3	87%	85%	86%	88%	89%	84%	83%	91%	80%	90%	88%	92%	87.1%
B-1	95%	95%	94%	95%	94%	93%	94%	95%	93%	94%	94%	94%	94.1%
B-2	94%	95%	94%	95%	94%	93%	95%	95%	93%	93%	93%	94%	94.0%
B-3	95%	100%	100%	87%	100%	95%	100%	100%	100%	100%	95%	76%	94.3%
B-4	86%	92%	93%	88%	86%	78%	85%	86%	85%	79%	83%	91%	85.7%
B-5	83%	84%	83%	76%	87%	82%	88%	88%	84%	79%	80%	83%	83.0%
C-1	96%	95%	96%	96%	97%	98%	97%	97%	97%	99%	98%	97%	96.8%
C-2	96%	92%	98%	95%	98%	92%	94%	100%	96%	100%	97%	92%	95.8%
C-3	97%	99%	97%	98%	99%	98%	99%	100%	99%	98%	100%	98%	98.4%
All Zones	94%	95%	94%	94%	94%	93%	94%	94%	93%	93%	93%	94%	93.9%

Failure to Provide Data

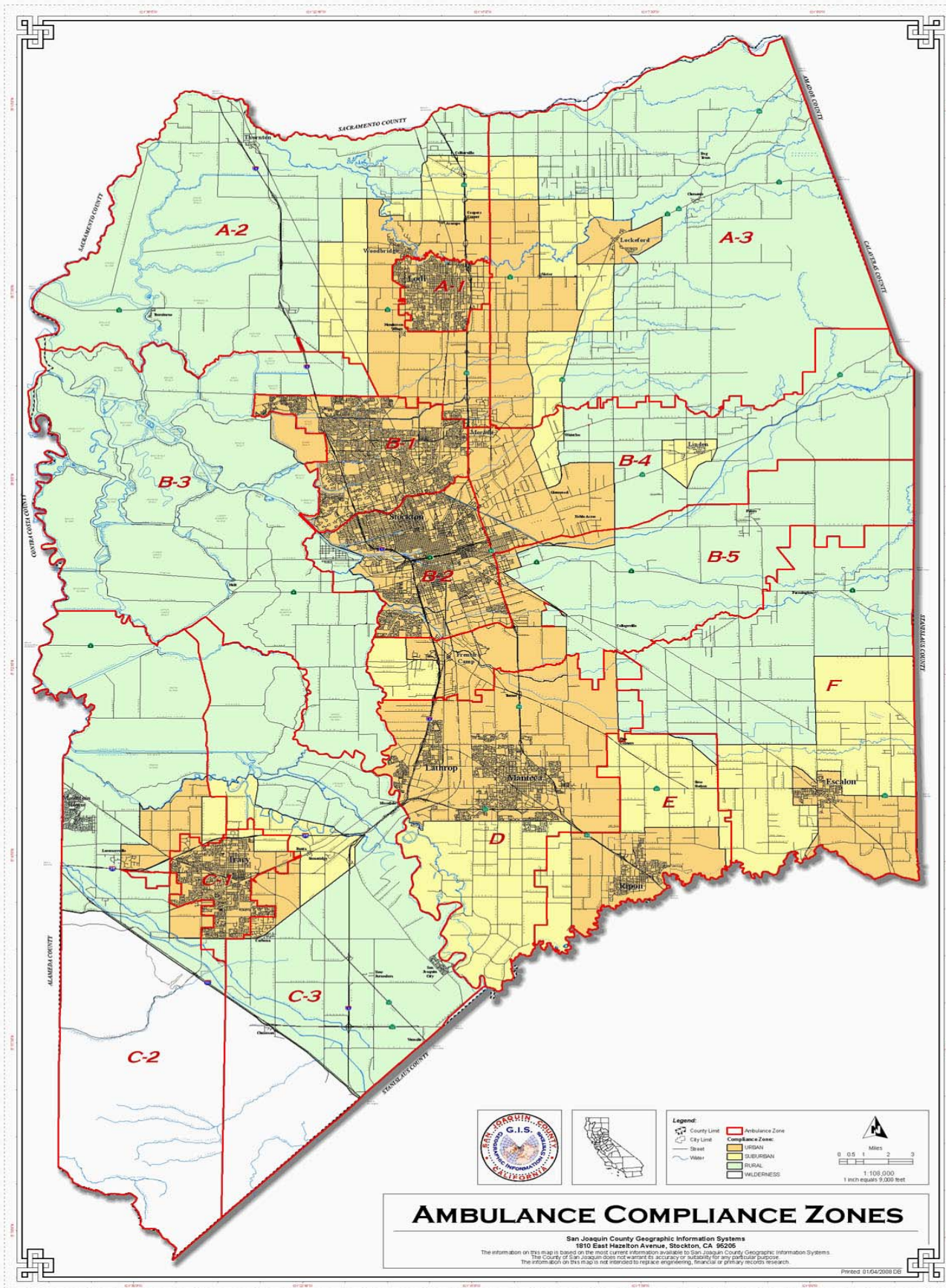
Event Type	July 2008	August 2008
N/A		

Mechanical Report

Event Type	Date	Preventable
Flat tire	7/26/2008	No
Locked out of ambulance	8/25/2008	Yes

Community Service Report

Event Type
See Appendix





Community Services
San Joaquin County

Monthly Summary July 2008

Activities		
Contact Name	Title	Activity Outline
Andrea Patterson	Lodi PD	Working to get our bike team set up to attend some of the National Night Out events in August.
Members of the Joint Fire Training Council for San Joaquin County	Training officers for County EMS providers	Monthly meeting with the joint council to discuss training opportunities and CE courses.

Events		
Event Name	Location	Event Outline
Fourth of July at the Lake, July 4, 2008 0700-2200	Lodi Lake, Lodi, Ca	Donation of 2 ALS bike teams, and an ambulance to provide a standby for the Fourth of July fireworks event at Lodi Lake. Approx. 4000 participants
Fourth of July at Downtown Stockton, July 4, 2008 1000-2200	Weber Point Events Center, Stockton, CA	Donation of 2 ALS bike teams, and an ambulance to provide a standby for the Fourth of July fireworks event at Weber Point, Stockton, CA. Approx. 4000 participants
Ambulance Demo, July 5, 2008 0730-1700	Clements Rodeo Grounds, Clements, CA	Provide an ALS ambulance to standby at the Clements Rodeo. This is a yearly donated event. Approx. 2000 participants.
<i>Columbian Independence Day, Ambulance Stand-by, July 20, 2007 0800-1000</i>	<i>Weber Point Events Center, Stockton, CA</i>	<i>Donation of an ALS ambulance and crew to provide a demonstration as well as first aid, for the Columbian Independence Day festival. Approx. 2000 participants. This was a multicultural event in downtown Stockton.</i>
Ambulance Demo / PR event, July 25 0600-0800	North School, Tracy, CA	Provide an ambulance and staff to participate in monthly community meeting. This is a great event that lets the public

		know that we are not just EMS providers, but also there for the community. Approx. 500 participants
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Classes		
Class Name	Location	Class Outline
CPR class, July 8, 2008 0900-1200	Stockton AMR Operations	Provide a cpr refresher course for employees and outside agencies. Approx. 14 participants from different agencies.
EMT Skills refresher, July 10, 2008 1300-1700	Stockton AMR Operations	This is a skills refresher for those who need reaccreditation in our county. Mainly for AMR employees, but open to other agencies who need an accreditation officer to sign them off. Approx. 5 participants.
CPR class (full BLS provider class), July 22, 2008 0800-1300	Stockton AMR operations	This was a full BLS provider class, donated to students getting ready to enroll in the EMT program at Delta or other health care related programs. Approx. 12 participants
ACLS refresher Class, July 23, 2008 0800-1400	Dameron Hospital, Stockton, CA	Assisted with teaching an ACLS refresher class for local staff and other agencies who signed up. Approx. 20 participants.
ALS upgrade course, July 30, 2008 0800-1600	Stockton AMR operations	This is the classroom portion of EMT one on one training. This is a refresher for skills as well as getting them ready for ALS duty.

Current Projects / Studies	Meetings Attended
Attended a Neo-Natal Resuscitation course held at Dameron Hospital. Although this is not a course required by San Joaquin County for EMS providers, it did provide extra knowledge to teach with.	Attended the FTO meeting held here at AMR. We are working on ways to better communicate to our field staff, as well as a new training program that will be implemented by our FTO staff within a month.
Working with Andrea from Lodi PD, on participating in the National Night Out event next month. We are in the process of planning a schedule for our crews to go into the community.	Luncheon meeting / event at Fulton Villa Assisted Living. They are interested in many of the in-service programs we offer. This was a good PR event as there were people from different facilities present.
There are many community health fairs coming up during August and September. This month included many planning meetings and luncheons setting up what our role will be for those.	Attended the "Joint Fire Training" group meeting. This group is made of all the training officers from local county EMS agencies. We are working on joint training ventures to promote better relations. We are also working on a CE program to assist them.

As a note, there were no complaints for the month of July. There are some thank you notes that I have attached separately.

Bike Team events are in bold print.

There was 1 event this month that we participated in that were mostly non-English speaking. It is listed in italic print.

John & Vera Alvarado
1981 Paradise Valley Court
Tracy, CA 95376

July 18, 2008

Mr. Barry Elzig
Director of Operations
American Medical Response
400 S. Fresno Avenue
Stockton, CA 95206

Dear Mr. Elzig:

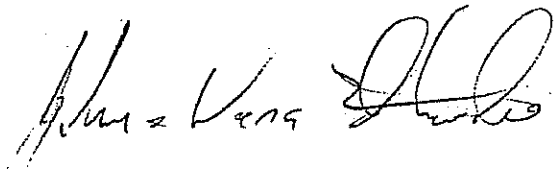
We take a moment in this letter to recognize two individuals on your paramedic team: Sanford Perreira and Damian Mena. It is hard to express in words just how much we appreciate what these two men did to save our son's life.

On June 28th, our son became a bystander victim of violent crime and was shot in the back of his head when he stopped into a convenience store in Tracy. Sanford and Damian were at the scene. We believe the fast response, quick thinking and professional expertise demonstrated by these men are what saved Junior's life.

Thankfully, God granted us a miracle and Junior survived the gun shot wound to his head. The doctors at Stanford were amazed that he withstood this kind of injury without severe and major trauma. You can imagine the heartache and relief our family has gone through.

We are deeply grateful that people from your profession are dedicated to working against the insanity in this world. Please extend our thanks and appreciation to Sanford, Damian and your entire staff for doing what they do to save lives, like you did for our family.

Sincerely,


John & Vera Alvarado

cc: Bob Wattenburger, Operations Manager
Norm Desautels, Paramedic Supervisor
Sanford Perreira & Damian Mena

Small School Association All Star Football Game

June 15, 2008

American Medical Response

400 S. Fremont

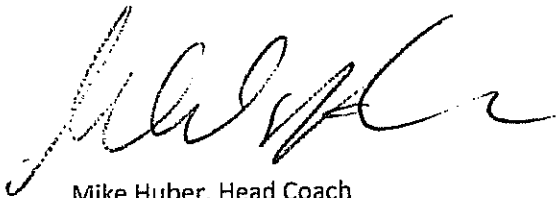
Stockton, CA.

AMR,

The Players and Coaches of the Small School Association All Stars would like thank you for your generous donation of a stand by ambulance for the Father's Day All Star Football Game.

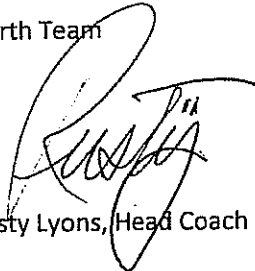
Your organization is one of many that help keep this game going.

Again thank you.

A handwritten signature in black ink, appearing to read "Mike Huber".

Mike Huber, Head Coach

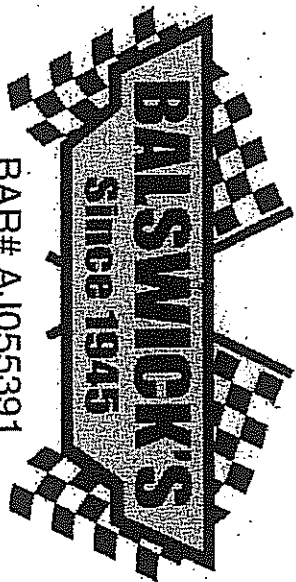
North Team

A handwritten signature in black ink, appearing to read "Rusty Lyons".

Rusty Lyons, Head Coach

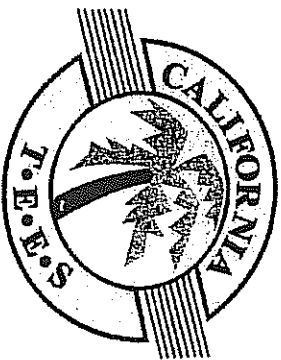
South Team

**A special thank you
to our sponsors:**



BAR# AJ055391

Thank you, Brett Balswick



Thank you, Wendell



Thank you, American
Medical Response

Calvary Baptist Church,
Turlock, CA

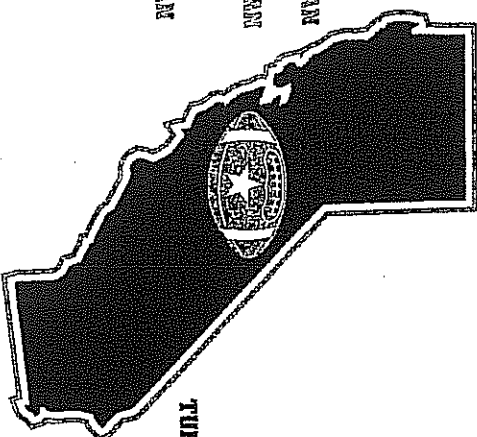
Thank you, Heather Sturdivan

16TH ANNUAL

SWATHH SCHOOT

NORTH

- AMADOR
- ARGONAUT
- BRET HARTE
- BROOKSIDE CHRISTIAN
- CALAVERAS
- JIM KELLEY CHRISTIAN
- ESCALON
- LINDEN
- MODESTO CHRISTIAN
- RIPON
- RIVERBANK
- SUNMEREVILLE



SOUTH

- BIG VALLEY
- DELHI
- DENAIR
- GUSTINE
- LIVINGSTON
- MARIPOSA
- ORESTIMBA
- TURLOCK CHRISTIAN
- WATERFORD

ANTI-STAR FOOTBALL GAME

JUNE 15, 2008

Game Program



Community Services
San Joaquin County

Monthly Summary (August 2008)

Activities		
Contact Name	Title	Activity Outline
Tom Moccia	American Lung Association, San Joaquin Chapter	Working on joint events for PR and education
Mary Nicholson	Director of Healings in Motion	Working on joint education efforts for Stroke awareness

Events		
Event Name	Location	Event Outline
PR event, Woodbridge Fire Station, August 1, 2008 1400- 1700	Woodbridge Fire Station, Woodbridge, CA	PR and networking event at the Woodbridge Fire Station. In support of Chief Harris' retirement.
Ambulance Demo, August 2, 2008 0800-1200	West High School, Tracy, CA	Provide ambulances and crews to participate in a simulated school disaster. Approx. 1000 participants.
National Night out Demo August 5, 2008, 1700-2100	Various locales in Lodi, Ca.	ALS bike team participating in National Night Out in Lodi, promoting bike safety, and first aid tips. Approx. 300 participants in various locations.
National Night out Demo August 5, 2008, 1700-2100	Various locales in Tracy, Ca.	Demo ambulance, and participate in the National Night Out event to promote public safety. Approx. 300 participants in multiple locations.
Japanese exchange student ride along, August 15, 2008 0800-1400	Tracy, CA	This wasn't necessarily an event, but we hosted a Japanese Paramedic who was working on some education and clinical time in Tracy. He rode along for approx. 6 hours.
Guest Speaking engagement, August 18, 2008 0800-1000	IGCG High School, Tracy, CA	Speak to group of students about education and EMS job opportunities. Demonstrated many of the tools used in ambulance operations. Approx. 250 participants.

Ambulance Demo, August 22, 2008 0730-1330	Heald College, Stockton, CA	Provide ambulance and crew to participate in the annual BEA career jam, which showcases local businesses and job opportunities. Approx. 1000 participants.
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Classes		
Class Name	Location	Class Outline
CPR refresher, August 8, 0800-1030	AMR San Joaquin	CPR refresher course for employees and local providers. Approx. 12 participants.
Dispatch Inservice Program, August 12, 2008 1130-1300	Stockton Golf and Country Club, Stockton, CA	Inservice training for CALF members, who represent all skilled nursing facilities locally. Program to show how calls are taken, and dispatched. Approx. 50 participants.
Fall Prevention Inservice, August 13, 2008 1400-1600	Arbor Convalescent, Lodi, CA	Provide an inservice program on fall prevention and working with EMS to staff of local care facility. Approx. 40 participants.
Inservice program, August 14, 2008 1700-1900	Dameron Hospital ER, Stockton, CA	Provide an inservice / class on working with EMS for new ER nurses. Approx. 15 participants.
CPAP training, August 22, 2008 1000-1230	Tracy Defense Depot, Tracy, CA	Provide a CPAP training course for Tracy DLA fire department. Approx. 6 participants.
CPR refresher, August 22, 2008 1430-1800	Valley Gardens SNF, Stockton, CA	Provide cpr training to local SNF staff. Approx. 12 participants.
CPR Class, August 26, 2008 0800-1230	Sheraton Hotel, Stockton, CA	This was a Heartsaver CPR course for members of the hotel's management and security staff. Approx. 12 participants.

Current Projects / Studies	Meetings Attended
Have been working on joint training with county fire departments. This month began the process of providing CPAP courses for Tracy DLA.	American Red Cross Heart walk Luncheon. This was an informal luncheon to prepare all of those participating in the upcoming Heart walk.
Working on building a new, "Working with EMS" power point that we can use for in-services with SNF's. I have found that there is a lack of job understanding between most providers and SNF staff, so hopefully this will bridge that gap.	Inland Coastal Clean-up meeting. This is an event coming in September that is put on in part by the City of Stockton, and with the Board of Supervisors. This was a preliminary planning meeting to get things set for AMR to be involved with this project.
We will be working/sponsoring the Stockton Fire Department with their annual charity chili cook off. We are working on building a stronger relationship with local providers.	Attended a casual meeting with Tom Moccia, head of the American Lung Association. We are working on joint projects to educate the public on lung disease and awareness.

As a note, there were no complaints forwarded to me for the month of August 2008. I have received 1 phone call with a compliment on service.

Various thank you's will be attached as a separate memo.

Bike team events and donated service events are listed in bold print.



June 22, 2008

David Durand
AMR
888 E. Lindsay
Stockton, CA 95202

Dear David:

I just wanted to take a moment to thank you for your support of the Shady Oaks Combined Driving Event. We are looking forward to a great event. Enclosed you'll find one of our posters – which were just released last weekend at the Horseman's Expo in Sacramento. Please let me know how many additional pieces you would like and what size. We have posters in Letter, Legal and coming soon Ledger size.

I will be sending you additional information as needed as our event date gets closer. We look forward to welcoming you to Shady Oaks. Once again thank you for your support. If you have any questions, or to contact me on additional posters, please call me at (209) 462-2209 or e-mail BnnrMrphy@aol.com.

Cordially,

Bonner Grupe Murphy
Organizer
Shady Oaks



Greetings Community Partner!

Thank you in advance for giving of your time, energy, and expertise on August 17, 2008 for the Eleventh Annual Neighbors In Health Fair. Volunteers and health care professionals will provide an array of medical services. Community organizations will provide helpful information on various subjects from health education to community services. With these resources we expect to reach thousands uninsured individuals in our community.

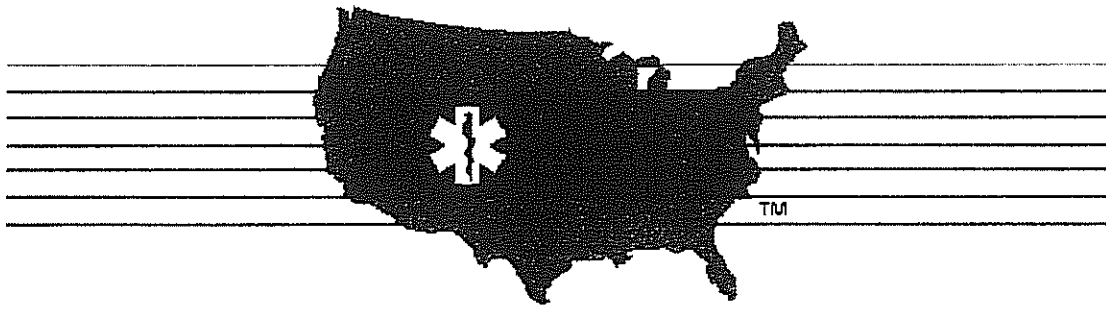
Community Organizations play a key role in the Neighbors in Health Fair. In order for the day to run smoothly, organization among our volunteers is essential. This Community Organization packet will give you an overview of what to expect the day of the fair. Please share this information with all the volunteers from your organization. This packet contains Information on:

- DESIGNATED BOOTH LOCATION
- BOOTH SET-UP
- WHEN TO COME
- PARKING
- WHAT TO WEAR
- VOLUNTEER CHECK-IN
- FOOD AND DRINKS
- MAPS
- DIRECTIONS TO THE FACILITY

We look forward to having you on our team to create a healthier community.

Sincerely,

San Joaquin County United Way



AMERICAN MEDICAL RESPONSE

Organization: AMR Stockton

Date of Demonstration: 7-22-08

Type of Demo/ Education: CPR

	<---Least Satisfied---Most Satisfied-->				
Promptness	1	2	3	4	5
Professionalism	1	2	3	4	5
Presentation meet expectations?	1	2	3	4	5
Information appropriate for the Situation?	1	2	3	4	5
Would you recommend our community education to others?	1	2	3	4	5

Any Additional Comments? Great class well put together.
Run smoothly -

Aug 25, 2008

David,

Thank you so much for your gift of time to IGC. The students were very enthused about your work as a paramedic. Of course the thing they like best is getting their hands on the tools of the trade.

You are right that a small setting would be perfect! Would you consider a presentation that relates to dealing with victims of crime? It could fit in with our Forensic Biology.

Thank you,

Amy Lowery