



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

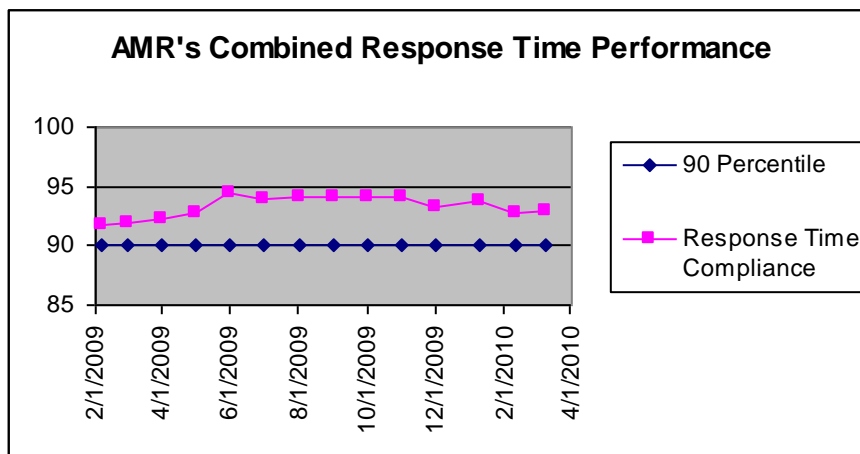
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: May 28, 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 March and April, 2010, represents the twenty-fourth 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 March and April 2010, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.96% for March and 93.14% for April.

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

2009. AMR achieved 90 percentile or better compliance in 18 of 22 compliance sub zones during March and April. AMR missed compliance in the 2 non-compliant sub zones by 10 calls combined.

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 2010 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

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

Response Time Compliance Report by 31 Day Rolling Period

March 1, 2010 through March 31, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	354	6	98.31%	X		
SJC Zone A-2	93	9	90.32%	X		
SJC Zone A-3	49	5	89.80%			X
SJC Zone B-1	1,250	106	91.52%	X		
SJC Zone B-2	1,371	95	93.07%	X		
SJC Zone B-3	4	0	100.00%	X		
SJC Zone B-4	142	9	93.66%	X		
SJC Zone B-5	106	13	87.74%			X
SJC Zone C-1	294	19	93.54%	X		
SJC Zone C-2	56	4	92.86%	X		
SJC Zone C-3	59	0	100.00%	X		
All Zones Combined	3,778	266	92.96%	9		2

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2010 through April 30, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	302	12	96.03%	X		
SJC Zone A-2	99	6	93.94%	X		
SJC Zone A-3	49	4	91.84%	X		
SJC Zone B-1	1,178	83	92.95%	X		
SJC Zone B-2	1,238	86	93.05%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	112	13	88.39%			X
SJC Zone B-5	79	11	86.08%			X
SJC Zone C-1	230	15	93.48%	X		
SJC Zone C-2	55	1	98.18%	X		
SJC Zone C-3	33	1	96.97%	X		
All Zones Combined	3,381	232	93.14%	9		2

Fines and Penalties Report

Type of Penalty	March 2010	April 2010
Out of compliance response districts	\$10,000	\$10,000
Late response minutes	\$5,620	\$4,840
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
Totals	\$15,620	\$14,840

Weekly Unit Hour Staffing Report

	RFP	March 2010	April 2010
Zone A	672	672	672
Zone B	1848	2020	2012
Zone B *non dedicated	0	368	375
Zone C	504	504	504
Total	3024	3564	3563

*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 2010			April 2010		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,558	261	92.66%	3,198	223	93.03%
Suburban 9:29	57	5	91.23%	43	6	86.05%
Rural 17:29	148	0	100.00%	126	3	97.62%
Wilderness 29:29	15	0	100.00%	14	0	100.00%
Total	3,778	266	92.96%	3,381	232	93.14%

Mutual Aid Incidents

March 2010			April 2010		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	2	MDAS	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE B-5 URBAN	2	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE C-1 URBAN	2
MDAS	SJ ZONE C-3 RURAL	4	MDAS	SJ ZONE C-3 RURAL	1
Total		10			5

Detailed Response Time Analysis
March 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	354	0:00	15:06	3:44	1:49	5:46
SJ ZONE A-2 URBAN	42	0:08	9:48	6:00	1:58	8:43
SJ ZONE A-3 URBAN	19	2:26	10:12	6:33	2:08	9:41
SJ ZONE B-1 URBAN	1,248	0:00	15:42	4:42	2:25	7:26
SJ ZONE B-2 URBAN	1,370	0:00	14:53	4:42	2:12	7:18
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	118	0:04	12:08	5:29	1:51	7:26
SJ ZONE B-5 URBAN	96	0:00	12:34	5:18	3:06	9:27
SJ ZONE C-1 URBAN	288	0:00	20:30	4:22	2:09	7:04
SJ ZONE C-2 URBAN	8	1:40	9:51	6:57	2:20	9:51
SJ ZONE C-3 URBAN	12	0:09	7:04	3:55	1:47	5:02
SJ ZONE A-2 SUBURBAN	15	1:16	9:36	6:24	2:03	8:32
SJ ZONE A-3 SUBURBAN	9	1:22	13:29	7:05	3:32	13:29
SJ ZONE B-4 SUBURBAN	14	0:30	17:52	8:34	5:20	16:06
SJ ZONE B-5 SUBURBAN	1	5:18	5:18	5:18	0:00	5:18
SJ ZONE C-1 SUBURBAN	6	2:57	5:25	4:14	0:53	5:25
SJ ZONE C-2 SUBURBAN	1	4:47	4:47	4:47	0:00	4:47
SJ ZONE C-3 SUBURBAN	11	2:05	9:10	6:39	1:56	8:25
SJ ZONE A-2 RURAL	36	0:31	17:23	8:45	4:16	14:26
SJ ZONE A-3 RURAL	21	2:22	17:09	10:07	3:38	14:52
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	4	4:32	17:27	11:15	5:14	17:27
SJ ZONE B-4 RURAL	10	4:33	19:18	9:22	4:19	12:05
SJ ZONE B-5 RURAL	9	2:07	17:11	9:20	4:10	17:11
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	33	0:06	16:15	10:41	3:42	14:23
SJ ZONE C-3 RURAL	35	0:06	14:47	8:41	4:16	14:33
SJ ZONE C-2 WILDERNESS	14	9:44	28:04	16:09	5:01	22:06
SJ ZONE C-3 WILDERNESS	1	12:29	12:29	12:29	0:00	12:29
All Urban Compliance Areas	3,555	0:00	20:30	4:39	2:18	7:22
All Suburban Compliance Areas	57	0:30	17:52	6:49	3:32	11:12
All Rural Compliance Areas	148	0:06	19:18	9:30	4:11	14:43
All Wilderness Compliance Areas	15	9:44	28:04	15:54	4:56	22:06

Detailed Response Time Analysis
April 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	302	0:00	10:46	3:59	2:01	6:15
SJ ZONE A-2 URBAN	62	0:21	10:37	5:26	1:50	7:23
SJ ZONE A-3 URBAN	17	2:44	10:37	6:04	2:02	9:36
SJ ZONE B-1 URBAN	1,178	0:00	16:57	4:41	2:19	7:18
SJ ZONE B-2 URBAN	1,236	0:00	15:25	4:39	2:13	7:19
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	95	0:06	12:22	5:25	2:14	8:09
SJ ZONE B-5 URBAN	72	0:04	14:08	5:10	3:17	9:27
SJ ZONE C-1 URBAN	224	0:05	12:16	4:28	1:54	6:39
SJ ZONE C-2 URBAN	5	0:10	7:04	4:22	2:25	7:04
SJ ZONE C-3 URBAN	5	4:03	9:12	5:44	1:56	9:12
SJ ZONE A-2 SUBURBAN	8	6:12	14:10	8:33	2:20	14:10
SJ ZONE A-3 SUBURBAN	4	8:21	9:34	9:01	0:27	9:34
SJ ZONE B-4 SUBURBAN	9	0:10	14:44	6:19	5:12	14:44
SJ ZONE B-5 SUBURBAN	5	3:07	11:42	7:20	2:58	11:42
SJ ZONE C-1 SUBURBAN	5	3:54	6:13	5:34	0:52	6:13
SJ ZONE C-2 SUBURBAN	6	4:57	7:26	6:32	0:57	7:26
SJ ZONE C-3 SUBURBAN	6	4:24	9:27	7:12	2:03	9:27
SJ ZONE A-2 RURAL	29	0:06	20:39	10:17	4:19	15:06
SJ ZONE A-3 RURAL	28	2:58	18:17	9:51	3:41	16:21
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	6	1:01	17:22	7:40	5:26	17:22
SJ ZONE B-4 RURAL	8	0:08	17:52	6:06	5:05	17:52
SJ ZONE B-5 RURAL	2	4:18	9:45	7:01	2:44	9:45
SJ ZONE C-1 RURAL	1	7:03	7:03	7:03	0:00	7:03
SJ ZONE C-2 RURAL	31	1:40	19:27	11:29	3:47	16:14
SJ ZONE C-3 RURAL	21	0:05	16:54	7:11	5:21	14:29
SJ ZONE C-2 WILDERNESS	13	0:20	17:03	11:09	4:53	16:24
SJ ZONE C-3 WILDERNESS	1	10:15	10:15	10:15	0:00	10:15
All Urban Compliance Areas	3,196	0:00	16:57	4:39	2:15	7:18
All Suburban Compliance Areas	43	0:10	14:44	7:10	3:07	10:28
All Rural Compliance Areas	126	0:05	20:39	9:30	4:40	15:55
All Wilderness Compliance Areas	14	0:20	17:03	11:05	4:43	16:24

Exemption Request Report
March 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/01/2010	10024455	B-2	Delays in Transferring Care at ED		Exempt
03/01/2010	10024456	B-2	Delays in Transferring Care at ED		Exempt
03/03/2010	10025321	B-2	Poor Location Information from CHP		Exempt
03/03/2010	10025324	B-2	Heavy Rain		Exempt
03/03/2010	10025325	B-1	Heavy Rain	Distance not rain	Not Exempt
03/03/2010	10025328	B-1	Heavy Rain	Distance not rain	Not Exempt
03/03/2010	10025456	B-1	Delays in Transferring Care at ED		Exempt
03/06/2010	10026368	B-4	Delays in Transferring Care at ED		Exempt
03/06/2010	10026370	B-2	Delays in Transferring Care at ED		Exempt
03/06/2010	10026630	B-4	Delays in Transferring Care at ED		Exempt
03/08/2010	10027416	B-5	Delays in Transferring Care at ED		Exempt
03/08/2010	10027428	A-2	Delays in Transferring Care at ED		Exempt
03/08/2010	10027454	B-5	Delays in Transferring Care at ED		Exempt
03/09/2010	10027663	B-2	Road Construction		Exempt
03/09/2010	10027682	B-2	Road Construction		Exempt
03/09/2010	10027940	B-2	Delays in Transferring Care at ED		Exempt
03/09/2010	10027942	B-2	Delays in Transferring Care at ED		Exempt
03/10/2010	10028304	B-1	Train		Exempt
03/11/2010	10028752	A-3	Delays in Transferring Care at ED		Exempt
03/11/2010	10028940	A-2	Train		Exempt
03/12/2010	10029266	B-1	Heavy Rain	Distance not rain	Not Exempt
03/12/2010	10029297	A-3	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/12/2010	10029330	B-2	Poor Location Information from CHP		Exempt
03/12/2010	10029436	B-4	Delays in Transferring Care at ED		Exempt
03/13/2010	10029658	B-1	Delays in Transferring Care at ED		Exempt
03/13/2010	10029835	A-1	Delays in Transferring Care at ED		Exempt
03/14/2010	10030029	B-4	Delays in Transferring Care at ED		Exempt
03/15/2010	10030250	B-2	Train		Exempt
03/15/2010	10030419	B-2	Traffic Secondary to Call		Exempt
03/15/2010	10030463	B-5	Delays in Transferring Care at ED		Exempt
03/15/2010	10030564	B-2	Delays in Transferring Care at ED		Exempt
03/15/2010	10030573	B-2	Delays in Transferring Care at ED		Exempt
03/15/2010	10030577	B-2	Delays in Transferring Care at ED		Exempt
03/15/2010	10030653	B-2	Delays in Transferring Care at ED	< 3 units < 60 min	Not Exempt
03/16/2010	10030699	B-1	Delays in Transferring Care at ED		Exempt
03/16/2010	10030767	B-2	Poor Location Information from SFD		Exempt
03/16/2010	10030963	B-2	Unit Dispatched and Responded Code 2		Exempt
03/16/2010	10030968	B-4	Delays in Transferring Care at ED		Exempt
03/18/2010	10031600	B-2	Train		Exempt
03/18/2010	10032020	B-5	Delays in Transferring Care at ED		Exempt
03/18/2010	10032022	B-5	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
March 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/19/2010	10032183	B-1	Delays in Transferring Care at ED		Exempt
03/19/2010	10032189	B-1	Delays in Transferring Care at ED		Exempt
03/19/2010	10032197	B-1	Delays in Transferring Care at ED		Exempt
03/19/2010	10032218	B-4	Delays in Transferring Care at ED		Exempt
03/20/2010	10032903	B-2	Not Listed	2nd Unit assigned to call	Exempt
03/20/2010	10032908	B-2	Encountered Second Call while Enroute		Exempt
03/22/2010	10033472	B-1	Poor Location Information from SFD		Exempt
03/22/2010	10033576	A-3	Delays in Transferring Care at ED		Exempt
03/22/2010	10033599	B-5	Delays in Transferring Care at ED		Exempt
03/22/2010	10033618	B-4	Delays in Transferring Care at ED		Exempt
03/22/2010	10033760	B-1	Delays in Transferring Care at ED	< 3 units < 60 min	Not Exempt
03/22/2010	10033761	B-1	Delays in Transferring Care at ED	< 3 units < 60 min	Not Exempt
03/22/2010	10033789	B-4	Delays in Transferring Care at ED		Exempt
03/24/2010	10034663	B-1	Delays in Transferring Care at ED		Exempt
03/26/2010	10035370	B-2	Poor Location Information from RP		Exempt
03/28/2010	10035989	B-5	Delays in Transferring Care at ED	< 3 units < 60 min	Not Exempt
03/28/2010	10036309	B-4	Delays in Transferring Care at ED		Exempt

Exemption Request Report
April 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/03/2010	10038482	A-2	False Report of Emergency		Exempt
04/04/2010	10039155	B-5	Delays in Transferring Care at ED		Exempt
04/06/2010	10039635	B-2	Poor Location Information from SFD		Exempt
04/06/2010	10039801	B-5	Delays in Transferring Care at ED		Exempt
04/08/2010	10040802	B-5	Poor Location Information from CHP		Exempt
04/09/2010	10041078	A-1	Poor Location Information from CHP		Exempt
04/12/2010	10042042	A-2	Poor Location Information from CHP		Exempt
04/12/2010	10042159	C-1	Road Construction		Exempt
04/14/2010	10043043	B-1	Road Construction		Exempt
04/15/2010	10043688	B-5	Delays in Transferring Care at ED		Exempt
04/19/2010	10045408	B-1	Unit Dispatched and Responded Code 2		Exempt
04/20/2010	10045738	B-2	Train		Exempt
04/20/2010	10045786	B-2	Traffic Secondary to Call		Exempt
04/20/2010	10045841	B-4	Delays in Transferring Care at ED		Exempt
04/21/2010	10046109	B-1	Heavy Rain		Exempt
04/21/2010	10046138	B-1	Heavy Rain		Exempt
04/23/2010	10047171	B-4	Delays in Transferring Care at ED		Exempt
04/23/2010	10047181	B-4	Delays in Transferring Care at ED		Exempt
04/24/2010	10047366	A-2	Delays in Transferring Care at ED	< 3 units < 60 min	Not Exempt
04/24/2010	10047460	B-2	Dispatch Error		Exempt
04/27/2010	10048738	B-5	Delays in Transferring Care at ED		Exempt
04/27/2010	10048739	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (continued)
April 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/30/2010	10049636	B-2	Poor Location Information from SFD		Exempt
04/30/2010	10049778	B-1	Poor Location Information from CHP		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

Zone	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	Monthly Average
A-1	97%	99%	99%	99%	100%	100%	100%	98%	98%	98%	98%	96%	98.6%
A-2	87%	93%	95%	95%	91%	95%	95%	93%	94%	91%	90%	94%	92.9%
A-3	93%	90%	94%	96%	96%	92%	99%	85%	93%	94%	90%	92%	93.2%
B-1	92%	93%	91%	91%	93%	94%	96%	92%	93%	93%	92%	93%	93.0%
B-2	94%	94%	94%	94%	94%	92%	97%	93%	93%	92%	93%	93%	93.9%
B-3	94%	91%	91%	91%	100%	100%	100%	92%	100%	100%	100%	100%	95.5%
B-4	79%	90%	92%	95%	93%	89%	96%	90%	92%	87%	94%	88%	90.8%
B-5	79%	92%	90%	93%	89%	89%	93%	89%	92%	89%	88%	86%	89.1%
C-1	94%	99%	98%	99%	96%	98%	99%	97%	94%	95%	94%	93%	96.4%
C-2	95%	97%	100%	100%	98%	98%	97%	98%	96%	97%	93%	98%	97.2%
C-3	99%	98%	98%	100%	98%	98%	98%	100%	100%	100%	100%	97%	98.8%
All Zones	93%	94%	94%	94%	94%	94%	97%	93%	94%	93%	93%	93%	93.9%

Failure to Provide Data

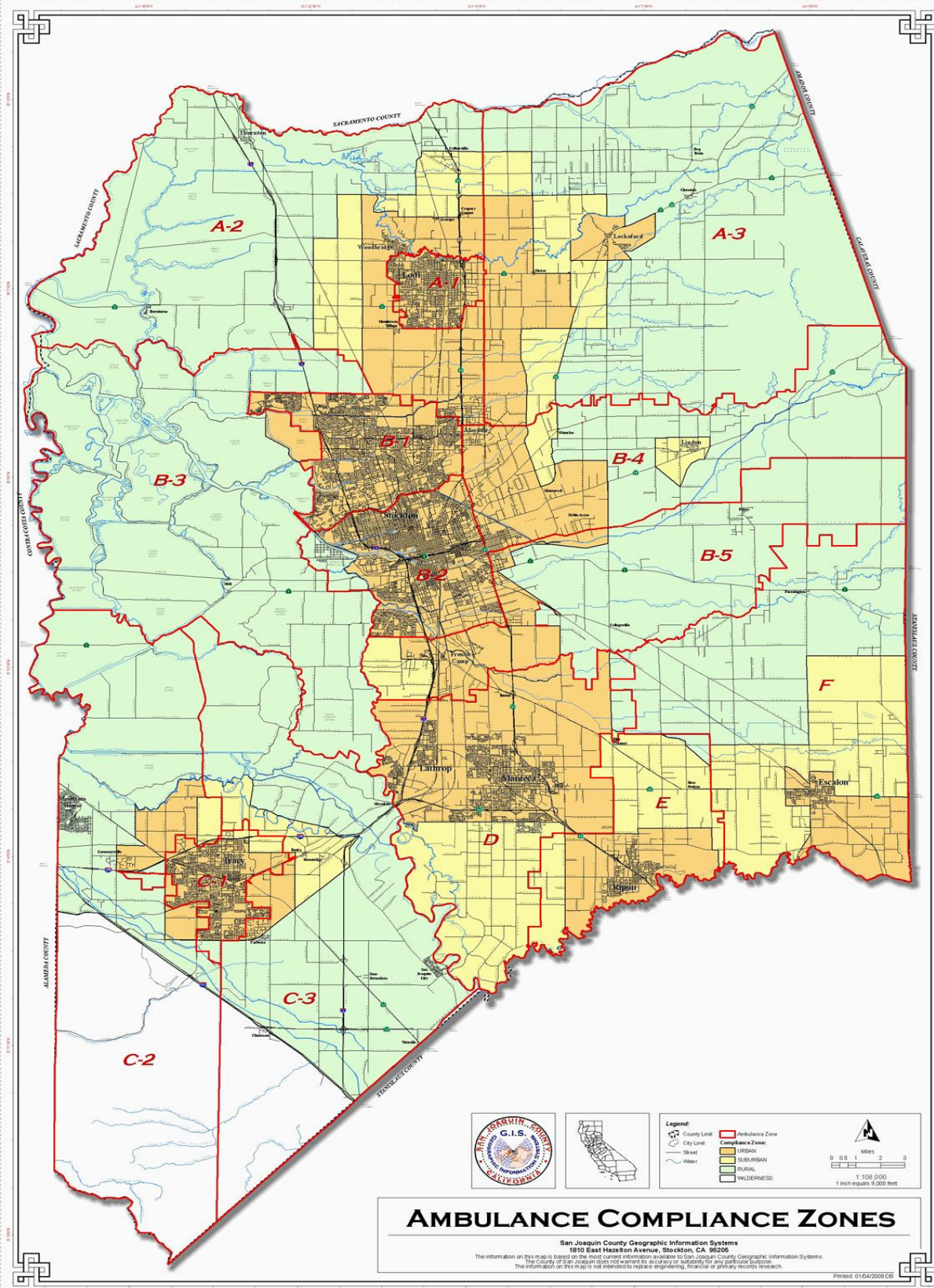
Event Type	March 2010	April 2010
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary March 2010

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PIO CHP, San Joaquin Division	Met with Angel and members of various high school administrators throughout the month to plan the upcoming Every 15 Minutes Programs.
Various EMT students	High School Seniors, EMT students, SNF staff	Met with numerous EMT students who are interested in doing a ride-a-long, and getting information in regards to careers in EMS.

Events		
Event Name	Location	Event Outline
Ambulance Demo, March 6, 2010 0900-1500	Downtown Stockton	Ambulance demo and first aid standby for the annual Chinese New Year Parade, sponsored by the United Way. Provide ambulance for tours, and possible medical aid if needed. Approx. 8000 participants.
Ambulance Demo, March 10, 2010 0830-1030	Leroy Nichols School, Lodi, 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. 100 participants.
Every 15 minutes program planning meeting, March 16 2010, 1600-1700	Franklin High School, Stockton, CA	Attend and participate in the logistics meeting for the E15 program for Franklin High. Multi Agency Participation. Approx. 15 participants.
Ambulance Demo, March 18, 2010 0900-1200	Franklin High School, Stockton, CA	Provide 2 ambulances with staffing, along with our supervisor, to participate in the Every 15 Minutes program at Franklin High School. Lots of student interaction, and tours of ambulance. Approx. 1200

		participants.
Charity Broomball game, March 20, 2010 1130-1530	Stockton Arena, Stockton, CA	AMR employees participated in the annual charity broomball game hosted by the Stockton Thunder. Multi agency participation. Public welcome to attend for support and charity. Approx. 50 participants.
Ambulance Demo / Heroes Hockey Night, March 20, 2010 1800-2300	Stockton Arena, Stockton, CA	Provide an ambulance for show and tell at the Stockton Arena's Hero's Hockey Night. This was the second part of the charity broomball event. Hand out items and show equipment. AMR was the only agency that brought an emergency vehicle for this event. Approx. 8500 participants (attendance at arena).
Every 15 minutes program planning meeting, March 30, 2010 1600-1700	Tokay High School, Lodi, CA	Attend and participate in the logistics meeting for the E15 program for Tokay. Multi agency participation. Approx. 15 participants.

Classes		
Class Name	Location	Class Outline
CPR Class, March 3, 2010 0800-1700	Mather Air Force Base, CA	Provide staff and mannekins for a cpr course for a group of Armed Services Personnel. This was a donated course. Approx. 15 participants.
ICS 300 Training, March 3 rd and 5 th , 2010, 0900-1800	AMR Stockton Ops	ICS command training. These were the last 2 days for the ICS 300 Courses. Taught by WMFD personnel. Multi agency participation. CE given. Approx. 15 participants.
Lung Sounds Assessment Course, March 4, 2010, 1000-1200	AMR Stockton	Assessment course focusing on lung sounds. CE given. Open to all agencies. Approx. 5 participants.
SNF Inservice Program, March 4, 2010, 1330-1530	Good Samaritan Rehab, Stockton, CA	Inservice program for a local SNF, focusing on the PCS forms used by SNF staff. Approx. 30 participants. Good turnout and employee interaction.
EMT skills lab, March 7, 2010 1000-1300	AMR Stockton	Skills lab for EMT's and medics who need to get signed off for reaccreditation. These courses are open to employees and outside

		agencies. Approx. 10 participants.
ITLS refresher course, March 9, 2010 0900-1800	AMR Stockton	ITLS refresher course sponsored through NCTI. AMR San Joaquin hosted this course. Open to all agencies/providers. CE given. This is a required course for AMR medics. Approx. 20 participants.
Policy Review Course, March 10, 2010 1000-1200	AMR Stockton Operations	Policy review course on the topic of Bradycardia. This policy review course was open to all agencies, EMT's and medics, and covered diagnosis, treatment, and documentation of Bradycardia. Follows SJ EMSA protocols. Approx. 5 participants. CE given.
King Airway Training, March 14, 2010 0900-1200 and 1300-1600	AMR Stockton Operations	2 separate session of training regarding the King Airway, which will be replacing the Combi-tube. Open to employees and outside agencies. CE given. Approx. 20 participants.
ICS 400 Training, March 15 th and 17 th , 2010, 0900-1700	AMR Stockton Operations	ICS command training. Two days of ICS 400 training, building on the previous ICS 300 courses. Multi agency participation. CE given. Approx. 15 participants.
Pediatric Airway Management, March 18, 2010 1300-1500	AMR Stockton Operations	CE course regarding the pediatric airway. Open to all providers. Approx. 5 participants.
CPR refresher course, March 23, 2010 1300-1500	AMR Stockton Ops	Provide a BLS recertification course for employees and outside agencies. This is a donated course for outside employees. Approx. 15 participants.
King Airway Training, March 24, 2010 0900-1200 and 1300-1600	AMR Stockton Operations	2 separate session of training regarding the King Airway, which will be replacing the Combi-tube. Open to employees and outside agencies. CE given. Approx. 20 participants.
SNF Inservice Program, March 25, 2010 1330-1500	Good Samaritan Rehab, Stockton, CA	Provide an inservice training program to a local SNF regarding the process by which units are dispatched. Included information on interfacility and emergency

		transportation. Large attendance of approx. 40.
Customer Service Training for EMS providers course, March 26, 2010 1000-1200	AMR Stockton Operations	Provide a CE course on the topic of customer service for EMS providers. Approx. 10 participants. CE given.
King Airway Training, March 28, 2010 0900-1200 and 1300-1600	AMR Stockton Operations	2 separate session of training regarding the King Airway, which will be replacing the Combi-tube. Open to employees and outside agencies. CE given. Approx. 10 participants.
King Airway Training, March 31, 2010 0900-1200 and 1300-1600	AMR Stockton Operations	2 separate session of training regarding the King Airway, which will be replacing the Combi-tube. Open to employees and outside agencies. CE given. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
Current focus is on getting all employees trained in the use of the King Airway. This will be replacing the Combi-tube. Outside agencies have been attending our training courses, which is good, as the airway procedures require teamwork.	CALF meeting attended by representative. This is the monthly meeting for all SNF and hospital representatives (as well as prehospital providers) to meet and greet, discuss issues and solutions, and to plan future events.
Every 15 Minutes programs are starting for 2010. During March, we had only 1, Franklin High, but we are gearing up for approx. 10 programs this year.	Weekly meetings at schools that were planned to host the Every 15 minutes programs. Included planning, staffing, and getting ready for the upcoming season.
Lots of SNF and facility outreach this month. Between myself and other representatives from AMR, we taught many inservice programs to help with interaction and teamwork. Programs about the dispatch process have been popular.	Monthly management staff meeting. Went over our new customer service training and ways to reach out into the community.
Customer service training is becoming a large focus for employees. We are doing customer service training for all, and CE's are given. These courses are great for employees, and for our general public.	After meeting with management staff at Waterloo Morado Fire Department, they have agreed to teach some Incident Command Courses for multi agencies. These started out and finished in March 2010. Good interagency training.
As a note, SJ EMSA came to our office during March 2010 to audit and review our Continuing Education Program. AMR San Joaquin received 100 percent compliance with their stringent guidelines.	

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

I received 3 emails and phone calls for great service, including a cardiac arrest call in Lodi. The ER staff at Lodi Memorial emailed to say what a great job our paramedics did and patient care was impeccable.



Community Services
San Joaquin County

Monthly Summary April 2010

Activities		
Contact Name	Title	Activity Outline
CHP and various local high school administration	Administration for Every 15 Minutes Programs for April 2010	Various meetings through the month to meet with CHP and school administration to set up and execute the E 15 programs for April 2010.

Events		
Event Name	Location	Event Outline
Every 15 Minutes Program, April 1-2, 2010 0800-1200	Tokay High School, Lodi, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Tokay High School. This is a program to curb underage drinking. Approx. 500 participants.
Every 15 Minutes Program, April 8-9, 2010 0800-1200	Caesar Chavez High School, Stockton, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Caesar Chavez High School. This is a program to curb underage drinking. Approx. 500 participants.
Ambulance Demo, April 10, 2010 0700-1200	French Camp Fire Department, French Camp, CA	Provide an ambulance and staff to participate in the annual pancake breakfast for a local fire department. Unit was able to show and tell ambulance and demo equipment. Approx. 500 participants.
Every 15 Minutes Program, April 15-16, 2010 0800-1200	Linden High School, Linden, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Linden High School. This is a program to curb underage drinking. Approx. 500 participants.
Every 15 Minutes Program, April 22-23, 2010 0800-1200	St. Mary's High School, Stockton, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for St. Mary's High School. This is a

		program to curb underage drinking. Approx. 1000 participants.
Asparagus Festival Stand by April 23, 2010 0800-1000	Weber Point Events Center, Downtown Stockton, CA	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.
Asparagus Festival Stand by April 24, 2010 0800-1000	Weber Point Events Center, Downtown Stockton, CA	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.
Ambulance Demo, April 24, 2010 1000-1400	Dr. Powers Park, Tracy, CA	Provide an ambulance for standby / show and tell for the Pregnancy Resource Center of Tracy's Walk for Life Event. Show ambulance, provided any needed medical aid, show equipment. Approx. 350 participants.
Asparagus Festival Stand by April 25, 2010 0800-1000	Weber Point Events Center, Downtown Stockton, CA	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.
Ambulance Demo, April 30, 2010 0900-1400	Lodi Technical Academy School, Lodi, CA	Provide an ambulance and crew to do a school presentation to multiple health academy classes. Show ambulances, demo equipment, spoke about safety and education. Approx. 150 participants.

Classes		
Class Name	Location	Class Outline
Musculoskeletal Injury Management course, April 5, 2010 1000-1200	Stockton AMR operations	CE course on the topic of the pre-hospital management of broken bones and muscle injury. Covered splinting and bandaging. CE given to those in attendance. Open to all providers. Approx. 5 participants.

Infrequent Skills refresher course, April 6, 2010 1000-1200	Stockton AMR operations	Open skills lab for those who need signed off for reaccreditation. Open to all providers. Covering BLS and ALS procedures. Approx. 5 participants.
CPR Refresher, April 7, 2010 0800-1600	Vienna Convalescent, Lodi, CA	2 BLS refresher courses for a local SNF. Approx. 15 participants per course, for a total of approx. 30 persons recertified.
CPR refresher, April 8, 2010 1000-1300	Stockton AMR operations	This is the monthly CPR refresher course held at Stockton AMR. These courses are mainly for employees, but open to outside providers and civilians if needed. Approx. 10 participants.
EKG training Course, April 12, 2010 0900-1200	Stockton AMR operations	Basic EKG interpretation course available to employees and outside providers. CE was given to those in attendance. Approx. 5 participants.
CPR refresher, April 13, 2010 0900-1200	Waterloo Morada Fire Station 1, Morada, CA	Provide a CPR refresher course as part of joint training to a local fire department. This is one of 3 courses we are doing for them. Approx. 10 participants.
CPR refresher, April 14, 2010 0900-1200	Waterloo Morada Fire Station 1, Morada, CA	Provide a CPR refresher course as part of joint training to a local fire department. This is one of 3 courses we are doing for them. Approx. 10 participants.
Customer Service Training for EMS Providers Course, April 16, 2010 1000-1200	Stockton AMR operations	CE course offered to all providers on the topic of providing great customer service as an EMS professional. CE given to all in attendance. Approx. 20 participants.
CPR refresher, April 19, 2010 1300-1600	Crestwood Manor SNF, Stockton, 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. 15 participants.
Infrequent Skills refresher course, April 21, 2010 1000-1200	Stockton AMR operations	Open skills lab for those who need signed off for reaccreditation. Open to all providers. Covering BLS and ALS procedures. Approx. 5 participants.
EMT skills lab, April 24, 2010 1000-1400	Stockton AMR operations	Open skills lab for those who need skills signed of for reaccreditation. Focusing on BLS skills and scope of

		practice. Open to all providers. Approx. 5 participants.
Policy Review Course, April 26, 2010 0900-1100	Stockton AMR operations	Monthly SJEMSA policy review course. Monthly focus on allergic reactions and pre-hospital treatment of them. Open to employees and outside agencies. Approx. 5 participants.
CPR refresher, April 28, 2010 0900-1200	Waterloo Morada Fire Station 1, Morada, CA	Provide a CPR refresher course as part of joint training to a local fire department. This is one of 3 courses we are doing for them. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
Continuing education on advanced airway policies, King Airway implementation, and phasing out of Combi-tube. Advanced airway numbers are looking good.	Attended the American Red Cross Heroes Breakfast. This is an event where members of the public are recognized for being a hero to someone. There are many categories for nominees, including the medical field.
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 fundraiser dinner for Waterloo Morada Fire Department. This was somewhat of an extra curricular activity; however, it was also to support our local fire departments. Many of the fire chiefs were in attendance.
Preparation for EMS week in May. We are organizing an open house and BBQ for our allied agencies and public to attend. This will be at our office on May 19, 2010 from approx. 1200-1700.	Attended many Every 15 Minutes programs planning meetings and events. Great program put together by many allied agencies and many hours of planning and donated time.

Any thank you notes are as separate attachments.

Receive 2 emails of thank you's for great service, along with 1 phone call for great service from a patient's wife.

As a note, I had not received any complaints for the month of April 2010.

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