



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

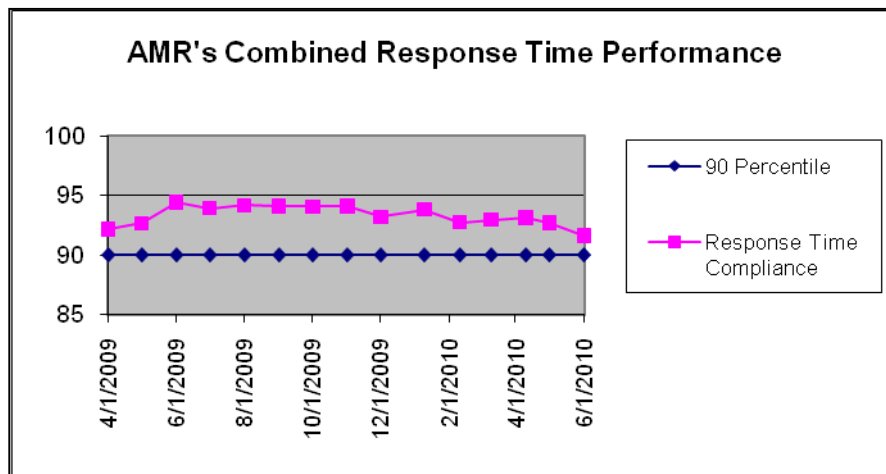
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: August 23, 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-fifth 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 2010, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.73% for May and 91.65% for June.

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 19 of 22 compliance sub zones during May and June. AMR missed compliance in the 3 non-compliant sub zones by 13 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 May and June 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

May 1, 2010 through May 31, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	328	6	98.17%	X		
SJC Zone A-2	116	8	93.10%	X		
SJC Zone A-3	46	10	78.26%			X
SJC Zone B-1	1,240	119	90.40%	X		
SJC Zone B-2	1,362	91	93.32%	X		
SJC Zone B-3	12	1	91.67%	X		
SJC Zone B-4	142	14	90.14%	X		
SJC Zone B-5	71	6	91.55%	X		
SJC Zone C-1	268	10	96.27%	X		
SJC Zone C-2	33	0	100.00%	X		
SJC Zone C-3	56	2	96.43%	X		
All Zones Combined	3,674	267	92.73%	10		1

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2010 through June 30, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	314	16	94.90%	X		
SJC Zone A-2	92	6	93.48%	X		
SJC Zone A-3	50	6	88.00%			X
SJC Zone B-1	1,237	121	90.22%	X		
SJC Zone B-2	1,405	108	92.31%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	139	10	92.81%	X		
SJC Zone B-5	87	16	81.61%			X
SJC Zone C-1	271	20	92.62%	X		
SJC Zone C-2	45	4	91.11%	X		
SJC Zone C-3	60	3	95.00%	X		
All Zones Combined	3,711	310	91.65%	9		2

Fines and Penalties Report

Type of Penalty	May 2010	June 2010
Out of compliance response districts	\$5,000	\$10,000
Late response minutes	\$5,520	\$6,930
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	\$10,520	\$16,930

Weekly Unit Hour Staffing Report

	RFP	May 2010	June 2010
Zone A	672	672	672
Zone B	1848	2057	2018
Zone B *non dedicated	0	326	329
Zone C	504	504	504
Total	3024	3559	3523

*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 2010			June 2010		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,471	262	92.45%	3,487	296	91.51%
Suburban 9:29	55	4	92.73%	48	12	75.00%
Rural 17:29	145	1	99.31%	171	2	98.83%
Wilderness 29:29	3	0	100.00%	5	0	100.00%
Total	3,674	267	92.73%	3,711	310	91.65%

Mutual Aid Incidents

May 2010			June 2010		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE C-1 URBAN	1	MDAS	SJ ZONE B-2 URBAN	3
MDAS	SJ ZONE C-3 RURAL	4	MDAS	SJ ZONE B-5 URBAN	3
MDAS	SJ ZONE C-3 URBAN	2	MDAS	SJ ZONE C-1 URBAN	5
			MDAS	SJ ZONE C-2 SUBURBAN	1
			MDAS	SJ ZONE C-3 RURAL	3
Total		7			15

Detailed Response Time Analysis
May 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	328	0:00	14:51	3:55	1:45	5:38
SJ ZONE A-2 URBAN	67	0:06	10:46	5:36	2:08	8:30
SJ ZONE A-3 URBAN	18	0:49	12:45	7:41	3:57	12:34
SJ ZONE B-1 URBAN	1,240	0:00	17:12	4:53	2:19	7:29
SJ ZONE B-2 URBAN	1,361	0:00	16:52	4:40	2:07	7:14
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	121	0:10	12:58	5:28	2:07	8:04
SJ ZONE B-5 URBAN	61	0:06	10:41	4:52	2:26	7:39
SJ ZONE C-1 URBAN	260	0:00	18:47	4:26	2:16	6:38
SJ ZONE C-2 URBAN	4	3:54	6:55	5:39	1:06	6:55
SJ ZONE C-3 URBAN	9	3:20	13:05	6:48	3:26	13:05
SJ ZONE A-2 SUBURBAN	18	0:09	9:21	6:01	2:37	9:16
SJ ZONE A-3 SUBURBAN	5	0:39	10:22	6:48	3:22	10:22
SJ ZONE B-4 SUBURBAN	11	0:08	14:42	8:42	5:22	14:28
SJ ZONE B-5 SUBURBAN	7	2:55	7:50	5:46	1:42	7:50
SJ ZONE C-1 SUBURBAN	6	4:50	9:50	7:01	1:47	9:50
SJ ZONE C-2 SUBURBAN	3	4:28	5:31	5:08	0:29	5:31
SJ ZONE C-3 SUBURBAN	5	6:20	8:32	7:18	0:52	8:32
SJ ZONE A-2 RURAL	31	1:31	17:20	11:23	4:23	16:49
SJ ZONE A-3 RURAL	23	0:51	17:00	9:29	4:03	14:34
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	12	2:17	21:39	11:16	5:27	18:18
SJ ZONE B-4 RURAL	10	0:34	17:26	9:10	5:04	15:45
SJ ZONE B-5 RURAL	3	8:24	10:32	9:36	0:54	10:32
SJ ZONE C-1 RURAL	1	10:43	10:43	10:43	0:00	10:43
SJ ZONE C-2 RURAL	23	0:14	17:16	9:54	4:23	14:59
SJ ZONE C-3 RURAL	42	0:05	18:04	8:17	5:45	15:37
SJ ZONE C-2 WILDERNESS	3	13:16	20:57	16:50	3:10	20:57
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,469	0:00	18:47	4:44	2:14	7:19
All Suburban Compliance Areas	55	0:08	14:42	6:46	3:20	12:30
All Rural Compliance Areas	145	0:05	21:39	9:45	5:00	16:19
All Wilderness Compliance Areas	3	13:16	20:57	16:50	3:10	20:57

Detailed Response Time Analysis
June 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	314	0:00	17:24	4:13	2:06	6:33
SJ ZONE A-2 URBAN	41	2:46	15:38	5:59	1:00	7:28
SJ ZONE A-3 URBAN	12	0:24	10:22	5:54	3:04	9:30
SJ ZONE B-1 URBAN	1,237	0:00	26:25	4:53	2:32	7:41
SJ ZONE B-2 URBAN	1,405	0:00	13:41	4:34	2:17	7:23
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	119	0:05	10:48	5:24	1:52	7:23
SJ ZONE B-5 URBAN	77	0:04	14:23	5:23	2:51	9:11
SJ ZONE C-1 URBAN	265	0:00	14:04	4:28	2:11	7:04
SJ ZONE C-2 URBAN	8	0:10	8:43	6:00	2:36	8:43
SJ ZONE C-3 URBAN	9	1:28	9:31	5:26	2:29	9:31
SJ ZONE A-2 SUBURBAN	12	0:09	12:40	7:14	2:44	9:34
SJ ZONE A-3 SUBURBAN	11	4:11	13:35	8:31	2:57	12:28
SJ ZONE B-4 SUBURBAN	6	3:12	13:46	9:08	4:25	13:46
SJ ZONE B-5 SUBURBAN	3	2:12	10:29	5:56	3:26	10:29
SJ ZONE C-1 SUBURBAN	5	3:43	9:22	6:00	2:03	9:22
SJ ZONE C-2 SUBURBAN	1	9:47	9:47	9:47	0:00	9:47
SJ ZONE C-3 SUBURBAN	10	3:24	11:11	7:00	2:20	8:56
SJ ZONE A-2 RURAL	39	2:43	19:46	10:35	4:05	16:20
SJ ZONE A-3 RURAL	27	0:03	18:54	8:40	5:12	16:08
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	11	5:13	20:38	12:02	4:15	16:53
SJ ZONE B-4 RURAL	14	5:04	17:21	9:18	3:37	16:03
SJ ZONE B-5 RURAL	7	3:27	14:26	9:23	4:02	14:26
SJ ZONE C-1 RURAL	1	2:44	2:44	2:44	0:00	2:44
SJ ZONE C-2 RURAL	31	4:18	16:13	10:39	3:05	14:16
SJ ZONE C-3 RURAL	41	0:05	17:35	6:57	5:34	14:17
SJ ZONE C-2 WILDERNESS	5	12:05	24:40	17:49	4:20	24:40
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,487	0:00	26:25	4:43	2:23	7:27
All Suburban Compliance Areas	48	0:09	13:46	7:34	3:07	12:28
All Rural Compliance Areas	171	0:03	20:38	9:19	4:47	15:14
All Wilderness Compliance Areas	5	12:05	24:40	17:49	4:20	24:40

**Exemption Request Report
May 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/02/2010	10050731	C-1	Poor Location Information from CHP		Exempt
05/02/2010	10050776	B-2	Train		Exempt
05/02/2010	10050830	B-2	Poor Location Information from CHP		Exempt
05/04/2010	10051535	B-2	Train		Not Exempt
05/05/2010	10052091	B-1	Poor Location Information from SFD		Exempt
05/06/2010	10052607	B-4	Delays in Transferring Care at ED		Exempt
05/07/2010	10052768	B-4	Delays in Transferring Care at ED		Exempt
05/08/2010	10053143	B-2	Delays in Transferring Care at ED		Exempt
05/08/2010	10053457	C-1	Poor Location Information from RP		Exempt
05/11/2010	10054383	B-2	Train		Exempt
05/11/2010	10054555	B-5	Delays in Transferring Care at ED		Exempt
05/13/2010	10055287	A-2	Poor Location Information from RP		Exempt
05/13/2010	10055672	B-4	Delays in Transferring Care at ED		Not Exempt
05/14/2010	10055893	B-3	Delays in Transferring Care at ED		Exempt
05/14/2010	10055947	B-4	Delays in Transferring Care at ED		Exempt
05/15/2010	10056280	B-4	Delays in Transferring Care at ED		Exempt
05/15/2010	10056468	B-4	Delays in Transferring Care at ED		Exempt
05/18/2010	10057612	B-1	Unit Dispatched and Responded Code 2		Exempt
05/22/2010	10059283	B-1	Train		Exempt
05/22/2010	10059545	A-3	Delays in Transferring Care at ED		Exempt

**Exemption Request Report
May 2010 (Con't)**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/23/2010	10059850	C-1	Poor Location Information from CHP		Exempt
05/23/2010	10059881	B-2	Poor Location Information from CHP		Exempt
05/25/2010	10060834	B-2	Heavy Rain		Not Exempt
05/26/2010	10060997	C-3	Fog		Exempt
05/27/2010	10061423	B-4	Delays in Transferring Care at ED		Exempt
05/27/2010	10061627	B-1	Delays in Transferring Care at ED		Exempt
05/27/2010	10061645	B-2	Delays in Transferring Care at ED		Exempt
05/27/2010	10061665	B-4	Delays in Transferring Care at ED		Exempt
05/30/2010	10063056	B-4	Delays in Transferring Care at ED		Exempt

**Exemption Request Report
June 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/02/2010	10064193	C-3	Poor Location Information from CHP		Exempt
06/03/2010	10064552	B-5	Delays in Transferring Care at ED		Exempt
06/03/2010	10064653	B-1	Poor Location Information from SFD		Exempt
06/03/2010	10064729	B-1	Delays in Transferring Care at ED		Exempt
06/03/2010	10064732	B-2	Delays in Transferring Care at ED		Exempt
06/03/2010	10064739	B-2	Delays in Transferring Care at ED		Exempt
06/03/2010	10064781	A-2	Delays in Transferring Care at ED		Exempt
06/03/2010	10064786	B-5	Delays in Transferring Care at ED	1 of 3 delayed < 60 min	Not Exempt
06/04/2010	10064798	B-1	Delays in Transferring Care at ED		Exempt
06/04/2010	10064844	B-3	Delays in Transferring Care at ED		Exempt
06/04/2010	10065053	A-3	Delays in Transferring Care at ED		Exempt
06/05/2010	10065559	B-2	Train		Exempt
06/06/2010	10065827	B-4	Delays in Transferring Care at ED		Exempt
06/06/2010	10066201	B-5	Delays in Transferring Care at ED	Hosp scattered and not delayed > 60 min	Not Exempt
06/07/2010	10066649	B-1	Delays in Transferring Care at ED		Exempt
06/07/2010	10066654	B-2	Delays in Transferring Care at ED		Exempt
06/10/2010	10068034	A-2	Poor Location Information from CHP	No delay caused by new location info	Not Exempt
06/11/2010	10068290	B-2	Train		Exempt
06/11/2010	10068324	B-2	Train		Exempt

**Exemption Request Report
June 2010 (Con't)**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/12/2010	10068703	B-2	Poor Location Information from CHP		Exempt
06/12/2010	10068871	B-5	Delays in Transferring Care at ED	Delay < 60 min	Not Exempt
06/12/2010	10068945	A-3	Delays in Transferring Care at ED		Exempt
06/12/2010	10068952	B-1	Delays in Transferring Care at ED		Exempt
06/13/2010	10069409	B-2	Delays in Transferring Care at ED		Exempt
06/13/2010	10069410	B-2	Delays in Transferring Care at ED		Exempt
06/14/2010	10069726	B-1	Delays in Transferring Care at ED		Exempt
06/14/2010	10069730	B-2	Delays in Transferring Care at ED		Exempt
06/14/2010	10069747	B-2	Delays in Transferring Care at ED		Exempt
06/14/2010	10069797	B-5	Delays in Transferring Care at ED		Exempt
06/14/2010	10069803	B-2	Delays in Transferring Care at ED		Exempt
06/14/2010	10069813	B-1	Delays in Transferring Care at ED		Exempt
06/15/2010	10070113	B-1	Traffic Secondary to Call	Delay not related to traffic	Not Exempt
06/17/2010	10071129	A-1	Poor Location Information from RP		Exempt
06/18/2010	10071212	B-1	Road Construction		Exempt
06/22/2010	10072875	B-2	Delays in Transferring Care at ED		Exempt
06/24/2010	10074116	B-2	Poor Location Information from SFD		Exempt
06/25/2010	10074359	B-5	Road Construction		Exempt
06/26/2010	10074939	B-2	Poor Location Information from CHP		Exempt

**Exemption Request Report
June 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/29/2010	10076201	B-2	Unit Dispatched and Responded Code 2		Exempt
06/29/2010	10076361	B-1	Delays in Transferring Care at ED		Exempt
06/29/2010	10076379	B-1	Delays in Transferring Care at ED		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Monthly Average
A-1	99%	99%	100%	100%	100%	98%	98%	98%	98%	96%	98%	95%	98.4%
A-2	95%	95%	91%	95%	95%	93%	94%	91%	90%	94%	93%	93%	93.6%
A-3	94%	96%	96%	92%	99%	85%	93%	94%	90%	92%	78%	88%	92.0%
B-1	91%	91%	93%	94%	96%	92%	93%	93%	92%	93%	90%	90%	92.7%
B-2	94%	94%	94%	92%	97%	93%	93%	92%	93%	93%	93%	92%	93.7%
B-3	91%	91%	100%	100%	100%	92%	100%	100%	100%	100%	92%	100%	96.0%
B-4	92%	95%	93%	89%	96%	90%	92%	87%	94%	88%	90%	93%	91.9%
B-5	90%	93%	89%	89%	93%	89%	92%	89%	88%	86%	92%	82%	89.4%
C-1	98%	99%	96%	98%	99%	97%	94%	95%	94%	93%	96%	93%	96.0%
C-2	100%	100%	98%	98%	97%	98%	96%	97%	93%	98%	100%	91%	97.1%
C-3	98%	100%	98%	98%	98%	100%	100%	100%	100%	97%	96%	95%	98.4%
All Zones	94%	94%	94%	94%	97%	93%	94%	93%	93%	93%	93%	92%	93.6%

Failure to Provide Data

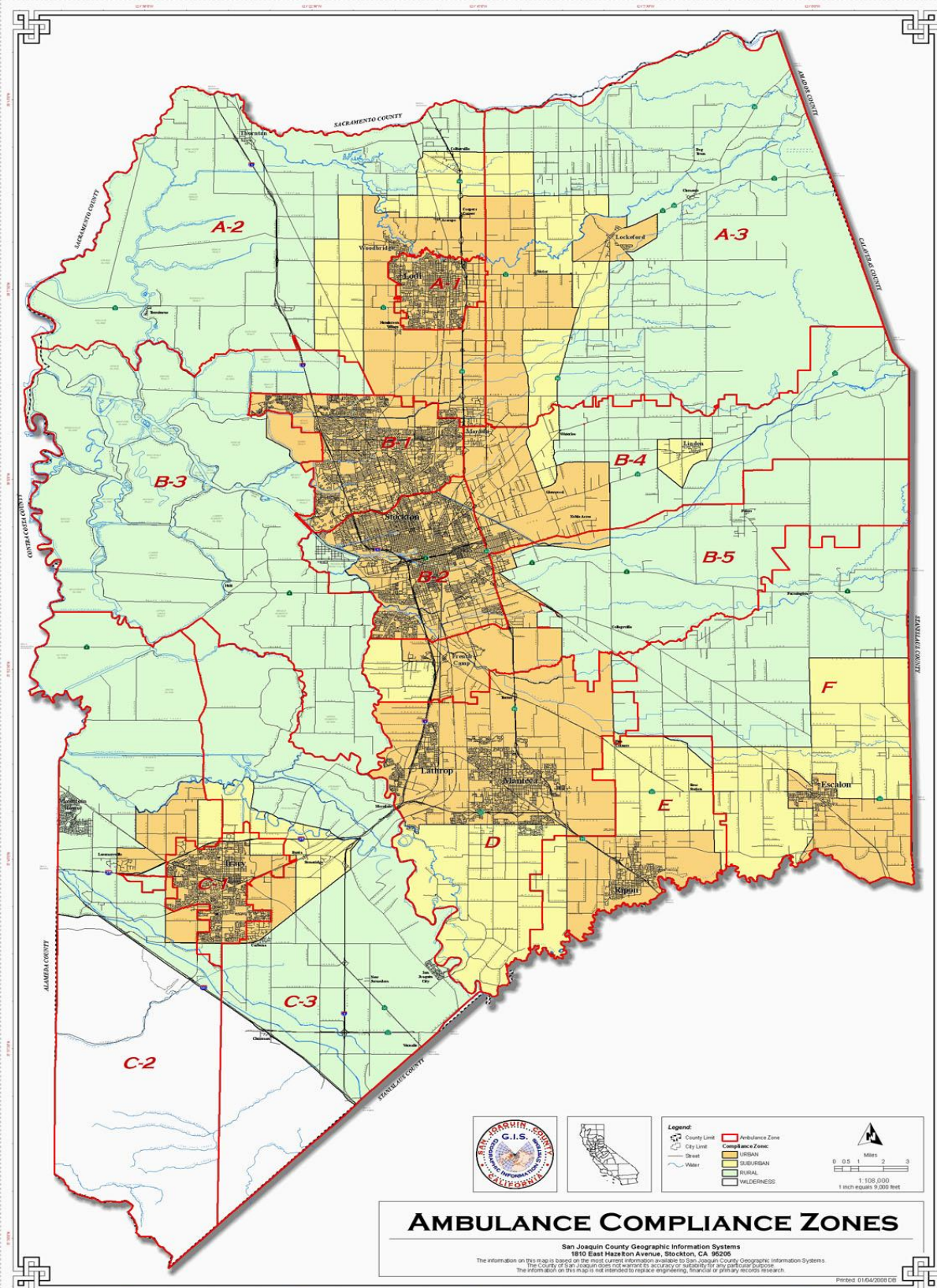
Event Type	May 2010	June 2010
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary May 2010

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 6, 2010 1130-1400	San Joaquin General Hospital, French Camp	Provide an ambulance and personnel to participate in the 'Nurses Week' event held at the SJ County Hospital. Show equipment, give out hand outs, and speak of emergency medicine. Approx. 400 participants.
Ambulance Demo, May 8, 2010 0800-1200	Lodi Memorial Hospital and surrounding area	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.
Ambulance Demo, May 8, 2010 0830-1330	Sutter Tracy Hospital, Tracy, CA	Provide an ambulance and staff to participate in a local hospital health fair. Show equipment and give hand outs. Approx. 300 participants.
Lodi High Outreach Event, Lodi High School, May 10, 2010 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.
Every 15 Minutes Program, May 12, 2010 0730-1230	McNair High School, Stockton, CA	Provide 2 ambulances with staffing, along with our supervisor, to participate in the

		Every 15 Minutes program at McNair High School. Lots of student interaction, and tours of ambulance. Approx. 1200 participants.
Ambulance Demo, May 13, 2010 0800-1500	Port of Stockton	Provide an ambulance for donated show and tell, possible medical aid if needed, for the annual State of the City Event. Show ambulance, do outreach, and provide hand outs. Approx. 4000 participants.
Ambulance Demo, May 14, 2010 1200-1500	Dameron Hospital, Stockton	Provide an ambulance and staff to participate in the Dameron hospital 'Nurses Week' celebration. Show equipment, give hand outs. Approx. 300 participants.
Ambulance Demo, May 14, 2010 1500-1730	George Kelly School, Tracy, CA	Provide an ambulance and staff to participate in a local school's carnival. Show ambulance, give hand outs, and demo equipment. Approx. 150 participants.
First Aid Standby, May 15, 2010 0700-1900	Linden, CA	Provide an ambulance and staff to provide a donated first aid standby for the annual Linden Cherry Festival. Show ambulance, give hand outs, and show equipment. Approx. 8000 participants.
First Aid Standby, May 15, 2010 1000-2000	Lodi Lake Recreation Area, Lodi, CA	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.
First Aid Standby, May 16, 2010 0700-1230 "Avenue of the Vines"	Woodbridge Winery, Woodbridge, CA	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.
Ambulance First Aid Standby, May 18, 2010 1200-1500	Lodi / Cherokee Memorial Park, Lodi	Provide 2 ambulances, supervisors, and donated first aid standby for the funeral service of Chief Harris from Woodbridge Fire. Approx. 400 participants.
EMS WEEK CELEBRATION, May 16-22, 2010	AMR San Joaquin Operations, Stockton, CA	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. We had many of our allied agencies come by and enjoy the festivities. Approx. 100 participants.
Ambulance Demo, May 19, 2010 1000-1400	Head Start Preschool, St. Bernadette's Church, Stockton, CA	Provide an ambulance and staff to participate in a local resource fair for a local preschool. Show ambulance and equipment, give hand outs. Approx. 200 participants.
Health Fair, May 21, 2010 1000-1500	Family Resource Center, Stockton, CA	Provide an ambulance and staff to participate in a local health fair for the Family Resource Center. Show equipment, speak about EMS, and give hand outs. Approx. 150 participants.
Ambulance Demo, May 21, 2010 1500-1600	Boys and Girls Club of Tracy, Tracy, CA	Provide an ambulance and staff to do a demo for the Boys and Girls Club of Tracy. Show equipment, give hand outs, and speak about safety. Approx. 80 participants.
EMS Outreach Program, May 25, 2010 1800-2100	Clements Fire Station, Clements, CA	Provide an outreach program, including award certificates, to members of the Clements Fire Department for their dedication and service to the community. This stemmed from a recent cardiac arrest call that they helped our paramedics run, that ultimately ended up being a field save. Awards given, and interagency relationships strengthened. Approx. 30 participants.
Ambulance Demo, May 26, 2010 0830-1430	Micke Grove Park, Lodi, CA	Provide an ambulance and staff to participate in the annual 'Senior Awareness Day' held at Micke Grove Park. Show ambulance and equipment, speak about safety. Give hand outs. Approx. 3000 participants.
Ambulance / first aid standby donation, May 29 - 30, 2010 0800-1600	Stockton Sports Complex	Donation of an ambulance and crew to provide standby first aid for the large Soccer Tournament held in Stockton. Event held over 2 days. Approx. 8000 participants.
Ambulance / first aid standby donation, May 29, 2010 0800-	Stockton Ports Ballpark, Downtown Stockton	Provide an ambulance and staff for a donated demo/ first aid

1600		standby for the annual 'Mayors Hike and Bike' event. Show ambulance, give hand outs, and be available for first aid if needed. Approx. 5000 participants.
Delta Boat Patrol, May 29, 2010, 1200-2200	San Joaquin Delta Waterways, various locations, San Joaquin County, CA	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.
Delta Boat Patrol, May 30, 2010, 1200-2200	San Joaquin Delta Waterways, various locations, San Joaquin County, CA	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.
Delta Boat Patrol, May 31, 2010, 1200-2200	San Joaquin Delta Waterways, various locations, San Joaquin County, CA	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.

Classes		
Class Name	Location	Class Outline
Endotracheal Intubation Policy Review, May 3, 2010 1300-1500	Stockton AMR Operations	Provide a SJEMSA policy review on the Endotracheal Intubation policy and procedure for prehospital providers. CE given. Approx. 2 participants.
Ambulance Orientation Training, May 04, 2010 1700-2200	Mokulemne Fire Station, Lockeford	Provide an ambulance and personnel to do a training / orientation session for a local fire department. Show equipment, train responders on how to assist our medics, etc. Approx. 20 participants.
Airway Training, May 5, 2010 1000-1200	Stockton AMR Operations	Provide a skills lab for airway procedures. Open to all providers. Zero participants.
ACLS refresher, May 6, 2010 0900-1800	Stockton AMR Operations	Advanced Cardiac Life Support Course, held at Stockton AMR. This course was taught through NCTI and was open to all providers. CE given. Approx. 20 participants.

Airway Training, May 5, 2010 1000-1200	Stockton AMR Operations	Provide a skills lab for airway procedures. Open to all providers. Approx. 2 participants.
Cpr Refresher course, May 17, 2010 1000-1400	AMR Stockton Operations	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 18, 2010 0900-1300	AMR Stockton Operations	Provide an open forum EMT skills lab for all providers for reaccreditation. Skills covered / available are the 10 required on the SJEMSA EMT form. Approx. 5 participants throughout the timeframe.
CPR course, May 22, 2010 0900-1500	Stockton Sailing Club, Stockton Marina	Provide a full CPR course for new employees of the Stockton Sailing Club. These individuals are responsible for lifeguarding and providing first aid for the club and community. Donated Course. Approx. 15 participants.
CPR course, May 22, 2010	Newman Fire Department, Newman, CA	This event was put on by LIFECOM staff. This was an out of county event, and was helped staffed by the Newman Fire Department. Provided CPR training for a babysitter's course. Approx. 20 participants.
Documentation Training, May 28, 2010 0900-1200	AMR Stockton Operations	Provide a training course for all providers to better documentation processes. Open to all. Approx. 4 participants.

Current Projects / Studies	Meetings Attended
State of the City event in May. Great outreach and public awareness of the paramedicine and EMS system in San Joaquin County was available for the residents of Stockton. We also donated an ambulance for first aid at this event if needed.	Attended the H1N1 after action meeting put on by San Joaquin Public Health. This was to collaborate on how our H1N1 clinics and vaccinations went during the past months. I was the only pre-hospital provider in attendance.
National CPR week starts in June 2010. We worked in gearing up to teach CPR to as many organizations / persons who wanted to learn. This is a great commitment to our public.	Attended the CAHF (California Association of Health Facilities) meeting, held at the Stockton Golf and Country Club. Good to meet all of the administrators and

	contacts at the facilities that we service.
May 2010 also saw the addition to our staff of a new Business Development representative. Many hours and days were part of orientation. This is good for our community, as it gives another resource for our local facilities and agencies to get outreach through.	EMS Week 2010 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.
STEMI project with St. Joseph's Hospital is getting great reviews. Our paramedics are able to transmit a 12 lead EKG to the hospital, decreasing the time it takes for the Cardiologist to treat patients when they get to the hospital. The Stockton Record did an article on it. The link is: http://www.recordnet.com/apps/pbcs.dll/article?AID=/20100502/A_NEWS/5020318	Attended our monthly staff meeting, as well as other informal management meetings.

As a note, there were no complaints forwarded to me for the month of May. I had received 3 phone calls with compliments for service during May 2010. We also had a media event with the Stockton Record, who published a story in regards to the STEMI project that we are doing with St. Joseph's Hospital.

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 2010

Activities		
Contact Name	Title	Activity Outline
Denise Josue	Resource Manager for the Family Resource Center	Met with Denise and staff in regards to AMR donating Vial of Life items for families in need. Working on some other joint outreach projects also.

Events		
Event Name	Location	Event Outline
Ambulance Demo, June 3, 2010 0900-1500	Davis Parent Elementary School, Davis, CA	Provide an ambulance and staff to participate in a school outreach program. Show ambulance, demo equipment, and give hand outs. This event was out of county. Approx. 100 participants.
Ambulance Demo / PR event, June 4, 2010 1300-1500	Plymouth Square Living Center, Stockton, CA	Attended a community BBQ event for a local SNF / Living Center. Spoke about EMS, gave hand outs. Many members of the community present. Approx. 150 participants.
Every 15 Minutes BBQ PR event, June 5, 2010 1300-1600	Morada, CA	End of the year for E15 participants BBQ. PR event to recap the seasons events. Approx. 25 participants.
Ambulance Stand by / Demo, June 12, 2010 0730-1230	Mokelumne River, North San Joaquin County	Provide an ambulance and crew for a water sport event at the Mokelumne River. Show and tell about EMS / Ambulance, and standby medical aid as needed. Approx. 500 participants.
Ambulance Demo, June 16, 2010 1200-1500	San Joaquin County Fair, Stockton, CA	Provide an ambulance and crew to participate in the 'cool zone for kids' event at the SJ County Fair. Demo equipment, give hand outs, and ambulance tours. One of 3 days of

		donated demo's. Approx. 10000 participants.
Health Fair, June 16, 2010 1300-1600	Arbor Senior Apartments, Lodi, CA	Provide ambulance and crew to participate in a health fair for a local senior living center. Show equipment, give hand outs, and give blood pressure checks. Approx. 200 participants.
Ambulance Demo, June 17, 2010 1200-1500	San Joaquin County Fair, Stockton, CA	Provide an ambulance and crew to participate in the 'cool zone for kids' event at the SJ County Fair. Demo equipment, give hand outs, and ambulance tours. One of 3 days of donated demo's. Approx. 10000 participants. This was Kid's Day at the Fair.
Ambulance Stand By / Demo, June 17-19, 2010	Clements FD, Clements, CA	Provide an ambulance and crew for donated 3 day standby for possible medical aid during the SJ County Wild Land Training Burn. Provide aid as needed, show equipment, and give items. Approx. 300 participants.
Ambulance Demo, June 20, 2010 1200-1800	San Joaquin County Fair, Stockton, CA	Provide an ambulance and crew to participate in the 'cool zone for kids' event at the SJ County Fair. Demo equipment, give hand outs, and ambulance tours. One of 3 days of donated demo's. Approx. 10000 participants.
Relay for Life Standby, 24 hour event from June 26- June 27, 2010, 0900-0900	Weber Point Event Center, Stockton, CA	Provide an ALS team for 24 hour standby for a fundraiser walkathon. ALS bike team the first half, then als ambulance second half. Approx. 2000 participants
Ambulance Stand By, June 26, 2010 0800-1200	Hutchins Street Square, Lodi, CA	Provide an ambulance for a donated medical aid standby and show and tell for the Run on the Square event in Lodi. Show ambulance, give hand outs, and be ready in case medical aid was needed. Approx. 500 participants.

Classes		
Class Name	Location	Class Outline
ACLS for EMT's, June 3, 2010 1300-1500	AMR Stockton	Lifepak 12 Heart Monitor Orientation for EMT's. Open to all responders, this course is designed to give an overview of the functionality of the current

		monitor we use. CE given. Approx. 5 participants.
Documentation for EMS providers, June 7, 2010 1000-1200	AMR Stockton	Documentation training course. Open to all providers, CE given. Approx. 5 participants.
ALS upgrade training, June 11, 2010 0900-1300	AMR Stockton	ALS upgrade course available for EMT's to get ready to work on their own. Covers policy, skills, equipment. Approx. 1 participant.
SNF Inservice program, June 11, 2010 1500-1600	Plymouth Square Living Center, Stockton, CA	SNF inservice regarding the 'Vial of Life' program. This is a program that helps residents make their pertinent medical information readily accessible to first responders. Approx. 100 participants.
PALS Refresher, June 18, 2010 0900-1800	AMR Stockton	Pediatric Advanced Life Support Refresher course. Sponsored by NCTI, hosted at AMR San Joaquin. This is the AHA 8 hour refresher for PALS. Open to all providers. Approx. 16 participants.
SNF Inservice Program, June 23, 2010 1430-1530	Creekside SNF, Stockton, CA	Provide an inservice program to a local SNF on the topic of the required PCS form. Good documentation tips for both facility and provider. Approx. 20 participants.
CPR Refresher, June 24, 2010 1300-1600	AMR Stockton Operations, Stockton, CA	This is the monthly CPR renewal course for employees and outside agencies. Approx. 15 participants.
SNF Inservice Program, June 24, 2010 1300-1430	Emerald Villa SNF, Stockton, CA	Provided an inservice program for a local SNF on the topic of using the 911 system, and the use of the dispatch center for facility transfers. Gave hand outs, powerpoint. Approx. 10 participants.
SNF Inservice Program, June 24, 2010 1430-1600	Creekside SNF, Stockton, CA	Provide an inservice program for a local SNF on the topic of choking and using the Heimlich Maneuver. Gave hand outs and hands on interaction. Approx. 25 participants.
EMT Skills Lab, June 26, 2010 0900-1300	AMR Stockton Operations, Stockton, CA	Open forum EMT skills course. Open to all providers. This lab is for EMT's who need to reaccredit and get their skills signed off. Approx. 5 participants.
Customer Service for EMS providers, June 28, 2010 0900-1100	AMR Stockton Operations, Stockton, CA	Customer service training. Course is designed to show the importance of giving good

		bedside manner and good customer service in the public safety sector. Open to all providers. CE given. Approx. 10 participants.
CPR Refresher Course, June 29, 2010 0900-1200	Creekside SNF, Stockton, CA	Provide a cpr refresher for a local SNF and their licensed staff. Donated, and open to all staff. Approx. 8 participants.

Current Projects / Studies	Meetings Attended
National CPR Week was the first week of June. We continue to support the idea of teaching as many people about BLS. We hosted a cpr refresher, as well as some other outreach cpr courses.	Attended a 3 day training course on effective communication at Lifecom. This course will be useful for both our administration, as well as our field staff, and even inter-agency communication.
Customer Service training is a focus for us. We have been putting on plenty of courses to show the importance of good service in the public safety sector. Members of some of our allied agencies have attended.	Attended the Field Care Audit at SJEMSA. This was a course attended by many allied agencies and was focused on MCI's and protocol.
The STEMI project we are working with St. Joseph's Hospital on is 1 year old as of 01 July 10. We are proud to announce that there have been multiple success stories from St. Joseph's regarding our paramedics and EMT's providing great care when recognizing a STEMI.	Attended various staff meetings.

As a side note, there were no complaints received for the month of June 2010. I have included some separate attachments that were thank you's we received. I had received 1 phone call as a compliment for service during June 2010. The Bike team event(s) are in **bold print**.