



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

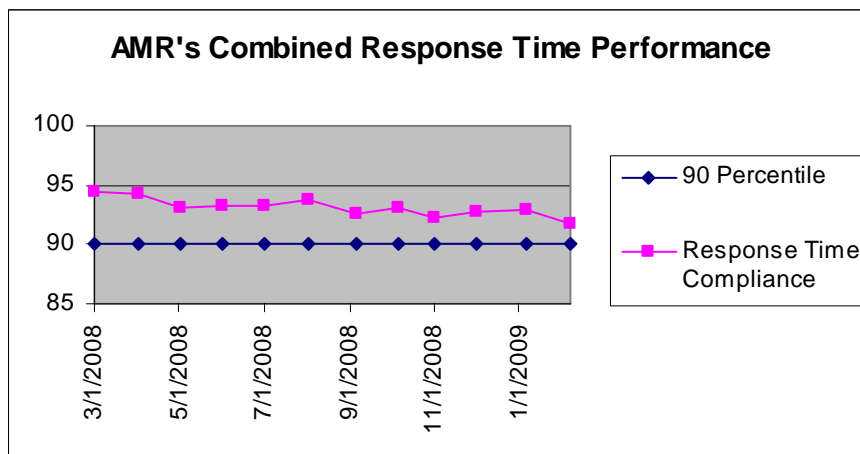
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: April 7, 2009

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 January and February, 2009, is the seventeenth 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 January and February 2009, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.94% for January and 91.70% for February.

However, AMR did not meet response compliance in ambulance sub-zone B1 (northern Stockton) in

February 2009, for the first time since the start of the exclusive contract in May 2006. AMR's February 2009, response compliance for B1 was 88.56% with 130 calls exceeding 7 minutes and 29 seconds out of 1,136 total responses.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for January and February 2009 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

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

Response Time Compliance Report by 30 Day Rolling Period

January 1, 2009 through January 30, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	350	6	98.29%	X		
SJC Zone A-2	96	6	93.75%	X		
SJC Zone A-3	50	5	90.00%	X		
SJC Zone B-1	1,148	112	90.24%	X		
SJC Zone B-2	1,211	72	94.05%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	106	16	84.91%			X
SJC Zone B-5	93	15	83.87%			X
SJC Zone C-1	256	5	98.05%	X		
SJC Zone C-2	48	4	91.67%	X		
SJC Zone C-3	49	0	100.00%	X		
All Zones Combined	3,414	241	92.94%	9	2	

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2009 through February 28, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	311	5	98.39%	X		
SJC Zone A-2	95	11	88.42%			X
SJC Zone A-3	48	7	85.42%			X
SJC Zone B-1	1,136	130	88.56%			X
SJC Zone B-2	1,256	86	93.15%	X		
SJC Zone B-3	11	1	90.91%	X		
SJC Zone B-4	112	19	83.04%			X
SJC Zone B-5	94	15	84.04%			X
SJC Zone C-1	230	5	97.83%	X		
SJC Zone C-2	44	1	97.73%	X		
SJC Zone C-3	49	1	97.96%	X		
All Zones Combined	3,386	281	91.70%	6	5	

Fines and Penalties Report

Type of Penalty	January 2009	February 2009
Out of compliance response districts	\$10,000	\$25,000
Late response minutes	\$5,150	\$6,350
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	\$15,150	\$31,350

Weekly Unit Hour Staffing Report

	RFP minimum	January 2009	February 2009
Zone A	672	672	672
Zone B	1,848	2,280	2,280
Zone C	504	504	504
Total	3,024	3,456	3,456

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	January 2009			February 2009		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,343	232	93.06%	3,193	270	91.54%
Suburban 9:29	50	9	82.00%	46	5	89.13%
Rural 17:29	149	4	97.32%	133	6	95.49%
Wilderness 29:29	8	1	87.50%	14	0	100.00%
Total	3,550	246	93.07%	3,386	281	91.70%

Detailed Response Time Analysis
January 2009

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	350	0:06	12:22	3:50	1:38	5:45
SJ ZONE A-2 URBAN	51	0:39	12:10	5:50	2:03	8:32
SJ ZONE A-3 URBAN	22	0:07	8:02	4:29	2:16	7:46
SJ ZONE B-1 URBAN	1,148	0:00	15:02	4:41	2:22	7:39
SJ ZONE B-2 URBAN	1,208	0:00	12:55	4:31	2:08	7:05
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	83	0:12	11:48	5:19	2:00	7:28
SJ ZONE B-5 URBAN	87	0:04	10:57	5:08	2:28	8:23
SJ ZONE C-1 URBAN	248	0:00	12:22	3:57	1:50	5:59
SJ ZONE C-2 URBAN	4	6:17	9:36	7:49	1:21	9:36
SJ ZONE C-3 URBAN	7	2:02	7:27	4:43	1:50	7:27
SJ ZONE A-2 SUBURBAN	12	1:03	8:34	6:31	1:59	8:29
SJ ZONE A-3 SUBURBAN	9	3:49	9:04	6:56	1:31	9:04
SJ ZONE B-4 SUBURBAN	16	1:37	15:39	8:29	4:14	13:56
SJ ZONE B-5 SUBURBAN	2	3:26	5:30	4:28	1:02	5:30
SJ ZONE C-1 SUBURBAN	5	2:06	10:05	4:26	2:56	10:05
SJ ZONE C-2 SUBURBAN	1	3:04	3:04	3:04	0:00	3:04
SJ ZONE C-3 SUBURBAN	5	4:29	15:52	9:12	4:18	15:52
SJ ZONE A-2 RURAL	33	0:05	19:08	9:42	3:00	14:46
SJ ZONE A-3 RURAL	19	1:44	22:08	9:32	4:51	19:45
SJ ZONE B-2 RURAL	1	10:01	10:01	10:01	0:00	10:01
SJ ZONE B-3 RURAL	7	6:38	15:03	10:50	3:16	15:03
SJ ZONE B-4 RURAL	7	3:34	23:08	12:09	6:11	23:08
SJ ZONE B-5 RURAL	4	7:07	9:18	8:42	0:55	9:18
SJ ZONE C-1 RURAL	3	0:05	6:29	3:46	2:42	6:29
SJ ZONE C-2 RURAL	35	5:35	21:09	11:03	3:08	14:46
SJ ZONE C-3 RURAL	37	0:04	18:38	6:00	5:28	13:55
SJ ZONE C-2 WILDERNESS	8	0:13	58:58	16:25	16:48	58:58
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,208	0:00	15:02	4:31	2:11	7:12
All Suburban Compliance Areas	50	1:03	15:52	7:08	3:30	11:57
All Rural Compliance Areas	146	0:04	23:08	9:05	4:52	14:47
All Wilderness Compliance Areas	8	0:13	58:58	16:25	16:48	58:58

**Detailed Response Time Analysis
February 2009**

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	311	0:02	9:12	3:56	1:35	5:43
SJ ZONE A-2 URBAN	58	0:06	11:20	5:49	2:10	8:35
SJ ZONE A-3 URBAN	24	1:36	15:29	5:58	3:19	9:53
SJ ZONE B-1 URBAN	1,136	0:00	17:45	4:59	2:28	7:51
SJ ZONE B-2 URBAN	1,254	0:00	18:52	4:34	2:12	7:11
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	94	0:52	9:54	5:14	2:02	8:12
SJ ZONE B-5 URBAN	79	0:07	14:59	5:44	2:53	9:10
SJ ZONE C-1 URBAN	224	0:04	15:08	4:07	1:52	6:16
SJ ZONE C-2 URBAN	2	4:51	8:04	6:27	1:37	8:04
SJ ZONE C-3 URBAN	9	2:47	6:03	4:29	1:10	6:03
SJ ZONE A-2 SUBURBAN	6	4:12	7:30	6:15	1:09	7:30
SJ ZONE A-3 SUBURBAN	8	3:56	11:36	8:09	2:18	11:36
SJ ZONE B-4 SUBURBAN	12	0:00	17:56	8:32	5:36	17:49
SJ ZONE B-5 SUBURBAN	8	2:58	6:33	4:50	1:05	6:33
SJ ZONE C-1 SUBURBAN	4	3:41	7:33	5:15	1:29	7:33
SJ ZONE C-2 SUBURBAN	3	4:34	5:10	4:56	0:16	5:10
SJ ZONE C-3 SUBURBAN	5	3:47	8:17	6:44	1:39	8:17
SJ ZONE A-2 RURAL	30	0:06	21:11	9:27	5:13	15:23
SJ ZONE A-3 RURAL	16	2:11	16:28	8:56	3:43	13:29
SJ ZONE B-2 RURAL	2	5:18	14:14	9:46	4:28	14:14
SJ ZONE B-3 RURAL	11	1:47	21:22	9:20	5:23	13:02
SJ ZONE B-4 RURAL	6	6:49	22:03	12:19	5:23	22:03
SJ ZONE B-5 RURAL	7	4:27	11:56	7:47	2:26	11:56
SJ ZONE C-1 RURAL	1	1:45	1:45	1:45	0:00	1:45
SJ ZONE C-2 RURAL	24	0:07	14:03	8:32	3:26	13:13
SJ ZONE C-3 RURAL	35	0:03	19:33	7:07	5:37	14:20
SJ ZONE C-2 WILDERNESS	14	0:04	21:43	8:36	7:22	18:27
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,191	0:00	18:52	4:42	2:18	7:24
All Suburban Compliance Areas	46	0:00	17:56	6:48	3:30	11:09
All Rural Compliance Areas	132	0:03	22:03	8:35	4:58	14:20
All Wilderness Compliance Areas	14	0:04	21:43	8:36	7:22	18:27

**Exemption Request Report
January 2009**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
01/01/2009	9000013	A-2	Fog	Exempt
01/01/2009	9000366	B-2	Coding Error by SFD CAD	Exempt
01/02/2009	9000612	B-1	Poor Location Information from SFD	Exempt
01/02/2009	9000778	B-1	Delays in Transferring Care in the ED	Exempt
01/03/2009	9000922	B-2	Delays in Transferring Care in the ED	Exempt
01/05/2009	9001857	B-1	Poor Location Information from RP	Exempt
01/06/2009	9001982	C-3	Fog	Exempt
01/06/2009	9002351	C-3	Train	Exempt
01/07/2009	9002712	A-2	False Report of Emergency	Exempt
01/09/2009	9003324	B-4	Fog	Exempt
01/10/2009	9003854	C-3	False Report of Emergency	Exempt
01/11/2009	9004158	B-2	Fog	Exempt
01/11/2009	9004164	B-2	Fog	Exempt
01/12/2009	9004705	B-1	Poor Location Information from RP	Exempt
01/16/2009	9006390	B-1	False Report of Emergency	Exempt
01/17/2009	9006653	C-1	Poor Location Information from CHP	Exempt
01/18/2009	9007164	C-2	Off-Road Location	Not Exempt
01/20/2009	9008051	B-1	Coding Error by SFD CAD	Exempt
01/21/2009	9008262	A-2	Train	Exempt
01/21/2009	9008330	B-1	Train	Exempt
01/22/2009	9008979	B-1	Train	Not Exempt
01/23/2009	9009455	B-1	Heavy Rain	Exempt
01/25/2009	9010058	B-2	Train	Exempt
01/26/2009	9010637	B-1	Poor Location Information from SFD	Exempt
01/27/2009	9010919	B-1	Poor Location Information from SFD	Exempt
01/27/2009	9011026	C-3	Out of County	Exempt
01/30/2009	9012047	C-3	Adjusted time based on call audit	Exempt
01/30/2009	9012048	C-1	Fog	Exempt
01/31/2009	9012617	B-2	Coding Error by SFD CAD	Exempt

**Exemption Request Report
February 2009**

Date	Incident Number	Zone	Type of Exemption Requested	EMS Agency Action
02/01/2009	9012899	B-4	Poor Location Information from CHP	Exempt
02/04/2009	9014461	B-1	Delays in Transferring Care in the ED	Exempt
02/05/2009	9014606	B-5	Poor Location Information from CHP	Exempt
02/05/2009	9014790	B-5	Poor Location Information from CHP	Exempt
02/06/2009	9014988	C-3	Heavy Rain	Exempt
02/06/2009	9015320	B-2	Insufficient Information	Not Exempt
02/06/2009	9015321	B-2	Delays in Transferring Care in the ED	Exempt
02/08/2009	9016165	B-2	Poor Location Information from RP	Exempt
02/08/2009	9016192	B-1	Heavy Rain	Exempt
02/09/2009	9016423	B-1	Delays in Transferring Care in the ED	Exempt
02/09/2009	9016435	B-1	Delays in Transferring Care in the ED	Exempt
02/10/2009	9016960	B-2	Encountered Second Call Enroute	Exempt
02/10/2009	9017128	B-1	Heavy Rain	Exempt
02/11/2009	9017470	B-1	Insufficient Information	Not Exempt
02/12/2009	9017673	B-2	Train	Exempt
02/13/2009	9018209	A-3	Insufficient Information	Not Exempt
02/13/2009	9018317	B-1	Traffic Secondary to Call	Exempt
02/13/2009	9018476	A-2	Heavy Rain	Exempt
02/18/2009	9020193	B-1	Coding Error by SFD CAD	Exempt
02/18/2009	9020252	A-2	Road Construction	Exempt
02/19/2009	9020564	B-2	Fog	Exempt
02/19/2009	9020572	B-2	Fog	Exempt
02/19/2009	9020584	B-1	Fog	Exempt
02/19/2009	9020636	B-2	Fog	Exempt
02/19/2009	9020705	B-2	Train	Exempt
02/19/2009	9020920	B-5	Train	Exempt
02/19/2009	9020967	B-2	Poor Location Information from SFD	Exempt
02/22/2009	9021907	B-2	Insufficient Information	Not Exempt
02/22/2009	9021933	B-1	Insufficient Information	Not Exempt
02/23/2009	9022482	A-2	Delays in Transferring Care in the ED	Exempt
02/26/2009	9023993	C-1	Poor Location Information from CHP	Exempt
02/27/2009	9024224	B-1	Road Construction	Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

Zone	Mar 08	Apr 08	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Monthly Average
A-1	98%	97%	97%	98%	98%	98%	98%	99%	97%	98%	98%	98%	97.8%
A-2	89%	81%	93%	92%	86%	92%	91%	87%	91%	91%	94%	88%	89.6%
A-3	83%	91%	80%	90%	88%	92%	88%	91%	78%	88%	90%	85%	87.3%
B-1	94%	95%	93%	94%	94%	94%	91%	93%	92%	91%	90%	89%	92.4%
B-2	95%	95%	93%	93%	93%	94%	93%	93%	92%	93%	94%	93%	93.4%
B-3	100%	100%	100%	100%	95%	76%	90%	100%	92%	100%	100%	91%	94.0%
B-4	85%	86%	85%	79%	83%	91%	85%	82%	81%	82%	85%	83%	83.8%
B-5	88%	88%	84%	79%	80%	83%	89%	82%	89%	90%	84%	84%	85.0%
C-1	97%	97%	97%	99%	98%	97%	98%	95%	96%	96%	98%	98%	97.1%
C-2	94%	100%	96%	100%	97%	92%	98%	98%	95%	98%	92%	98%	96.4%
C-3	99%	100%	99%	98%	100%	98%	97%	97%	96%	98%	100%	98%	98.4%
All Zones	94%	94%	93%	93%	93%	94%	93%	93%	92%	93%	93%	92%	93.1%

Failure to Provide Data

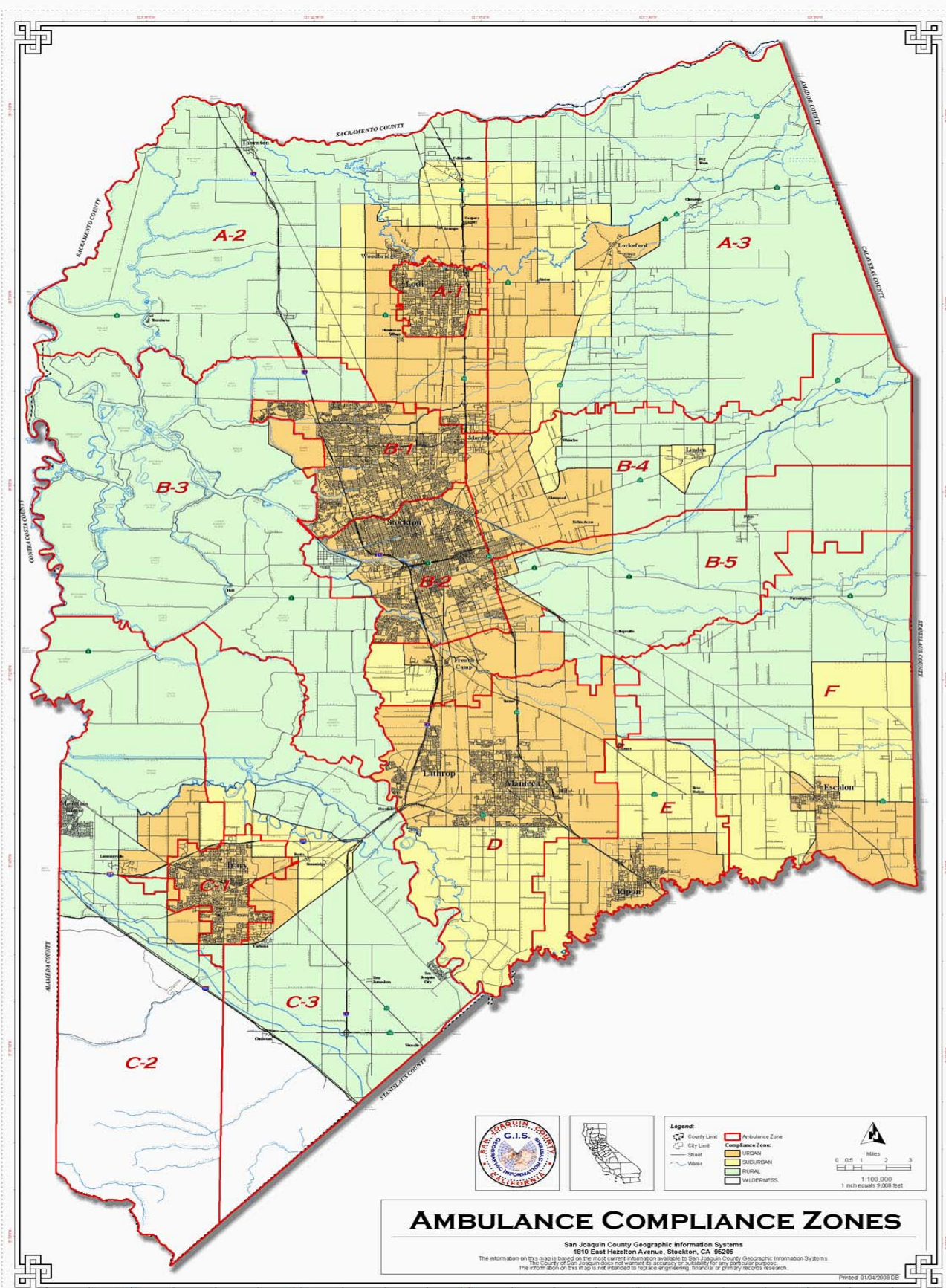
Event Type	January 2009	February 2009
N/A		

Mechanical Report

Event Type	Date	Preventable
Coolant leak	1/31/2009	No

Community Service Report

Event Type
See Appendix A.



AMBULANCE 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 December 2008 / January 2009

Activities		
Contact Name	Title	Activity Outline
Adrian Quintero	PIO for CHP, San Joaquin County	Adrian is teaching the Defensive Driving Courses held at Stockton AMR for all agencies.
Alex Geche	Director of Sales / PR, Stockton Arena	Organizing AMR's involvement with the annual "Heroes Hockey Night" for charity, January 2009

Events		
Event Name	Location	Event Outline
Annual Toy Drive / Adopt a Family event, December 2009	San Joaquin County AMR	Annually, AMR San Joaquin County collects and distributes toys and items for the "Adopt a Family" program. This year, we donated an ambulance full of needed goods to a local family in need. Other items were given to the Lodi House Shelter, in Lodi, CA.
Ambulance Demo, January 14, 2009 0930-1100	Linden Community Preschool, Linden CA	Provide an ambulance and crew to participate in a "show and tell" event at local preschool. Hand out items, discuss safety, and show ambulance to parents, teachers, students. Approx. 100 participants.
Career fair, January 15, 2009 0900-1400	Lodi Technical Academy, Lodi, CA	Provide ambulance and crew to participate in a career fair held by local high school. This was geared at vocational schools and education, with a focus on health care. Provide information on EMS, careers, and education. Approx. 250 participants.
Ambulance demo, January 21, 2009 1400-1500	Grace Methodist Head Start Preschool, Stockton, CA	Provide ambulance and crew to do a presentation for local preschool. Provide hand out

		items, and demo EMS equipment. Approx. 25 participants.
Ambulance demo, January 22, 2009 0900-1000	Grace Methodist Head Start Preschool, Stockton, CA	Provide ambulance and crew to do a presentation for local preschool. Provide hand out items, and demo EMS equipment. Approx. 25 participants.
Ambulance Demo / Fundraiser event, January 24, 2009 1200-2200	Stockton Arena, in association with the Stockton Thunder Hockey Team	Provide ambulance for display for the annual Heroes Hockey Night at the Stockton Arena. Members of all allied agencies participate in a broomball ice hockey competition for charity. Approx. 7000 participants.
Ambulance demo/ standby medical aid, January 30, 2009 0900-1500	Stockton Shelter for the Homeless, Stockton, CA	Provide an ambulance and crew to participate in the annual "Veterans Stand-down Event". Provide information on EMS, hand outs, and career information. Also, our crew was available for medical aid for event. Approx. 2500 participants.

Classes		
Class Name	Location	Class Outline
CPR Refresher, December 3, 2009 1000-1200	AMR Stockton Ops	Monthly CPR refresher. Held primarily for employees, but open to outside agencies/persons. This course had approx. 15 participants, with approx. 3 students from the Delta College EMT course.
CPR Refresher, December 8, 2009 1800-2100	Linden Peters FD, Linden, CA	Provide a refresher CPR course to local FD personnel. Approx. 15 participants.
Defensive Driving Course, December 10, 2009 1000-1200	AMR Stockton Ops	Defensive Driving Course, taught by CHP. Open to all providers in the County. Approx. 30 participants.
CPR refresher, December 13, 2009 1300-1600	Thornton Fire Department, Thornton, CA	Provide a refresher CPR course to local FD personnel. Approx. 15 participants.
Ambulance Orientation Class, December 30, 2009 1900-2100	Clements Fire Station, Clements, CA	Provide an ambulance and crew to orient local FD personnel to ambulance. Approx. 15 participants.
Narcan Policy Course, January 9, 2009 1300-1500	AMR Stockton Ops	Policy review course on the use of Narcan in San Joaquin County. Policy review courses are open to all agencies, as it is a refresher and enforcement of the standing SJ EMS policies.

		Approx. 10 participants.
Ambulance Orientation Course, January 9, 2009 1000-1130	Woodbridge Fire Station, Woodbridge, CA	Provide ambulance and crew to orient Woodbridge FD employees on the set up and layout of our ambulances. This is designed to have them better assist in patient care and packaging. Approx. 15 participants.
CPR refresher, January 12, 2009 1300-1600	AMR Stockton Ops	Monthly CPR refresher. Held primarily for employees, but open to outside agencies/persons. This course had approx. 15 participants, with approx. 3 students from the Delta College EMT course.
EMT skills day, January 16, 2009 1000-1300	AMR Stockton Ops	Open class for EMT's in San Joaquin County to practice skills, and get accreditation paperwork together. Primarily for AMR employees, however, open to EMT's in the county. Approx. 10 participants.
CPAP training, January 21, 2008 1000-1200	AMR Stockton Ops	CPAP training course. This is the course designed by SJ EMS for ALS providers. Open to AMR employees, as well as outside agencies. CE given. Approx. 10 participants.
ACLS refresher, January 26, 2008 0900-1800	AMR Stockton Ops	ACLS refresher course held at Stockton AMR. Open to all providers who register through NCTI for this course. Approx. 15 participants.
BLS Medical Assessment Class, January 27, 2009 0900-1100	AMR Stockton Ops	BLS medical assessment course, taught by FTO staff of AMR. CE given. Open to all providers in the county as a monthly training course, with topics revolving. Both a BLS and ALS version available, and repeated. Approx. 10 participants.
ALS Medical Assessment Class, January 27, 2009 1300-1500	AMR Stockton Ops	ABLS medical assessment course, taught by FTO staff of AMR. CE given. Open to all providers in the county as a monthly training course, with topics revolving. Both a BLS and ALS version available, and repeated. Approx. 10 participants.
BLS Medical Assessment Class, January 29, 2009 0900-1100	AMR Stockton Ops	BLS medical assessment course, taught by FTO staff of AMR. CE given. Open to all

		providers in the county as a monthly training course, with topics revolving. Both a BLS and ALS version available, and repeated. Approx. 10 participants.
ALS Medical Assessment Class, January 29, 2009 1300-1500	AMR Stockton Ops	ALS medical assessment course, taught by FTO staff of AMR. CE given. Open to all providers in the county as a monthly training course, with topics revolving. Both a BLS and ALS version available, and repeated. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
Implementation of the FTO training program started in January 2009. There are 4 possible courses to attend, and CE will be given. Open to all allied agencies. Please note the training calendar on EMS website for schedule of courses.	FTO meeting and training session for January 2009. This was the preliminary class given to staff, open to discussion and review, for the monthly FTO training to be given. This month: BLS and ALS medical assessment.
December 2009. AMR San Joaquin collected and donated an ambulance full of toys and items needed for our "Adopt a Family" program. Our paramedics, EMT's, RN's, and administrative staff support our community through events like this.	Most of the first few weeks of January was spent training our new employees on EMS policy, and local orientation. We have added 8 new EMT's to our staff.
Maintaining our stance that BLS procedures save lives, we donated approximately 4 BLS/CPR refresher courses through the past 6-8 weeks. While these courses are held for employees and other providers, we did have many students getting ready to attend the EMT program at Delta College attend them. Supporting our local EMS education is a constant.	Various local meetings on training for AMR employees and allied agencies. We are continuing the monthly classes on SJ EMS policies. Meeting with various local first responders to get them involved in attending the courses we offer, both for CE, but also to increase relations, and to ensure EMS policy is followed by all providers.

As a note, there were no complaints for the month of January 2009.

Information on the monthly training courses offered by our FTO staff is listed in bold print. These are given 4 times a month, and are open for all allied agencies to attend for CE, and current EMS policy updates.

Please find a handful of thank you notes attached as a separate memo.



Community Services
San Joaquin County

Monthly Summary February 2009

Activities		
Contact Name	Title	Activity Outline
Ronald Baldwin and SJ OES staff	Director of SJ OES	This was a meeting to organize the Disaster Relief Coalition for San Joaquin County
Lucian Neeley	Training Officer for Thornton FD	Working with Thornton FD on some joint training opportunities

Events		
Event Name	Location	Event Outline
Tips for Kids (CHP) event, February 3, 2009 1130-1300	Elephant Bar, Stockton, CA	Members of AMR staff attended this luncheon, hosted by CHP and United Way, in an effort to raise money to send kids to science camp.
Ambulance Demo, February 9, 2009 1030-1130	Lodi Memorial ER	Provide an ambulance and crew to participate in a "show and tell" event at Lodi Memorial Hospital. This event was part of a career event for high school students. 40 participants.
Career Day / EMS orientation, February 13, 2009 0930-1430	Lodi Technical Academy, Lodi, CA	Provide ambulance and crew to participate in a career fair held by local high school. This was geared at vocational schools and education, with a focus on health care. Provide information on EMS, careers, and education. 250 participants.
Ambulance Demo, February 17, 2009 1030-1130	Lodi Memorial ER	Provide an ambulance and crew to participate in a "show and tell" event at Lodi Memorial Hospital. This event was part of a career event for high school students. 40 participants.
Ambulance Standby / SWAT drill, February 20, 2009 1400-2200	Various locations in Tracy, CA	Provide ambulance and crew to participate in a SWAT drill. Also, provide orientation to

		ambulance for SWAT and PD personnel. 30 participants.
Career Fair / Ambulance Demo, February 23, 2009 0800-1330	West High School, Tracy, CA	Provide ambulance and personnel to participate in a local high school's career day. Give hand outs, speak about careers in EMS, and give some hands on time with EMS equipment. 400 participants.
Window On Your Future Career Event, February 25, 2009 0700-1530	Lincoln High School, Stockton, CA	Provide EMS personnel to attend a career day at local high school. This event was designed to help interview students and get them ready for the job market. 500 participants.
State of the City Outreach Event, February 26, 2009 0800-1430	Port of Stockton, Stockton, CA	Provide an ambulance and crew to participate in the annual State of the City event. We donated a medical aid standby, as well as staffing a booth to give attendees an insight into the world of EMS. Provide hand outs, and information about AMR in the community. 1000 participants.
Ambulance Demo, February 27, 2009 1000-1100	Head Start Preschool, St. Bernadette's Church, Stockton, CA	Provide an ambulance and crew to do a demo for a local preschool. Speak about safety, EMS, and how to call 911. Provide hand outs and tours of the ambulance to students, teachers, and parents. 30 participants.
Ambulance Standby / Demo, February 28, 2009 0900-1430	Downtown Stockton, CA	Provide an ambulance and crew for both medical aid standby and also outreach at the annual "Chinese and Vietnamese Parade" Provided hand outs, and explained how to access the EMS system. 5000 participants.

Classes		
Class Name	Location	Class Outline
CPR Refresher, February 5, 2009 0900-1200	Sun bridge Heritage SNF, Stockton, CA	Refresher CPR course for local care facilities. Open to outside providers as well. Approx. 12 participants.
PALS class, February 10, 2009 0900-1800	NCTI, Roseville	Pediatric Advanced Life Support Course, hosted by NCTI. 40 participants.

FTO Meeting / Training, February 12, 2009 0900-1200	AMR Stockton Ops	Trauma Assessment Course. Approx. 15 participants.
CPR refresher, February 17, 2009 0900-1200	Elm haven SNF, Stockton, CA	Provide a refresher CPR course to local SNF personnel. 15 participants.
CPAP training, February 17, 2009 0900-1200	AMR Stockton OPS	Provide a CPAP training class for employees and outside providers. CE given for this course. 10 participants.
Policy Review Class, February 20, 2009 1000-1200	AMR Stockton Ops	Policy review course on the "Minors" in San Joaquin County. Policy review courses are open to all agencies, as it is a refresher and enforcement of the standing SJ EMS policies. We had outside providers attended. CE is given for this course. 10 participants.
CPR Recertification class, February 21, 2009 1000-1300	AMR Stockton Ops	Provide a refresher CPR course to local EMS personnel. Primarily for AMR employees, but open to all providers as needed. 20 participants.
BLS Trauma Assessment Course, February 24, 2009 0900-1200	AMR Stockton Ops	One of our 4 monthly focus classes taught by our FTO Staff. This was the BLS version, and is open to all providers in the county. We did have outside providers attend. CE given for course and skills sheets signed off. . 20 participants.
ALS Trauma Assessment Course, February 24, 2009 1300-1600	AMR Stockton Ops	One of our 4 monthly focus classes taught by our FTO Staff. This was the ALS version, and is open to all providers in the county. We did have outside providers attend. CE given for course and skills sheets signed off. . 20 participants.
BLS Trauma Assessment Course, February 26, 2009 0900-1200	AMR Stockton Ops	One of our 4 monthly focus classes taught by our FTO Staff. This was the BLS version, and is open to all providers in the county. We did have outside providers attended. CE given for course and skills sheets signed off. 20 participants.
ALS Trauma Assessment Course, February 26, 2009 1300-1600	AMR Stockton Ops	One of our 4 monthly focus classes taught by our FTO Staff. This was the ALS version, and is open to all providers in the county. We did have outside providers

		attended. CE given for course and skills sheets signed off. . 20 participants.
International Trauma Life Support Refresher Course, February 27, 2009 0900-1800	AMR Stockton Ops	ITLS refresher course hosted at AMR San Joaquin County. 20 participants.
CPR recertification class, February 28, 2009 0900-1200	French Camp Fire Department, French Camp, CA	Provide CPR refresher to local fire department. 10 participants.

Current Projects / Studies	Meetings Attended
<i>One of the biggest events for February 2009 was the reaccreditation of LIFECOM as an NAED "ACE" dispatch center. Please see the attached article that was published in the Central Valley Business Times in regards to this. This is LIFECOM's first re- accreditation</i>	FTO meeting and training session for February 2009. This was the preliminary class given to staff, open to discussion and review, for the monthly FTO training to be given. This month: BLS and ALS Trauma Assessment.
February 2009 saw a jump in attendance to the classes being taught by our FTO staff. Many other providers attended for CE, We are working on building great partnerships with our outside providers. <i>We had both members of SJ County EMS attend these courses, and also members of CA State EMS.</i>	Attended a meeting at SJ OES. The group is working on the Disaster Relief Coalition
February 2009: we are moving forward with our STEMI project with SJMC. This project should be of interest to our public, as it will help with early recognition of heart attacks, and time to treatment at the hospitals.	I had approximately 10 different 'casual' meetings with our local fire agencies. I made an effort to get out and make sure they knew that we (AMR) is hosting many training courses in regards to SJ EMS policy, and that they are all welcome to attend. We are giving free, instructor based CE, and it helps to build relationships.
In promoting early recognition and treatment, we have donated 4 CPR classes this month. In relationship to attendees, this equates to 171 donated hours of CPR instruction.	Meet with a few local high school students who are doing their senior projects on EMS and Para medicine. We will continue to mentor them, and be leaders for those in our community.

As a note, there were no complaints for the month of February 2009.

Information on the monthly training courses offered by our FTO staff is listed in bold print. These are given 4 times a month, and are open for all allied agencies to attend for CE, and current EMS policy updates.

Please find an attached evaluation / thank you for February 2009.