



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

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

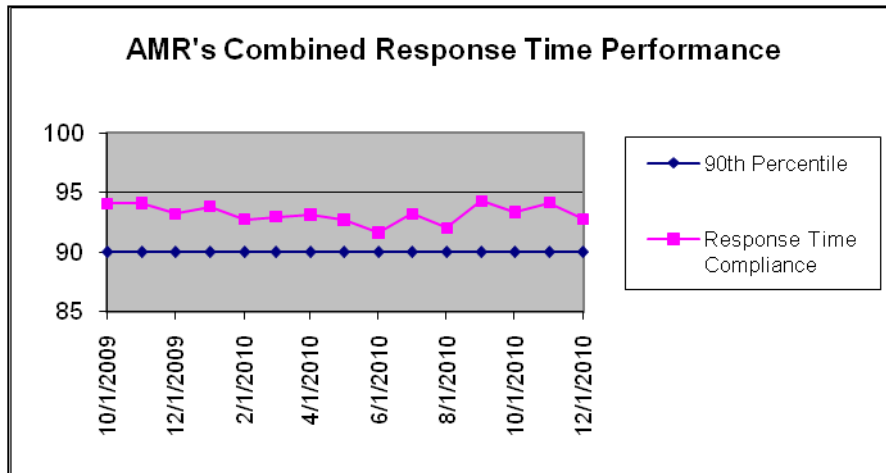
Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: February 25, 2011
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 November and December, 2010, represents the twenty-eighth 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 November and December 2010, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 94.14% for November and 92.78% for December.

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 November and December 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 30 Day Rolling Period

November 1, 2010 through November 30, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	336	8	97.62%	X		
SJC Zone A-2	100	14	86.00%			X
SJC Zone A-3	45	9	80.00%			X
SJC Zone B-1	1,229	54	95.61%	X		
SJC Zone B-2	1,253	83	93.38%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	99	9	90.91%	X		
SJC Zone B-5	80	13	83.75%			X
SJC Zone C-1	228	11	95.18%	X		
SJC Zone C-2	34	1	97.06%	X		
SJC Zone C-3	48	1	97.92%	X		
All Zones Combined	3,463	203	94.14%	8		3

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2010 through December 31, 2010						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	362	12	96.69%	X		
SJC Zone A-2	74	5	93.24%	X		
SJC Zone A-3	54	4	92.59%	X		
SJC Zone B-1	1,138	79	93.06%	X		
SJC Zone B-2	1,208	86	92.88%	X		
SJC Zone B-3	5	0	100.00%	X		
SJC Zone B-4	141	21	85.11%			X
SJC Zone B-5	89	17	80.90%			X
SJC Zone C-1	248	17	93.15%	X		
SJC Zone C-2	46	4	91.30%	X		
SJC Zone C-3	83	4	95.18%	X		
All Zones Combined	3,448	249	92.78%	9		2

Fines and Penalties Report

Type of Penalty	November 2010	December 2010
Out of compliance response districts	\$15,000	\$10,000
Late response minutes	\$4,600	\$6,240
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	\$19,600	\$16,240

Weekly Unit Hour Staffing Report

	RFP	November 2010	December 2010
Zone A	672	672	672
Zone B	1848	2029	1986
Zone B *non dedicated	0	392	414
Zone C	504	504	504
Total	3024	3597	3576

*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	November 2010			December 2010		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,271	189	94.22%	3,217	238	92.60%
Suburban 9:29	40	7	82.50%	63	6	90.48%
Rural 17:29	144	7	95.14%	163	5	96.93%
Wilderness 29:29	8	0	100.00%	5	0	100.00%
Total	3,463	203	94.14%	3,448	249	92.78%

Mutual Aid Incidents

November 2010			December 2010		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE B-5 RURAL	1	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE C-1 URBAN	1	MDAS	SJ ZONE C-3 RURAL	4
MDAS	SJ ZONE C-3 RURAL	2	Unknown	SJ ZONE B-1 URBAN	7
Unknown	SJ ZONE B-1 URBAN	2	Unknown	SJ ZONE B-2 URBAN	7
Unknown	SJ ZONE B-2 URBAN	2	Unknown	SJ ZONE B-5 URBAN	1
Total		8			20

**Detailed Response Time Analysis
November 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	0:02	10:22	3:59	1:45	6:04
SJ ZONE A-2 URBAN	52	0:03	11:07	5:59	2:14	8:49
SJ ZONE A-3 URBAN	17	2:47	19:09	8:20	3:55	14:15
SJ ZONE B-1 URBAN	1,229	0:02	19:19	4:23	2:13	6:54
SJ ZONE B-2 URBAN	1,252	0:02	13:14	4:33	2:09	7:11
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	80	0:19	10:10	5:09	1:53	7:27
SJ ZONE B-5 URBAN	69	0:03	19:43	5:41	3:23	9:38
SJ ZONE C-1 URBAN	225	0:03	16:46	4:41	2:17	7:03
SJ ZONE C-2 URBAN	3	3:18	8:48	6:27	2:19	8:48
SJ ZONE C-3 URBAN	8	1:34	7:24	4:04	1:58	7:24
SJ ZONE A-2 SUBURBAN	10	4:14	11:13	7:49	2:06	10:10
SJ ZONE A-3 SUBURBAN	10	4:30	10:14	7:04	1:49	9:13
SJ ZONE B-4 SUBURBAN	10	2:02	15:24	7:32	4:25	11:59
SJ ZONE B-5 SUBURBAN	3	4:15	9:53	6:39	2:22	9:53
SJ ZONE C-1 SUBURBAN	0					
SJ ZONE C-2 SUBURBAN	1	5:00	5:00	5:00	0:00	5:00
SJ ZONE C-3 SUBURBAN	5	0:39	8:39	5:29	2:57	8:39
SJ ZONE A-2 RURAL	38	0:08	20:54	11:17	5:06	18:20
SJ ZONE A-3 RURAL	18	0:43	18:32	9:13	4:33	14:37
SJ ZONE B-2 RURAL	1	8:54	8:54	8:54	0:00	8:54
SJ ZONE B-3 RURAL	11	3:55	17:07	9:16	4:10	15:08
SJ ZONE B-4 RURAL	9	0:11	20:12	8:53	5:54	20:12
SJ ZONE B-5 RURAL	8	0:02	17:22	5:34	5:47	17:22
SJ ZONE C-1 RURAL	2	7:55	12:55	10:25	2:30	12:55
SJ ZONE C-2 RURAL	22	0:55	16:48	9:50	4:18	15:52
SJ ZONE C-3 RURAL	35	0:02	18:46	7:52	5:37	14:57
SJ ZONE C-2 WILDERNESS	8	6:37	21:24	13:52	3:51	21:24
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,271	0:02	19:43	4:31	2:14	7:03
All Suburban Compliance Areas	39	0:39	15:24	7:05	3:02	11:13
All Rural Compliance Areas	144	0:02	20:54	9:19	5:16	15:52
All Wilderness Compliance Areas	8	6:37	21:24	13:52	3:51	21:24

Detailed Response Time Analysis
December 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	359	0:01	13:30	3:59	1:59	6:17
SJ ZONE A-2 URBAN	40	0:39	10:23	5:39	1:47	7:15
SJ ZONE A-3 URBAN	17	0:02	10:57	5:57	2:43	10:30
SJ ZONE B-1 URBAN	1,136	0:02	14:30	4:50	2:07	7:18
SJ ZONE B-2 URBAN	1,205	0:02	18:56	4:50	2:06	7:15
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	122	0:03	14:09	5:31	2:25	8:38
SJ ZONE B-5 URBAN	73	0:02	12:39	4:47	3:46	10:47
SJ ZONE C-1 URBAN	237	0:02	13:58	4:23	2:09	7:08
SJ ZONE C-2 URBAN	8	5:50	9:15	7:30	1:19	9:15
SJ ZONE C-3 URBAN	13	0:04	12:45	5:36	2:51	7:54
SJ ZONE A-2 SUBURBAN	14	4:53	9:43	7:28	1:30	9:36
SJ ZONE A-3 SUBURBAN	16	0:23	9:45	6:50	2:39	9:20
SJ ZONE B-4 SUBURBAN	9	0:01	13:54	6:33	5:32	13:54
SJ ZONE B-5 SUBURBAN	8	1:12	7:43	3:57	1:58	7:43
SJ ZONE C-1 SUBURBAN	8	3:47	9:00	6:00	1:41	9:00
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	8	3:18	11:02	6:59	2:07	11:02
SJ ZONE A-2 RURAL	20	0:03	19:11	10:52	5:33	17:27
SJ ZONE A-3 RURAL	21	2:01	22:05	12:17	4:25	17:23
SJ ZONE B-2 RURAL	2	7:12	8:36	7:54	0:42	8:36
SJ ZONE B-3 RURAL	5	0:04	20:50	9:09	6:44	20:50
SJ ZONE B-4 RURAL	10	3:27	16:44	10:13	4:39	15:12
SJ ZONE B-5 RURAL	8	7:01	20:49	10:04	4:09	20:49
SJ ZONE C-1 RURAL	2	5:09	13:38	9:23	4:15	13:38
SJ ZONE C-2 RURAL	34	0:07	20:59	11:01	4:38	16:21
SJ ZONE C-3 RURAL	61	0:02	36:32	5:55	6:33	12:20
SJ ZONE C-2 WILDERNESS	4	5:08	27:13	15:04	8:31	27:13
SJ ZONE C-3 WILDERNESS	1	8:44	8:44	8:44	0:00	8:44
All Urban Compliance Areas	3,210	0:01	18:56	4:45	2:12	7:16
All Suburban Compliance Areas	63	0:01	13:54	6:29	3:02	9:36
All Rural Compliance Areas	163	0:02	36:32	9:02	6:05	15:27
All Wilderness Compliance Areas	5	5:08	27:13	13:48	8:02	27:13

**Exemption Request Report
November 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/01/2010	10131814	B-1	Dispatch Error		Exempt
11/05/2010	10133523	B-2	Poor Location Information from SFD		Not Exempt
11/05/2010	10133529	B-1	Unit Dispatched and Responded Code 2		Exempt
11/06/2010	10133965	B-2	Poor Location Information from RP		Exempt
11/07/2010	10134164	B-1	Heavy Rain		Not Exempt
11/07/2010	10134217	B-1	Heavy Rain		Exempt
11/08/2010	10134844	B-4	Delays in Transferring Care at ED		Exempt
11/08/2010	10134845	B-2	Delays in Transferring Care at ED		Exempt
11/10/2010	10135410	C-1	Dispatch Error		Exempt
11/12/2010	10136423	B-5	Traffic Secondary to Call		Exempt
11/12/2010	10136428	B-5	Traffic Secondary to Call		Exempt
11/12/2010	10136475	B-1	Not Listed		Exempt
11/13/2010	10136700	B-5	Freeway Access		Exempt
11/15/2010	10137607	B-2	Dispatch Error		Exempt
11/19/2010	10139409	B-1	Heavy Rain		Exempt
11/20/2010	10139676	B-2	Delays in Transferring Care at ED		Exempt
11/20/2010	10139841	A-2	Heavy Rain		Exempt
11/23/2010	10140808	B-4	Adjusted time based on call audit		Exempt
11/24/2010	10141505	B-2	Poor Location Information from CHP		Exempt
11/24/2010	10141623	A-2	Dispatch Error		Exempt
11/26/2010	10142458	B-2	Poor Location Information from SFD		Exempt
11/27/2010	10142650	B-2	Poor Location Information from CHP		Exempt

**Exemption Request Report
December 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/04/2010	10145613	B-2	Train		Not Exempt
12/04/2010	10145907	B-1	Heavy Rain		Exempt
12/05/2010	10146406	B-3	Not Listed		Exempt
12/07/2010	10147029	A-2	Fog		Exempt
12/08/2010	10147458	B-1	Poor Location Information from SFD		Exempt
12/08/2010	10147813	B-2	Heavy Rain		Exempt
12/10/2010	10148606	B-1	Delays in Transferring Care at ED		Exempt
12/10/2010	10148611	A-3	Delays in Transferring Care at ED		Exempt
12/10/2010	10148618	B-1	Poor Location Information from RP		Exempt
12/10/2010	10148695	B-2	Traffic Secondary to Call		Exempt
12/14/2010	10150394	A-1	Delays in Transferring Care at ED		Exempt
12/14/2010	10150428	B-2	Heavy Rain		Exempt
12/16/2010	10150984	B-1	Fog		Exempt
12/16/2010	10151033	C-1	Fog		Not Exempt
12/18/2010	10151864	B-4	Heavy Rain		Exempt
12/18/2010	10151878	C-2	Poor Location Information from CHP		Exempt
12/18/2010	10152074	B-2	Heavy Rain		Exempt
12/21/2010	10153153	B-1	Poor Location Information from RP		Exempt
12/23/2010	10154343	B-1	Poor Location Information from CHP		Exempt
12/23/2010	10154357	B-2	Poor Location Information from RP		Exempt
12/28/2010	10156247	B-2	False Report of Emergency		Exempt
12/28/2010	10156418	A-3	Heavy Rain		Exempt
12/28/2010	10156442	B-1	Heavy Rain		Exempt
12/29/2010	10156522	B-2	Heavy Rain		Not Exempt
12/30/2010	10157327	A-3	Delays in Transferring Care at ED		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

Zone	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Monthly Average
A-1	98%	98%	98%	96%	98%	95%	98%	98%	99%	99%	98%	97%	97.7%
A-2	94%	91%	90%	94%	93%	93%	95%	89%	91%	92%	86%	93%	91.9%
A-3	93%	94%	90%	92%	78%	88%	84%	86%	86%	83%	80%	93%	87.2%
B-1	93%	93%	92%	93%	90%	90%	92%	91%	93%	92%	96%	93%	92.2%
B-2	94%	92%	93%	93%	93%	92%	94%	93%	94%	94%	93%	93%	93.2%
B-3	100%	100%	100%	100%	92%	100%	95%	100%	86%	100%	100%	100%	97.2%
B-4	92%	87%	94%	88%	90%	93%	90%	88%	91%	84%	91%	85%	89.5%
B-5	92%	89%	88%	86%	92%	82%	89%	78%	93%	88%	84%	81%	86.5%
C-1	94%	95%	94%	93%	96%	93%	95%	96%	97%	95%	95%	93%	94.7%
C-2	96%	97%	93%	98%	100%	91%	97%	97%	100%	90%	97%	91%	95.3%
C-3	100%	100%	100%	97%	96%	95%	95%	91%	100%	98%	98%	95%	96.9%
All Zones	94%	93%	93%	93%	93%	92%	93%	92%	94%	93%	94%	93%	93.1%

Failure to Provide Data

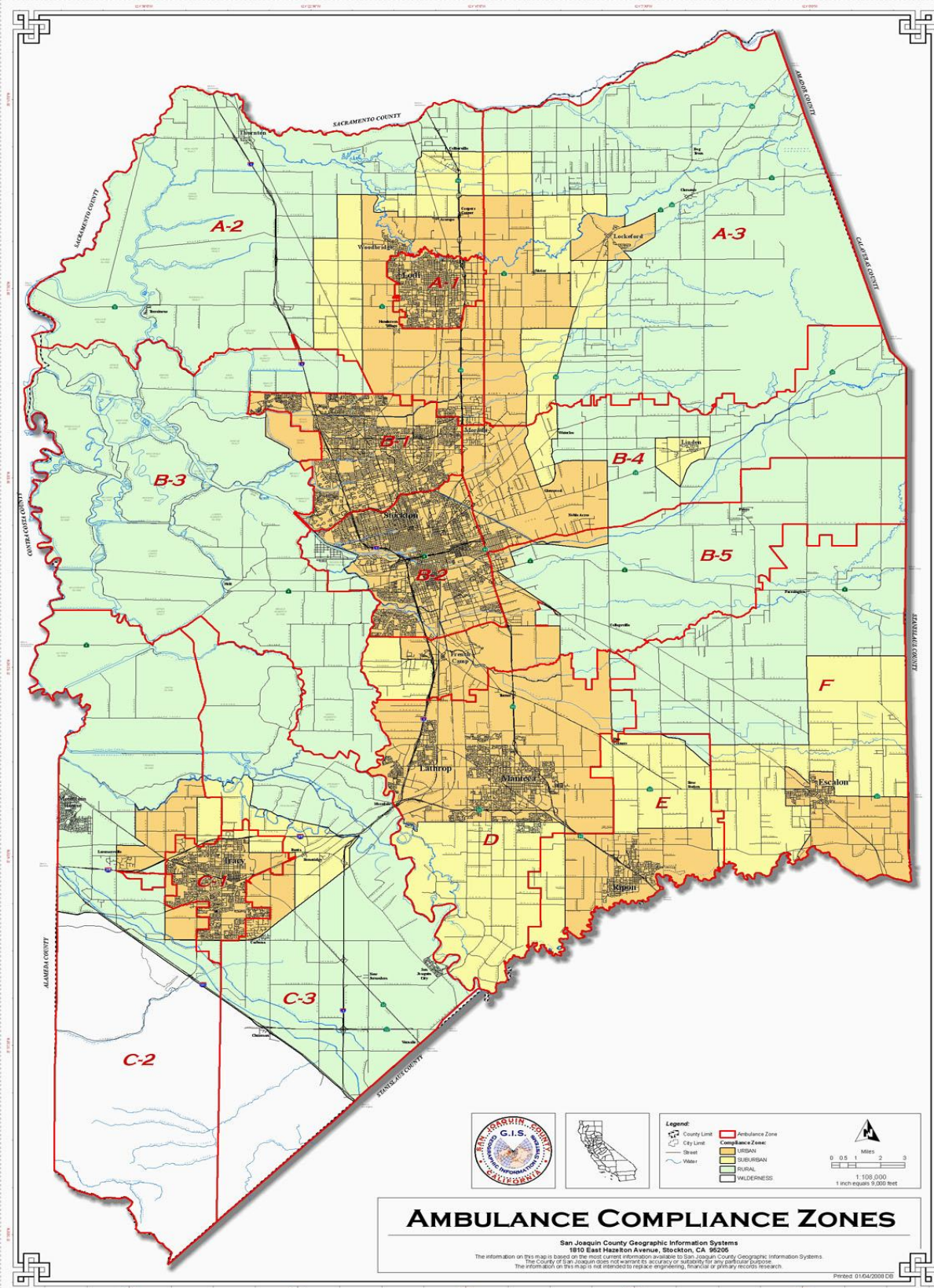
Event Type	November 2010	December 2010
N/A		

Mechanical Report

Event Type	Date	Preventable
Ambulance electrical failure during Pt transport	12/8/2010	No

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary November 2010

Activities		
Contact Name	Title	Activity Outline
Various Teachers and Educators	Teachers for different local school districts	Various contacts regarding outreach projects to students this month.

Events		
Event Name	Location	Event Outline
Ambulance Demo, November 4, 2010 0930-1430	McKinley School, Tracy, CA	Provide 2 different demonstrations for local elementary schools about EMS. Show ambulance, give hand outs, and speak about safety. Approx. 150 participants.
Ambulance Demo, November 5, 2010 1700-1900	Linden Elementary, Linden, CA	Provide an ambulance and crew to participate in a local schools 'Literacy / Book Fair Event'. Show ambulance, read books to children, stress the importance of literacy. Give ambulance tours, hand outs, etc. Approx. 150 participants.
Ambulance Demo, November 5, 2010 1300-1500	Mckinley School, Tracy, CA	Provide an ambulance and staff to show equipment, speak about EMS and safety, and give out handout items. Approx. 200 participants.
Ambulance Demo, November 20, 2010 1000-1200	Lathrop Police Department, Lathrop, CA	Provide an ambulance and staff to participate in a local Police Department's 'Bike Rodeo' event. This is centered around promoting child safety on bicycles. Approx. 50 participants.
Ambulance Demo, November 24, 2010 0900-1100	Delta College Daycare, Delta College, Stockton, CA	Provide an ambulance and crew to participate in an outreach event for a local daycare. Give hand out's, speak about safety, show ambulance. Approx. 150 participants.

Classes		
Class Name	Location	Class Outline
ACLS for EMT's – EKG interpretation, November 5, 2010 0900-1200	AMR Stockton Operations	Provide a basic EKG interpretation course for EMT's or other responders. Open to all providers. CE given. Approx. 5 participants.
EMT Skills Lab, November 8, 2010 1000-1300	AMR Stockton Operations	Provide an open forum event for employees and other responders to get their EMT skills signed off for reaccreditation. Open to all providers. Approx. 5 participants.
Communications Course, November 10, 2010 0800-1700	AMR San Joaquin Operations, Stockton, CA	Help instruct an in-house course on communication. While this was an AMR program, it is useful for interaction with our outside agencies. Approx. 20 participants.
ITLS Refresher, November 10, 2010 0900-1700	AMR San Joaquin Operations	International Trauma Life Support course sponsored by NCTI. This course is open to all providers who pre-register. CE given. Approx. 20 participants.
Disaster Preparedness In-Service Program, November 18, 2010 1400-1530	Wine Country Care Center, Lodi, CA	Provide an in-service program on the importance of disaster planning. Included speaking about local EMS, standing orders, and how to activate all providers as needed. Approx. 50 participants.
Documentation Training, November 22, 2010 1000-1200	AMR San Joaquin Operations	Provide a training program in regards to creating correct and accurate Pre Hospital Care Reports. Class was set up, however, no participants. This was open to all providers.
CPR Refresher Program, November 30, 2010 0900-1200	AMR San Joaquin Operations	Provide a BLS refresher for employees and outside agencies who preregister. Approx. 12 participants.

Current Projects / Studies	Meetings Attended
Working on doing outreach to skilled nursing facilities and care homes on the importance of disaster planning.	Various management / scheduling meetings throughout the month.
Internally, we have been promoting our online training program for employees on the topics of Hand Washing (spread of germs), and Aerosol Transmittable Disease Prevention.	There was a BLS monthly meeting for all BLS team members. Guest speaker was from Hospice. Great information for our team and responders.
Currently working a project for the past couple of months on doing a monthly summary of calls,	

trends, injuries, that has been going out to PIO's, and various parties around the county.	
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As a note, there were no complaints received for the month of November. I have attached any thank you's as additional attachments.



Community Services
San Joaquin County

Monthly Summary December 2010

Activities		
Contact Name	Title	Activity Outline
Diana Lund	AHA Coordinator for Dameron Hospital	Meeting(s) in regards to maintaining Dameron Hospital as our local Training Center for CPR training
Judy Mims	Chapter Director for the SCA (Sudden Cardiac Arrest) group	Spoke of upcoming training opportunities for AED and CPR training.

Events		
Event Name	Location	Event Outline
Ambulance Demo, December 1, 2010 0900-1200	Delta College Day Care Center, Stockton, CA	Provide an ambulance and crew to participate in a school demonstration. Show ambulance, speak about safety and give ambulance tours. Hand outs given. 50 participants.
Dameron Hospital Fundraiser Dinner event, December 2, 2010 1800-2000	Stockton Golf and Country Club	Attended and represented the EMS community for an event that was honoring the late Dr. Dah. 200 participants.
Holiday Open House Event, December 10, 2010 0900-1700	AMR Stockton, CA	AMR San Joaquin hosted an open house event for the community to come by, have lunch, and get to meet their local EMT's and Paramedics. We had numerous attendees. 150 participants.
Ambulance Demo, December 11, 2010 1100-1600	Child Abuse Prevention Center, Stockton, CA	Provide an ambulance and crew to provide a demonstration / stand by for local students. Provide hand outs, give tours of ambulance, speak about safety and accessing EMS system. 100 participants.
Hot Topics EMS / Hospital Conference, December 13, 2010 0800-1100	Dameron Hospital Association	Participate in a local hospital's conference regarding prehospital care and transfer of

		care to the ER. 50 participants.
PR Event, December 14, 2010 1000-1130	AMR Stockton, CA	Local PR / Show and tell event, where we had a patient and family want to come to the office and meet the Paramedic and EMT who took care of them. Gave tour of facility, ambulance and, equipment. 5 participants.
CAHF Meeting, December 14, 2010 1130-1300	Stockton Golf and Country Club	Participation in the monthly <i>California Association of Health Facilities</i> meeting and represent prehospital providers in our county. 20 participants.

Classes		
Class Name	Location	Class Outline
Open Skills Day / Infrequent Skills, December 1, 2010 0800-1300	AMR Stockton Ops	Open forum skills day to cover infrequent skills and airway management. Covered (not all inclusive) King Airway, KED, Intubation, Pedi intubation. 5 participants.
EMT Skills Lab, December 1, 2010 1300-1630	AMR Stockton Ops	Provide an open forum for employees and outside agencies who need to get their EMT skills signed off for reaccreditation. 5 participants.
New Hire Orientation, December 6, 2010 0800-1300	AMR Stockton Ops	Basic Training program for new Vehicle Service Tech. This included some basic skills and customer service training, which was open to all employees. 5 participants.
AMLS Provider Course, December 2-3 2010 0900-1700	AMR Stockton Ops	Hosted an Advanced Medical Life Support Course. This was a 2 day provider course, and CE was given. NCTI sponsored course, open to all agencies who registered. 20 participants.
CPR Refresher, December 13, 2010 1900-2200	Linden Peters Fire Department, Linden, CA	Provide a CPR refresher course for a local fire department and their staff. 20 participants.
CPR Refresher, December 16, 2010 1700-2000	Thornton Fire Department, Thornton, CA	Provide a CPR refresher course for a local fire department and their staff. 20 participants.
CPR Refresher, December 29, 2010 0900-1200	AMR Stockton Ops	This is the monthly CPR refresher for employees as well as outside agencies. 20 participants.

Current Projects / Studies	Meetings Attended
With the new year coming up, we are focusing on reaccrediting our CAAS standards. We had been	Attended a handful of meetings with Diana Lund and the Dameron Hospital Education Department in

<p>granted the longest accreditation possible, and it is getting to be time to renew. Large focus for 2011.</p>	<p>regards to our partnership with them as our Training Center for CPR. With some personnel changes, we want to work going forward with some new outreach projects.</p>
<p>Focus in December on getting all new EMS policies out to employees and on board with the new Preceptor policies, as well as new airway forms, etc.</p>	<p>Attended the Board of Supervisors open house holiday event.</p>
<p>Working on creating our training calendar for 2011. One of our training foci will be 'patient advocacy'. We are promoting a culture that will be more responsive to those we help and serve.</p>	<p>Attended the retirement luncheon for Chief Kinkle from Woodbridge Fire Department. AMR presented him with a nice award for his dedication and support to the citizens of San Joaquin County.</p>

As a note, there were no complaints for the month of December 2010.

There was a phone call / inquiry from a patient who wanted to come down and thank those that took care of her on a recent call. Details in the 'Events' above.