



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

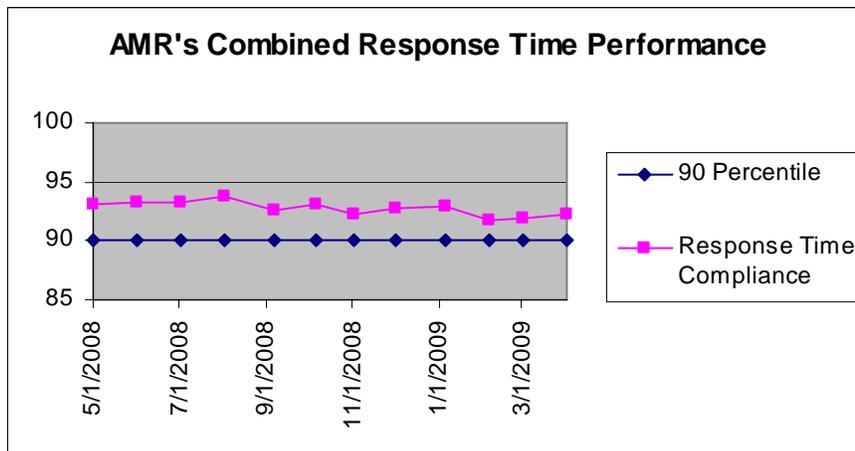
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: June 18, 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 March and April, 2009, marks the completion of the third year of AMR's exclusive ambulance contract with San Joaquin County. 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 March and April 2009, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.83% for March and 92.19% for April.

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 frequent occurrence of delays in the transfer of care by hospital emergency departments continues to impact the availability of ambulances in the EMS system. The EMS Agency is in the process of revising EMS Policy No. 4980 Receiving Hospital Diversion, in an effort to prevent ambulances from becoming trapped at hospital emergency departments thereby delaying their return to service.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for March and April 2009 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**

**March 1, 2009 through March 30, 2009**

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	354	8	97.74%	X	
SJC Zone A-2	132	13	90.15%	X	
SJC Zone A-3	57	9	84.21%		X
SJC Zone B-1	1,293	125	90.33%	X	
SJC Zone B-2	1,373	99	92.79%	X	
SJC Zone B-3	7	2	71.43%		X
SJC Zone B-4	136	22	83.82%		X
SJC Zone B-5	87	17	80.46%		X
SJC Zone C-1	289	14	95.16%	X	
SJC Zone C-2	46	3	93.48%	X	
SJC Zone C-3	70	2	97.14%	X	
<b>All Zones Combined</b>	<b>3,844</b>	<b>314</b>	<b>91.83%</b>	<b>7</b>	<b>4</b>

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

**April 1, 2009 through April 30, 2009**

Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	362	11	96.96%	X	
SJC Zone A-2	115	9	92.17%	X	
SJC Zone A-3	44	7	84.09%		X
SJC Zone B-1	1,239	112	90.96%	X	
SJC Zone B-2	1,383	114	91.76%	X	
SJC Zone B-3	7	0	100.00%	X	
SJC Zone B-4	131	19	85.50%		X
SJC Zone B-5	106	13	87.74%		X
SJC Zone C-1	271	7	97.42%	X	
SJC Zone C-2	60	3	95.00%	X	
SJC Zone C-3	57	0	100.00%	X	
<b>All Zones Combined</b>	<b>3,775</b>	<b>295</b>	<b>92.19%</b>	<b>8</b>	<b>3</b>

## Fines and Penalties Report

Type of Penalty	March 2009	April 2009
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$8,290	\$6,300
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>\$28,290</b>	<b>\$21,300</b>

## Weekly Unit Hour Staffing Report

	RFP	March 2009	April 2009
Zone A	672	672	672
Zone B	1,848	2,280	2,280
Zone B *non dedicated	504	504	504
Zone C	<b>3,024</b>	<b>3,456</b>	<b>3,456</b>
<b>Total</b>	<b>6048</b>	<b>6912</b>	<b>6912</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	March 2009			April 2009		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,711	306	91.75%	3,546	287	91.91%
Suburban 9:29	63	6	90.48%	57	6	89.47%
Rural 17:29	177	9	94.92%	160	2	98.75%
Wilderness 29:29	15	0	100.00%	12	0	100.00%
<b>Total</b>	<b>3,966</b>	<b>321</b>	<b>91.91%</b>	<b>3,775</b>	<b>295</b>	<b>92.19%</b>

**Detailed Response Time Analysis  
March 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	351	0:00	9:40	4:04	1:37	5:54
SJ ZONE A-2 URBAN	66	0:07	12:19	6:02	2:09	8:30
SJ ZONE A-3 URBAN	20	1:49	10:25	6:38	2:24	9:35
SJ ZONE B-1 URBAN	1,282	0:00	76:04	4:47	3:10	7:35
SJ ZONE B-2 URBAN	1,359	0:00	16:26	4:36	2:13	7:15
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	115	0:12	11:59	5:06	2:13	8:24
SJ ZONE B-5 URBAN	75	0:04	11:21	5:49	2:46	9:37
SJ ZONE C-1 URBAN	278	0:04	12:55	4:15	1:59	6:33
SJ ZONE C-2 URBAN	10	0:35	9:54	4:54	2:35	7:33
SJ ZONE C-3 URBAN	8	1:40	11:24	4:56	2:56	11:24
SJ ZONE A-2 SUBURBAN	15	5:23	8:53	7:17	0:55	8:29
SJ ZONE A-3 SUBURBAN	12	3:46	10:11	6:47	1:45	8:44
SJ ZONE B-4 SUBURBAN	12	0:19	16:16	8:26	5:08	16:16
SJ ZONE B-5 SUBURBAN	2	3:35	4:13	3:54	0:19	4:13
SJ ZONE C-1 SUBURBAN	6	0:06	5:34	3:53	1:48	5:34
SJ ZONE C-2 SUBURBAN	3	5:17	5:52	5:32	0:15	5:52
SJ ZONE C-3 SUBURBAN	10	4:03	8:29	5:53	1:30	8:01
SJ ZONE A-2 RURAL	49	0:09	26:08	9:49	5:05	15:36
SJ ZONE A-3 RURAL	23	1:24	19:07	10:05	4:21	16:27
SJ ZONE B-2 RURAL	1	10:35	10:35	10:35	0:00	10:35
SJ ZONE B-3 RURAL	7	2:48	21:33	11:52	6:38	21:33
SJ ZONE B-4 RURAL	8	6:29	32:16	15:19	7:35	32:16
SJ ZONE B-5 RURAL	9	3:02	14:40	9:10	3:52	14:40
SJ ZONE C-1 RURAL	2	0:07	9:12	4:39	4:33	9:12
SJ ZONE C-2 RURAL	19	0:06	18:31	9:40	4:22	16:09
SJ ZONE C-3 RURAL	50	0:05	18:31	7:15	5:54	15:06
SJ ZONE C-2 WILDERNESS	12	1:06	20:51	11:02	6:13	17:42
SJ ZONE C-3 WILDERNESS	1	11:43	11:43	11:43	0:00	11:43
All Urban Compliance Areas	3,564	0:00	76:04	4:40	2:35	7:20
All Suburban Compliance Areas	60	0:06	16:16	6:38	2:57	9:05
All Rural Compliance Areas	168	0:05	32:16	9:19	5:39	16:09
All Wilderness Compliance Areas	13	1:06	20:51	11:05	5:58	17:42

**Detailed Response Time Analysis**  
**April 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	362	0:00	12:06	4:06	1:48	6:06
SJ ZONE A-2 URBAN	61	1:33	10:47	5:49	1:51	7:56
SJ ZONE A-3 URBAN	16	0:08	15:19	7:14	3:50	13:08
SJ ZONE B-1 URBAN	1,239	0:00	14:17	4:42	2:26	7:27
SJ ZONE B-2 URBAN	1,382	0:00	15:40	4:40	2:19	7:25
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	105	0:05	14:02	5:37	2:20	8:37
SJ ZONE B-5 URBAN	93	0:03	10:54	5:01	2:36	8:32
SJ ZONE C-1 URBAN	264	0:01	8:56	4:15	1:38	6:13
SJ ZONE C-2 URBAN	9	3:39	9:23	5:43	1:47	9:23
SJ ZONE C-3 URBAN	13	0:05	7:24	4:31	2:09	7:08
SJ ZONE A-2 SUBURBAN	17	0:42	11:27	7:12	2:17	9:21
SJ ZONE A-3 SUBURBAN	13	3:07	10:58	7:06	2:06	9:27
SJ ZONE B-4 SUBURBAN	10	0:06	15:30	7:53	4:02	11:38
SJ ZONE B-5 SUBURBAN	3	4:51	8:05	5:56	1:31	8:05
SJ ZONE C-1 SUBURBAN	6	4:28	7:02	5:33	1:04	7:02
SJ ZONE C-2 SUBURBAN	6	0:07	6:47	4:30	2:08	6:47
SJ ZONE C-3 SUBURBAN	2	0:06	6:32	3:19	3:13	6:32
SJ ZONE A-2 RURAL	37	0:06	17:13	10:35	4:34	15:55
SJ ZONE A-3 RURAL	15	4:53	16:06	9:05	2:56	13:07
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	7	0:13	13:13	8:16	5:06	13:13
SJ ZONE B-4 RURAL	16	7:14	18:02	12:16	3:44	17:28
SJ ZONE B-5 RURAL	10	1:35	17:05	8:52	3:52	11:26
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	33	0:06	19:37	8:43	4:44	15:13
SJ ZONE C-3 RURAL	42	0:04	14:45	6:26	5:09	12:31
SJ ZONE C-2 WILDERNESS	12	1:26	70:38	15:07	17:51	20:02
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,544	0:00	15:40	4:39	2:18	7:24
All Suburban Compliance Areas	57	0:06	15:30	6:38	2:49	9:39
All Rural Compliance Areas	160	0:04	19:37	8:56	4:55	15:27
All Wilderness Compliance Areas	12	1:26	70:38	15:07	17:51	20:02

**Exemption Request Report  
March 2009**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/01/2009	9024987	B-4	Heavy Rain		Exempt
03/07/2009	9027898	B-2	Delays in Transferring Care at the Emergency Department		Exempt
03/10/2009	9029058	B-1	Traffic Secondary to Call		Exempt
03/13/2009	9030368	B-1	Poor Location		Exempt
03/14/2009	9030688	C-1	Traffic Secondary to Call		Exempt
03/15/2009	9031059	B-5	Train		Exempt
03/16/2009	9031777	B-1	Train		Exempt
03/19/2009	9032996	C-3	Off-Road Location		Exempt
03/20/2009	9033732	B-3	Off-Road Location	Late at entry to	Not Exempt
03/20/2009	9033790	B-3	Road Construction	Distance	Not Exempt
03/21/2009	9034221	B-4	Heavy Rain	Distance	Not Exempt
03/29/2009	9037672	A-3	Poor Location		Exempt

**Exemption Request Report  
April 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/04/2009	9040312	B-2	False Report of Emergency		Exempt
04/05/2009	9040709	B-5	Poor Location		Exempt
04/07/2009	9041496	B-2	Road Construction		Exempt
04/08/2009	9042227	B-4	Delays in		Exempt
04/09/2009	9042707	B-4	Heavy Rain	Low Status	Not Exempt
04/12/2009	9043809	C-2	Off-Road Location		Exempt
04/12/2009	9043934	B-1	Delays in Transferring Care at the Emergency Department		Exempt
04/12/2009	9043980	B-4	Delays in Transferring Care at the Emergency Department		Exempt
04/12/2009	9043999	B-5	Delays in Transferring Care at the Emergency Department		Exempt
04/12/2009	9044010	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/13/2009	9044452	B-2	Road Construction		Exempt
04/18/2009	9046366	B-4	Poor Location		Exempt
04/19/2009	9046801	B-1	Poor Location		Exempt
04/21/2009	9047986	B-2	Poor Location		Exempt
04/22/2009	9048513	B-1	Off-Road Location		Exempt
04/24/2009	9049445	A-1	Delays in Transferring Care at the Emergency Department		Exempt
04/24/2009	9049670	B-2	Train		Exempt
04/26/2009	9050379	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/26/2009	9050420	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/26/2009	9050452	B-1	Delays in Transferring Care at the Emergency Department		Exempt
04/27/2009	9050802	A-2	False Report of Emergency		Exempt
04/28/2009	9051024	B-2	Poor Location		Exempt

04/28/2009	9051110	B-4	Delays in Transferring Care at the Emergency Department		Exempt
04/28/2009	9051302	B-1	Delays in Transferring Care at the Emergency Department		Exempt
04/28/2009	9051313	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/29/2009	9051409	B-5	Delays in Transferring Care at the Emergency Department		Exempt
04/29/2009	9051713	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/29/2009	9051730	B-1	Delays in Transferring Care at the Emergency Department		Exempt
04/29/2009	9051757	B-1	Delays in Transferring Care at the Emergency Department		Exempt
04/29/2009	9051775	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/29/2009	9051776	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/30/2009	9052082	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/30/2009	9052097	B-2	Delays in Transferring Care at the Emergency Department		Exempt
04/30/2009	9052099	B-4	Delays in Transferring Care at the Emergency Department		Exempt
04/30/2009	9052258	A-2	Delays in Transferring Care at the Emergency Department		Exempt

## Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 08	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	Monthly Average
A-1	97%	98%	98%	98%	98%	99%	97%	98%	98%	98%	98%	97%	97.8%
A-2	93%	92%	86%	92%	91%	87%	91%	91%	94%	88%	90%	92%	90.6%
A-3	80%	90%	88%	92%	88%	91%	78%	88%	90%	85%	84%	84%	86.9%
B-1	93%	94%	94%	94%	91%	93%	92%	91%	90%	89%	90%	91%	91.8%
B-2	93%	93%	93%	94%	93%	93%	92%	93%	94%	93%	93%	92%	92.9%
B-3	100%	100%	95%	76%	90%	100%	92%	100%	100%	91%	71%	100%	92.1%
B-4	85%	79%	83%	91%	85%	82%	81%	82%	85%	83%	84%	85%	83.8%
B-5	84%	79%	80%	83%	89%	82%	89%	90%	84%	84%	80%	88%	84.4%
C-1	97%	99%	98%	97%	98%	95%	96%	96%	98%	98%	95%	97%	96.9%
C-2	96%	100%	97%	92%	98%	98%	95%	98%	92%	98%	93%	95%	96.0%
C-3	99%	98%	100%	98%	97%	97%	96%	98%	100%	98%	97%	100%	98.2%
<b>All Zones</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>92.7%</b>

### Failure to Provide Data

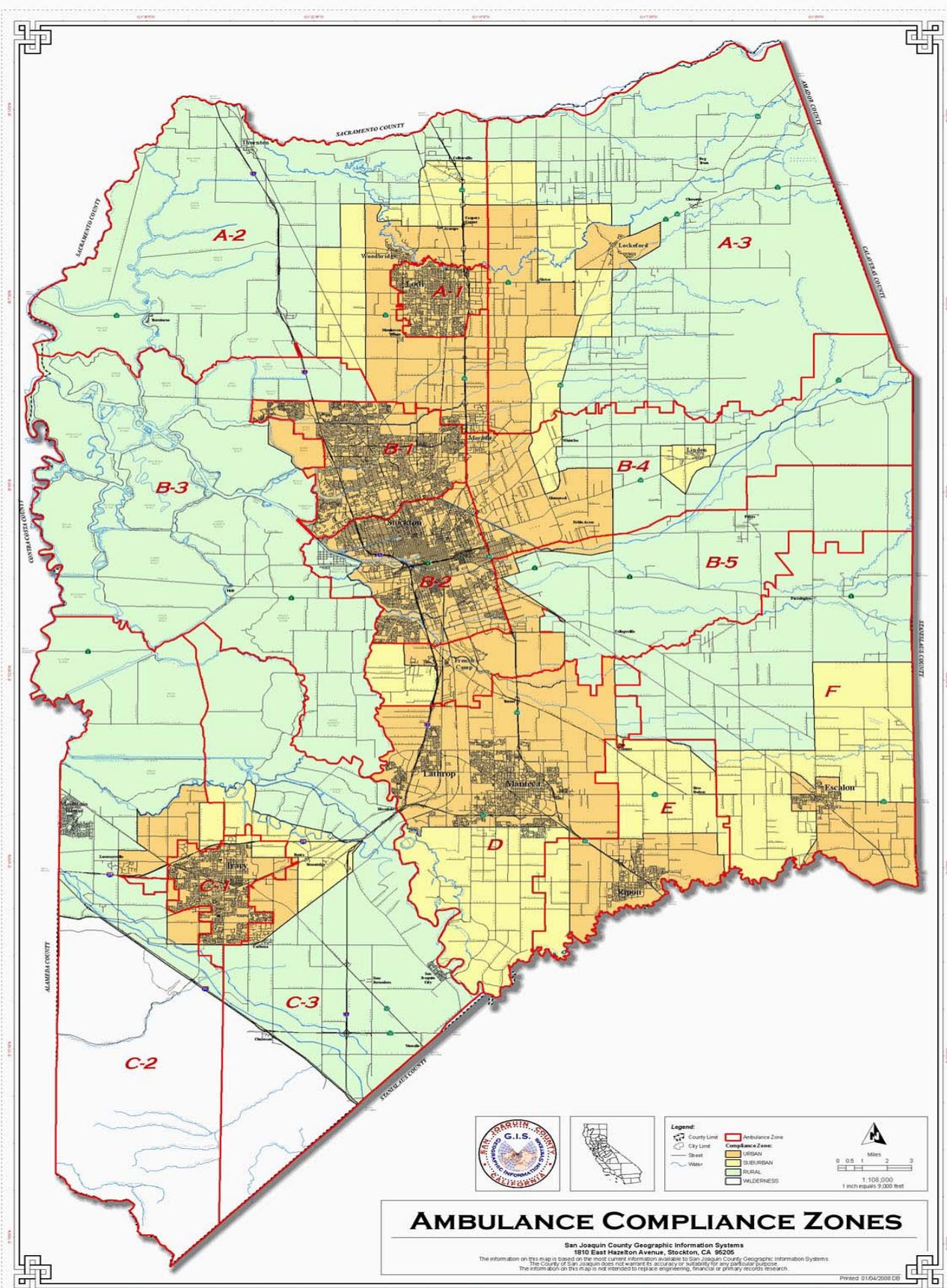
Event Type	March 2009	April 2009
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.





Community Services  
San Joaquin County

## Monthly Summary (March 2009)

Activities		
Contact Name	Title	Activity Outline
Adrian Quintero	PIO CHP, San Joaquin Division	Met with Adrian, and members of various high school administrators throughout the month to plan the E15 programs, about once a week through April 2009
Various High School Students	High School Seniors, various schools	Throughout March 2009, I had met with a handful of different high school students who are doing their senior projects on EMS and Para medicine. Misc. days and times.

Events		
Event Name	Location	Event Outline
Every 15 Minutes Meeting Planning meeting, March 4, 2009 1530-1630	Ripon Christian High School	Logistics and planning meeting for the E 15 program for Ripon Christian High School.
Every 15 Minutes Program, March 6, 2008 1100-1400	Caesar Chavez High School, Stockton, CA	Provide 2 ambulances and crews to participate in the E15 program for Caesar Chavez High School. Approx. 500 participants.
Ambulance Demo, March 5, 2009 0915-1015	Lodi Memorial ER bay	Provide an ambulance and crew to do a demo for local school children. This was held at LMH ER. Approx. 40 participants.
Every 15 Minutes Program, March 5, 2009 0900-1230	Ripon Christian High School, Ripon, CA	Provide 2 ambulances and crews to participate in the E15 program for Ripon Christian High School. Approx. 500 participants.
Ambulance stand by / demo, March 6, 2009 1200-1400	Stockton Christian School, Stockton, CA	Provide an ambulance and crew to provide a demo and standby for a health fair / jog-a-thon, held at a local high school. Approx. 500 participants.

Ambulance stand by / health academy, March 11, 2009 0900-1330	Lodi Technical Academy, Lodi, CA	Provide ambulance and crew to participate in the health care academy, being taught by a local high school. Crew was able to show and tell ambulance equipment of EMS, and speak of education and careers. Approx. 50 participants.
Ambulance Demo / EMS show and tell, March 13, 2009 0930-1030	Commodore Skills School, Stockton, CA	Provide an ambulance and crew to do a show and tell to local school children about EMS and safety. Provide hand outs, show equipment, and speak about education. Approx. 50 participants.
Ambulance Demo, March 26, 2009 1330-1630	Tam o' Shanter Drive/ Danny Drive, Stockton, CA	Provide an ambulance and crew to demonstrate EMS gear to community gathering for outreach. Spoke to community about safety, education, and how to call 911. Approx. 500 participants.
Ambulance Demo, March 30, 2009 1800-2200	Thornton Fire Department, Thornton, CA	Provide an ambulance and crew to participate in a local FD orientation for new recruits. This was an ambulance orientation course, to familiarize FD personnel on equipment on an ALS ambulance. Approx. 12 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
CPR Class, March 2, 2009 0800-1200	Merryhill Preschool, Stockton, CA.	Provide a Heart saver CPR course to staff of local preschool. Approx. 12 participants.
In-service program, March 2, 2009 1500-1600	Sunbridge Heritage SNF, Stockton, CA	Provide an in-service program to a local SNF on the topic of infection control, and halting the spread of airborne illness. Approx. 40 participants.
CPR Class, March 11, 2009 1700-2200	AMR Stockton	Full CPR class for community members. Open to providers and students. Approx. 15participants
CPR Class, March 11, 2008 1100-1400	AMR Stockton	CPR class for employees and outside providers. Approx. 6 participants
Policy Review / CE course, March 12, 2009 1000-1200	AMR Stockton	Monthly EMS policy review course held for employees, other providers, and outside agencies. Bradycardia policy and treatments were covered.

		CE given to all participants. Approx. 6 participants.
Pediatric Airway Class, March 16, 2009 1300-1600	AMR Stockton Operations	Pediatric airway management class for employees, as well as outside agencies. Covers BLS and ALS procedures. CE given to all participants. Approx. 6 participants.
CPR refresher course, March 16, 2009 1400-1700	Courtside Manor SNF, Stockton, CA	Provide a BLS recertification course for local SNF personnel. Employees as well as outside providers are welcome. Approx. 15 participants.
ALS one on one training class, March 18, 2009 0800-1200	AMR Stockton Operations	Provide training to employees to work on an ALS ambulance. This course is also open to other providers who are EMT's or first responders who want to enhance their knowledge of working with paramedics. Approx. 4 participants.
CPR refresher course, March 18, 2009 1300-1600	Golden Living Courtside SNF, Stockton, CA	Provide a BLS recertification course for local SNF personnel. Employees as well as outside providers are welcome. Approx. 15 participants.
EMT skills class, March 19, 2009 0900-1200	AMR Stockton Operations	Provide a skills class for EMT's to come and get their reaccreditation skills signed off. Open to employees, as well as outside agencies. Approx. 6 participants.
CPR Class, March 21, 2009 0800-1200	Whispering Hope Conv., Stockton, CA	Provided a full CPR class for local SNF. This was a full BLS class, and open to community members, just hosted at Whispering Hope. Approx. 8 participants.
BLS airway class, March 24, 2009 0900-1200	AMR Stockton Operations	<b>BLS</b> airway class, taught by our FTO staff. This was one of 2 BLS airway courses offered this month. Class is open to employees, as well as outside providers. CE given to all participants. Approx. 10 participants.
ALS airway class, March 24, 2009 1300-1600	AMR Stockton Operations	<b>ALS</b> airway class, taught by our FTO staff. This was one of 2 ALS airway courses offered this month. Class is open to employees, as well as outside providers. CE given to all participants. Approx. 10 participants.

BLS airway class, March 26, 2009 0900-1200	AMR Stockton Operations	BLS airway class, taught by our FTO staff. This was one of 2 BLS airway courses offered this month. Class is open to employees, as well as outside providers. CE given to all participants. Approx. 10 participants.
ALS airway class, March 26, 2009 1300-1600	AMR Stockton Operations	ALS airway class, taught by our FTO staff. This was one of 2 ALS airway courses offered this month. Class is open to employees, as well as outside providers. CE given to all participants. Approx. 10 participants.
CPR recert course, March 30, 2009 1000-1230	AMR Stockton Operations	Provide a CPR refresher course for employees and outside agencies. Approx. 12 participants.
ACLS class, March 31, 2009 0800-1800	NCTI, Livermore	Participation in teaching an Advanced Cardiac Life Support course for AMR employees, and other ALS providers. Approx. 50 participants.

Current Projects / Studies	Meetings Attended
Current monthly focus on airway. We hosted 5 airway courses for employees, as well as outside agencies. Every course we held had at least 1 person from a different agency than AMR San Joaquin. We are being looked to for training and guidance from our peers.	Attended various meetings at schools to set up the Every 15 Minutes program with CHP. This program will continue through April.
March was marked by the donation of 7 CPR courses. We are making a difference by getting so many of our community members and allied agencies up to par with current AHA guidelines.	Met with various high school students from around San Joaquin County. There are many students who are doing their senior projects on Para medicine and EMS, and we are happy to assist them.
I have been requested by a handful of our local SNF's to help put together an In-Service program plan. This will be a grouping of different programs for training some of their staff, on topics such as: choking, airway maneuvers, infection control, BSI, and patient assessment. We are building partnerships that provide better patient care on all sides.	Helped teach an ACLS course at a local vocational college. This helps keep our location up to date with current guidelines, as well as ensure that our teaching skills are of the highest quality.
One other focus that started this month was the implementation of a new patient care documentation process. We are working on training and coaching providers and employees, to be better with their patient care reports. This will benefit our community greatly.	Met with various training officers for San Joaquin County in regards to offering them CE courses through AMR.

As a note, there were no complaints for the month of March. The Thank you's we have received will be marked as attachments.



Community Services  
San Joaquin County

## Monthly Summary (April 2009)

Activities		
Contact Name	Title	Activity Outline
CHP and various local high school administration	Administration for Every 15 Minutes Programs for April 2009	Various meetings through the month to meet with CHP and school administration to set up and execute the E 15 programs for April 2009.

Events		
Event Name	Location	Event Outline
Ambulance Demo, April 1, 2009 1000-1300	Stockton Christian Academy School, Stockton, CA	Provide an ambulance and crew to 'show and tell' for a local education facility. Speak about safety, EMS, and education. Approx. 300 participants.
Every 15 Minutes Program, April 9, 2009 0800-1200	Lodi High School, Lodi, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Lodi High. This is a program to curb underage drinking. Approx. 500 participants.
Ambulance / Bike Team Standby, April 11, 2009 0900-1300	Weber Point, Downtown Stockton	Provide an ambulance and bike team to provide 'roving' first aid for a local 'Healthy Air Walk'. This event covered approx. 5 miles and had approx. 2500 participants.
Ambulance Demo, April 15, 2009 0800-1700	Davis Elementary School	Provide an ambulance and staff to participate in a 'show and tell' event for local educational facility. Give hand outs, speak about safety, and promote EMS. Approx. 500 participants.
Ambulance Standby / Joint Training April 15 0930-1230	Clements Fire Station, Clements, CA	Provide an ambulance and crew to participate in a joint training session with a local FD and REACH air ambulance. Approx. 50 participants.
Ambulance Standby / Joint Training April 16 0930-1230	Clements Fire Station, Clements, CA	Provide an ambulance and crew to participate in a joint

		training session with a local FD and REACH air ambulance. Approx. 50 participants.
MCI Drill / Strike Team Training, April 16, 2009 0700-1500	Stockton Metropolitan Airport, Stockton, CA	Provide Strike Team personnel and the Disaster Vehicle to participate in the annual MCI drill held at the airport. This is a joint training event with most SJ County FD's. Simulated plane crash, fire, and multiple patients. Approx. 50 participants.
Career Fair, April 23, 2009 0800-1200	Bear Creek High School, Stockton, CA	Provide an ambulance and crew to participate in a career fair held at a local high school. Provide information about careers in EMS. Approx. 500 participants.
Ambulance Demo, April 24, 2009 0800-1300	Monterey Pines School, Elk Grove, CA	Provide an ambulance and crew to participate in a 'show and tell' event at a local educational facility. Provide hand outs, show equipment, and speak about EMS. Approx. 400 participants.
<b>Asparagus Festival Stand by April 24, 2008 0800-1000</b>	<b>Weber Point Events Center, Downtown Stockton, CA</b>	<b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 37,000 participants.</b>
<b>Asparagus Festival Stand by April 25, 2008 0800-1000</b>	<b>Weber Point Events Center, Downtown Stockton, CA</b>	<b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.</b>
<b>Asparagus Festival Stand by April 26, 2008 0800-1000</b>	<b>Weber Point Events Center, Downtown Stockton, CA</b>	<b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.</b>
<u>Veterans of Foreign Wars Loyalty appreciation event, April 25, 2008 1800-2100</u>	<u>VFW post 3199, Modesto, CA</u>	<u>This was an event that the VFW wanted us to attend, in honor to appreciate our loyalty to the public we serve. Even though this event was not in San Joaquin County, LIFECOM is, and they wanted to have</u>

		<u>someone to recognize from the EMS world. Mr. Gary Riggs, PARAMEDIC for AMR in San Joaquin County was chosen as a recipient. Approx. 200 participants.</u>
Mutual Aid Ambulance Coverage, April 28, 2009 0800-1200	Ripon FD, Ripon, CA	Provide ambulance coverage for the city of Ripon so their FD personnel could attend a funeral function. While we provide mutual aid to all parts of the county on a daily basis, I did include this event in our report to reinforce the fact that all parts of San Joaquin County can call on us at any time for events like this. We will always stand up for them.
Ambulance Demo, April 28, 2009 0800-1300	West Valley Christian Academy, Tracy, CA	Provide an ambulance and staff to participate in a 'show and tell' event for local educational facility. Give hand outs, speak about safety, and promote EMS. Approx. 500 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
ALS upgrade Class, April 3, 2009 1300-1600	AMR Stockton Operations	This is a class put on for employees to get them ready to work on a 911 system car. Occasionally there are other providers here to better their skills at ALS equipment and assistance. Approx. 6 participants.
CPR refresher, April 4, 2008 0800-1200	Tracy Convalescent, Tracy, CA	Provide CPR training for local SNF staff. This is a refresher course and is open to other providers in the county if needed. Approx. 25 participants.
Airway Management Class Inservice, April 10, 2009 1030-1200	Crestwood Manor SNF, Stockton, CA	Provide an inservice program on airway management for a local SNF. Covers basic BLS maneuvers as well as CPR technique. Approx. 20 participants.
Cardiac Distress / Respiratory Distress Inservice Program, April 13, 2009 1400-1600	Sunbridge Heritage SNF ( Golden Living), Stockton, CA	Provide an inservice program to the staff of a local SNF on the topics of recognizing respiratory and cardiac distress. Early access to 911 and ALS care was stressed. Approx. 30 participants.

<p>Pediatric Airway Management Class, April 14, 2009 1300-1500</p>	<p>AMR Stockton Operations</p>	<p>Provided a refresher course on pediatric airway management. CE's were given, and this course was open to all providers in the county. BLS and ALS procedures were covered. Approx. 15 participants.</p>
<p>CPR refresher, April 17, 2008 1400-1700</p>	<p>Crestwood Manor SNF, Stockton, CA</p>	<p>Provide CPR training for local SNF staff. This is a refresher course and is open to other providers in the county if needed. Approx. 25 participants.</p>
<p>EMT Skills Lab, April 18, 2009 0800-1200</p>	<p>AMR Stockton Operations</p>	<p>Provide an EMT skills lab for employees or other EMT's in the county who need to get reaccredited. Approx. 10 participants.</p>
<p>BLS Cardiac Arrest Management Class, April 21, 2009 0900-1100</p>	<p>AMR Stockton Operations</p>	<p>This is one of the monthly FTO led courses. Every month there is a different focus, taught 2 times. Cardiac Arrest management using BLS skills. This course is open to all providers in the county, and CE is given. Approx. 15 participants.</p>
<p>ALS Cardiac Arrest Management Class, April 21, 2009 1300-1600</p>	<p>AMR Stockton Operations</p>	<p>This is one of the monthly FTO led courses. Every month there is a different focus, taught 2 times. Cardiac Arrest management using ALS skills. This course is open to all providers in the county, and CE is given. Approx. 15 participants.</p>
<p>BLS Cardiac Arrest Management Class, April 23, 2009 0900-1100</p>	<p>AMR Stockton Operations</p>	<p>This is one of the monthly FTO led courses. Every month there is a different focus, taught 2 times. Cardiac Arrest management using BLS skills. This course is open to all providers in the county, and CE is given. Approx. 15 participants.</p>
<p>ALS Cardiac Arrest Management Class, April 23, 2009 1300-1600</p>	<p>AMR Stockton Operations</p>	<p>This is one of the monthly FTO led courses. Every month there is a different focus, taught 2 times. Cardiac Arrest management using ALS skills. This course is open to all providers in the county, and CE is given. Approx. 15 participants.</p>

Policy Review / CE course, April 27, 2009 1000-1200	AMR Stockton Operations	Monthly policy review course. This course covered "Minors" in San Joaquin County. This course is open to all providers in the county for CE, as it covers SJ EMS policy and procedure. Approx. 10 participants.
CPR Refresher Course, April 30, 2009 1300-1600	AMR Stockton Operations	This is the monthly CPR refresher course held at Stockton AMR. This course is mainly for employees, but open to outside providers and civilians if needed. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
Monthly focus was on airway and cardiac arrest management. We hosted 18 hours of airway training, either here at AMR, or by doing inservice programs. Public outreach has been focusing on using BLS techniques to save lives.	Attended various meetings throughout the month in regards to the Every 15 Minutes Programs that are going on. We are a proud supporter of this program, and participate on a nearly weekly basis during it's rotation.
Asparagus Festival this month. We provided numerous hours of donated bike team and first aid support, as well as doing hours of public information and outreach. As the summer months are coming, so are more of these type of festivals.	Attended a dinner ceremony, where our 'Man of the Year' was recognized by the VFW and members of our government. Gary Riggs, a paramedic who has been in EMS for 28 years, was recognized by his peers as well as Senators, and Assemblymen. We are proud to have such an outstanding member of our team available to the citizens of San Joaquin County.
Since January 2009, the new P.O.L.S.T. forms have been in effect. These are a new type of advanced directive. April saw the introduction of formal training for staff, and the rollout of a program to get allied agencies trained and involved too.	Throughout the month of April, I had various meetings with employees. The focus of these was documentation, and how that helps the EMS world. While these meetings were informal, the end result will be great. These type of meetings and trainings help the community by reinforcing that correct documentation will ultimately benefit them.

Attached, please find numerous thank you cards and notes for service. These range from the public we serve, to thanks from a local hospital for our crew helping out a busy ER, to the information about one of our employees being recognized by the VFW and numerous government agencies.

As a note, I had not received any complaints for the month of April 2009.

Bike Team events are in bold print, and account for approx. 126 donated hours of service.