



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

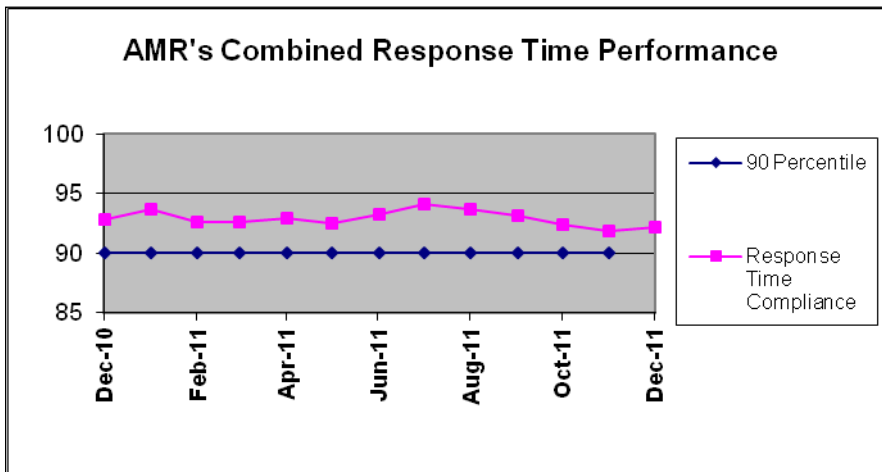
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: February 6, 2012

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, 2011, provides an in depth review of AMR's performance. 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 2011, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.8% for November and 92.2% for December.

AMR's fourth compliance report for the second five-year contract continues at combined response

performance levels typical of recent years. AMR exceeded compliance standards in all but two subzones in each month.

The complete compliance report for November and December 2011 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

**Response Time Compliance Report by 30 Day Rolling Period**

November 1, 2011 through November 30, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	321	13	95.95%	X		
SJC Zone A-2	107	9	91.59%	X		
SJC Zone A-3	52	5	90.38%	X		
SJC Zone B-1	1,105	106	90.41%	X		
SJC Zone B-2	1,106	92	91.68%	X		
SJC Zone B-3	13	0	100.00%	X		
SJC Zone B-4	107	17	84.11%			X
SJC Zone B-5	88	15	82.95%			X
SJC Zone C-1	260	7	97.31%	X		
SJC Zone C-2	54	2	96.30%	X		
SJC Zone C-3	61	2	96.72%	X		
<b>All Zones Combined</b>	<b>3,274</b>	<b>268</b>	<b>91.81%</b>	<b>9</b>		<b>2</b>

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

December 1, 2011 through December 31, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	376	8	97.87%	X		
SJC Zone A-2	89	7	92.13%	X		
SJC Zone A-3	44	4	90.91%	X		
SJC Zone B-1	1,116	128	88.53%			X
SJC Zone B-2	1,196	87	92.73%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	108	7	93.52%	X		
SJC Zone B-5	76	10	86.84%			X
SJC Zone C-1	279	11	96.06%	X		
SJC Zone C-2	50	0	100.00%	X		
SJC Zone C-3	49	3	93.88%	X		
<b>All Zones Combined</b>	<b>3,394</b>	<b>265</b>	<b>92.19%</b>	<b>9</b>		<b>2</b>

## Fines and Penalties Report

Type of Penalty	November 2011	December 2011
Out of compliance response districts	\$10,000	\$10,000
Late response minutes	\$6,580	\$6,690
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
<b>Totals</b>	<b>\$16,580</b>	<b>\$16,690</b>

## Weekly Unit Hour Staffing Report

	RFP	November 2011	December 2011
Zone A	588	588	588
Zone B	1932	1980	2053
Zone B *non dedicated	0	415	399
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3487</b>	<b>3544</b>

\*Non-dedicated ambulances may be used for both emergency and non-emergency responses.

## Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	November 2011			December 2011		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,045	255	91.63%	3,189	260	91.85%
Suburban 9:29	66	11	83.33%	50	3	94.00%
Suburban-Moderate 15:29	16	0	100.00%	22	0	100.00%
Rural 17:29	122	2	98.36%	116	2	98.28%
Wilderness 29:29	25	0	100.00%	17	0	100.00%
<b>Total</b>	<b>3,274</b>	<b>268</b>	<b>91.81%</b>	<b>3,394</b>	<b>265</b>	<b>92.19%</b>

## Mutual Aid Incidents

November 2011			December 2011		
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-2 URBAN	4
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE B-5 SUBURBAN	1
			MDAS	SJ ZONE B-5 URBAN	3
			MDAS	SJ ZONE C-3 RURAL	3
<b>Total</b>		<b>2</b>			<b>11</b>

**Detailed Response Time Analysis  
November 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	321	0:03	15:03	4:33	1:58	6:37
SJ ZONE A-2 URBAN	59	0:04	11:11	5:34	2:12	7:25
SJ ZONE A-3 URBAN	20	2:24	9:17	5:04	1:44	7:05
SJ ZONE B-1 URBAN	1,104	0:00	23:10	5:15	2:20	7:42
SJ ZONE B-2 URBAN	1,104	0:02	14:09	4:51	2:08	7:20
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	75	0:03	11:14	5:30	2:20	8:42
SJ ZONE B-5 URBAN	82	0:02	11:34	5:05	3:04	8:52
SJ ZONE C-1 URBAN	254	0:02	10:34	3:58	1:49	6:30
SJ ZONE C-2 URBAN	13	0:06	10:17	6:35	2:30	9:33
SJ ZONE C-3 URBAN	11	0:26	8:11	5:25	2:10	7:13
SJ ZONE A-2 SUBURBAN	11	5:30	11:31	8:50	1:31	10:53
SJ ZONE A-3 SUBURBAN	11	0:03	11:50	6:58	3:54	10:25
SJ ZONE B-4 SUBURBAN	27	0:04	12:20	6:13	3:11	10:00
SJ ZONE B-5 SUBURBAN	0					
SJ ZONE C-1 SUBURBAN	6	4:23	7:40	5:34	1:06	7:40
SJ ZONE C-2 SUBURBAN	2	6:03	8:32	7:17	1:15	8:32
SJ ZONE C-3 SUBURBAN	9	6:04	12:55	8:17	2:01	12:55
SJ ZONE C-2 SUBURBAN-MODERATE	16	5:05	14:29	10:28	2:31	13:57
SJ ZONE A-2 RURAL	37	0:03	18:27	10:12	4:57	16:13
SJ ZONE A-3 RURAL	21	0:02	19:07	7:42	4:41	12:24
SJ ZONE B-2 RURAL	1	11:20	11:20	11:20	0:00	11:20
SJ ZONE B-3 RURAL	3	6:47	8:47	7:31	0:54	8:47
SJ ZONE B-4 RURAL	5	4:38	14:43	7:12	3:47	14:43
SJ ZONE B-5 RURAL	6	4:52	18:56	10:04	5:11	18:56
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	10	4:46	15:34	9:51	2:57	13:51
SJ ZONE C-3 RURAL	39	0:02	19:44	5:21	6:13	15:18
SJ ZONE B-3 WILDERNESS	10	8:21	24:03	14:44	4:33	19:02
SJ ZONE C-2 WILDERNESS	13	0:03	23:11	13:27	6:04	19:33
SJ ZONE C-3 WILDERNESS	2	10:02	13:40	11:51	1:49	13:40
All Urban Compliance Areas	3,043	0:00	23:10	4:56	2:15	7:25
All Suburban Compliance Areas	66	0:03	12:55	7:02	2:00	10:25
All Suburban-Moderate Compliance Areas	16	5:05	14:29	10:28	2:31	13:57
All Rural Compliance Areas	122	0:02	19:44	8:00	5:32	15:18
All Wilderness Compliance Areas	25	0:03	24:03	13:50	5:20	19:33

Detailed Response Time Analysis  
December 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	375	0:02	14:37	4:32	1:48	6:51
SJ ZONE A-2 URBAN	53	0:19	11:00	5:41	2:06	8:03
SJ ZONE A-3 URBAN	22	0:10	10:08	4:51	2:24	8:21
SJ ZONE B-1 URBAN	1,111	0:02	20:56	5:13	2:29	8:09
SJ ZONE B-2 URBAN	1,196	0:02	13:18	4:58	2:00	7:20
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	76	0:02	11:18	5:04	2:21	7:28
SJ ZONE B-5 URBAN	65	0:02	10:41	4:39	2:59	8:30
SJ ZONE C-1 URBAN	274	0:02	16:41	4:14	2:06	6:41
SJ ZONE C-2 URBAN	4	4:53	6:58	5:37	0:48	6:58
SJ ZONE C-3 URBAN	7	4:18	11:53	7:04	2:14	11:53
SJ ZONE A-2 SUBURBAN	12	4:12	10:42	8:11	1:44	10:06
SJ ZONE A-3 SUBURBAN	9	3:02	10:16	6:10	2:20	10:16
SJ ZONE B-4 SUBURBAN	18	0:08	9:02	5:37	2:38	8:57
SJ ZONE B-5 SUBURBAN	4	5:14	9:49	7:52	1:46	9:49
SJ ZONE C-1 SUBURBAN	5	0:03	8:08	4:56	2:41	8:08
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	2	7:26	8:09	7:47	0:22	8:09
SJ ZONE C-2 SUBURBAN-MODERATE	22	1:39	14:34	11:25	2:41	14:00
SJ ZONE A-2 RURAL	24	0:08	16:51	9:49	4:33	15:40
SJ ZONE A-3 RURAL	13	5:18	15:25	10:15	2:51	13:11
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	2	6:02	7:19	6:40	0:39	7:19
SJ ZONE B-4 RURAL	14	0:02	24:00	6:25	5:44	10:16
SJ ZONE B-5 RURAL	7	6:01	13:06	9:03	2:23	13:06
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	16	0:02	11:46	6:56	3:33	10:58
SJ ZONE C-3 RURAL	40	0:02	18:34	6:30	6:20	14:32
SJ ZONE B-3 WILDERNESS	9	3:19	19:31	13:35	4:32	19:31
SJ ZONE C-2 WILDERNESS	8	6:35	20:40	13:04	3:53	20:40
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,183	0:02	20:56	4:57	2:14	7:23
All Suburban Compliance Areas	50	0:03	10:42	6:32	2:34	9:17
All Suburban-Moderate Compliance Areas	22	1:39	14:34	11:25	2:41	14:00
All Rural Compliance Areas	116	0:02	24:00	7:49	5:15	14:27
All Wilderness Compliance Areas	17	3:19	20:40	13:20	4:15	19:31

**Exemption Request Report  
November 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/01/2011	11138713	A-1	Unit Dispatched and Responded Code 2		Exempt
11/01/2011	11138732	B-1	Unit Dispatched and Responded Code 2		Exempt
11/03/2011	11139532	B-1	Train		Not Exempt
11/03/2011	11139579	B-1	Road Construction		Exempt
11/06/2011	11140592	B-2	Unit Dispatched and Responded Code 2		Exempt
11/07/2011	11141193	C-2	Unit Dispatched and Responded Code 2		Exempt
11/08/2011	11141539	B-1	Unit Dispatched and Responded Code 2		Exempt
11/08/2011	11141684	B-2	Traffic Secondary to Call		Exempt
11/11/2011	11142614	B-2	Unit Dispatched and Responded Code 2		Exempt
11/11/2011	11142839	B-1	Unit Dispatched and Responded Code 2		Exempt
11/13/2011	11143612	B-1	Unit Dispatched and Responded Code 2		Exempt
11/16/2011	11144647	B-1	Traffic Secondary to Call		Exempt
11/17/2011	11145404	B-1	Unit Dispatched and Responded Code 2		Exempt
11/19/2011	11146226	B-2	Heavy Rain		Not Exempt
11/21/2011	11146657	B-1	Road Construction		Exempt
11/22/2011	11147116	B-1	Train		Exempt
11/23/2011	11147491	B-2	Unit Dispatched and Responded Code 2		Exempt
11/24/2011	11148007	B-1	Road Construction		Exempt
11/24/2011	11148092	A-3	Heavy Rain		Not Exempt
11/24/2011	11148207	B-5	Unit Dispatched and Responded Code 2		Exempt
11/25/2011	11148592	B-1	Unit Dispatched and Responded Code 2		Exempt
11/26/2011	11148709	B-5	Fog		Exempt
11/26/2011	11148904	C-3	Adjusted time based on call audit		Exempt
11/26/2011	11149016	B-2	Unit Dispatched and Responded Code 2		Exempt
11/27/2011	11149073	B-5	Fog		Exempt
11/27/2011	11149357	B-1	Unit Dispatched and Responded Code 2		Exempt
11/28/2011	11149432	C-2	Unit Dispatched and Responded Code 2		Exempt
11/29/2011	11149938	B-1	Fog		Exempt

**Exemption Request Report  
December 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/01/2011	11151165	A-1	Road Construction		Exempt
12/03/2011	11151751	A-1	Train		Exempt
12/04/2011	11152220	B-5	Not Listed	Manteca Mutual Aid Issue	Not Exempt
12/04/2011	11152421	B-5	Freeway Access		Exempt
12/10/2011	11154653	B-2	Freeway Access		Exempt
12/11/2011	11155280	B-2	Unit Dispatched and Responded Code 2		Exempt
12/12/2011	11155562	B-1	Unit Dispatched and Responded Code 2		Exempt
12/12/2011	11155818	B-1	Unit Dispatched and Responded Code 2		Exempt
12/13/2011	11156074	B-2	Unit Dispatched and Responded Code 2		Exempt
12/13/2011	11156137	B-1	Not Listed	Would have been late when fire cleared	Not Exempt
12/14/2011	11156664	B-2	Unit Dispatched and Responded Code 2		Exempt
12/16/2011	11157164	A-1	Unit Dispatched and Responded Code 2		Exempt
12/16/2011	11157606	B-1	Unit Dispatched and Responded Code 2		Exempt
12/17/2011	11157846	B-1	Train		Exempt
12/17/2011	11157988	B-5	Unit Dispatched and Responded Code 2		Exempt
12/20/2011	11158896	A-2	Fog		Exempt
12/20/2011	11159051	B-2	Poor Location Information from RP		Exempt
12/20/2011	11159257	A-2	Fog		Exempt
12/22/2011	11160094	B-1	Poor Location Information from		Exempt
12/24/2011	11160710	B-4	Poor Location Information from RP		Exempt
12/27/2011	11161966	C-3	Poor Location Information from		Exempt
12/27/2011	11162283	B-5	Not Listed	Manteca Issue	Not Exempt
12/29/2011	11162936	B-1	Traffic Secondary to Call		Exempt
12/30/2011	11163345	A-2	Poor Location Information from CHP		Exempt
12/30/2011	11163355	B-2	Train		Exempt
12/31/2011	11163730	C-1	False Report of Emergency		Exempt
12/31/2011	11164042	A-1	Train		Exempt

**Contract 1 Year Cumulative Performance Summary**

**Response Time Compliance**

Zone	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Monthly Average
A-1	98%	98%	98%	97%	98%	97%	98%	98%	95%	97%	96%	98%	97.4%
A-2	95%	84%	87%	85%	90%	94%	92%	94%	90%	91%	92%	92%	90.6%
A-3	85%	79%	89%	90%	84%	92%	90%	94%	96%	91%	90%	91%	89.8%
B-1	93%	93%	92%	93%	91%	91%	92%	91%	91%	90%	90%	89%	91.3%
B-2	93%	93%	93%	93%	93%	94%	95%	94%	94%	93%	92%	93%	93.3%
B-3	71%	100%	100%	100%	100%	100%	100%	93%	100%	90%	100%	100%	97.1%
B-4	88%	85%	81%	82%	91%	91%	90%	95%	95%	91%	84%	94%	88.9%
B-5	86%	87%	80%	90%	86%	91%	91%	94%	84%	84%	83%	87%	87.0%
C-1	98%	92%	95%	96%	94%	97%	97%	97%	96%	95%	97%	96%	95.9%
C-2	100%	93%	89%	96%	96%	98%	92%	95%	95%	95%	96%	100%	95.6%
C-3	97%	98%	100%	96%	92%	98%	98%	99%	100%	98%	97%	94%	97.3%
<b>All Zones</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>92.9%</b>

**Failure to Provide Data**

Event Type	November 2011	December 2011
N/A		

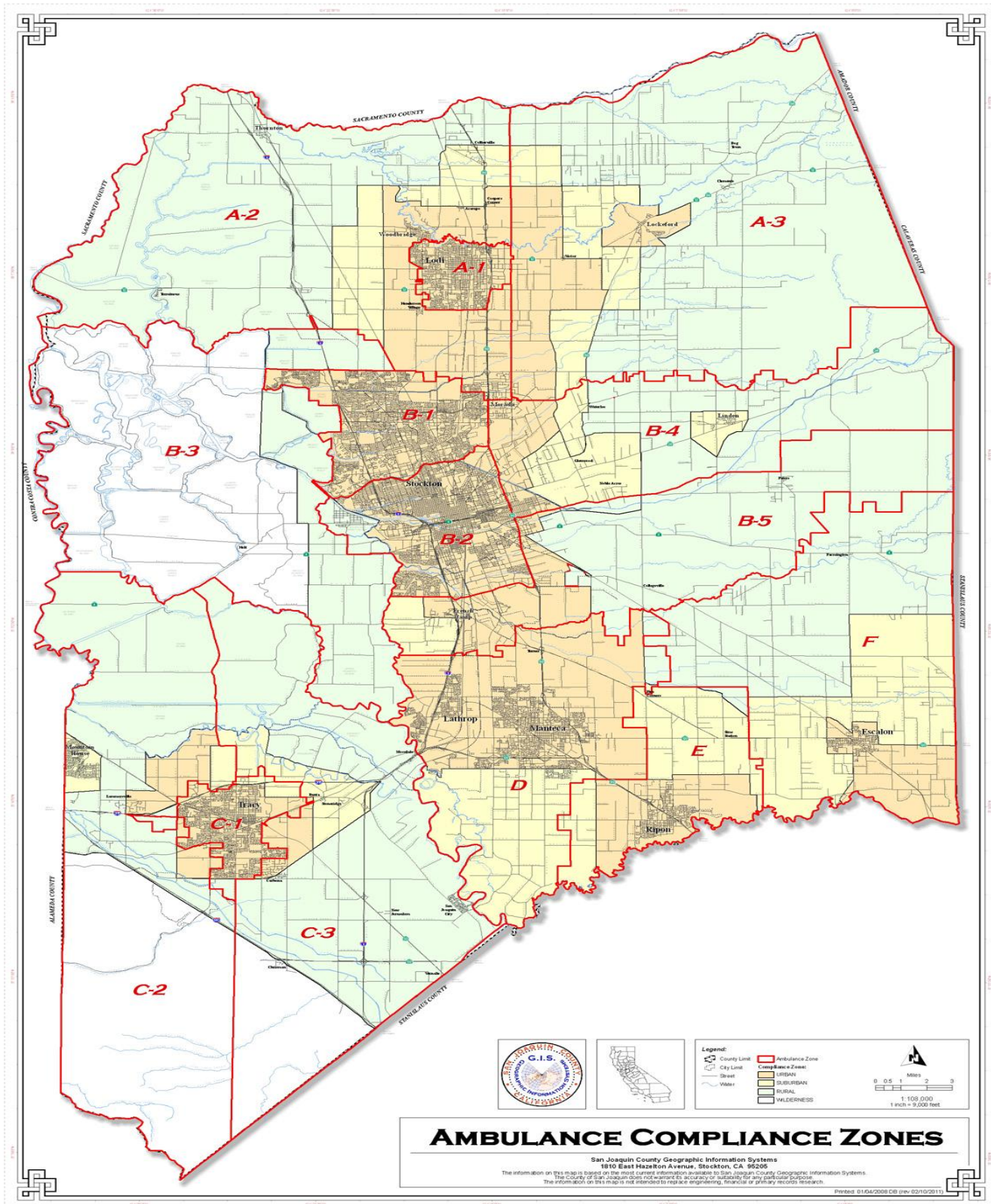
**Mechanical Report**

Event Type	Date	Preventable
N/A		

**Community Service Report**

Event Type
See Appendix A.







Community Services  
San Joaquin County

## Monthly Summary November 2011

Activities		
Contact Name	Title	Activity Outline
Michelle Mills	Delta Blood Bank Outreach Coordinator	Various contacts / dates, working together on joint outreach events for school blood drives.
Various Health Care / EMS providers	Various contacts from SFD, MDA, local hospitals, etc.	Many contacts made during a 2 day disaster training course held at the San Joaquin Ag Center. Contacts made and discussions about upcoming training events.
Danny Lee	President, APAPA Central Valley Chapter	Spoke about attending the monthly meeting, as well as upcoming joint outreach in January.
Precious Fortes	Outreach Coordinator for the Podesto Teen Impact Center	Discussed outreach opportunities for AMR to present at the teen center
Julie Whitehouse	Executive Director, AHA, San Joaquin County	Met with AHA to discuss joint outreach and training opportunities, to include a large CPR outreach event.

Events		
Event Name	Location	Event Outline
EMS outreach / Speaking event, November 3, 2011 0800-1400	Weber Institute High School, Stockton, CA	Participate in a Health Career Day at a local High School. Speak about education, job opportunities, and EMS. Demo equipment, give hand outs. Presentations all day. Approx. 500 participants.
Ambulance Demo, November 5, 2011 1800-2100	Stockton Arena, Downtown Stockton	Provide our 'Pink' ambulance as a show and tell / donated visual piece for the annual 'Thunder Goes Pink' event, sponsored by St. Joes Hospital and the Stockton Thunder. Breast Cancer Awareness. Approx. 7000 participants.

Ambulance Demo, November 8, 2011 1000-1500	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 8, 2011 1400-1630	Dameron Hospital, Stockton, CA	Provide an ambulance and staff to help Delta College Nursing Students with a project about CPR and AED use. Demo equipment and give education. Approx. 50 participants.
Ambulance Demo, November 12, 2011 0900-1530	Sherwood Park, Stockton, CA	Provide an ambulance to participate in a local car show event for the Packed with Pride Organization. This event helps gather and send items overseas to our troops. Approx. 2000 participants.
Ambulance Demo, November 24, 2011 0700-1200	Stockton Arena, Downtown Stockton	Provide an ambulance and staff to provide medical aid if needed for the annual Thanksgiving Day Run, sponsored by the Emergency Food Bank. Approx. 3000 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
PAO/ PSR course, November 1, 2011 0900-1500	SJ EMSA classroom	Help local EMS administration teach and proctor skills for local paramedic accreditation. Approx. 25 participants.
CPR Refresher Course, November 2, 2011 1000-1500	AMR Stockton Operations	Provide a BLS refresher course to renew CPR cards for those expiring. Mainly for employees, but open to outside providers as well. Approx. 10 participants.
Local New Hire Orientation, November 3-4, 2011 0800-1700	AMR San Joaquin Operations, Stockton, CA	Help instruct local orientation for new employees that are transferring to SJ County. Local policy, EMS guidelines, protocols covered. Approx. 4 participants.
Infrequent Skills Lab, November 14, 2011 0900-1500	AMR San Joaquin Operations, Stockton, CA	Provide an open forum for EMT's and Paramedics to have their infrequent skills shown and signed off for reaccreditation. Open to all providers. Approx. 5 participants.
PAO/ PSR course, November 15, 2011 0900-1500	SJ EMSA classroom	Help local EMS administration teach and proctor skills for local paramedic accreditation. Approx. 25 participants.

ITLS refresher course, November 16, 2011 0900-1700	AMR San Joaquin Operations, Stockton, CA	Provide an International Trauma Life Support course refresher for those who need to recertify. Sponsored by NCTI, and open to all. CE given. Approx. 12 participants.
Infrequent Skills Lab, November 17, 2011 0900-1500	AMR San Joaquin Operations, Stockton, CA	Provide an open forum for EMT's and Paramedics to have their infrequent skills shown and signed off for reaccreditation. Open to all providers. Approx. 5 participants.
PAO/ PSR course, November 29, 2011 0900-1500	SJ EMSA classroom	Help local EMS administration teach and proctor skills for local paramedic accreditation. Approx. 25 participants.
CPR Refresher Course, November 30, 2011 1000-1500	AMR San Joaquin Operations, Stockton, CA	Provide a BLS refresher course to renew CPR cards for those expiring. Mainly for employees, but open to outside providers as well. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
November 2011 saw the redevelopment of our CPR training program, with a new training center, NCTI. We will be hosting refresher and full courses for both employees and the community.	Attended a 2 day Bombing Preparedness course, held at the San Joaquin Ag Center. Many contacts with various health care providers. Good information regarding mass response to bombing incidents.
Met with Michelle Mills from the Delta Blood Bank. Still working towards a blood drive held at AMR San Joaquin, most likely sometime in January 2012.	APAPA meeting. ( Asian Pacific Islanders Assoc.) Held bi-monthly. Networking and guest speakers from the community. We received an award from this group last month for community outreach / service.
MEDS 3.0 documentation system was implemented. With much help from the CES and FTO divisions, the new documentation system will provide a great customer service, allowing our employees to better document patient information and care.	Met with Julie Whitehouse from the AHA to discuss joint outreach and CPR program events in our county. Possible doing a joint CPR outreach at an upcoming Stockton Thunder Hockey Game, hoping to reach 6000+ members of the community with life saving information.
EZ-I.O. needle training is set to implement early 2012. We are working on training employees on this new equipment.	Various staff meetings to discuss daily operations / plan.

As a note, there were no complaints received for the month of November. I did receive a phone call with a kudos for service from the Dameron Hospital ER staff regarding a STEMI patient. I also received a kudos email from St. Joseph's Hospital regarding our crews treatment of a STEMI patient. I have attached any thank you's as additional attachments.



Community Services  
San Joaquin County

## Monthly Summary December 2011

Activities		
Contact Name	Title	Activity Outline
Captain David Cardoza	Training Coordinator, Montezuma FD	Met in regards to AED training and use, and also about upcoming joint training
Debbie Capparusso	Community Outreach Coordinator, SCAN Healthcare	Met to discuss an upcoming presentation I am doing for them during the month of December 2011
Various community leaders / educators in Lodi Area	Teachers, educators, student outreach coordinators	Partners in Education Meeting at the Lodi Chamber. Met to discuss student outreach and participation events.
Tammy Ettinger	Packed with Pride Organization Outreach Coordinator	Met to discuss our recent participation in a Packed with Pride (Donations for Military Personnel) event, and upcoming joint projects.
Jordan Guinn	Reporter, Stockton Record	Met to discuss upcoming media events for new equipment rollout

Events		
Event Name	Location	Event Outline
Ambulance Demo, December 1, 2011 0900-1400	Peyton Elementary School, Stockton, CA	Provided ambulance and staff to participate In a joint outreach event with the Delta Blood Bank at a local elementary school. Show ambulance; speak of safety, give hand outs. Approx. 400 participants.
Ambulance Demo, December 5, 2011 0900-1400	Rio Calaveras Elementary School, Stockton, CA	Provided ambulance and staff to participate In a joint outreach event with the Delta Blood Bank at a local elementary school. Show ambulance; speak of safety, give hand outs. Approx. 400 participants.

<p>EMS appreciation event / Dinner, December 6, 2011 1730-2000</p>	<p>Dameron Hospital, Stockton, CA</p>	<p>Provide staff and Admin personnel to attend / participate in a dinner / EMS appreciation event hosted by one of our local hospitals. Two of our employees were recognized for outstanding service. Many EMS providers in attendance. Approx. 100 participants.</p>
<p>Ambulance Demo, December 8, 2011 1100-1300</p>	<p>Caesar Chavez High School, Stockton, CA</p>	<p>Provide an ambulance and crew to provide a demonstration / stand by for local high school's Health and Career Fair. Show equipment, give hand outs, and speak about education and careers in EMS. Approx. 500 participants.</p>
<p>PR Event, December 8, 2011 1500-1700</p>	<p>El Concilio Office, Stockton, CA</p>	<p>Participate in a Holiday Open House event hosted by El Concilio, Council for the Spanish Speaking in San Joaquin Valley. Represented AMR, took an ambulance, and showed it to a handful of attendees. Approx. 75 participants.</p>
<p>Senior Education Presentation, December 12, 2011 1330-1500</p>	<p>Oak Park Senior Center, Stockton, CA</p>	<p>Provide an ambulance and staff to support a local outreach project aimed at informing seniors about healthcare and EMS. Show ambulance, answer questions, etc. Approx. 50 participants.</p>
<p>CAHF Meeting, December 13, 2011 1130-1300</p>	<p>Stockton Golf and Country Club</p>	<p>Participation in the monthly California Association of Health Facilities meeting and represent prehospital providers in our county. Approx. 20 participants.</p>

Ambulance Demo, December 13, 2011 1600-1800	Optimal Healthcare, Stockton, CA	Provide an ambulance and staff to attend the 'Grand Opening' event for a local cancer center. Show ambulances, give hand outs, speak about EMS transportation of patients in need of this service. Approx. 30 participants.
EMS / JRUG PR event, December 14, 2011 1700-1900	LifeCom Dispatch Center, Salida, CA	Participation in the Holiday event at LifeCom, honoring local Fire Chief's Solari and Angeli for their upcoming retirement. Joint Radio Users Group sponsored event. Approx. 50 participants.

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
EZ-IO training, December 6, 2011 1000-1130	AMR Stockton Ops	Hosted a presentation by VIDACARE, the manufacturer of the EZ-IO needle system. Many different providers in attendance. CE provided. Approx. 30 participants.
CPAP training program, December 7, 2011 1300-1500	AMR Stockton Ops	Provide a CE course on the use of CPAP. Courses open to all providers/public. No participants showed.
EZ-IO training, December 8, 2011 1000-1130	AMR Stockton Ops	Hosted a presentation by VIDACARE, the manufacturer of the EZ-IO needle system. Many different providers in attendance. CE provided. Approx. 30 participants.
ALS / BLS Infrequent Skills Labs, December 12, 2011 0900-1500	AMR Stockton Ops	Open forum for EMT's and Paramedics to come down and perform infrequent skills to get signed off for reaccreditation. Focus topics were: CPAP, IO insertion, KED and C-Spine/Long board use. Open to employees and other providers. Approx. 15 participants.

ALS / BLS Infrequent Skills Labs, December 15, 2011 0900-1500	AMR Stockton Ops	Open forum for EMT's and Paramedics to come down and perform infrequent skills to get signed off for reaccreditation. Focus topics were: CPAP, IO insertion, KED and C-Spine/Long board use. Open to employees and other providers. Approx. 15 participants.
EMT Skills Lab, December 16, 2011 1000-1300	AMR Stockton Ops	Provide an open forum for all EMT's in the county to come perform skills to get signed off for reaccreditation. Open to all providers. Approx. 10 participants.
CPR Refresher Course, December 20, 2011 1000-1600	AMR Stockton Ops	This is the monthly CPR refresher for employees as well as outside agencies. Approx. 20 participants.
EZ-IO Training, Various Dates throughout December 2012	AMR Stockton Ops	After receiving initial training from VIDACARE (See above courses), training was rolled out to all employees. Various time and dates. Approx. 200 employees trained.

Current Projects / Studies	Meetings Attended
December's focus was on getting employees trained on the new EZ-IO needle system. Implementation scheduled for January 2012. Training included organizing representatives from the manufacturer to come speak, as well as employee skills training.	Attended various meetings with many of the local county fire departments. We spoke about doing outreach and CPR refresher courses for them. Most departments are also interested in AMR participating in their trainings, including ambulance orientation, and show and tell of equipment, especially for reserve staff.
Training Calendar set for 2012, to include FTO ( Field Training Officer ) based infrequent skills courses, as well as the yearly CPR refresher calendar. These courses are open to the public and other providers who need / want them.	Attended the EI Concilio Open House event. This is a primarily Spanish Speaking Community outreach group. Represented AMR and spoke about EMS and what is available in our community. This was the EI Concilio Holiday Open House event.
New Hire Orientation was held / taught at Stockton AMR. We added a handful of EMT's to our staff. Orientation program involves field trips to local Fire Departments, REACH air ambulance, and hospitals.	Attended the JRUG ( Joint Radio Users Group ) dinner at LifeCom, where Chief Solari ( Linded FD ) and Chief Angeli ( Waterloo Morada FD ) were honored for their service as they move into retirement.

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

I did receive one phone call for service related excellence from a patient.

Email from SJMC in regards to a field recognized STEMI cardiac event, and kudos to the paramedic team to treat the patient.

Various Thank You notes are as a separate attachment.