



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

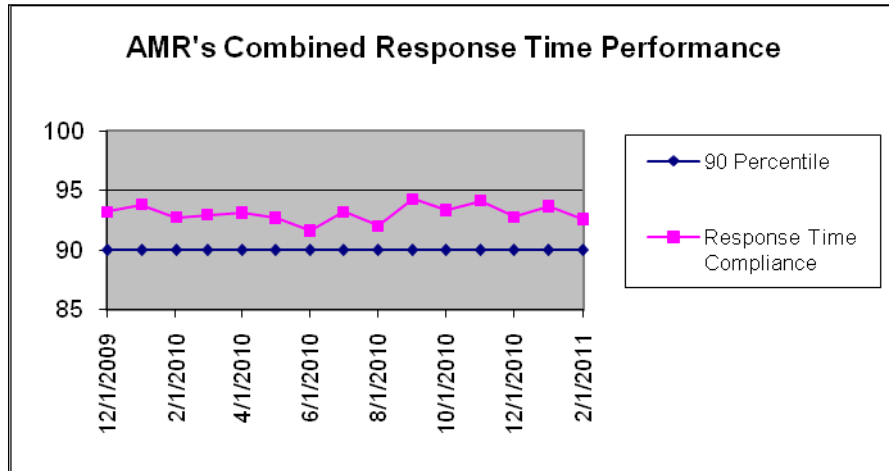
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: March 23, 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 January and February, 2011, represents the twenty-ninth 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 January and February 2010, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 93.70% for January and 92.62% for February.

AMR's first compliance report for 2011 indicates that ambulance sub zone performance is similar to

compliance levels that were routinely achieved during 2010.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for January and February 2011 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

| January 1, 2011 through January 31, 2011 | | | | | | |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No | |
| SJC Zone A-1 | 361 | 6 | 98.34% | X | | |
| SJC Zone A-2 | 86 | 4 | 95.35% | X | | |
| SJC Zone A-3 | 39 | 6 | 84.62% | | | X |
| SJC Zone B-1 | 1,148 | 86 | 92.51% | X | | |
| SJC Zone B-2 | 1,231 | 81 | 93.42% | X | | |
| SJC Zone B-3 | 7 | 2 | 71.43% | | | X |
| SJC Zone B-4 | 111 | 13 | 88.29% | | | X |
| SJC Zone B-5 | 78 | 11 | 85.90% | | | X |
| SJC Zone C-1 | 259 | 6 | 97.68% | X | | |
| SJC Zone C-2 | 48 | 0 | 100.00% | X | | |
| SJC Zone C-3 | 76 | 2 | 97.37% | X | | |
| All Zones Combined | 3,444 | 217 | 93.70% | 7 | | 4 |

Response Time Compliance Report by 28 Day Rolling Period

| February 1, 2011 through February 28, 2011 | | | | | | |
|--|-----------------|---------------------------------------|-----------------------|----------|----|----------|
| Compliance Zone | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No | |
| SJC Zone A-1 | 326 | 8 | 97.55% | X | | |
| SJC Zone A-2 | 79 | 13 | 83.54% | | | X |
| SJC Zone A-3 | 34 | 7 | 79.41% | | | X |
| SJC Zone B-1 | 1,127 | 77 | 93.17% | X | | |
| SJC Zone B-2 | 1,194 | 89 | 92.55% | X | | |
| SJC Zone B-3 | 6 | 0 | 100.00% | X | | |
| SJC Zone B-4 | 117 | 18 | 84.62% | | | X |
| SJC Zone B-5 | 68 | 9 | 86.76% | | | X |
| SJC Zone C-1 | 213 | 16 | 92.49% | X | | |
| SJC Zone C-2 | 45 | 3 | 93.33% | X | | |
| SJC Zone C-3 | 58 | 1 | 98.28% | X | | |
| All Zones Combined | 3,267 | 241 | 92.62% | 7 | | 4 |

Fines and Penalties Report

| Type of Penalty | January 2011 | February 2011 |
|---|-----------------|-----------------|
| Out of compliance response districts | \$20,000 | \$20,000 |
| Late response minutes | \$4,570 | \$5,720 |
| 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 | \$24,570 | \$25,720 |

Weekly Unit Hour Staffing Report

| | RFP | January 2011 | February 2011 |
|-----------------------|-------------|--------------|---------------|
| Zone A | 672 | 672 | 672 |
| Zone B | 1848 | 1971 | 2072 |
| Zone B *non dedicated | 0 | 438 | 506 |
| Zone C | 504 | 504 | 504 |
| Total | 3024 | 3585 | 3754 |

*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 | January 2011 | | | February 2011 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 7:29 | 3,227 | 210 | 93.49% | 3,077 | 228 | 92.59% |
| Suburban 9:29 | 52 | 4 | 92.31% | 43 | 12 | 72.09% |
| Rural 17:29 | 153 | 3 | 98.04% | 137 | 1 | 99.27% |
| Wilderness 29:29 | 12 | 0 | 100.00% | 10 | 0 | 100.00% |
| Total | 3,444 | 217 | 93.70% | 3,267 | 241 | 92.62% |

Mutual Aid Incidents

| January 2011 | | | February 2011 | | |
|---------------------|-------------------|---------------------|---------------------|-------------------|---------------------|
| 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-5 URBAN | 1 |
| MDAS | SJ ZONE C-3 RURAL | 2 | MDAS | SJ ZONE C-3 RURAL | 1 |
| Unknown | SJ ZONE B-1 URBAN | 1 | Unknown | SJ ZONE B-1 URBAN | 1 |
| Unknown | SJ ZONE B-2 URBAN | 6 | Unknown | SJ ZONE B-2 URBAN | 6 |
| Total | | 10 | | | 9 |

Detailed Response Time Analysis
January 2011

| 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 | 360 | 0:01 | 12:04 | 3:58 | 1:46 | 5:56 |
| SJ ZONE A-2 URBAN | 43 | 0:03 | 11:01 | 5:49 | 2:12 | 8:52 |
| SJ ZONE A-3 URBAN | 15 | 4:00 | 10:45 | 7:00 | 2:03 | 10:00 |
| SJ ZONE B-1 URBAN | 1,147 | 0:02 | 19:04 | 4:49 | 2:07 | 7:14 |
| SJ ZONE B-2 URBAN | 1,228 | 0:01 | 15:02 | 4:55 | 2:02 | 7:17 |
| SJ ZONE B-3 URBAN | 0 | | | | | |
| SJ ZONE B-4 URBAN | 97 | 0:02 | 14:42 | 5:32 | 2:19 | 8:31 |
| SJ ZONE B-5 URBAN | 65 | 0:02 | 11:50 | 5:11 | 3:12 | 8:58 |
| SJ ZONE C-1 URBAN | 247 | 0:03 | 10:11 | 4:06 | 1:45 | 6:11 |
| SJ ZONE C-2 URBAN | 6 | 2:52 | 6:29 | 5:31 | 1:14 | 6:29 |
| SJ ZONE C-3 URBAN | 14 | 0:56 | 9:19 | 4:59 | 2:22 | 8:23 |
| | | | | | | |
| SJ ZONE A-2 SUBURBAN | 18 | 6:28 | 12:06 | 8:01 | 1:25 | 9:58 |
| SJ ZONE A-3 SUBURBAN | 6 | 4:26 | 10:35 | 7:41 | 2:08 | 10:35 |
| SJ ZONE B-4 SUBURBAN | 10 | 0:12 | 13:43 | 6:13 | 4:37 | 12:20 |
| SJ ZONE B-5 SUBURBAN | 6 | 2:24 | 9:57 | 6:17 | 2:29 | 9:57 |
| SJ ZONE C-1 SUBURBAN | 7 | 0:01 | 6:20 | 2:25 | 2:38 | 6:20 |
| SJ ZONE C-2 SUBURBAN | 1 | 7:34 | 7:34 | 7:34 | 0:00 | 7:34 |
| SJ ZONE C-3 SUBURBAN | 4 | 6:05 | 13:28 | 8:21 | 2:59 | 13:28 |
| | | | | | | |
| SJ ZONE A-2 RURAL | 25 | 0:02 | 17:16 | 9:42 | 4:04 | 14:54 |
| SJ ZONE A-3 RURAL | 18 | 0:50 | 15:01 | 9:43 | 3:14 | 13:24 |
| SJ ZONE B-2 RURAL | 1 | 14:40 | 14:40 | 14:40 | 0:00 | 14:40 |
| SJ ZONE B-3 RURAL | 7 | 0:06 | 20:15 | 10:52 | 6:49 | 20:15 |
| SJ ZONE B-4 RURAL | 4 | 7:03 | 24:48 | 13:08 | 6:53 | 24:48 |
| SJ ZONE B-5 RURAL | 6 | 0:02 | 35:08 | 11:59 | 11:09 | 35:08 |
| SJ ZONE C-1 RURAL | 4 | 5:53 | 10:22 | 7:54 | 1:59 | 10:22 |
| SJ ZONE C-2 RURAL | 29 | 0:02 | 17:19 | 10:50 | 3:42 | 14:51 |
| SJ ZONE C-3 RURAL | 58 | 0:02 | 20:49 | 6:25 | 5:59 | 14:32 |
| | | | | | | |
| SJ ZONE C-2 WILDERNESS | 12 | 0:59 | 20:12 | 8:01 | 5:46 | 14:43 |
| SJ ZONE C-3 WILDERNESS | 0 | | | | | |
| | | | | | | |
| All Urban Compliance Areas | 3,222 | 0:01 | 19:04 | 4:45 | 2:06 | 7:11 |
| All Suburban Compliance Areas | 52 | 0:01 | 13:43 | 6:42 | 3:20 | 10:29 |
| All Rural Compliance Areas | 153 | 0:02 | 35:08 | 8:56 | 5:46 | 14:51 |
| All Wilderness Compliance Areas | 12 | 0:59 | 20:12 | 8:01 | 5:46 | 14:43 |

Detailed Response Time Analysis
February 2011

| 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 | 326 | 0:02 | 13:12 | 4:01 | 1:52 | 6:08 |
| SJ ZONE A-2 URBAN | 43 | 2:13 | 12:10 | 6:11 | 1:00 | 8:25 |
| SJ ZONE A-3 URBAN | 13 | 2:18 | 13:20 | 7:47 | 3:11 | 12:01 |
| SJ ZONE B-1 URBAN | 1,127 | 0:02 | 13:37 | 4:46 | 2:12 | 7:19 |
| SJ ZONE B-2 URBAN | 1,192 | 0:02 | 15:02 | 4:53 | 2:06 | 7:20 |
| SJ ZONE B-3 URBAN | 0 | | | | | |
| SJ ZONE B-4 URBAN | 96 | 0:01 | 12:43 | 5:50 | 2:36 | 9:15 |
| SJ ZONE B-5 URBAN | 59 | 0:01 | 12:51 | 4:46 | 2:49 | 8:12 |
| SJ ZONE C-1 URBAN | 201 | 0:02 | 13:12 | 4:14 | 2:07 | 7:02 |
| SJ ZONE C-2 URBAN | 10 | 5:25 | 9:53 | 7:19 | 1:25 | 9:37 |
| SJ ZONE C-3 URBAN | 8 | 1:00 | 7:43 | 4:57 | 1:57 | 7:43 |
| | | | | | | |
| SJ ZONE A-2 SUBURBAN | 10 | 7:08 | 11:35 | 9:26 | 1:19 | 10:39 |
| SJ ZONE A-3 SUBURBAN | 3 | 3:25 | 8:42 | 6:00 | 2:10 | 8:42 |
| SJ ZONE B-4 SUBURBAN | 10 | 0:04 | 15:31 | 9:14 | 5:41 | 14:40 |
| SJ ZONE B-5 SUBURBAN | 4 | 2:10 | 5:45 | 4:02 | 1:40 | 5:45 |
| SJ ZONE C-1 SUBURBAN | 12 | 0:03 | 16:48 | 5:06 | 3:54 | 6:21 |
| SJ ZONE C-2 SUBURBAN | 1 | 0:03 | 0:03 | 0:03 | 0:00 | 0:03 |
| SJ ZONE C-3 SUBURBAN | 3 | 0:55 | 6:05 | 3:44 | 2:08 | 6:05 |
| | | | | | | |
| SJ ZONE A-2 RURAL | 26 | 5:11 | 17:19 | 11:55 | 3:36 | 16:12 |
| SJ ZONE A-3 RURAL | 18 | 0:02 | 19:15 | 9:48 | 4:55 | 14:47 |
| SJ ZONE B-2 RURAL | 0 | | | | | |
| SJ ZONE B-3 RURAL | 6 | 4:42 | 14:46 | 10:11 | 3:27 | 14:46 |
| SJ ZONE B-4 RURAL | 11 | 5:18 | 13:24 | 8:31 | 2:17 | 10:29 |
| SJ ZONE B-5 RURAL | 5 | 7:11 | 12:49 | 9:47 | 1:53 | 12:49 |
| SJ ZONE C-1 RURAL | 0 | | | | | |
| SJ ZONE C-2 RURAL | 24 | 1:30 | 15:14 | 10:06 | 3:15 | 14:47 |
| SJ ZONE C-3 RURAL | 47 | 0:02 | 17:26 | 4:10 | 5:19 | 11:17 |
| | | | | | | |
| SJ ZONE C-2 WILDERNESS | 10 | 0:02 | 18:54 | 10:14 | 4:47 | 13:14 |
| SJ ZONE C-3 WILDERNESS | 0 | | | | | |
| | | | | | | |
| All Urban Compliance Areas | 3,075 | 0:01 | 15:02 | 4:46 | 2:12 | 7:20 |
| All Suburban Compliance Areas | 43 | 0:03 | 16:48 | 6:49 | 4:24 | 14:05 |
| All Rural Compliance Areas | 137 | 0:02 | 19:15 | 8:14 | 5:16 | 14:47 |
| All Wilderness Compliance Areas | 10 | 0:02 | 18:54 | 10:14 | 4:47 | 13:14 |

**Exemption Request Report
January 2011**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|------------|-----------------|------|--------------------------------------|-------------------------|---------------|
| 01/01/2011 | 11000120 | A-2 | Heavy Rain | | Exempt |
| 01/01/2011 | 11000249 | B-2 | Road Construction | | Exempt |
| 01/01/2011 | 11000404 | B-4 | Dispatch Error | | Exempt |
| 01/02/2011 | 11000539 | B-2 | Heavy Rain | | Exempt |
| 01/02/2011 | 11000541 | B-5 | Poor Location Information from CHP | | Exempt |
| 01/03/2011 | 11001253 | B-2 | Train | | Exempt |
| 01/03/2011 | 11001338 | B-1 | Fog | | Exempt |
| 01/04/2011 | 11001370 | B-1 | Fog | | Exempt |
| 01/04/2011 | 11001715 | B-2 | Traffic Secondary to Call | | Exempt |
| 01/05/2011 | 11001876 | B-4 | Fog | | Exempt |
| 01/05/2011 | 11001927 | B-2 | Fog | | Exempt |
| 01/05/2011 | 11001939 | A-2 | Fog | | Exempt |
| 01/05/2011 | 11001952 | B-2 | Fog | | Exempt |
| 01/05/2011 | 11001954 | B-5 | Fog | | Exempt |
| 01/05/2011 | 11002245 | B-2 | Fog | | Exempt |
| 01/05/2011 | 11002279 | B-5 | Fog | Distance not fog | Not Exempt |
| 01/05/2011 | 11002287 | B-5 | Fog | | Exempt |
| 01/05/2011 | 11002290 | B-1 | Fog | | Exempt |
| 01/08/2011 | 11003429 | B-2 | Train | | Exempt |
| 01/08/2011 | 11003469 | A-1 | Poor Location Information from CHP | | Exempt |
| 01/11/2011 | 11004796 | A-2 | Fog | | Exempt |
| 01/14/2011 | 11005910 | B-2 | Train | | Exempt |
| 01/15/2011 | 11006627 | B-1 | Fog | | Exempt |
| 01/17/2011 | 11007449 | B-1 | Dispatch Error | | Exempt |
| 01/20/2011 | 11008500 | B-5 | Fog | | Exempt |
| 01/21/2011 | 11008897 | B-4 | Fog | | Exempt |
| 01/23/2011 | 11009839 | B-3 | Fog | Distance not fog | Not Exempt |
| 01/23/2011 | 11010082 | C-3 | Fog | | Exempt |
| 01/23/2011 | 11010159 | A-2 | Fog | | Exempt |
| 01/24/2011 | 11010163 | B-1 | Fog | | Exempt |
| 01/24/2011 | 11010193 | A-2 | Fog | | Exempt |
| 01/24/2011 | 11010368 | B-4 | Poor Location Information from RP | | Exempt |
| 01/25/2011 | 11011029 | C-3 | Fog | | Exempt |
| 01/25/2011 | 11011055 | B-5 | Poor Location Information from SFD | | Exempt |
| 01/25/2011 | 11011086 | B-5 | Fog | | Exempt |
| 01/26/2011 | 11011146 | B-2 | Fog | | Exempt |
| 01/27/2011 | 11011924 | B-2 | Dispatch Error | | Exempt |
| 01/28/2011 | 11012426 | B-4 | Fog | Distance not fog | Not Exempt |
| 01/29/2011 | 11012662 | B-1 | Unit Dispatched and Responded Code 2 | | Exempt |
| 01/29/2011 | 11012851 | B-2 | Heavy Rain | | Exempt |
| 01/30/2011 | 11012890 | B-4 | Unit Dispatched and Responded Code 2 | | Exempt |

Exemption Request Report (con't)
January 2011

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|--------------------------------------|--------------------------------|----------------------|
| 01/31/2011 | 11013353 | B-2 | Poor Location Information from RP | | Exempt |

**Exemption Request Report
February 2011**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | Agency Action |
|-------------|------------------------|-------------|--------------------------------------|--------------------------------|----------------------|
| 02/01/2011 | 11014149 | B-1 | Train | | Exempt |
| 02/01/2011 | 11014178 | B-4 | Poor Location Information from CHP | | Exempt |
| 02/02/2011 | 11014678 | B-2 | Poor Location Information from RP | | Exempt |
| 02/03/2011 | 11015067 | B-2 | Unit Dispatched and Responded Code 2 | | Exempt |
| 02/04/2011 | 11015355 | C-1 | False Report of Emergency | | Exempt |
| 02/07/2011 | 11016875 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2011 | 11016878 | B-2 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2011 | 11016937 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2011 | 11016939 | B-1 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2011 | 11016949 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/07/2011 | 11016952 | B-4 | Delays in Transferring Care at ED | | Exempt |
| 02/10/2011 | 11018133 | B-1 | Dispatch Error | | Exempt |
| 02/10/2011 | 11018211 | B-2 | Poor Location Information from CHP | | Exempt |
| 02/11/2011 | 11018555 | B-1 | Road Construction | | Exempt |
| 02/16/2011 | 11021094 | A-2 | Unit Dispatched and Responded Code 2 | | Exempt |
| 02/17/2011 | 11021494 | B-1 | Dispatch Error | | Exempt |
| 02/18/2011 | 11021940 | B-2 | Heavy Rain | | Exempt |
| 02/24/2011 | 11024826 | B-2 | Poor Location Information from CHP | | Exempt |
| 02/25/2011 | 11025012 | B-2 | Poor Location Information from CHP | | Exempt |
| 02/26/2011 | 11025723 | B-2 | Unit Dispatched and Responded Code 2 | | Exempt |

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

| Zone | Mar 10 | Apr 10 | May 10 | Jun 10 | Jul 10 | Aug 10 | Sep 10 | Oct 10 | Nov 10 | Dec 10 | Jan 11 | Feb 11 | Monthly Average |
|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| A-1 | 98% | 96% | 98% | 95% | 98% | 98% | 99% | 99% | 98% | 97% | 98% | 98% | 97.6% |
| A-2 | 90% | 94% | 93% | 93% | 95% | 89% | 91% | 92% | 86% | 93% | 95% | 84% | 91.4% |
| A-3 | 90% | 92% | 78% | 88% | 84% | 86% | 86% | 83% | 80% | 93% | 85% | 79% | 85.7% |
| B-1 | 92% | 93% | 90% | 90% | 92% | 91% | 93% | 92% | 96% | 93% | 93% | 93% | 92.2% |
| B-2 | 93% | 93% | 93% | 92% | 94% | 93% | 94% | 94% | 93% | 93% | 93% | 93% | 93.2% |
| B-3 | 100% | 100% | 92% | 100% | 95% | 100% | 86% | 100% | 100% | 100% | 71% | 100% | 95.5% |
| B-4 | 94% | 88% | 90% | 93% | 90% | 88% | 91% | 84% | 91% | 85% | 88% | 85% | 89.0% |
| B-5 | 88% | 86% | 92% | 82% | 89% | 78% | 93% | 88% | 84% | 81% | 86% | 87% | 85.8% |
| C-1 | 94% | 93% | 96% | 93% | 95% | 96% | 97% | 95% | 95% | 93% | 98% | 92% | 94.8% |
| C-2 | 93% | 98% | 100% | 91% | 97% | 97% | 100% | 90% | 97% | 91% | 100% | 93% | 95.3% |
| C-3 | 100% | 97% | 96% | 95% | 95% | 91% | 100% | 98% | 98% | 95% | 97% | 98% | 96.6% |
| All Zones | 93% | 93% | 93% | 92% | 93% | 92% | 94% | 93% | 94% | 93% | 94% | 93% | 93.0% |

Failure to Provide Data

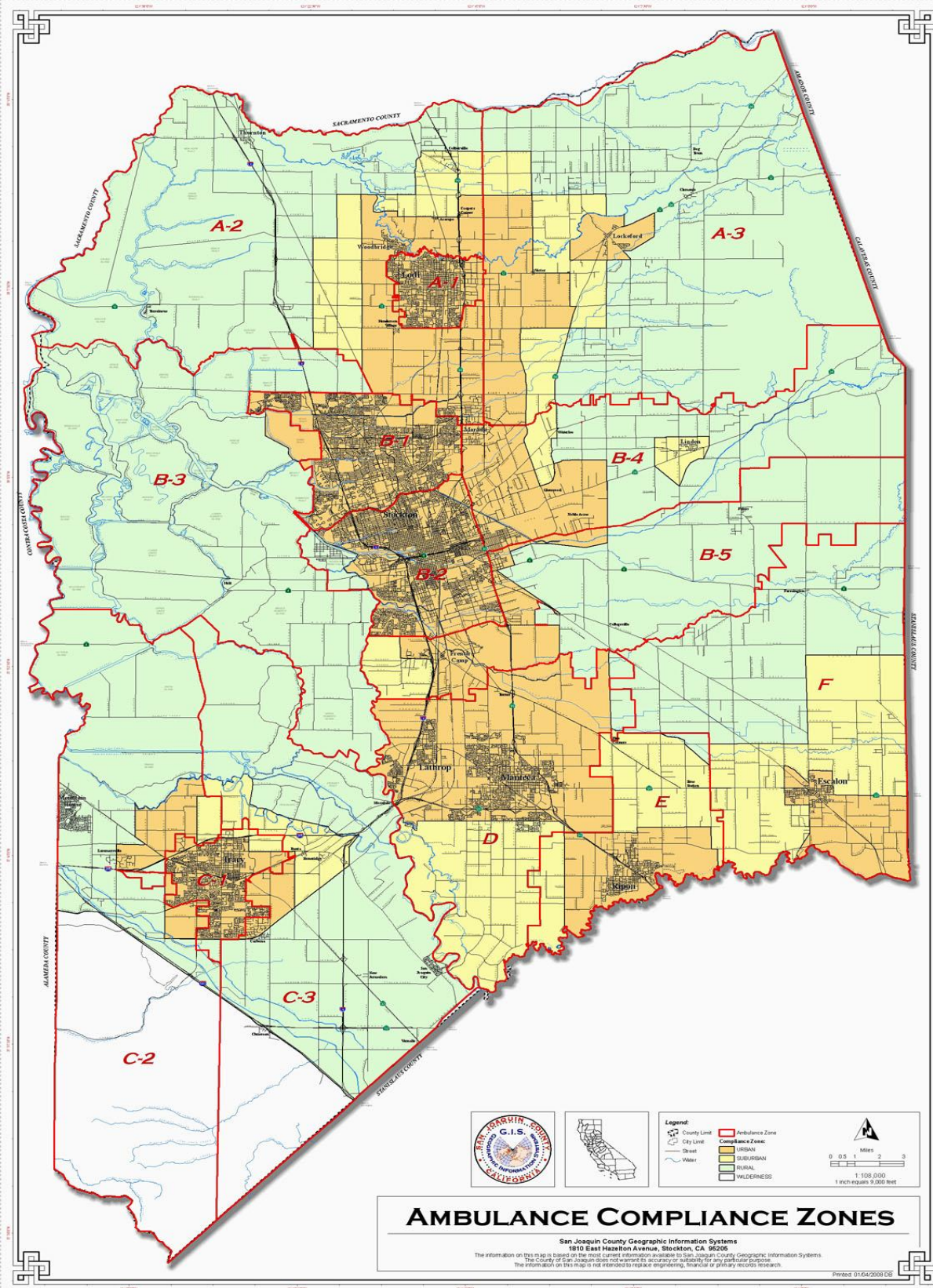
| Event Type | January 2011 | February 2011 |
|------------|--------------|---------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |
| |





Community Services
San Joaquin County

Monthly Summary January 2011 Monthly Summary

| Activities | | |
|---------------|---|---|
| Contact Name | Title | Activity Outline |
| Jenny Walker | Community Relations, Dameron Hospital | Joint outreach opportunities. |
| Chris Mcgahey | Director of Staff Development, Creekside SNF, Stockton, CA | Working on in-service programs for Creekside staff |

| Events | | |
|--|--|--|
| Event Name | Location | Event Outline |
| Ambulance Demo, January 5, 2011 0930-1030 | Lodi Academy, Lodi, CA | Provide an ambulance and staff to do a demo for local elementary school. Show ambulance, give hand outs, and speak about education and EMS. 200 participants. |
| Ambulance Demo / Fire Dept. Joint Training, February 6, 2011 1900-2100 | Waterloo Morada Fire Department, Morada, Ca | Provide an ambulance for orientation and joint training for a group of newly hired firefighters at a local FD. Show ambulance, orient to equipment, and team build. 30 participants. |
| Ambulance Demo / Fire Dept. Joint Training, January 11, 2010 1800-2000 | Thornton Fire Department, Thornton, CA | Provide ambulance and crew to participate in a joint training session with a local FD. This was for ambulance orientation for some new recruits. 15 participants. |
| EMS Outreach Event, January 22, 2011 1300-1600 | First Baptist Church, Lodi, CA | Provide an ambulance and staff to attend a presentation about Sudden Cardiac Arrest. We had 2 staff members who were recognized by a cardiac arrest survivor during the ceremony. . 150 participants. |
| Ambulance Demo, January 28, 2011 0800-1000 | Linden Peters FD, Linden, Ca | Provide an ambulance and staff to do a demo / presentation for a local Fire Department's ROP program. Show ambulance, give hand outs, and speak |

| | | |
|---|--|---|
| | | about education and safety. . 50 participants. |
| Ambulance Demo, January 28, 2011 0800-1400 | Mokelumne Fire Station 1, Lockeford, CA | Provide 2 ambulances and staff, as well as supervisory staff, to participate in a procession / memorial for a fire chief who had passed away. Crew was also able to show ambulance and speak with other responders. 500 participants. |

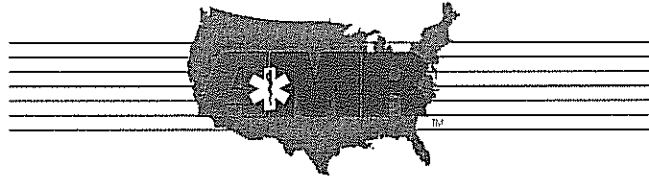
| Classes | | |
|---|---|--|
| Class Name | Location | Class Outline |
| Ambulance Equipment Orientation, February 6, 1330- 1430 | Lodi Fire Station 1, Lodi, Ca | Orientation class for a local fire department on the topic of our newly designed equipment bags. This is to get local personnel trained to assist in patient care. 20 participants. |
| CPR Refresher, January 14, 2011 0900-1200 | AMR San Joaquin Operations, Stockton, CA | Provide a refresher CPR course for employees as well as outside agencies that wish to attend. 10 participants. |
| EMT skills lab, January 21, 2011 0900-1300 | AMR San Joaquin Operations, Stockton, CA | Open forum for EMT's and responders to come in and demonstrate their knowledge of skills needed for reaccreditation. Open to all agencies. 0 Participants. |
| ACLS Refresher, January 27, 2011 0900-1800 | AMR San Joaquin Operations, Stockton, CA | Advanced Cardiac Life Support Refresher course. This is an NCTI course, held at San Joaquin AMR. Open to all who register. 20 participants. |
| Public Information Officer Training, January 31- February 4, 2011 0800-1700 | San Joaquin County Ag Center, Stockton, CA | Not a course we taught, however, many different agencies were represented at this 5 day Incident Command Course. Great inter-agency training. Course was learning the function of the PIO during large scale disasters. 25 participants. |

| Current Projects / Studies | Meetings Attended |
|---|---|
| January 2011 was spent putting our CAAS accreditation together. We have it completed and submitted. This project shows that AMR San Joaquin meets the 'Gold Standard' of ambulance service. | Online webinars attended on the new AHA guidelines for CPR. These are being rolled out and implemented as soon as our core group of trainers have completed all updates. |
| Current 2011 Training Calendar is completed and | Attended a handful of meetings with the AHA |

| | |
|---|--|
| has been distributed to those interested. This shows our commitment to patient care, as well as our inter-agency relationships, as we train together. | coordinator at Dameron Hospital. This is in regards to doing some joint training projects, as well as keeping our community and in house CPR training going. |
| Working with the local SCA (Sudden Cardiac Arrest) group and doing some school based CPR outreach. | Various committee and training meetings, building programs for our local long term care centers for in-service programs. |

As a note, there were no complaints for the month of January 2011.

I had received 1 phone call for a compliment for service.



Community Services
San Joaquin County

Monthly Summary February 2011

| Activities | | |
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| Contact Name | Title | Activity Outline |
| Karen Messersmith | Marathon Organizer, Avenue of the Vines Run | Various phone / email meetings to discuss AMR's involvement in the upcoming Avenue of the Vines Run. We donate this event. |

| Events | | |
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| Event Name | Location | Event Outline |
| Ambulance Demo, February 2, 2011 1730-1930 | August Knodt School, Stockton, CA | Provide an ambulance and crew to participate in a local school's "math and science" night. Provided hand outs, tours of ambulance, and spoke about EMS and safety. Approx. 200 participants. |
| CPR School Demo, February 9, 2011 1500-1700 | John Muir Elementary School, Stockton, CA | Provide a community CPR program for a group of elementary school teachers. Included: recognition, activation, and AED use. Approx. 30 participants. |
| EMS / Ambulance Demo, February 14, 2011 0800-1000 | St. Joseph's Hospital, Stockton | Representatives from AMR were here as part of St. Joseph's Heart Faire. Gave presentation of STEMI care, and some of our paramedics and EMT's were recognized. Approx. 200 participants. |
| Ambulance Demo / Fire Department Joint Training, February 15, 2011 1900-2100 | Clements Fire Department, Clements, CA | Provide the Bariatric ambulance and crew to participate in a joint training exercise for new employees at Clements Fire Department. This involved getting new FD personnel oriented to our ambulances. Approx. 20 participants. |
| Rotary Read In Event, February 16, 2011 0900-1200 | Elmwood Elementary School, Stockton, CA | Participation in the annual 'Rotary Read In', where members of the community |

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| | | purchase books for schools, then take time to read the books to children, and ultimately, donation of these books. Approx. 250 participants. |
| Ambulance Demo, February 25, 2011 1900-2100 | Collegetown Fire Department, Collegetown, CA | Provide an ambulance and crew to participate in a joint fire department training and ambulance orientation. Approx. 20 participants. |
| Liberty Fire Fundraiser Event Support, February 26, 2011 1900-2200 | Liberty Fire Department, Acampo, CA | Supporting our local Fire Department's fundraiser by attending a dinner event. Met with local fire chiefs, etc. Approx. 350 participants. |

| Classes | | |
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| Class Name | Location | Class Outline |
| NIMS PIO course, February 1-4 2011, 0800-1700 | San Joaquin Ag Center, Stockton Airport | Department of Homeland Security training program that incorporated multi-agency participation. Approx. 20 participants. |
| Inservice Program, February 7, 2011 1430-1630 | Creekside Care Center, SNF, Stockton, CA | Provide an inservice course for a local SNF on the topic of Respiratory Distress and recognition. Approx. 30 participants. |
| Community CPR course, February 15, 2011 0900-1400 | Elks Lodge, Woodbridge, CA | Provide a community based CPR course for a group of the Woodbridge Elks Lodge. Go over AED use, compressions, and activation of the EMS system. Approx. 20 participants. |
| EMT Skills Lab, February 17, 2011 0900-1200 | AMR Stockton OPS | Provide an opportunity for EMT's and first responders in our county to come in for reaccreditation skills sign off. Open to all providers. Approx. 5 participants. |
| Local New Hire Orientation Course, February 22-25, 2011 0800-1600 | AMR Stockton OPS, and various other locations in the county | Provide new hire orientation for 2 employees who are transferring from other locations. Skills training, SNF and hospital orientation. 2 participants as well as those we interact with. |
| BLS / CPR Refresher course, February 22, 2011 1000-1300 | AMR Stockton OPS | Monthly CPR refresher course for employees and outside agencies. Approx. 8 participants. |
| CPAP Training Course, February 23, 2011 1300-1500 | AMR Stockton OPS | Provide a Continuing Education Course on the topic of CPAP |

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| | | use in San Joaquin County. Open to all providers. 1 participant. |
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| Current Projects / Studies | Meetings Attended |
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| New SJ EMSA Near Drowning Policy was released. Plenty of educational opportunities with our paramedics and EMT's. | CAAS accreditation is complete and submitted. There were numerous meetings and projects to complete this. Teamwork! |
| Working with ST Joes on their ongoing STEMI project. They are looking to do an in-house media piece that we will be involved with. | Various staff and department head meetings attended throughout the month. |
| Working on building a training program regarding using the SJ EMS policies on radio reporting formatting. Hope to roll this out as a CE course next month. | Attended a CPR instructor update course at Dameron hospital to get some up to date information on the 2010-2011 guidelines. |

As a note, there were no complaints for the month of February 2011.

Please find thank you notes attached separately.