



# San Joaquin County Emergency Medical Services Agency



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

Mailing Address  
PO Box 220  
French Camp, CA 95231

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

Phone Number  
(209) 468-6818

Fax Number  
(209) 468-6725

## Memorandum

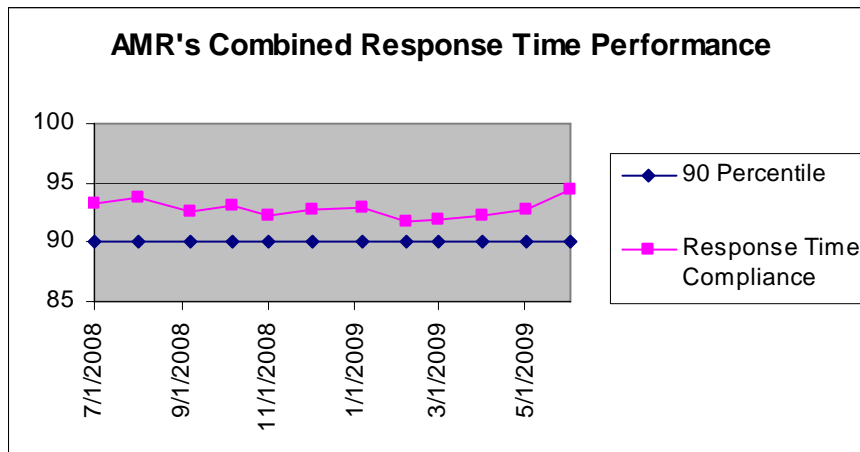
TO: Board of Supervisors  
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: August 13, 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 May and June, 2009, represents the nineteenth opportunity to report on AMR's performance under the five year contract. The County's contract with AMR 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 May and June 2009, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.67% for May and 94.46% for June.

Notably, in June 2009, AMR achieved 100% compliance in all 11 ambulance compliance sub-zones for the first time during the

contract period.

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 currently soliciting public comments on EMS Policy No. 4980 Receiving Hospital Diversion. This policy is in part designed prevent ambulances from becoming trapped at hospital emergency departments (due to the unavailability of patient beds in the hospital E.D.) which can result in an unacceptable delay in ambulances returning 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 May and June 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 31 Day Period**

May 1, 2009 through May 31, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	381	11	97.11%	X		
SJC Zone A-2	134	18	86.57%			X
SJC Zone A-3	55	4	92.73%	X		
SJC Zone B-1	1,290	97	92.48%	X		
SJC Zone B-2	1,351	81	94.00%	X		
SJC Zone B-3	17	1	94.12%	X		
SJC Zone B-4	141	29	79.43%			X
SJC Zone B-5	107	23	78.50%			X
SJC Zone C-1	274	16	94.16%	X		
SJC Zone C-2	43	2	95.35%	X		
SJC Zone C-3	70	1	98.57%	X		
<b>All Zones Combined</b>	<b>3,863</b>	<b>283</b>	<b>92.67%</b>	<b>8</b>		<b>3</b>

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

June 1, 2009 through June 30, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	326	4	98.77%	X		
SJC Zone A-2	114	8	92.98%	X		
SJC Zone A-3	60	6	90.00%	X		
SJC Zone B-1	1,136	80	92.96%	X		
SJC Zone B-2	1,432	79	94.48%	X		
SJC Zone B-3	11	1	90.91%	X		
SJC Zone B-4	156	15	90.38%	X		
SJC Zone B-5	93	7	92.47%	X		
SJC Zone C-1	287	3	98.95%	X		
SJC Zone C-2	39	1	97.44%	X		
SJC Zone C-3	46	1	97.83%	X		
<b>All Zones Combined</b>	<b>3,700</b>	<b>205</b>	<b>94.46%</b>	<b>11</b>		<b>0</b>

## Fines and Penalties Report

Type of Penalty	May 2009	June 2009
Out of compliance response districts	\$15,000	\$0
Late response minutes	\$6,260	\$4,140
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>\$21,260</b>	<b>\$4,140</b>

## Weekly Unit Hour Staffing Report

	RFP	May 2009	June 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	May 2009			June 2009		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,623	270	92.55%	3,481	193	94.46%
Suburban 9:29	60	8	86.67%	57	8	85.96%
Rural 17:29	177	5	97.18%	158	4	97.47%
Wilderness 29:29	3	0	100.00%	4	0	100.00%
<b>Total</b>	<b>3,863</b>	<b>283</b>	<b>92.67%</b>	<b>3,700</b>	<b>205</b>	<b>94.46%</b>

**Detailed Response Time Analysis  
May 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	381	0:03	12:57	4:09	1:44	6:18
SJ ZONE A-2 URBAN	74	0:04	16:27	5:53	2:20	8:35
SJ ZONE A-3 URBAN	20	0:06	11:35	6:11	2:48	9:08
SJ ZONE B-1 URBAN	1,290	0:00	18:07	4:40	2:23	7:24
SJ ZONE B-2 URBAN	1,349	0:00	14:30	4:37	2:08	7:08
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	120	0:04	11:59	5:42	2:25	9:01
SJ ZONE B-5 URBAN	101	0:05	13:29	5:59	2:58	9:55
SJ ZONE C-1 URBAN	267	0:04	15:37	4:30	2:12	7:04
SJ ZONE C-2 URBAN	9	3:12	8:32	6:23	1:29	8:32
SJ ZONE C-3 URBAN	10	2:30	8:31	4:34	1:50	6:07
SJ ZONE A-2 SUBURBAN	15	0:07	10:37	6:53	2:29	10:31
SJ ZONE A-3 SUBURBAN	12	3:52	8:40	6:24	1:37	8:20
SJ ZONE B-4 SUBURBAN	12	4:26	16:24	10:18	3:51	15:57
SJ ZONE B-5 SUBURBAN	2	1:33	3:20	2:26	0:54	3:20
SJ ZONE C-1 SUBURBAN	5	4:58	7:40	5:55	0:55	7:40
SJ ZONE C-2 SUBURBAN	3	2:34	4:35	3:17	0:55	4:35
SJ ZONE C-3 SUBURBAN	11	0:05	8:51	4:48	3:04	8:38
SJ ZONE A-2 RURAL	45	0:06	21:39	11:34	5:23	17:13
SJ ZONE A-3 RURAL	23	0:16	14:53	9:24	3:02	13:03
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	17	0:56	17:42	9:37	5:19	17:09
SJ ZONE B-4 RURAL	9	4:00	17:11	10:44	4:29	17:11
SJ ZONE B-5 RURAL	4	7:28	11:19	8:49	1:29	11:19
SJ ZONE C-1 RURAL	2	4:45	6:35	5:40	0:55	6:35
SJ ZONE C-2 RURAL	28	0:06	19:48	10:02	4:28	15:54
SJ ZONE C-3 RURAL	49	0:04	17:04	6:19	5:43	14:33
SJ ZONE C-2 WILDERNESS	3	18:09	29:05	23:04	4:32	29:05
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,621	0:00	18:07	4:41	2:17	7:19
All Suburban Compliance Areas	60	0:05	16:24	6:41	3:23	10:31
All Rural Compliance Areas	177	0:04	21:39	9:14	5:22	16:19
All Wilderness Compliance Areas	3	18:09	29:05	23:04	4:32	29:05

**Detailed Response Time Analysis**  
**June 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	325	0:00	9:04	4:03	1:28	5:50
SJ ZONE A-2 URBAN	60	0:03	11:28	5:50	2:05	8:51
SJ ZONE A-3 URBAN	17	0:04	14:30	6:09	3:32	10:48
SJ ZONE B-1 URBAN	1,136	0:00	12:16	4:41	2:14	7:19
SJ ZONE B-2 URBAN	1,431	0:00	22:50	4:31	2:14	7:10
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	130	0:05	13:14	5:06	2:20	7:50
SJ ZONE B-5 URBAN	85	0:05	10:52	5:25	2:30	8:57
SJ ZONE C-1 URBAN	277	0:06	10:20	4:16	1:42	6:23
SJ ZONE C-2 URBAN	8	3:57	7:24	5:47	1:07	7:24
SJ ZONE C-3 URBAN	10	1:41	8:38	4:25	1:55	5:44
SJ ZONE A-2 SUBURBAN	14	5:42	12:25	7:31	2:11	12:04
SJ ZONE A-3 SUBURBAN	14	1:09	14:04	7:12	3:26	11:45
SJ ZONE B-4 SUBURBAN	9	2:10	17:32	9:59	4:29	17:32
SJ ZONE B-5 SUBURBAN	2	1:02	2:21	1:41	0:40	2:21
SJ ZONE C-1 SUBURBAN	8	1:46	8:14	4:55	1:55	8:14
SJ ZONE C-2 SUBURBAN	3	4:25	9:52	6:31	2:24	9:52
SJ ZONE C-3 SUBURBAN	7	3:20	8:18	6:03	1:28	8:18
SJ ZONE A-2 RURAL	40	0:05	29:05	9:26	5:56	16:56
SJ ZONE A-3 RURAL	29	4:50	16:19	9:14	2:49	13:00
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	10	0:04	19:21	10:02	5:20	15:08
SJ ZONE B-4 RURAL	17	1:47	27:13	10:35	6:49	21:01
SJ ZONE B-5 RURAL	6	1:42	21:38	9:00	6:08	21:38
SJ ZONE C-1 RURAL	2	2:56	4:03	3:29	0:34	4:03
SJ ZONE C-2 RURAL	24	1:27	16:10	10:02	3:44	14:58
SJ ZONE C-3 RURAL	29	0:04	13:12	5:18	4:51	11:55
SJ ZONE C-2 WILDERNESS	4	12:08	23:02	19:46	4:26	23:02
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,479	0:00	22:50	4:35	2:11	7:11
All Suburban Compliance Areas	57	1:02	17:32	7:01	3:24	11:45
All Rural Compliance Areas	157	0:04	29:05	8:47	5:21	15:08
All Wilderness Compliance Areas	4	12:08	23:02	19:46	4:26	23:02

**Exemption Request Report  
May 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>
05/01/2009	9052593	B-5	Heavy Rain	Not a factor	Not Exempt
05/02/2009	9052872	B-2	Heavy Rain		Exempt
05/02/2009	9053073	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/05/2009	9054371	B-1	Poor Location Information from RP		Exempt
05/05/2009	9054415	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/05/2009	9054423	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/05/2009	9054424	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/05/2009	9054468	B-5	Delays in Transferring Care at the Emergency Department		Exempt
05/06/2009	9054542	B-1	Poor Location Information from RP		Exempt
05/07/2009	9055333	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/08/2009	9055779	A-1	Delays in Transferring Care at the Emergency Department		Exempt
05/09/2009	9056015	C-1	Off-Road Location		Exempt
05/09/2009	9056283	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/09/2009	9056289	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/09/2009	9056297	B-1	Delays in Transferring Care at the Emergency Department		Exempt

05/10/2009	9056323	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/10/2009	9056339	B-1	Road Construction		Exempt
05/10/2009	9056688	B-1	Delays in Transferring Care at the Emergency Department		Not Exempt
05/11/2009	9056744	B-2	Poor Location Information from CHP		Exempt
05/11/2009	9056897	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/11/2009	9056911	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/11/2009	9056927	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/11/2009	9056937	B-2	Road Construction		Exempt
05/12/2009	9057282	A-2	Poor Location Information from RP		Exempt
05/13/2009	9058104	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/18/2009	9060436	B-4	Delays in Transferring Care at the Emergency Department		Exempt
05/18/2009	9060454	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/19/2009	9060585	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/19/2009	9060682	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/19/2009	9060775	A-3	Delays in Transferring Care at the Emergency Department		Exempt

05/20/2009	9061016	C-1	Delays in Transferring Care at the Emergency Department		Exempt
05/20/2009	9061085	C-1	Traffic Secondary to Call		Exempt
05/20/2009	9061170	A-1	Delays in Transferring Care at the Emergency Department		Exempt
05/21/2009	9061574	B-5	Delays in Transferring Care at the Emergency Department		Exempt
05/22/2009	9062175	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/22/2009	9062185	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/22/2009	9062186	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/23/2009	9062391	B-5	False Report of Emergency		Exempt
05/23/2009	9062563	B-1	Poor Location Information from RP		Exempt
05/24/2009	9063003	B-1	Poor Location Information from RP		Exempt
05/24/2009	9063035	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/26/2009	90000151	C-2	Poor Location Information from RP		Exempt
05/26/2009	9063907	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/27/2009	9064293	A-3	Delays in Transferring Care at the Emergency Department		Exempt
05/27/2009	9064306	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/27/2009	9064360	A-2	Off-Road Location	Not a factor	Not Exempt



05/28/2009	9064668	B-5	Delays in Transferring Care at the Emergency Department		Exempt
05/29/2009	9064927	B-1	Delays in Transferring Care at the Emergency Department		Exempt
05/30/2009	9065400	B-2	Train		Exempt
05/31/2009	9065776	B-1	Delays in Transferring Care at the Emergency Department	Delay not a factor in response time	Not Exempt
05/31/2009	9065777	B-1	Delays in Transferring Care at the Emergency Department	Delay not a factor in response time	Not Exempt
05/31/2009	9065781	B-2	Delays in Transferring Care at the Emergency Department	Delay not a factor in response time	Not Exempt
05/31/2009	9065786	B-2	Delays in Transferring Care at the Emergency Department		Exempt
05/31/2009	9066032	B-2	Train		Exempt

**Exemption Request Report  
June 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>
06/01/2009	9066401	B-2	Poor Location Information from SFD		Exempt
06/01/2009	9066510	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/03/2009	9067157	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/04/2009	9067567	A-2	Traffic Secondary to Call		Exempt
06/04/2009	9067700	A-3	Delays in Transferring Care at the Emergency Department		Exempt
06/04/2009	9067745	B-5	Delays in Transferring Care at the Emergency Department		Exempt
06/04/2009	9067799	B-5	Delays in Transferring Care at the Emergency Department		Exempt
06/04/2009	9067808	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/04/2009	9067829	A-3	Delays in Transferring Care at the Emergency Department		Exempt
06/05/2009	9068047	B-5	Train		Exempt
06/05/2009	9068219	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/05/2009	9068222	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/05/2009	9068254	B-1	Delays in Transferring Care at the Emergency Department		Exempt

06/06/2009	9068529	B-5	Delays in Transferring Care at the Emergency Department		Exempt
06/07/2009	9069035	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/08/2009	9069346	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/09/2009	9069849	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/09/2009	9069963	A-2	Delays in Transferring Care at the Emergency Department		Exempt
06/10/2009	9070237	B-2	Road Construction		Exempt
06/11/2009	9070783	A-3	Delays in Transferring Care at the Emergency Department		Exempt
06/11/2009	9070876	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/11/2009	9070886	B-5	Delays in Transferring Care at the Emergency Department		Exempt
06/11/2009	9070896	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/11/2009	9070902	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/12/2009	9071196	B-4	Delays in Transferring Care at the Emergency Department		Exempt
06/15/2009	9072520	B-5	Poor Location Information from CHP		Exempt
06/17/2009	9073086	B-2	Poor Location Information from SFD		Exempt

06/17/2009	9073101	B-1	Delays in Transferring Care at the Emergency Department	Exempt
06/17/2009	9073398	B-5	Delays in Transferring Care at the Emergency Department	Exempt
06/17/2009	9073407	B-1	Coding Error by SFD CAD	Exempt
06/18/2009	9073524	B-2	Road Construction	Exempt
06/18/2009	9073728	B-5	Delays in Transferring Care at the Emergency Department	Exempt
06/19/2009	9074253	B-2	Delays in Transferring Care at the Emergency Department	Exempt
06/19/2009	9074257	B-2	Delays in Transferring Care at the Emergency Department	Exempt
06/19/2009	9074347	B-4	Delays in Transferring Care at the Emergency Department	Exempt
06/21/2009	9075068	A-2	Delays in Transferring Care at the Emergency Department	Exempt
06/21/2009	9075169	B-1	Delays in Transferring Care at the Emergency Department	Exempt
06/21/2009	9075175	B-1	Delays in Transferring Care at the Emergency Department	Exempt
06/21/2009	9075186	B-1	Delays in Transferring Care at the Emergency Department	Exempt
06/22/2009	9075715	C-1	Traffic Secondary to Call	Exempt
06/23/2009	9076048	A-2	Train	Exempt
06/24/2009	9076532	B-4	Delays in Transferring Care at the Emergency Department	Exempt

06/25/2009	9076888	B-1	Delays in Transferring Care at the Emergency Department		Exempt
06/25/2009	9076962	A-2	Delays in Transferring Care at the Emergency Department		Exempt
06/25/2009	9076971	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/25/2009	9077042	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/25/2009	9077044	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/25/2009	9077063	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/25/2009	9077069	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/26/2009	9077381	B-1	Delays in Transferring Care at the Emergency Department		Exempt
06/26/2009	9077481	B-2	Train		Exempt
06/26/2009	9077546	B-1	Delays in Transferring Care at the Emergency Department		Exempt
06/26/2009	9077600	B-2	Traffic Secondary to Call		Exempt
06/27/2009	9077866	C-1	Poor Location Information from CHP		Exempt
06/27/2009	9077889	B-5	Delays in Transferring Care at the Emergency Department		Exempt
06/27/2009	9077941	B-1	Poor Location Information from SFD		Exempt
06/28/2009	9078314	A-2	Traffic Secondary to Call		Exempt

06/28/2009	9078383	B-5	Delays in Transferring Care at the Emergency Department		Exempt
06/29/2009	9078551	A-2	Delays in Transferring Care at the Emergency Department		Exempt
06/29/2009	9078563	B-2	Train		Exempt
06/29/2009	9078851	B-2	Train		Exempt
06/29/2009	9078888	A-3	Delays in Transferring Care at the Emergency Department		Exempt
06/29/2009	9078900	B-2	Delays in Transferring Care at the Emergency Department		Exempt
06/29/2009	9078927	B-1	Delays in Transferring Care at the Emergency Department		Exempt

## Contract 1 Year Cumulative Performance Summary

### Response Time Compliance

Zone	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Monthly Average
A-1	98%	98%	98%	99%	97%	98%	98%	98%	98%	97%	97%	99%	97.9%
A-2	86%	92%	91%	89%	91%	93%	94%	88%	90%	92%	87%	93%	90.4%
A-3	89%	92%	88%	91%	78%	88%	90%	85%	84%	84%	93%	90%	88.0%
B-1	94%	93%	91%	93%	92%	91%	90%	89%	90%	91%	92%	93%	91.7%
B-2	93%	94%	93%	93%	92%	93%	94%	93%	93%	92%	94%	94%	93.2%
B-3	95%	76%	90%	100%	92%	100%	100%	91%	71%	100%	94%	91%	91.2%
B-4	83%	90%	85%	83%	81%	82%	86%	83%	84%	85%	79%	90%	84.4%
B-5	80%	83%	89%	82%	89%	90%	84%	84%	82%	88%	79%	92%	85.2%
C-1	98%	97%	98%	95%	96%	97%	98%	98%	95%	97%	94%	99%	96.7%
C-2	97%	91%	98%	98%	95%	98%	92%	98%	94%	95%	95%	97%	95.5%
C-3	100%	98%	97%	97%	96%	98%	100%	98%	97%	100%	99%	98%	98.2%
<b>All Zones</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>93%</b>	<b>94%</b>	<b>92.8%</b>

### Failure to Provide Data

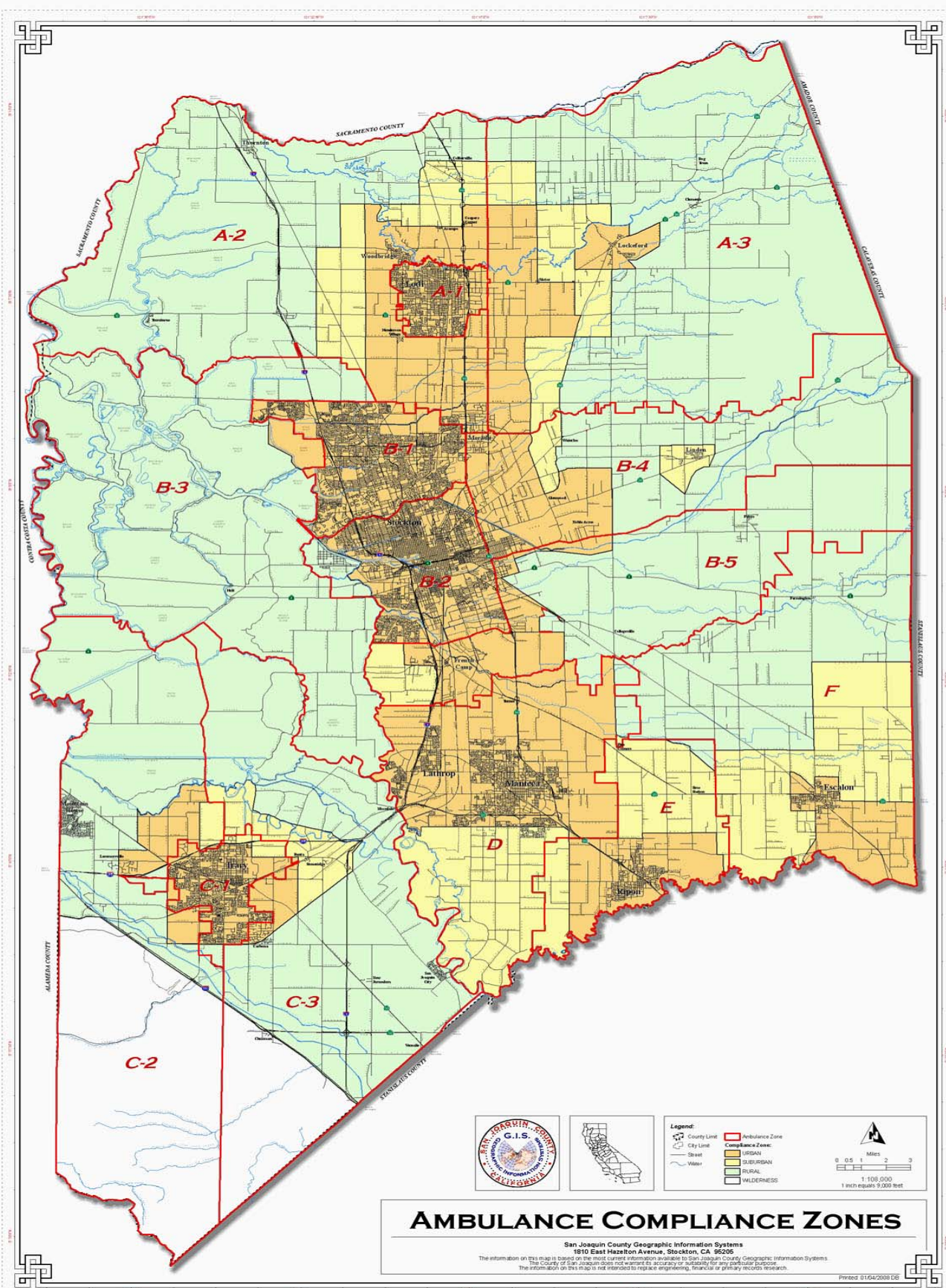
Event Type	May 2009	June 2009
N/A		

### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.







Community Services  
San Joaquin County

## Monthly Summary May 2009

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PAO for CHP	Various meetings with CHP staff and local providers to plan the ongoing Every 15 Minutes programs
Marie Johnson	DOE for Crestwood Manor, SNF	Setting up in-service programs for local SNF staff.

Events		
Event Name	Location	Event Outline
Ambulance Demo, May 01, 2009, 1330-1330	Henderson Elementary School, Lodi, CA	Provide ambulance and staff to do a demonstration for grade school children at local school. Show and tell, and speak about safety and education.
Career Fair / Ambulance Demo, May 5, 2009 1230-1330	Washington Elementary School, Stockton, CA	Demo ambulance and equipment and provide discussion of EMS. Focusing on education. Approx. 100 participants.
Ambulance Demo, May 6, 2009 1230-1530	East Union High School, Manteca, CA	Demo ambulance and equipment and provide discussion of EMS. Focusing on education. Approx. 400 participants.
E15 Logistics Meeting, Edison High School, May 7, 2009 1500-1630	Edison High School, Stockton, CA	Meeting with various agencies and school personnel to plan the E15 program for Edison High.
<b>Ambulance Demo / Bike Team Aid Donation, "Walk for the Health of It", May 9, 2009 0800-1300</b>	<b>Lodi, CA. Specifically, the area around LMH</b>	<b>Donation of an ambulance and staff, as well as 1 paramedic Bike team to provide medical aid standby for the annual "Walk for the Health of it" event in Lodi. Approx. 3000 participants.</b>
Lodi High Outreach Event, Lodi High School, May 11, 2009 1130-1530	Lodi High School, Lodi, CA	Provide an ambulance and personnel to attend the 'senior project' presentations. This is a great outreach event that we

		do, and the ambulance is open for show and tell after. Approx. 500 participants.
<b>First Aid Standby, May 16, 2009 1000-2000</b>	<b>Lodi Lake Recreation Area, Lodi, CA</b>	<b>Provide 2 ALS Bike Teams to provide first aid coverage for annual Zinfest event in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 15000 participants.</b>
<b>First Aid Standby, May 17, 2009 0700-1230</b> <b>“Avenue of the Vines”</b>	<b>Woodbridge Winery, Woodbridge, CA</b>	<b>Provide 2 ALS Bike Teams to provide first aid coverage for half marathon run in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 3000 participants.</b>
<b>EMS WEEK CELEBRATION, May 17-23, 2009</b>	<b>AMR San Joaquin Operations, Stockton, CA</b>	Annually, AMR hosts weeklong events to celebrate the great EMS providers in San Joaquin County. We are open to guests coming for tours, and attending our BBQ, which is hosted on the Wednesday of EMS week. This year, we did have other providers attend, as well as some of our public.
<b>Delta Boat Patrol, May 23, 2009, 1200-2200</b>	<b>San Joaquin Delta Waterways, various locations, San Joaquin County, CA</b>	<b>Provide ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.</b>
<b>Delta Boat Patrol, May 24, 2009, 1200-2200</b>	<b>San Joaquin Delta Waterways, various locations, San Joaquin County, CA</b>	<b>Provide ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.</b>
<b>Delta Boat Patrol, May 25, 2009, 1200-2200</b>	<b>San Joaquin Delta Waterways, various locations, San Joaquin County, CA</b>	<b>Provide ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.</b>
<b>Ambulance Demo and Safety Fair, May 28, 2009 0700-1400</b>	<b>Micke Grove Park, Lodi, Ca</b>	<b>Provide ambulance and crew, along with 1 paramedic bike team to provide a first aid</b>

		<b>station and demo equipment for "Senior Awareness Day". Provide blood pressure checks, and some handouts. Approx. 3000 participants.</b>
San Joaquin Training Officers Meeting, May 28, 2009 1330-1530	San Joaquin County OES	This is the monthly meeting for San Joaquin County training officers. Discuss training opportunities for the county, and joint training efforts. Approx. 15 participants.
Ambulance Demo / First Aid Standby, May 30, 1000-1400	Various locations, from March Lane, Stockton, to downtown Stockton	This was a donated standby for the "walk for Jesus" event. Ambulance was dedicated for this event, as there were approx. 3000 persons walking through downtown Stockton.
Every 15 Minutes Wrap up event, May 31, 2009 1300-1700	Morada, CA	End of the year get together for those involved in putting on the Every 15 Minutes Programs. Approx. 30 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
CPR Class, May 3, 2009 0800-1230	Vantage Transports, Stockton, CA	Provide a provider level cpr class for a local wheelchair service. Approx. 12 participants. This was a donated class.
Allergic Reaction / Anaphalaxis Management Class, May 7, 2009 1300-1500	AMR Stockton Operations	CE course for all county providers. This course was an overview of recognition of allergic reactions, and the prehospital care of such. Open to all providers in the county. Approx. 10 participants.
"Using Your Crash Cart" inservice program, May 11, 2009 1030-1230	Crestwood Manor SNF, Stockton, CA	Provide an inservice training for staff of a local SNF. This course was designed to teach their staff how to correctly and efficiently use the items on their crash cart. Approx. 30 participants.
HeartSaver CPR class, May 26-27 2009 0700-1000	Lodi High School, Lodi, CA	Provide a Heartsaver level CPR course for a high school Biology Class. This class was split over 2 days due to the schools schedule. Approx. 30 participants.
BLS CPR refresher course, May 26, 2009 1000-1300	AMR San Joaquin, Stockton, CA	This is the monthly BLS cpr class that we hold for employees. Outside agencies and other providers are welcome. We donate this course. Approx. 15

		participants.
EMT skills lab, May 28, 2009 1000-1400	AMR San Joaquin, Stockton, CA	This is a skills lab for EMT's and Medics who need to refresh on infrequent skills. This class is open to all providers and was promoted through the San Joaquin County Training officers. CE is given. Approx. 10 participants.
Heartsaver CPR class, May 30, 2009 1000-1500	Stockton Sailing Club, Stockton, CA	Provided a donated Heartsaver class for a new group of sailing instructors. Approx. 15 participants.

Current Projects / Studies	Meetings Attended
Attended the "Media and Crisis Communications" class held out at County OES. This was an intensive 2 day course that focused on dealing with media inquiries, and how to disseminate information, specifically during times of crisis.	Attended various Every 15 Minutes programs throughout the month. These were planning meetings for the logistics of the program.
Monthly focus has been on allergic reactions / anaphalaxis, and the prehospital management of these emergencies. I hosted a couple of classes covering this topic throughout the month, of which we had mostly employees, but some allied agencies in attendance.	Over the course of May 2009, I had many impromptu meetings with just about every employee. While not formal, these were beneficial to all, as the focus was on creating professional documentation, which benefits us all. We will continue this process on the go forward.
Reworking our monthly training calendar. Our classes are open to all providers and allied agencies for free CE's. We have had a great turnout for the first part of the year.	EMS Week 2009 was in May. We had a few meetings for planning this event. Overall, our event was a success. We had many allied agencies and persons attend our BBQ and get tours of our building. This was a great way to build new partnerships.

As a note, there were no complaints forwarded to me for the month of May. I have received 2 phone calls with compliments, so nothing on paper. One of them was from the director of the Avenue of the Vines event, who said our bike team could not have been better. She, along with 2000 others, were so greatly impressed by them because they helped a disabled person finish the race who would not have otherwise done so. We are proud.

**Also, Bike Team events, and Boat Patrol for Memorial Day Weekend have been put in bold face to easily identify them.** I have attached copies of thank-you's and letters of appreciation.



Community Services  
San Joaquin County

## Monthly Summary June 2009

Activities		
Contact Name	Title	Activity Outline
Susan Fredrick	Outreach Coordinator for University of Phoenix	Working on joint outreach and education opportunities. Numerous meetings throughout June 2009

Events		
Event Name	Location	Event Outline
Ambulance Standby / PR event / joint training June 4-6, 2009	Clements FD, Clements, CA	Provide an ambulance and staff to participate in a joint exercise with local allied agencies. This was a wild land drill by Clements, including EMS integration. Approx. 500 participants.
Relay for Life Standby, 24 hour event from June 6, 2009-June 8, 2009, 0900-0900	Weber Point Event Center, Stockton, CA	Provide an ALS team for 24 hour standby for a fundraiser walkathon. ALS bike team. Approx. 2000 participants
Ambulance Demo / Standby, June 7, 2009 0830-1430	Grupe Ranch, Acampo, CA	Provide an ambulance and crew to provide a donated standby for a local sporting event involving horse racing and shows. Approx. 5000 participants.
Emergency Awareness Fair, June 27, 2009 0800-1200	Sutter Tracy Hospital, Tracy, CA	Provide an ambulance and crew for outreach and awareness of EMS in the community. Hand outs, ambulance tours, and spoke about safety. Approx. 1500 participants.
Community fair / ambulance demo, June 27, 2009 0800-1200	St Gertrude's Church, Stockton, CA	Provide an ambulance and crew to show and tell ambulance, and give out information about EMS to the public. Approx. 500 participants.

Classes		
Class Name	Location	Class Outline
EMT Skills Lab, June 4, 2009 0900-1300	AMR Stockton	EMT skills lab, open to all providers, to come and get their skills updated and signed off for accreditation. Approx. 10 participants.
EMT Skills Lab, June 9, 2009 0900-1300	AMR Stockton Operations, Stockton, CA	EMT skills lab, open to all providers, to come and get their skills updated and signed off for accreditation. Approx. 10 participants.
<i>Capnography training, June 9, 2009 1500-1730</i>	<i>AMR Stockton Operations, Stockton, CA</i>	<i>Capnography training course offered by Oridion, the company that manufactures our equipment. This class was advertised and offered to all providers. CE was given, and there were approx. 30 participants.</i>
<i>Capnography training, June 10, 2009 0800-1030</i>	<i>AMR Stockton Operations, Stockton, CA</i>	<i>Capnography training course offered by Oridion, the company that manufactures our equipment. This class was advertised and offered to all providers. CE was given, and there were approx. 30 participants.</i>
Heart saver CPR course, June 20, 2009 0800-1300	Cheer Odyssey, Lathrop, CA	This was a Heart saver CPR course for the coaching staff of a local sports business that promotes cheerleading, tumbling, and dance. Approx. 10 participants.
New Hire Orientation Course, June 22-30 2009 0800-1700	AMR Stockton Operations, Stockton, CA	This is a new hire academy for a new group of EMT's. This course is for employees, but the skills days we do are open to all.
EVOC driving course June 26-27 2009 0800-1700	AMR Stockton Operations, Stockton, CA	Emergency Vehicle Operators Course. This is mainly for employees in San Joaquin County, however, we are open to having others learn to drive Code 3 vehicles.

Current Projects / Studies	Meetings Attended
Capnography Training was a large focus of June 2009. Oridion, the company that manufactures the equipment we use for this, had some representatives come and teach 2 courses for employees and allied agencies. This is a great prehospital tool, and benefits our public in more ways than they could imagine.	Numerous meetings with the University of Phoenix, local campuses. We are working on a higher education program for employees ( if wanted ), and also some joint outreach projects.
Large focus this month on EMT skills labs, and	Met with the American Heart Association to discuss

<p>making sure our employees are up to date with current BLS guidelines. While these courses are held at AMR San Joaquin, they are open to all providers, regardless of skill level. Attendees receive CE and get their skills sheets signed off for reaccreditation.</p>	<p>the upcoming Heart walk in September. This is an annual event we participate in to raise monies for our community and to fight heart disease. We are proud to be a part of this important county outreach program.</p>
<p>STEMI project getting off the ground with St. Joseph's Med Center. This is going to allow our Paramedics in the field to do a 12 lead EKG on a patient, transmit the EKG wirelessly to the ER / Cath Lab, and shorten the time to inflation and reperfusion. This is one of the single biggest improvements in patient care and outcomes to be implemented in years.</p>	<p>Various meetings with SJMC to get our STEMI project going. We are ready to 'go live' on 01 July 09.</p>
<p>CPR is still a large focus. We are donating multiple hours of training to our public. Being proactive with this project helps with better patient outcomes.</p>	<p>Attended monthly staff meeting to discuss new policy, procedures, and training.</p>

As a side note, there were no complaints received for the month of June 2009. I have included some separate attachments that were thank you's we received.

4 phone calls were fielded as compliments to employees and our service throughout the month of June 09.

The Bike team event(s) are in **bold print**.

The Capnography training was the monthly focus, and is listed in ***bold italic***.

may 31, 2009

Dear David,

on behalf of Mrs. Turner's health Biology class at Iodi High School, we would like to thank you and American Medical Response for taking the time to teach us our first CPR class. It was very educational and we all learned an important life saving skill. We had a lot of fun and enjoyed having you as our instructor!

Thanks  
again

Sara Elzig

on behalf of Mrs. Turner's health biology class!



# ZINFEST

May 4, 2009

Mr. David Durand  
American Medical Response  
400 S. Fresno Avenue  
Stockton, CA 95203

Dear David,

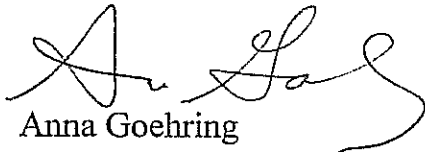
On behalf of the ZinFest Committee we would like to thank you for your support of the **Lodi ZinFest – Wine, Food and Fun at the Lake**. Your sponsorship includes the following benefits:

- Company name in event program (5,000 distributed at ZinFest)
- Listing and link on ZinFest website, [www.zinfest.com](http://www.zinfest.com)
- Listing in Lodi News Sentinel ZinFest Tabloid under sponsorships
- ZinFest sponsor banner at event (provided by us)
- Company name and logo on 5,000 bread napkins during ZinFest
- 12 tickets to ZinFest on May 16, 2009

American Medical Response will provide the following for ZinFest on Saturday, May 16, 2009: two bike teams and EMT's at the First Aid Tent.

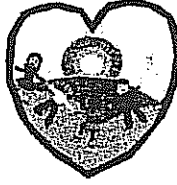
We look forward to working with you during this community wide event. Please feel free to contact me with any questions or comments at (209) 367-4727.

Cheers,



Anna Goehring  
ZinFest Sponsor Coordinator  
California Wine Education Foundation

**SAFE Tracy Kids**



**Strengthen Affirm Fortify Educate**

*Thank you AMR for joining us at our first annual event at Grace Church on April 29, 2009. 234 people came to be encouraged and educated that night. Thank you for sharing your time and ambulance with the kids and parents. Everyone enjoyed learning from you!*

*We are grateful for your willingness to come and share what you do to serve the families in the community of Tracy every day.*

***We appreciate you!***

*Debbie Forschen  
Brian and Christie McCarthy  
Fiona Coulson  
Paula Baca*

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

385 W. Grantline Road  
Tracy, CA 95376  
(209) 835-8920  
(800) 735-2929 (TT/TDD)  
(800) 735-2922 (Voice)



May 01, 2009


File No.: 266.9344.14921

Norm Desautels  
American Medical response  
455 W. Beverley Place  
Tracy, CA 95376

Dear Mr. Desautels:

~~On April 29/30, 2009, you and your colleagues participated in the Tracy CHP's "Every 15~~  
Minutes Program." You were instrumental in the success of the program. On the 29<sup>th</sup>, you provided and administered the makeup for the students so that their injuries would be realistic. You also provided emergency care to those who were injured at the scene of the mock collision. On the 30<sup>th</sup>, you further dedicated yourself to this program by being one of the main speakers at the assembly. Your presentation was incredibly moving and absolutely hushed an auditorium of 1000+ high school students. Some of audience quietly cried due to your emotional presentation. The information you presented obviously greatly impacted all who were present and very likely may have changed the very course of their lives. I would like to thank you for all the support you provided to the community and the California Highway Patrol.

Sincerely,

  
M.E. Rennie, Lieutenant  
Commander  
Tracy