



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

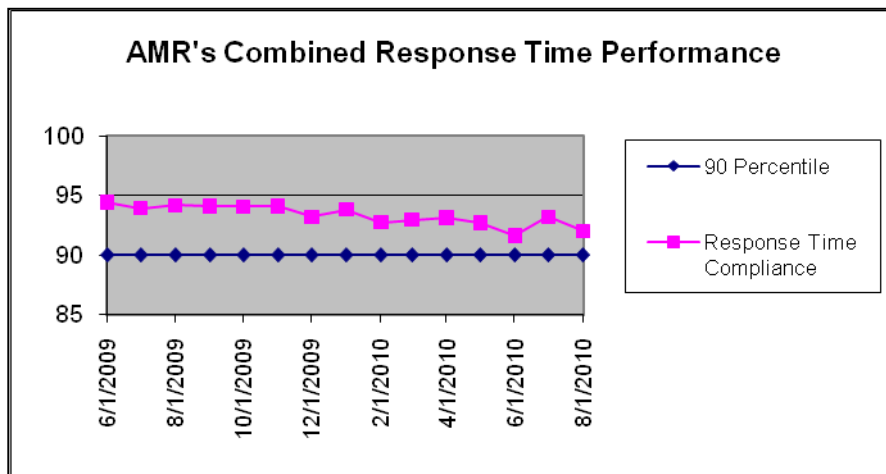
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: October 26, 2010

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, 2010, represents the twenty-sixth 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 July and August 2010, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 93.22% for July and 92.02% for August.

AMR's ambulance sub zone performance in 2010 continues to match compliance levels that were

routinely achieved during 2009.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for July and August 2010 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 Rolling Period**

July 1, 2010 through July 31, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	337	7	97.92%	X		
SJC Zone A-2	99	5	94.95%	X		
SJC Zone A-3	43	7	83.72%			X
SJC Zone B-1	1,175	99	91.57%	X		
SJC Zone B-2	1,447	91	93.71%	X		
SJC Zone B-3	22	1	95.45%	X		
SJC Zone B-4	125	13	89.60%			X
SJC Zone B-5	90	10	88.89%			X
SJC Zone C-1	237	12	94.94%	X		
SJC Zone C-2	38	1	97.37%	X		
SJC Zone C-3	58	3	94.83%	X		
<b>All Zones Combined</b>	<b>3,671</b>	<b>249</b>	<b>93.22%</b>	<b>8</b>		<b>3</b>

**Response Time Compliance Report by 31 Day Rolling Period**

August 1, 2010 through August 31, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	370	9	97.57%	X		
SJC Zone A-2	110	11	90.00%	X		
SJC Zone A-3	71	10	85.92%			X
SJC Zone B-1	1,311	123	90.62%	X		
SJC Zone B-2	1,377	103	92.52%	X		
SJC Zone B-3	15	0	100.00%	X		
SJC Zone B-4	120	14	88.33%			X
SJC Zone B-5	78	17	78.21%			X
SJC Zone C-1	252	10	96.03%	X		
SJC Zone C-2	38	1	97.37%	X		
SJC Zone C-3	55	5	90.91%	X		
<b>All Zones Combined</b>	<b>3,797</b>	<b>303</b>	<b>92.02%</b>	<b>8</b>		<b>3</b>

## Fines and Penalties Report

Type of Penalty	July 2010	August 2010
Out of compliance response districts	\$15,000	\$15,000
Late response minutes	\$5,510	\$6,960
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$500
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
<b>Totals</b>	<b>\$20,510</b>	<b>\$22,460</b>

## Weekly Unit Hour Staffing Report

	RFP	July 2010	August 2010
Zone A	672	672	672
Zone B	1848	2005	2040
Zone B *non dedicated	0	320	358
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3501</b>	<b>3574</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	July 2010			August 2010		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,453	238	93.11%	3,580	294	91.79%
Suburban 9:29	43	4	90.70%	53	7	86.79%
Rural 17:29	170	7	95.88%	160	3	98.13%
Wilderness 29:29	5	0	100.00%	4	0	100.00%
<b>Total</b>	<b>3,671</b>	<b>249</b>	<b>93.22%</b>	<b>3,797</b>	<b>304</b>	<b>91.99%</b>

## Mutual Aid Incidents

July 2010			August 2010		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE B-2 URBAN	3
MDAS	SJ ZONE C-1 URBAN	4	MDAS	SJ ZONE B-5 URBAN	7
MDAS	SJ ZONE C-3 RURAL	4	MDAS	SJ ZONE C-1 URBAN	2
<b>Total</b>		<b>9</b>			<b>12</b>

Detailed Response Time Analysis  
July 2010

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	336	0:00	14:34	3:53	1:58	6:02
SJ ZONE A-2 URBAN	56	0:16	10:53	5:38	2:02	9:17
SJ ZONE A-3 URBAN	14	2:34	13:13	6:40	3:02	10:15
SJ ZONE B-1 URBAN	1,175	0:00	13:22	4:43	2:20	7:21
SJ ZONE B-2 URBAN	1,446	0:00	14:57	4:34	2:08	7:10
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	107	1:32	11:55	5:42	1:51	7:58
SJ ZONE B-5 URBAN	74	0:05	10:51	5:03	2:51	8:53
SJ ZONE C-1 URBAN	231	0:05	21:53	4:33	2:23	6:46
SJ ZONE C-2 URBAN	2	5:18	6:46	6:02	0:44	6:46
SJ ZONE C-3 URBAN	9	1:22	7:57	4:25	1:53	7:57
SJ ZONE A-2 SUBURBAN	5	1:50	9:13	6:00	2:26	9:13
SJ ZONE A-3 SUBURBAN	7	4:37	9:23	6:43	1:42	9:23
SJ ZONE B-4 SUBURBAN	12	0:18	13:59	6:43	5:00	13:58
SJ ZONE B-5 SUBURBAN	5	2:17	6:51	4:44	1:45	6:51
SJ ZONE C-1 SUBURBAN	5	3:00	7:57	6:20	1:45	7:57
SJ ZONE C-2 SUBURBAN	1	4:21	4:21	4:21	0:00	4:21
SJ ZONE C-3 SUBURBAN	8	4:10	9:12	7:14	1:33	9:12
SJ ZONE A-2 RURAL	38	4:25	31:00	10:40	4:36	16:08
SJ ZONE A-3 RURAL	22	3:40	19:36	10:05	4:23	15:17
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	22	0:00	20:38	11:36	5:08	16:57
SJ ZONE B-4 RURAL	6	4:48	18:47	11:04	4:44	18:47
SJ ZONE B-5 RURAL	11	4:22	15:02	10:27	2:00	14:21
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	30	2:20	18:50	10:21	3:44	14:36
SJ ZONE C-3 RURAL	41	0:07	25:30	8:46	5:49	14:43
SJ ZONE C-2 WILDERNESS	5	2:36	18:08	11:07	5:01	18:08
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,450	0:00	21:53	4:37	2:15	7:16
All Suburban Compliance Areas	43	0:18	13:59	6:24	3:09	9:23
All Rural Compliance Areas	170	0:00	31:00	10:12	4:51	16:08
All Wilderness Compliance Areas	5	2:36	18:08	11:07	5:01	18:08

Detailed Response Time Analysis  
August 2010

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	370	0:00	14:23	4:00	1:53	6:06
SJ ZONE A-2 URBAN	57	1:37	15:03	6:15	2:24	9:31
SJ ZONE A-3 URBAN	30	3:00	17:59	6:40	3:12	10:03
SJ ZONE B-1 URBAN	1,311	0:00	15:20	4:49	2:23	7:29
SJ ZONE B-2 URBAN	1,375	0:00	16:54	4:38	2:16	7:16
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	104	0:05	12:43	5:34	2:20	8:52
SJ ZONE B-5 URBAN	69	0:03	13:14	5:30	3:29	10:00
SJ ZONE C-1 URBAN	243	0:00	19:26	4:24	2:17	6:40
SJ ZONE C-2 URBAN	7	4:35	7:41	6:15	1:09	7:41
SJ ZONE C-3 URBAN	13	0:04	14:10	5:08	3:37	8:56
SJ ZONE A-2 SUBURBAN	13	1:24	11:15	7:37	2:40	9:59
SJ ZONE A-3 SUBURBAN	9	0:49	11:16	7:03	2:54	11:16
SJ ZONE B-4 SUBURBAN	11	0:05	13:15	7:15	4:16	12:41
SJ ZONE B-5 SUBURBAN	1	6:22	6:22	6:22	0:00	6:22
SJ ZONE C-1 SUBURBAN	7	2:32	6:20	4:07	1:12	6:20
SJ ZONE C-2 SUBURBAN	2	2:54	5:05	3:59	1:06	5:05
SJ ZONE C-3 SUBURBAN	10	3:38	11:36	6:47	2:49	10:23
SJ ZONE A-2 RURAL	40	0:07	18:33	10:31	4:18	16:01
SJ ZONE A-3 RURAL	32	2:59	21:50	9:53	4:07	14:58
SJ ZONE B-2 RURAL	1	8:50	8:50	8:50	0:00	8:50
SJ ZONE B-3 RURAL	15	0:04	17:27	9:34	5:45	17:15
SJ ZONE B-4 RURAL	5	2:29	14:19	9:26	4:04	14:19
SJ ZONE B-5 RURAL	8	4:46	15:00	8:55	3:40	15:00
SJ ZONE C-1 RURAL	2	0:02	1:35	0:48	0:47	1:35
SJ ZONE C-2 RURAL	25	2:06	15:13	10:18	3:33	14:59
SJ ZONE C-3 RURAL	32	0:03	20:28	8:06	5:34	16:00
SJ ZONE C-2 WILDERNESS	4	8:35	15:43	12:56	2:41	15:43
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,579	0:00	19:26	4:43	2:22	7:24
All Suburban Compliance Areas	53	0:05	13:15	6:40	3:11	11:15
All Rural Compliance Areas	160	0:02	21:50	9:32	4:43	15:35
All Wilderness Compliance Areas	4	8:35	15:43	12:56	2:41	15:43

**Exemption Request Report  
July 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/01/2010	10077185	B-4	Delays in Transferring Care at ED		Exempt
07/01/2010	10077192	B-1	Poor Location Information from SFD		Exempt
07/02/2010	10077680	B-5	Delays in Transferring Care at ED		Exempt
07/02/2010	10077681	B-4	Delays in Transferring Care at ED		Exempt
07/02/2010	10077686	B-1	Delays in Transferring Care at ED		Exempt
07/03/2010	10078154	B-2	Poor Location Information from RP		Exempt
07/04/2010	10078480	A-2	Poor Location Information from RP		Exempt
07/08/2010	10080023	B-2	Unit Dispatched and Responded Code 2		Exempt
07/09/2010	10080464	B-2	Unit Dispatched and Responded Code 2		Exempt
07/11/2010	10081492	A-2	Road Construction	Bridge out not relevant to route	Not Exempt
07/15/2010	10083586	A-2	False Report of Emergency		Exempt
07/18/2010	10084549	B-4	Delays in Transferring Care at ED		Exempt
07/19/2010	10085054	B-5	Delays in Transferring Care at ED		Exempt
07/20/2010	10085788	B-1	Train	Distance not Train	Not Exempt
07/22/2010	10086297	A-1	Poor Location Information from CHP		Exempt
07/23/2010	10087082	B-1	Unit Dispatched and Responded Code 2		Exempt
07/25/2010	10087959	B-5	Delays in Transferring Care at ED		Exempt
07/25/2010	10088019	B-1	Road Construction		Exempt
07/27/2010	10088489	B-2	Road Construction		Exempt
07/27/2010	10088513	B-2	Road Construction		Exempt
07/27/2010	10088780	B-5	Delays in Transferring Care at ED		Exempt
07/29/2010	10089591	B-2	Traffic Secondary to Call		Exempt

**Exemption Request Report (con't)**  
**July 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/29/2010	10089685	B-5	Poor Location Information from SFD		Exempt
07/31/2010	10090487	B-2	Delays in Transferring Care at ED		Exempt
07/31/2010	10090492	B-2	Delays in Transferring Care at ED		Exempt
07/31/2010	10090494	B-2	Delays in Transferring Care at ED		Exempt

**Exemption Request Report  
August 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/01/2010	10090815	B-1	Road Construction		Exempt
08/02/2010	10091240	B-1	Unit Dispatched and Responded Code 2		Exempt
08/04/2010	10092019	A-2	Poor Location Information from RP		Exempt
08/04/2010	10092070	A-3	Road Construction		Exempt
08/04/2010	10092150	A-1	Poor Location Information from RP		Exempt
08/06/2010	10092785	B-5	Traffic Secondary to Call		Exempt
08/06/2010	10092922	B-4	Delays in Transferring Care at ED		Exempt
08/06/2010	10093165	B-5	Delays in Transferring Care at ED		Exempt
08/07/2010	10093238	B-4	Delays in Transferring Care at ED		Exempt
08/07/2010	10093513	C-1	Poor Location Information from CHP		Exempt
08/08/2010	10094040	B-1	Unit Dispatched and Responded Code 2		Exempt
08/10/2010	10094785	B-2	Traffic Secondary to Call		Exempt
08/11/2010	10095023	B-1	Poor Location Information from		Exempt
08/11/2010	10095204	B-1	Not Listed	Preventable brake failure	Not Exempt
08/12/2010	10095733	B-1	Traffic Secondary to Call	Distance not speed	Not Exempt
08/13/2010	10096270	B-2	Delays in Transferring Care at ED		Exempt
08/13/2010	10096293	A-3	Delays in Transferring Care at ED		Exempt
08/15/2010	10097101	B-2	Delays in Transferring Care at ED		Exempt
08/15/2010	10097112	B-5	Delays in Transferring Care at ED		Exempt
08/15/2010	10097125	B-2	Delays in Transferring Care at ED		Exempt
08/16/2010	10097446	A-2	Poor Location Information from SFD		Exempt



**Exemption Request Report (con't)**  
**August 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/16/2010	10097533	B-1	False Report of Emergency		Exempt
08/17/2010	10097856	B-1	Train		Exempt
08/17/2010	10098042	B-2	Delays in Transferring Care at ED		Exempt
08/17/2010	10098047	B-1	Delays in Transferring Care at ED		Exempt
08/19/2010	10098815	B-2	Train		Exempt
08/19/2010	10098958	B-2	Train		Exempt
08/21/2010	10099924	A-2	Not Listed	ALS unit on scene	Not Exempt
08/28/2010	10102740	A-2	False Report of Emergency		Exempt
08/29/2010	10103400	B-2	Coding Error by SFD CAD		Exempt
08/31/2010	10104077	B-1	Road Construction		Exempt
08/31/2010	10104342	C-3	Delays in Transferring Care at ED		Exempt

**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>Sep 09</b>	<b>Oct 09</b>	<b>Nov 09</b>	<b>Dec 09</b>	<b>Jan 10</b>	<b>Feb 10</b>	<b>Mar 10</b>	<b>Apr 10</b>	<b>May 10</b>	<b>Jun 10</b>	<b>Jul 10</b>	<b>Aug 10</b>	<b>Monthly Average</b>
A-1	100%	100%	100%	98%	98%	98%	98%	96%	98%	95%	98%	98%	98.2%
A-2	91%	95%	95%	93%	94%	91%	90%	94%	93%	93%	95%	89%	93.1%
A-3	96%	92%	99%	85%	93%	94%	90%	92%	78%	88%	84%	86%	90.2%
B-1	93%	94%	96%	92%	93%	93%	92%	93%	90%	90%	92%	91%	92.6%
B-2	94%	92%	97%	93%	93%	92%	93%	93%	93%	92%	94%	93%	93.5%
B-3	100%	100%	100%	92%	100%	100%	100%	100%	92%	100%	95%	100%	97.9%
B-4	93%	89%	96%	90%	92%	87%	94%	88%	90%	93%	90%	88%	91.2%
B-5	89%	89%	93%	89%	92%	89%	88%	86%	92%	82%	89%	78%	88.2%
C-1	96%	98%	99%	97%	94%	95%	94%	93%	96%	93%	95%	96%	95.6%
C-2	98%	98%	97%	98%	96%	97%	93%	98%	100%	91%	97%	97%	96.7%
C-3	98%	98%	98%	100%	100%	100%	100%	97%	96%	95%	95%	91%	97.4%
<b>All Zones</b>	<b>94%</b>	<b>94%</b>	<b>97%</b>	<b>93%</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>93.4%</b>

**Failure to Provide Data**

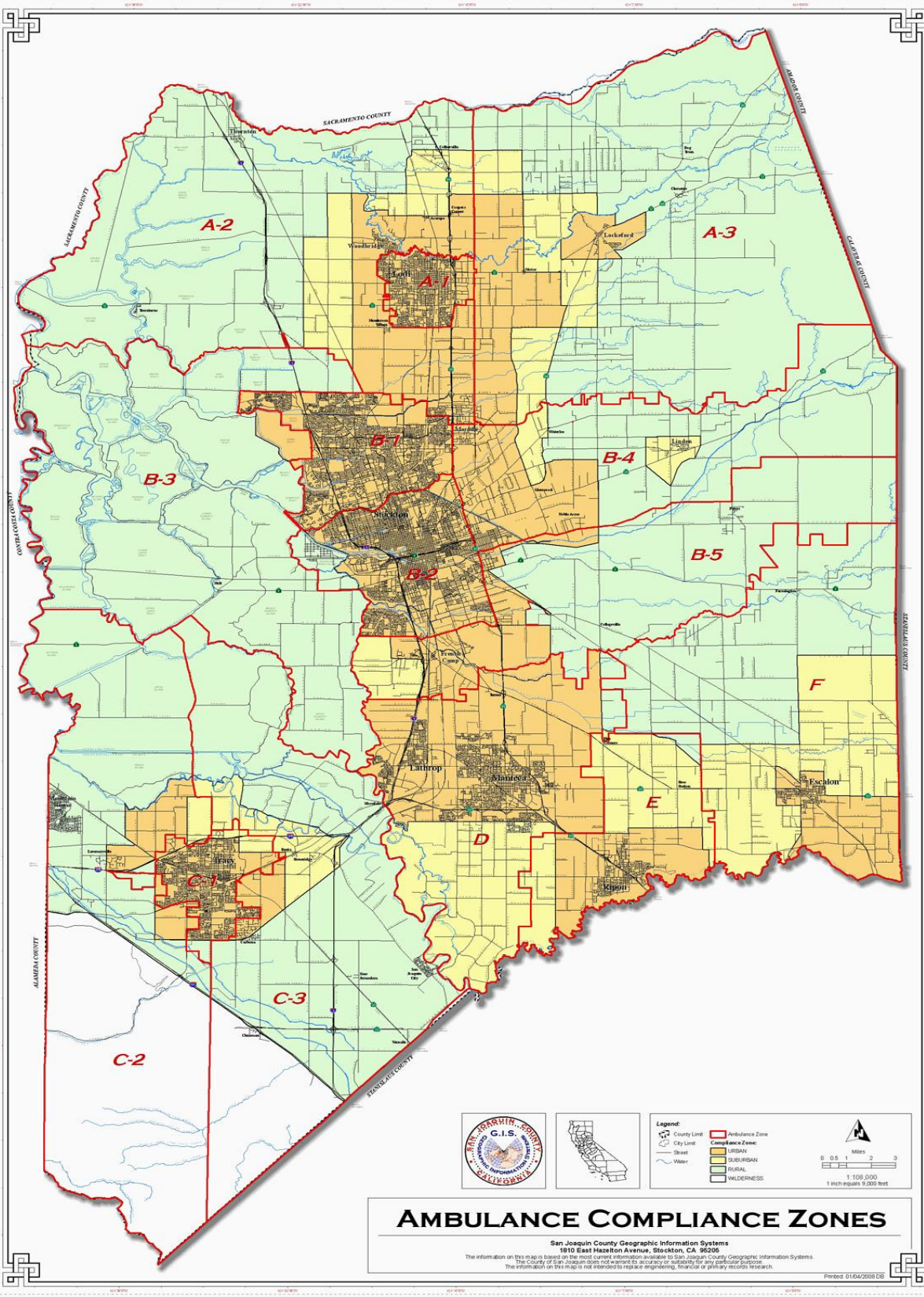
<b>Event Type</b>	<b>July 2010</b>	<b>August 2010</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
Brake Failure (Vacume Pump)	8/11/2010	Yes

**Community Service Report**

<b>Event Type</b>
See Appendix A.





Community Services  
San Joaquin County

## Monthly Summary July 2010

Activities		
Contact Name	Title	Activity Outline
Diane Coleman and Monika Bijak	Tracy Convalescent, Tracy, CA	Met with the administrative staff to work on some upcoming training opportunities.
Wendie Skala	Trauma Outreach Coordinator, Kaiser South Sacramento	Met with Ms. Skala at the new receiving department at Kaiser South Sacramento. Gathered information for our crews about getting trauma patients to the correct destinations.

Events		
Event Name	Location	Event Outline
Boat Patrol Donation, July 3, 2010 1100-2200	Various waterways on the Delta	Donation of paramedics to assist with the Sheriff's Department Boat Patrol for the weekend. Approx. 3000 participants.
Boat Patrol Donation, July 4, 2010 1100-2200	Various waterways on the Delta	Donation of paramedics to assist with the Sheriff's Department Boat Patrol for the weekend. Approx. 3000 participants.
Boat Patrol Donation, July 5, 2010 1100-2200	Various waterways on the Delta	Donation of paramedics to assist with the Sheriff's Department Boat Patrol for the weekend. Approx. 3000 participants.
Ambulance Demo, July 16, 2010 1700-2130	Lincoln Center, Stockton, CA	Donation of an ambulance and crew to participate in a local street fair event. Crew was able to show ambulance, give tours, and hand out items. Approx. 5000 participants.
Boat Patrol Donation, July 17, 2010 1100-2200	Various waterways on the Delta	Donation of paramedics to assist with the Sheriff's Department Boat Patrol for the weekend. Approx. 3000 participants.

Ambulance Demo / First aid standby, July 17, 2010 0900-1500	Stockton Ports Ballpark, Downtown Stockton	Provide an ambulance and crew to participate in a local event sponsored by the United Way. This was the Professional Football Camp for kids. Show ambulance, give hand outs, provide medical aid if needed. Approx. 1000 participants.
Ambulance Demo, July 17, 2010 1200-1800	Weber Point Events Center, Downtown Stockton	Provide an ambulance and crew to participate in the Columbian Independence Day event, held in downtown Stockton. Provide hand outs, speak about EMS, and give tours of ambulance. Approx. 8000 participants.
Boat Patrol Donation, July 18, 2010 1100-2200	Various waterways on the Delta	<b>Donation of paramedics to assist with the Sheriff's Department Boat Patrol for the weekend. Approx. 3000 participants.</b>
Ambulance Stand by / Demo, July 24, 2010 0800-1700	Clements Rodeo Grounds, Clements, CA	Provide an ambulance and staff to do a demo / standby first aid for the Junior Rodeo event at the Clements Rodeo Grounds. Provide hand outs, tours of ambulance, and provide medical aid if needed. Approx. 2000 participants.
Chamber of Commerce PR event, July 28, 2010 1530-1900	Wagner Heights Convalescent, Stockton, CA	In attendance of this event, representing AMR and EMS providers in our county. This was to celebrate a local SNF's accomplishment of being a provider for 20 years. Approx. 200 participants.
MCI review course, July 29, 2010 0900-1100	Stockton AMR Operations	This was an MCI ( Multi Casualty Incident ) Review course, going over a recent call. Sponsored by San Joaquin County EMS, this course also attendees from SJEMS, County Hospital, and supervisory staff. Approx. 25 participants.

Classes		
Class Name	Location	Class Outline
Customer service training course, July 1, 2010 1000-1200	Stockton AMR Operations	Provide a CE course on the topic of Customer Service for EMS providers. Open to all agencies. Approx. 20 participants.
Customer service training course, July 2, 2010 1030-1230	Stockton AMR Operations	Provide a CE course on the topic of Customer Service for EMS providers. Open to all

		agencies. Approx. 12 participants.
Customer service training course, July 6, 2010 1000-1200	Stockton AMR Operations	Provide a CE course on the topic of Customer Service for EMS providers. Open to all agencies. Approx. 12 participants.
Customer service training course, July 6, 2010 1300-1500	Stockton AMR Operations	Provide a CE course on the topic of Customer Service for EMS providers. Open to all agencies. Approx. 12 participants.
Inservice Program, July 7, 2010 1000-1200	St. Joseph's Hospital, Stockton, CA	Provide an inservice program and meeting time to discuss the PCS forms used for non emergent transportation. This was more like a causal meeting with one of their administrators, however, this information will reach many.
Inservice Program, July 13, 2010 1430-1530	Creekside SNF, Stockton, CA	This was an inservice program for a local SNF on the topic of using their crash cart in emergent situations. We went over the equipment, and procedures to manage a cardiac arrest. Approx. 20 participants.
First Aid Training, July 14, 2010 1000-1200	San Joaquin Sheriff's Department	Provide a basic first aid program for the Junior Academy of the Sheriff's office. These were students learning about law enforcement and first aid. Handed out first aid kits to all. Approx. 25 participants.
Inservice Program, July 14, 2010 1430-1600	Creekside SNF, Stockton, CA	This was an inservice program for a local SNF on the topic of refreshing knowledge of CPR. Not an actual CPR course, but an overall refresher about basic compressions, assessment, and airway. Approx. 30 participants.
EMT Skills Lab, July 19, 2010 0900-1300	Stockton AMR Operations	This is an open forum course, which allows EMT's and first responders to come in and practice their BLS skills, getting signed off for reaccreditation. Open to all providers. No CE given, as this is not an instruction based course, rather, a skills based course. Approx. 5 participants.
CPR Refresher Course, July 20, 2010 0900-1200	Stockton AMR Operations	This is the monthly CPR refresher for employees, but is also open to outside agencies.

		Approx. 15 participants.
Inservice Program, July 26, 2010 1430-1600	Creekside SNF, Stockton, CA	Provide an inservice program to a local SNF on the topic of preventing resident falls. Provide information and hand outs. Approx. 30 participants.
Full CPR course, July 27, 2010 0900-1400	Lexington Hotel, Stockton, CA	Provide a donated CPR course for the management and security staff of a local downtown hotel. Provide information on also activating the EMS System. Approx. 20 participants.
ITLS Refresher, July 28, 2010 0900-1800	AMR Stockton Operations	This was an NCTI sponsored course: International Trauma Life Support. This is a required certification for our paramedics. Open to other providers also. CE given. Approx. 16 participants.

Current Projects / Studies	Meetings Attended
This month, there were plenty of outreach and inservice projects. We really had a great presence in our community, whether through CPR training, donated events, or doing inservices at local care facilities.	Attended our normal staff meetings where we spoke about new and upcoming training and events. King Airways are targeted to be in place in early September.
In regards to current studies, there has been a recent focus on the use of helicopters for the transportation of patients going out of county. We really focused on trying to get the SJEMS policies out to our paramedics and responders.	Attended a meeting at St. Joseph's Hospital. This was with some administrative staff, and centered around paperwork and improving relations. This was a great meeting, and really has been helping.
With the implementation of the new California Directory of EMT's, there has been a lot of work to help our employees work with local EMS in making sure everyone is current. This has gone smoother than anticipated.	Attended a meeting at Tracy Convalescent, where other members of our staff also attended. This meeting was to speak about some joint training, and help improve relationships.

As a note, I had not received any complaints for the month of July 2010. I had received 1 phone call for kudos for a crew's good patient care and demeanor.

**Donated Boat Patrol Events for the Sheriff's Office are listed in bold. They amount to 110 hours of donated service ( 2 paramedics per day ).**

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

Please find some Thank you notes as separate attachments.



Community Services  
San Joaquin County

## Monthly Summary (August 2010)

Activities		
Contact Name	Title	Activity Outline
Don Miller	Stockton Sports Commission	Working on donation for Stockton Sports Commission Golf Tournament
Diane Coleman	Director of Nursing	Working on outreach project for local Convalescent Facility

Events		
Event Name	Location	Event Outline
Ambulance Standby, August 2-5, 0600-1500	Spanos Reserve Golf Course, Stockton	Donation of an ambulance for first aid stand by for the Stockton Sports Commission's International Golf Tournament. Approx. 200 participants. This was a 4 day event.
PR outreach project, August 6, 1900-2200, 2010	Stockton Ports Baseball Stadium, Stockton, CA	Community outreach program held at the Stockton Ports baseball game. Interact with the public, etc. Approx. 2000 participants.
Ambulance Demo, August 14, 2010 1000-1700	Cedar Creek Apartments, Stockton, CA	Provide an ambulance and staff to show and tell equipment and speak of careers in EMS at a local 'community fair'. Give hand outs, etc. Approx. 150 participants.

Classes		
Class Name	Location	Class Outline
EKG training course, August 3, 0900-1200 2010	AMR Stockton Ops, Stockton, CA	Provide an EKG training course for EMT's, and a refresher for paramedics. Open to all providers. CE given. Approx. 10 participants.
CPR Refresher Course, August 4, 1200-1600 2010	Manteca Unified School District Office, Manteca	CPR refresher course for a group of teachers and admin staff for Manteca School District. Donated Course. Approx. 25 participants.



SNF Inservice Program, August 4, 1430-1630 2010	Tracy Convalescent, Tracy, CA	Inservice Program for local SNF regarding using their crash cart /emergency gear. Approx. 30 participants.
FD Joint Training / CE course, August 5, 1330-1600 2010	Lodi Fire Department, Station 1, Lodi, CA	Provide an educational course for Lodi Fire Department on the topic of assessing Lung Sounds. CE given. Approx. 25 participants.
King Airway Training Course, August 11, 2010 0900-1100	AMR Stockton Ops, Stockton, CA	Provide training for the upcoming change to the King Airway. Primarily for employees, but open to all for CE. Approx. 5 participants.
EKG training course, August 12, 0900-1200 2010	AMR Stockton Ops, Stockton, CA	Provide an EKG training course for EMT's, and a refresher for paramedics. Open to all providers. CE given. Approx. 10 participants.
CPR / First Aid Course, August 13, 0700-1700 2010	Tracy Police Department Headquarters, Tracy, CA	Provide a CPR course, and basic first aid for police officers course. Donated course. Approx. 40 participants.
Heat Illness Awareness Course, August 13, 1500-1630, 2010	AMR Stockton Ops, Stockton, CA	Provide a CE course on Heat Illness for members of the AMR Paramedic Bike Team. CE given. Approx. 15 participants.
FD Joint Training / CE course, August 18, 1330-1600 2010	Lodi Fire Department, Station 1, Lodi, CA	Provide an educational course for Lodi Fire Department on the topic of assessing Lung Sounds. CE given. Approx. 25 participants.
FD Joint Training / CE course, August 19, 1330-1600 2010	Lodi Fire Department, Station 1, Lodi, CA	Provide an educational course for Lodi Fire Department on the topic of assessing Lung Sounds. CE given. Approx. 25 participants.
EMT Skills lab, August 20, 2010 0900-1200	AMR Stockton Ops, Stockton, CA	Provide an open forum course for EMT's to come and perform skills. Part of the accreditation process. Open to all providers. Approx. 5 participants.
CPR course, August 21, 2010 0900-1400	Tracy Convalescent, Tracy, CA	Provide a CPR course for a local SNF. Donated. Approx. 16 participants.
King Airway Training, August 23-27, 2010 various 2 hour courses throughout each day	AMR Stockton Ops, Stockton, CA	King Airway training courses for employees. CE given. These courses are designed to get paramedics ready for the implementation of the new approved airway device. Weekly participants approx. 40.
CPR refresher course, August 28, 2010 1000-1200	AMR Stockton Ops, Stockton, CA	This is the monthly cpr refresher for employees and outside agencies who wish to attend. Approx. 5 participants.

CPR course, August 28, 2010 1200-1700	Thornton Fire Department, Thornton, CA	Provide a CPR course for Thornton Fire Department. This course was for the Emergency Responder Course that Chief Tafuri was teaching. Approx. 8 participants.
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<b>Current Projects / Studies</b>	<b>Meetings Attended</b>
King Airway implementation is just around the corner. This device will replace the Combi-tube airway device. We are getting all employees trained.	Attended the monthly supervisor / management / administration meetings. Discuss training issues and current projects for employees and outside staff.
Working with the Stockton Police Officers Association in regards to 'adopting a school', and helping get donations for students and a school in need. Look for more on this in the following months.	September 25 <sup>th</sup> , 2010 is the annual Inland Coastal Clean up event. We will be providing first aid standby ( donated ) as well as being a site captain again. Meetings with other community members in regards to set up, areas, and donations.
AHA Heartwalk is approaching in September 2010. We are building our team and donation to help support heart health and a healthy community.	Met with various fire chiefs throughout the month in regards to

As a note, there were no complaints forwarded to me for the month of August 2010. I have received 1 email with kudos for service.

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