



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

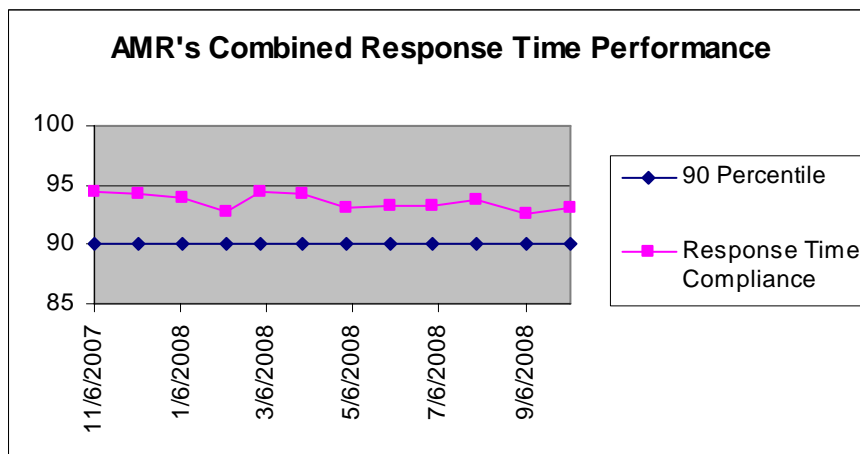
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 30, 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 September and October, 2008, is the fifteenth 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.



AMR's September and October 2008, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.57% for September and 93.16% for October.

AMR continues to adjust post assignments and the system status management plan in an effort to improve

performance in the lower call volume sub-zones of A2, A3, B4, and B5. The low call volume in these sub-zones poses a significant challenge in achieving the 90% compliance standard.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for September and October 2008 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 30 Day Rolling Period**

**September 1, 2008 through September 30, 2008**

<b>Compliance Zone</b>	<b>Total Responses</b>	<b>Non-compliant, Non-exempted Responses</b>	<b>Compliance Percentage</b>	<b>Yes</b>	<b>No</b>
SJC Zone A-1	363	9	97.52%	X	
SJC Zone A-2	87	8	90.80%	X	
SJC Zone A-3	57	7	87.72%		X
SJC Zone B-1	1,181	109	90.77%	X	
SJC Zone B-2	1,360	95	93.01%	X	
SJC Zone B-3	10	1	90.00%	X	
SJC Zone B-4	149	23	84.56%		X
SJC Zone B-5	102	11	89.22%		X
SJC Zone C-1	255	6	97.65%	X	
SJC Zone C-2	48	1	97.92%	X	
SJC Zone C-3	34	1	97.06%	X	
<b>All Zones Combined</b>	<b>3,646</b>	<b>271</b>	<b>92.57%</b>	<b>8</b>	<b>3</b>

**Response Time Compliance Report by 30 Day Rolling Period**

**October 1, 2008 through October 30, 2008**

<b>Compliance Zone</b>	<b>Total Responses</b>	<b>Non-compliant, Non-exempted Responses</b>	<b>Compliance Percentage</b>	<b>Yes</b>	<b>No</b>
SJC Zone A-1	369	3	99.19%	X	
SJC Zone A-2	111	14	87.39%		X
SJC Zone A-3	56	5	91.07%	X	
SJC Zone B-1	1,186	83	93.00%	X	
SJC Zone B-2	1,239	82	93.38%	X	
SJC Zone B-3	11	0	100.00%	X	
SJC Zone B-4	129	23	82.17%		X
SJC Zone B-5	107	19	82.24%		X
SJC Zone C-1	266	13	95.11%	X	
SJC Zone C-2	51	1	98.04%	X	
SJC Zone C-3	59	2	96.61%	X	
<b>All Zones Combined</b>	<b>3,584</b>	<b>245</b>	<b>93.16%</b>	<b>8</b>	<b>3</b>

## Fines and Penalties Report

Type of Penalty	September 2008	October 2008
Out of compliance response districts	\$15,000	\$15,000
Late response minutes	\$6,030	\$5,800
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
<b>Totals</b>	<b>\$21,030</b>	<b>\$20,800</b>

## Weekly Unit Hour Staffing Report

	RFP	September 2008	October 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
<b>Total</b>	<b>3,024</b>	<b>3,468</b>	<b>3,468</b>

\*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	September 2008			October 2008		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,446	261	92.43%	3,470	241	93.05%
Suburban 9:29	51	7	86.27%	59	8	86.44%
Rural 17:29	143	3	97.90%	167	2	98.80%
Wilderness 29:29	6	0	100.00%	10	0	100.00%
<b>Total</b>	<b>3,646</b>	<b>271</b>	<b>92.57%</b>	<b>3,706</b>	<b>251</b>	<b>93.23%</b>

**Detailed Response Time Analysis  
September 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	15:07	3:58	1:57	5:56
SJ ZONE A-2 URBAN	39	0:03	16:02	6:02	2:36	8:24
SJ ZONE A-3 URBAN	26	1:49	16:55	6:04	3:28	10:22
SJ ZONE B-1 URBAN	1,181	0:00	15:35	4:38	2:22	7:26
SJ ZONE B-2 URBAN	1,358	0:00	14:18	4:41	2:06	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	123	0:02	21:35	5:39	2:37	8:28
SJ ZONE B-5 URBAN	92	0:03	17:49	5:22	3:12	8:50
SJ ZONE C-1 URBAN	251	0:03	15:55	3:54	1:50	5:56
SJ ZONE C-2 URBAN	6	3:38	10:01	6:27	2:00	10:01
SJ ZONE C-3 URBAN	7	2:19	6:18	4:37	1:30	6:18
SJ ZONE A-2 SUBURBAN	13	4:49	10:47	7:53	1:36	9:40
SJ ZONE A-3 SUBURBAN	10	0:03	9:18	5:24	2:41	8:03
SJ ZONE B-4 SUBURBAN	13	0:05	12:21	6:42	3:46	11:14
SJ ZONE B-5 SUBURBAN	3	2:27	4:34	3:43	0:55	4:34
SJ ZONE C-1 SUBURBAN	4	3:21	6:25	4:26	1:12	6:25
SJ ZONE C-2 SUBURBAN	4	4:07	7:00	5:26	1:09	7:00
SJ ZONE C-3 SUBURBAN	4	0:29	27:32	10:35	10:13	27:32
SJ ZONE A-2 RURAL	35	0:36	18:03	11:03	4:19	16:55
SJ ZONE A-3 RURAL	21	6:13	14:37	9:04	2:13	12:37
SJ ZONE B-2 RURAL	2	7:44	10:38	9:11	1:27	10:38
SJ ZONE B-3 RURAL	10	2:27	17:42	11:11	4:36	15:51
SJ ZONE B-4 RURAL	13	4:55	15:06	10:06	3:45	14:36
SJ ZONE B-5 RURAL	7	4:47	12:52	7:20	2:35	12:52
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	32	0:10	18:03	9:47	3:56	15:02
SJ ZONE C-3 RURAL	23	0:03	14:52	5:35	5:21	14:05
SJ ZONE C-2 WILDERNESS	6	0:06	25:44	12:47	8:09	25:44
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,446	0:00	21:35	4:37	2:17	7:15
All Suburban Compliance Areas	51	0:03	27:32	6:36	4:08	9:55
All Rural Compliance Areas	143	0:03	18:03	9:19	4:28	14:56
All Wilderness Compliance Areas	6	0:06	25:44	12:47	8:09	25:44

**Detailed Response Time Analysis  
October 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	369	0:12	15:45	3:46	1:49	5:53
SJ ZONE A-2 URBAN	57	1:33	54:59	6:39	6:51	8:45
SJ ZONE A-3 URBAN	18	0:07	11:41	5:28	3:27	11:00
SJ ZONE B-1 URBAN	1,186	0:00	14:27	4:28	2:10	7:04
SJ ZONE B-2 URBAN	1,239	0:00	17:39	4:31	2:11	7:04
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	111	0:04	10:58	5:32	2:12	8:29
SJ ZONE B-5 URBAN	93	0:03	14:04	4:59	2:51	8:46
SJ ZONE C-1 URBAN	258	0:00	11:22	4:10	1:52	6:30
SJ ZONE C-2 URBAN	13	1:57	9:20	5:32	1:38	7:13
SJ ZONE C-3 URBAN	8	0:32	6:38	4:35	1:56	6:38
SJ ZONE A-2 SUBURBAN	16	1:14	9:52	6:21	2:41	9:50
SJ ZONE A-3 SUBURBAN	8	3:43	8:26	7:00	1:30	8:26
SJ ZONE B-4 SUBURBAN	13	0:05	15:42	7:57	4:58	13:11
SJ ZONE B-5 SUBURBAN	4	3:54	5:33	4:38	0:42	5:33
SJ ZONE C-1 SUBURBAN	7	2:25	6:25	4:59	1:22	6:25
SJ ZONE C-2 SUBURBAN	2	3:57	7:41	5:49	1:52	7:41
SJ ZONE C-3 SUBURBAN	8	4:14	13:06	7:19	3:04	13:06
SJ ZONE A-2 RURAL	38	0:06	28:12	10:36	5:49	16:48
SJ ZONE A-3 RURAL	30	1:17	15:51	7:41	3:03	10:33
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	11	6:03	15:15	11:49	2:28	14:26
SJ ZONE B-4 RURAL	5	1:22	12:00	8:14	3:43	12:00
SJ ZONE B-5 RURAL	10	0:07	11:19	7:45	3:13	11:16
SJ ZONE C-1 RURAL	1	5:27	5:27	5:27	0:00	5:27
SJ ZONE C-2 RURAL	25	5:19	15:40	10:09	2:00	13:54
SJ ZONE C-3 RURAL	43	0:02	15:38	6:53	4:52	14:21
SJ ZONE C-2 WILDERNESS	10	3:43	34:29	15:10	8:05	21:09
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,352	0:00	54:59	4:29	2:21	7:04
All Suburban Compliance Areas	58	0:05	15:42	6:38	3:15	11:21
All Rural Compliance Areas	163	0:02	28:12	8:49	4:39	14:47
All Wilderness Compliance Areas	10	3:43	34:29	15:10	8:05	21:09

**Exemption Request Report**  
**September 2008**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>EMS Agency Action</b>
09/01/2008	8107145	B-2	Delayed Reporting on Scene	Not Exempt
09/02/2008	8107184	B-2	Delayed Reporting on Scene	Not Exempt
09/02/2008	8107329	B-2	Road Construction	Exempt
09/03/2008	8107730	A-2	Train	Exempt
09/03/2008	8107864	B-5	Poor Location Information from CHP	Exempt
09/04/2008	8108039	B-1	Delayed Reporting on Scene	Not Exempt
09/04/2008	8108227	B-5	Manteca Ambulance Zone	Exempt
09/04/2008	8108240	A-3	Off-Road Location	Exempt
09/04/2008	8108424	B-1	Delayed Reporting on Scene	Not Exempt
09/05/2008	8108483	A-1	Coding Error by SFD CAD	Exempt
09/05/2008	8108628	B-5	Poor Location Information from RP	Exempt
09/05/2008	8108935	B-1	Train	Exempt
09/06/2008	8109095	B-3	Delayed Reporting on Scene	Not Exempt
09/06/2008	8109236	B-5	Train	Exempt
09/06/2008	8109367	C-2	Poor Location Information from CHP	Exempt
09/07/2008	8109459	B-2	Poor Location Information from RP	Exempt
09/07/2008	8109808	B-1	Delayed Reporting on Scene	Not Exempt
09/08/2008	8109945	B-1	Delayed Reporting on Scene	Not Exempt
09/10/2008	8110756	B-4	Delayed Reporting on Scene	Not Exempt
09/10/2008	8111083	B-2	Off-Road Location	Exempt
09/12/2008	8111890	B-1	Delayed Reporting on Scene	Not Exempt
09/13/2008	8112103	B-2	Train	Exempt
09/13/2008	8112252	B-1	Delayed Reporting on Scene	Not Exempt
09/14/2008	8112764	B-1	Delayed Reporting on Scene	Not Exempt
09/15/2008	8113003	B-1	Poor Location Information from RP	Exempt
09/15/2008	8113150	B-5	Poor Location Information from CHP	Exempt
09/16/2008	8113704	A-1	Coding Error by SFD CAD	Exempt
09/19/2008	8114553	B-4	Delayed Reporting on Scene	Not Exempt
09/19/2008	8114770	B-2	Road Construction	Exempt
09/20/2008	8115115	B-4	False Report of Emergency	Exempt
09/20/2008	8115331	B-1	Poor Location Information from SFD	Exempt
09/21/2008	8115664	B-1	Delayed Reporting on Scene	Not Exempt
09/21/2008	8115753	B-2	Road Construction	Exempt
09/22/2008	8115781	B-2	Encountered Second Call while Enroute	Exempt
09/23/2008	8116305	B-1	Delayed Reporting on Scene	Not Exempt
09/25/2008	8117476	B-5	Delayed Reporting on Scene	Not Exempt
09/27/2008	8118265	A-2	Train	Exempt
09/27/2008	8118380	A-1	Poor Location Information from SFD	Exempt
09/28/2008	8118558	A-1	Delayed Reporting on Scene	Not Exempt
09/28/2008	8118562	A-2	Delayed Reporting on Scene	Not Exempt
09/29/2008	8118896	B-5	Delayed Reporting on Scene	Exempt
09/30/2008	8119332	B-1	Delayed Reporting on Scene	Not Exempt

**Exemption Request Report  
October 2008**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>EMS Agency Action</b>
10/02/2008	8120241	B-2	Poor Location Information from RP	Exempt
10/03/2008	8120766	C-2	Off-Road Location	Exempt
10/03/2008	8120800	B-1	Traffic Secondary to Call	Exempt
10/04/2008	8121390	B-4	Delayed Reporting on Scene	Not Exempt
10/10/2008	8123908	B-1	Coast Guard Rescue	Exempt
10/11/2008	8124033	B-4	Off-Road Location	Exempt
10/11/2008	8124059	A-2	Road Construction	Exempt
10/11/2008	8124110	B-1	Poor Location Information from CHP	Exempt
10/14/2008	8125325	B-4	Poor Location Information from CHP	Exempt
10/16/2008	8126353	B-2	Poor Location Information from RP	Exempt
10/18/2008	8126837	B-4	Insufficient Information	Not Exempt
10/18/2008	8127154	B-4	Poor Location Information from CHP	Exempt
10/21/2008	8128030	B-5	Dispatch Error	Not Exempt
10/21/2008	8128300	A-2	Traffic Secondary to Call	Not Exempt
10/23/2008	8129060	A-1	Poor Location Information from RP	Exempt
10/27/2008	8130570	B-5	Delayed Reporting on Scene	Not Exempt
10/27/2008	8130871	B-2	Dispatch Error	Not Exempt
10/28/2008	8131056	B-2	Delayed Reporting on Scene	Not Exempt
10/30/2008	8131801	A-2	Road Construction	Exempt
10/31/2008	8132227	B-5	Delayed Reporting on Scene	Not Exempt

**Contract 1 Year Cumulative Performance Summary**

**Response Time Compliance**

Zone	Nov 07	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Monthly Average
A-1	98%	98%	97%	96%	98%	97%	97%	98%	98%	98%	98%	99%	97.7%
A-2	92%	89%	85%	90%	89%	81%	93%	92%	86%	92%	91%	87%	88.8%
A-3	86%	88%	89%	84%	83%	91%	80%	90%	88%	92%	88%	91%	87.7%
B-1	94%	95%	94%	93%	94%	95%	93%	94%	94%	94%	91%	93%	93.6%
B-2	94%	95%	94%	93%	95%	95%	93%	93%	93%	94%	93%	93%	93.7%
B-3	100%	88%	100%	95%	100%	100%	100%	100%	95%	76%	90%	100%	93.9%
B-4	93%	88%	86%	78%	85%	86%	85%	79%	83%	91%	85%	82%	84.8%
B-5	83%	75%	87%	82%	88%	88%	84%	79%	80%	83%	89%	82%	83.3%
C-1	96%	96%	97%	98%	97%	97%	97%	99%	98%	97%	98%	95%	97.0%
C-2	98%	97%	98%	92%	94%	100%	96%	100%	97%	92%	98%	98%	96.6%
C-3	97%	99%	99%	98%	99%	100%	99%	98%	100%	98%	97%	97%	98.4%
<b>All Zones</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>93.6%</b>

**Failure to Provide Data**

Event Type	September 2008	October 2008
N/A		

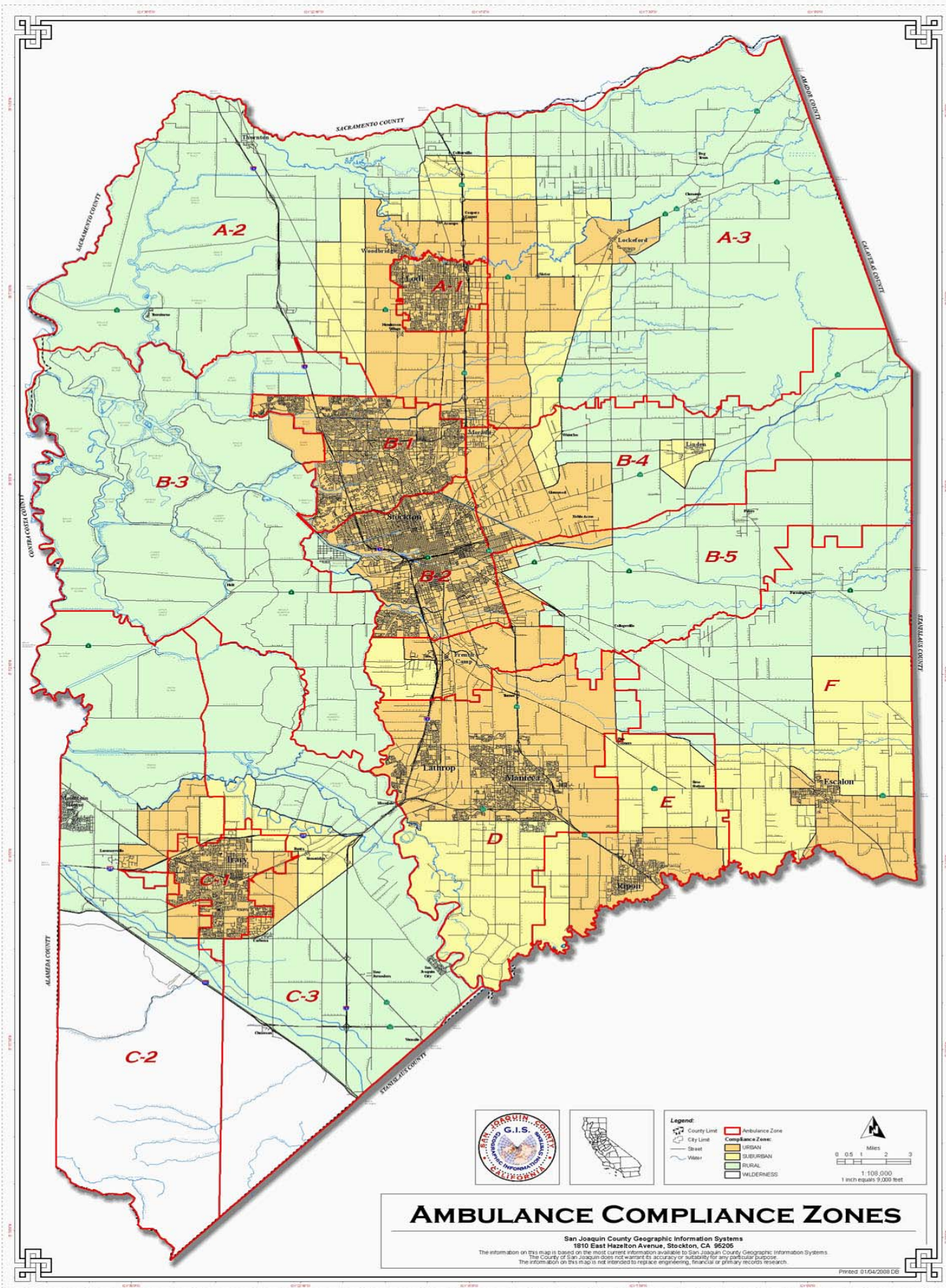
**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.





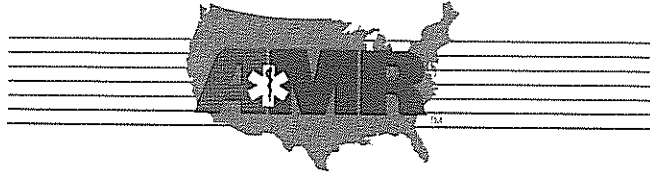
## AMBUANCE COMPLIANCE ZONES

San Joaquin County Geographic Information Systems

1810 East Hazelton Avenue, Stockton, CA 95205

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems. The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose. The information on this map is not intended to replace engineering, financial or primary records research.

Printed: 01/04/2009 DE



Community Services  
San Joaquin County

## Monthly Summary September 2008

Activities		
Contact Name	Title	Activity Outline
Marcus Williams	San Joaquin Public Works Wastewater Division	Scheduled meeting in regards to the upcoming Inland Coastal Cleanup event in San Joaquin County

Events		
Event Name	Location	Event Outline
Ambulance Standby/ EMS orientation, September 3, 2008 1900-2030	Collegeville Fire Department, San Joaquin County	Provide ambulance and crew to attend a monthly SJ County FD's training. Provide EMS orientation and ambulance operations. Approx. 10 participants.
Ambulance Demo, September 4, 2008 1700-2000	Julia Morgan School, Stockton, CA	Provide an ambulance and crew to speak with the public about safety, education, and EMS. Primary audience was K-6, plus parents. Approx. 700 participants.
Ambulance Demo, September 10, 2008 0830-1100	Tracy Elementary School, Tracy, Ca	Provide an ambulance for a demonstration and discuss safety. Mostly elementary students, approx. 70 participants.
Bike Team donated standby, September 11, 2008 1200-1000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were different every day.
Bike Team donated standby, September 12, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were

		different every day.
Bike Team donated standby, September 11, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were different every day.
Bike Team donated standby, September 11, 2008 1000-0000	Lodi Grape Festival, Lodi CA.	Donation of 2 ALS bike teams, as well as personnel to staff a first aid booth for the annual Grape Festival. This was a 4 day event with over 110,000 participants over 4 days. Hours were different every day.
<u>Ambulance Demo / Health Fair, September 12, 2008 0700-1200</u>	<u>Joe Serna School, Lodi, CA</u>	<u>Provide an ambulance to show during a community event. Hand out items, such as coloring books, stickers, balloons. Approx. 400 participants. This was mostly a Spanish speaking, bi-lingual event.</u>
Bike Team donated standby, September 20, 2008 0600-1200	Banner Island Ballpark, Stockton, CA	Provide an ambulance and our Paramedic Bike Team to participate in the annual AHA Heart walk. Approx. 5000 participants.
Ambulance Demo / Standby, September 20, 2008 0700-1400	Buckley Cove ( and various other locations throughout waterways in San Joaquin County)	Provide an ambulance and crew to provide standby medical assistance as well as transportation of persons for the Inland Coastal Cleanup Event, 2008. Approx. 3000 persons countywide.
Ambulance Demo, September 24, 2008 1000-1300	Tracy High School, special education department	Provide an ambulance for a demonstration and discuss safety. Provide hand outs, and equipment show and tell. Approx. 50 participants.
Ambulance Standby, September 25, 2008 0800-1400	Grupe Ranch, Acampo CA.	Provide an ambulance and crew to provide standby EMS service for local horse racing/show event. This is a multi day event. Approx. 1500 participants.
Ambulance Standby, September 26, 2008 0800-1400	Grupe Ranch, Acampo CA.	Provide an ambulance and crew to provide standby EMS service for local horse racing/show event. This is a multi day event. Approx. 1500 participants.
Ambulance Standby,	Grupe Ranch, Acampo CA.	Provide an ambulance and

September 27, 2008 0800-1530		crew to provide standby EMS service for local horse racing/show event. This is a multi day event. Approx. 1500 participants.
Ambulance Demo / Health and Safety Fair, September 27, 2008 1000-1600	D'ell Osso Farms, Lathrop, CA	Provide an ambulance and crew for a health and safety fair including local EMS and public safety providers. Provide hand out material as well as tours of the ambulance. Approx. 1000 participants.
Ambulance demo / Health and Safety Fair, September 27, 2008 1100-1500	Sutter Gould Medical Center, Stockton, CA	Provide an ambulance and crew to participate in a local health fair. Provide hand outs, equipment show and tell, and some blood pressure checks. Approx. 800 participants.
Ambulance Standby for "Preemie Party", September 27, 2008 1200-1500	SJ County General Hospital, Stockton, CA	Provide an ambulance and personnel to demonstrate techniques used in EMS for baby transport and premature baby procedures. Approx. 200 participants.
Ambulance Standby, September 28, 2008 0800-1400	Grupe Ranch, Acampo CA.	Provide an ambulance and crew to provide standby EMS service for local horse racing/show event. This is a multi day event. Approx. 1500 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
CPR Refresher, September 02, 2008 1000-1230	AMR Stockton Operations	BLS refresher course for employees as well as outside agencies. Approx. 8 participants
CPR Class, September 4, 2008 0800-1230	Sunbridge Heritage SNF, Stockton, CA	Provide a full BLS for provider's class to local care facility. Approx. 6 participants.
CPAP training, September 4, 1400-1530	AMR Stockton Operations	CPAP course for employees, but also for other providers in our county that use the same system. Approx. 4 participants.
CPR Class, September 8, 2008 0800-1230	Sheraton Hotel, Stockton, CA	This was a Heart saver CPR course for the management and security staff of the Sheraton Hotel. We donated 2 of these for the month of September. Approx. 12 participants.
CPR Class, September 13, 2008 0800-1230	Whispering Hope Convalescent, Stockton, CA	Provide a full BLS for providers class to local care facility. Approx. 7 participants.
CPR Class, September 13, 2008 0800-1230	Cheer Odyssey, Manteca, CA	This was a full Heart saver CPR course for the staff and trainers

		of a local gym. Approx. 8 participants.
CPR Class, September 4, 2008 0800-1230	Sunbridge Heritage SNF, Stockton, CA	Provide a full BLS for providers class at local care facility. This course was open to outside providers. Approx. 9 participants.

Current Projects / Studies	Meetings Attended
Although there was not much media for AMR San Joaquin on the subject, during the month of September, we had over 20 of our personnel deployed to Texas and Louisiana for the hurricane relief. It should be noted by our public that your local EMT's and Paramedics provided thousands of hours of hurricane relief to those in need. Be proud of them.	Attended numerous meetings with the members of Public Works, as we got a plan together to have AMR be a part of the annual "Inland Coastal Clean-up" event. We are working on getting our community members and leaders to recognize that we are here for them.
September is the month that the American Heart Association typically holds their annual Heart walk. In addition to providing donated Bike Teams and first aid, AMR San Joaquin focused on our community by providing numerous CPR classes to our community.	This month, I met with a handful of the care facilities within our county. In addition to trying to improve relations, I was specifically looking for ideas on how to train our personnel on some of the rules/regulations of their ability to provide (or not provide) certain types of care without orders. PowerPoint in progress.
As September comes to a close, I am working on putting together a Halloween Safety Media project that will hopefully get some coverage and exposure.	Met with Captain Hanlon (Tracy Fire) briefly at the training officers meeting to discuss possible joint MCI training opportunities. We are working to be able to participate and train jointly in the field of MCI's. Much needed.
In the process of rebuilding part of our new hire orientation. I am working with some local fire agencies to include field trips to their stations, as well as possibly having them come and do short presentations to our staff.	Attended the monthly San Joaquin County Training Officers meeting. Working on getting involved with local fire agencies training, and doing joint projects.
In an effort to boost employee morale, I spent 4 hours riding as 3 <sup>rd</sup> person on an ALS rig with one of our crews. This was great for evaluating our system, and creating some relationships with our field crews.	Attended the monthly San Joaquin County Training Officers meeting. Working on getting involved with local fire agencies training, and doing joint projects.

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

**Bike Team donation of over 375 hours this month. These are listed in BOLD PRINT.**

There was event this month that we participated in that was mostly non-English speaking. It is underlined for easy identification.



To Ryan, Aaron & those whose names  
I did not get. Such gorgeous,  
handsome men of Volar. Thank you  
for saving my husband Michael's  
life on July 19th my 73rd birthday.  
For helping me climb up on your rig,  
to doing the right thing & save his life.  
I remember the giant fan at the

entrance, seeing the sunrise for the  
first time in many years, the table  
& bench outside for me to sit, the  
kindness & professional conduct.  
You are awesome! God Bless  
and keep you all.

In utmost gratitude,  
Michael & Rita Savatone



Community Services  
San Joaquin County

## Monthly Summary October 2008

Activities		
Contact Name	Title	Activity Outline
Tom Moccia	Director of American Lung Association, San Joaquin Chapter	Working on a joint education program for our community
Adrian Quintero	PIO for CHP, San Joaquin County	Various meetings throughout the community to get ready for the Every 15 Minutes Program for 2009

Events		
Event Name	Location	Event Outline
<b>Bike Team Donation, October 5, 2008 0800-1600</b>	<b>Downtown Lodi, CA</b>	<b>Provide an ALS bike team to provide first aid standby for the bi-annual Street Faire in Lodi. Approx. 5000 people.</b>
Ambulance Demo, October 5, 2008 0700-1200	Collegetville Fire Department	Provide ambulance and crew to participate in EMS fair/fundraiser event for local fire department. Hand out items and show public the ambulance. Approx. 500 participants.
Ambulance Demo, October 5, 2008 0700-1200	Woodbridge Fire Department	Provide ambulance and crew to participate in EMS fair/fundraiser event for local fire department. Hand out items and show public the ambulance. Approx. 500 participants.
Ambulance Demo October 11, 2008 1000-1400	Weber Point, Downtown Stockton, CA	Provide ambulance and crew to support SFD at the annual "Firefest". Give hand outs and talk to the community about our ALS service. Approx. 1500 participants.
Ambulance Stand-by, October 11, 2008 1000-1400	Sutter Gould Medical Center, Lodi, CA	Donation of an ambulance and crew to give demonstrations at the annual health fair at Sutter Gould. Provide hand outs and speak about EMS and safety.

		Approx. 1000 participants.
Ambulance Demo, October 16, 2008 1100-1530	Hamilton School, Stockton, CA	Provide an ambulance and give presentation on EMS careers and education. Lots of hands on and show and tell to 7 <sup>th</sup> and 8 <sup>th</sup> graders. Approx. 100 participants.
Ambulance Demo, October 17, 2008 1000-1300	South Port Elementary, Sacramento, CA	Provide an ambulance and crew to support an out of county public outreach event for elementary students. Provide hand outs, give tours of the ambulance, and speak about EMS and safety for children. Approx. 200 participants.
Ambulance Demo, October 24, 2008 1700-2100	Manlio Silva High School, Stockton, CA	Provide an ambulance and crew to speak about EMS, safety, and education to high school students, teachers, and parents. This was part of their fall carnival event. Approx. 1800 participants.
Ambulance Demo, October 28, 2007 1100-1300	Collegeville Elementary, Collegeville, CA	Demo ambulance and spoke with children regarding safety. Promoted Red Ribbon Week. Passed out coloring books, stickers, crayons. Approx. 160 participants.
Ambulance Demo, October 29, 2008 0900-1200	Davis Elementary School, Morada	Provide an ambulance and crew to speak with teachers, parents, and students, as part of the "red ribbon week" event. Provide hand outs, and give ambulance tours. Approx. 200 participants.
Ambulance Demo, October 31, 2008 0900-1230	Merryhill Pre-school, Stockton, CA	Provide an ambulance and crew to participate in the Halloween "fall carnival" event at a local pre-school. Provide hand outs and give tours of the ambulance. Approx. 100 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
Ambulance orientation and Joint training, October 1, 2008 1800-2000	Collegeville Fire Department	Joint training and ambulance orientation for county fire department. Approx. 15 participants.
CPR course, October 4, 2008 0800-1230	Whispering Hope Conv., Stockton, CA	Provide a BLS course for local SNF. This was a full BLS course for their licensed staff. Approx. 8 participants.



CPR refresher, October 14, 2008 1400-1630	Crestwood Manor SNF, Stockton, CA	Provide a BLS refresher course for local SNF staff. Approx. 8 participants.
CPR refresher, October 15, 2008 0900-1130	AMR Stockton Operations	BLS refresher course, primarily for AMR employees, but open to outside providers. Approx. 10 participants.
CPR refresher, October 22, 2008 0700-1000	LifeCom Dispatch Center, Salida, CA	This is a CPR refresher for the dispatch center. We did have 2 outside personnel attend. Approx. 8 participants.

Current Projects / Studies	Meetings Attended
This month, we at AMR San Joaquin, had approximately 5 students approach different members of our field staff and management staff, who were interested in having some of us be their "mentors" for senior projects. We accepted all of them. This will encourage some of our youth to possibly explore careers in EMS.	Attended a meeting with the directors of the American Lung Association. We are working on joint outreach opportunities, as well as the ALA is organizing a walk to promote respiratory wellness. We will be working with them as a community partner.
I am currently in the process of creating numerous courses on different policies set forth by SJ EMS. We are going to be offering CE for these, and my hope would be that we can have some of our other providers come to these courses for team building.	Met with A. Quintero from our local CHP. We are gearing up to have this be a great year for the Every 15 Minutes Program at local high schools.
We are working on a monthly team building project that is away from work. This month, we had a "hockey night" with the Stockton Thunder. We are working on promoting their "heroes" night event as a team event.	Met with some local hospitals education departments in hopes to get some joint training going. Specifically, I am working on a project to include EMS orientation to newly hired RN's for local ER's. I would like to also have the opposite, where, when we provide orientation for newly hired EMT's or Medics, some of the local ER staff comes to do a presentation.
I am also currently building an "ACLS for EMT's" course. This will be working toward teaching our EMT basics the advanced skills of EKG interpretation and pharmacology. This is a step to improving our patient care.	There was a new assisted living facility was opened in Manteca, Prestige Living. One of our staff attended the open house to support our teamwork attitude.

As a note, there were no complaints for the month of October 2008. I have attached some thank you's and notices that I have received.

I also received 1 phone call for a job well done from one of our crews. A. Ponce, and Z. Pinol were commended from a family member of a patient for their attitude, professionalism, and "going out of their way".

**Also, donated Bike Team events are in bold print.**

There was an event that we did at Joe Serna School in Lodi, which is primarily Spanish speaking. Please note the attached thank you notes from the students.



**San Joaquin County Health Care Services**  
P.O. Box 1020 • Stockton, CA 95201 • (209)468-6600

October 17, 2008

David Durand  
Community Education/PIO  
American Medical Response  
400 S. Fresno Avenue  
Stockton, Ca. 95203

**RE: Presentation at Hamilton School**

Thank you for the wonderful presentations yesterday at Hamilton School! Ever since San Joaquin County Health Care Services Agency adopted a classroom at Hamilton School, I've been hoping to find some way to highlight Emergency Medical Services in a fun and interactive way. I was so pleased that you agreed to present to the class and highlight career opportunities for Paramedics, Emergency Medical Technicians and dispatchers.

The kids were delighted that they got to use and understand your training mannequins, practice accessing an airway, check their heart rates, and understand more about how to transport patients. They were so pleased that they got to go inside and check out the inside of an ambulance—without having to be patients. I think that you were able to emphasize a Paramedic's significant role in patient care and make the whole process less scary. Not only did the presentation highlight career options, but you snuck in science and anatomy too. It made for an exciting "hands on" learning experience.

I admire your energy—keeping two classes of eighth graders interested and engaged for over an hour each is quite an accomplishment. I got tired just watching! On behalf of Health Care Services, please accept our sincere thanks for your contribution to the Hamilton School Health Education and Learning (HEAL) Program.

Sincerely,

Margaret Szczepaniak  
Assistant Director, Health Care Services

MS:sl  
AMR Hamilton School Presentation

cc: Dan Burch, SJCO EMS Director  
Barry Elzig, General Manager, AMR

October 10, 2008

Mr. Barry Elzig  
General Manager  
400 S. Fresno Ave.  
Stockton, CA 95203

Dear Mr. Elzig:

I'm writing this letter to you to commend the services of an EMT/Paramedic team that came to the aid of my sister, Kathy Martin, on July 3, 2007. I always wanted to write a letter regarding this team but did not know their names, and only recently was informed as to who they were.

The team was EMT Matt Yroz, and Paramedic Pam Dubois. My sister had a biopsy done the morning of July 3, 2007, at Sutter Hospital in Tracy. At about 4:00 P.M. that afternoon, she was one of those few who started to bleed profusely from the procedure. She passed out and I called 911. Within minutes this team arrived at her home at 3460 London Drive, Tracy, CA. After a quick evaluation she was placed immediately on a stretcher and taken to the hospital. She had to have a replacement of four plus units of blood. If it had not been for the quick response and evaluation of this team my sister would have died.

I believe that when people do an outstanding job they need to be recognized for their work. Their professionalism, as well as their knowledge, saved my sister's life.

Sincerely yours,

Carol Silva  
1240 Renown Drive  
Tracy, CA 95376  
209-835-8669

SAN JOAQUIN GENERAL HOSPITAL  
PROGRESS NOTES

Physician's  
Begin Here

Registered Nurses  
Begin Here

Technical & Others  
Begin Here



Remember me?

I was the pt back in March 08  
who wandered into my neighbors  
pool in Weston Ranch was sent to  
SJGH and then to CTO.

Look at me Now!

I learned how to walk again  
and I am Doing great



Ernesto Amaya 9/08

October 14, 2008

American Medical Response  
400 South Fresno Street  
Stockton, CA 95203

We would like to take this opportunity to express our deepest appreciation to the staff of the Waterloo/Morada Fire Station, the American Medical Ambulance Response Company, and the 911 Operator. On July 30, 2008 at approximately 3:30 in the afternoon my husband, Larry Bustillos called 911 for help because he was having very unusual chest pains and numbness in his arms. The operator stayed on the phone with him and coached him through the process. She was very kind, patient, knowledgeable and comforting. Within just a few minutes of his call the emergency staff arrived at our home at 2349 Beyer Lane. Upon their arrival the emergency response staff assessed my husband's condition and recommended that he go to the hospital for further evaluation. At that time he felt fine and was going to stay home. One of the Fire Department emergency staff turned to my husband and said that he seriously recommended Larry go to the hospital. If it wasn't for this gentleman making that statement my husband would not have gone.

The ambulance was on the way to the hospital when all of a sudden the lights and sirens were activated. While in the ambulance my husband started having serious problems. Again the staff immediately took appropriate action to provide care and treatment.

When Larry was at the hospital he suffered a heart attack. Because of the outstanding judgment and actions of the response team he is now home recuperating.

We cannot express how much we appreciate each and every member of the emergency response staff of the Waterloo/Morada Fire Station, the American Medical Ambulance Company and the 911 Operator. Your passion to save lives is truly appreciated.

Sincerely,

*Rose Bustillos & Family*