



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

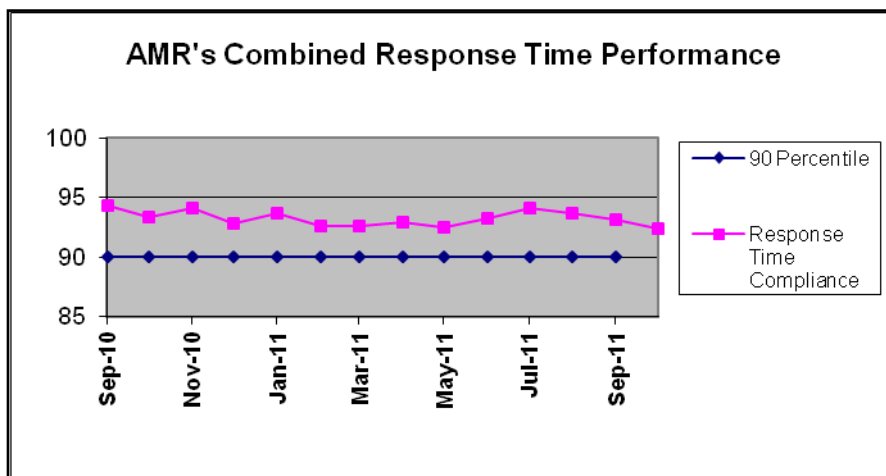
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: December 7, 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 September and October, 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 September and October 2011, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 93.1% for September and 92.4% for October.

AMR's third compliance report for the new five-year contract continues at

combined response performance levels typical of recent years, and also continues the recent trend in meeting compliance in each of the eleven (11) sub zones. AMR exceeded compliance standards in all but one subzone for both months.

The complete compliance report for September and October 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 30 Day Rolling Period

September 1, 2011 through September 30, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	371	18	95.15%	X		
SJC Zone A-2	92	9	90.22%	X		
SJC Zone A-3	69	3	95.65%	X		
SJC Zone B-1	1,117	105	90.60%	X		
SJC Zone B-2	1,272	74	94.18%	X		
SJC Zone B-3	15	0	100.00%	X		
SJC Zone B-4	127	6	95.28%	X		
SJC Zone B-5	88	14	84.09%			X
SJC Zone C-1	234	10	95.73%	X		
SJC Zone C-2	40	2	95.00%	X		
SJC Zone C-3	65	0	100.00%	X		
All Zones Combined	3,490	241	93.09%	10		1

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2011 through October 31, 2011						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	326	10	96.93%	X		
SJC Zone A-2	121	11	90.91%	X		
SJC Zone A-3	47	4	91.49%	X		
SJC Zone B-1	1,111	110	90.10%	X		
SJC Zone B-2	1,226	84	93.15%	X		
SJC Zone B-3	10	1	90.00%	X		
SJC Zone B-4	120	11	90.83%	X		
SJC Zone B-5	85	14	83.53%			X
SJC Zone C-1	234	11	95.30%	X		
SJC Zone C-2	43	2	95.35%	X		
SJC Zone C-3	61	1	98.36%	X		
All Zones Combined	3,384	259	92.35%	10		1

Fines and Penalties Report

Type of Penalty	September 2011	October 2011
Out of compliance response districts	\$5,000	\$5,000
Late response minutes	\$5,610	\$6,150
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	\$10,610	\$11,150

Weekly Unit Hour Staffing Report

	RFP	September 2011	October 2011
Zone A	672	672	672
Zone B	1848	2044	1922
Zone B *non dedicated	0	509	472
Zone C	504	504	504
Total	3024	3729	3570

*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	September 2011			October 2011		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,240	237	92.69%	3,152	249	92.10%
Suburban 9:29	63	2	96.83%	60	6	90.00%
Suburban-Moderate 15:29	11	1	90.91%	10	0	100.00%
Rural 17:29	164	1	99.39%	145	4	97.24%
Wilderness 29:29	12	0	100.00%	17	0	100.00%
Total	3,490	241	93.09%	3,384	259	92.35%

Mutual Aid Incidents

September 2011			October 2011		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE B-5 SUBURBAN	1	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE B-5 URBAN	4	MDAS	SJ ZONE C-3 RURAL	11
MDAS	SJ ZONE C-3 RURAL	3			
Total		9			13

Detailed Response Time Analysis
September 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	371	0:01	14:31	4:17	2:08	6:48
SJ ZONE A-2 URBAN	60	0:03	15:20	6:04	2:46	9:29
SJ ZONE A-3 URBAN	16	0:03	9:23	5:42	2:17	8:06
SJ ZONE B-1 URBAN	1,117	0:01	16:22	4:56	2:15	7:30
SJ ZONE B-2 URBAN	1,271	0:01	12:37	4:45	1:57	7:01
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	93	0:02	10:42	4:59	1:00	7:04
SJ ZONE B-5 URBAN	65	0:03	11:58	5:11	3:15	9:45
SJ ZONE C-1 URBAN	232	0:02	14:55	4:06	2:04	6:16
SJ ZONE C-2 URBAN	7	0:03	9:12	5:29	2:40	9:12
SJ ZONE C-3 URBAN	8	0:04	6:37	4:35	2:04	6:37
SJ ZONE A-2 SUBURBAN	6	0:16	9:48	5:41	3:40	9:48
SJ ZONE A-3 SUBURBAN	13	0:03	11:07	5:17	3:38	9:28
SJ ZONE B-4 SUBURBAN	24	0:50	9:07	5:10	2:15	7:36
SJ ZONE B-5 SUBURBAN	10	0:03	8:29	4:36	2:37	7:57
SJ ZONE C-1 SUBURBAN	1	12:37	12:37	12:37	0:00	12:37
SJ ZONE C-2 SUBURBAN	3	3:02	5:21	4:16	0:57	5:21
SJ ZONE C-3 SUBURBAN	6	2:38	9:07	5:45	2:24	9:07
SJ ZONE C-2 SUBURBAN-MODERATE	11	2:32	16:42	9:35	4:24	13:48
SJ ZONE A-2 RURAL	26	0:03	20:48	10:31	4:48	16:49
SJ ZONE A-3 RURAL	40	0:03	12:11	7:19	3:12	10:46
SJ ZONE B-2 RURAL	1	23:57	23:57	23:57	0:00	23:57
SJ ZONE B-3 RURAL	5	0:03	8:33	5:45	3:05	8:33
SJ ZONE B-4 RURAL	10	2:23	11:26	7:35	2:49	10:46
SJ ZONE B-5 RURAL	13	0:04	15:08	7:31	3:00	12:19
SJ ZONE C-1 RURAL	1	0:09	0:09	0:09	0:00	0:09
SJ ZONE C-2 RURAL	17	6:05	17:18	9:51	2:45	14:32
SJ ZONE C-3 RURAL	51	0:01	16:40	5:11	5:28	12:27
SJ ZONE B-3 WILDERNESS	10	0:02	17:49	9:56	5:35	15:42
SJ ZONE C-2 WILDERNESS	2	16:50	19:24	18:07	1:17	19:24
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,240	0:01	16:22	4:45	2:10	7:18
All Suburban Compliance Areas	63	0:03	12:37	5:17	2:56	9:07
All Suburban-Moderate Compliance Areas	11	2:32	16:42	9:35	4:24	13:48
All Rural Compliance Areas	164	0:01	23:57	7:28	4:54	12:39
All Wilderness Compliance Areas	12	0:02	19:24	11:18	5:58	17:49

Detailed Response Time Analysis
October 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	0:01	11:25	4:12	1:59	6:44
SJ ZONE A-2 URBAN	61	0:02	10:11	5:23	2:11	7:26
SJ ZONE A-3 URBAN	24	0:05	11:11	5:28	2:47	10:25
SJ ZONE B-1 URBAN	1,110	0:01	17:06	5:05	2:13	7:38
SJ ZONE B-2 URBAN	1,226	0:01	21:15	4:44	2:08	7:10
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	99	0:03	11:11	5:19	2:05	7:49
SJ ZONE B-5 URBAN	71	0:02	9:59	4:35	2:52	8:38
SJ ZONE C-1 URBAN	221	0:02	18:52	4:13	2:27	6:57
SJ ZONE C-2 URBAN	6	0:07	15:09	6:07	4:45	15:09
SJ ZONE C-3 URBAN	7	0:03	5:45	4:02	1:46	5:45
SJ ZONE A-2 SUBURBAN	14	2:32	11:00	7:27	2:14	10:12
SJ ZONE A-3 SUBURBAN	5	4:39	8:30	6:06	1:26	8:30
SJ ZONE B-4 SUBURBAN	17	1:24	14:06	5:50	3:20	9:22
SJ ZONE B-5 SUBURBAN	3	1:48	15:24	9:52	5:50	15:24
SJ ZONE C-1 SUBURBAN	11	0:03	7:23	4:08	2:12	5:46
SJ ZONE C-2 SUBURBAN	2	2:35	8:21	5:28	2:53	8:21
SJ ZONE C-3 SUBURBAN	8	6:11	13:32	8:24	2:17	13:32
SJ ZONE C-2 SUBURBAN-MODERATE	10	0:04	14:50	10:41	3:49	13:22
SJ ZONE A-2 RURAL	45	0:04	20:29	11:41	4:47	16:45
SJ ZONE A-3 RURAL	18	0:49	15:28	9:34	3:34	13:34
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	0:03	21:28	9:29	6:56	21:28
SJ ZONE B-4 RURAL	4	2:51	13:49	7:27	3:59	13:49
SJ ZONE B-5 RURAL	11	2:14	15:54	8:51	3:32	12:14
SJ ZONE C-1 RURAL	2	8:04	8:09	8:06	0:03	8:09
SJ ZONE C-2 RURAL	14	1:30	16:24	8:52	3:38	11:24
SJ ZONE C-3 RURAL	45	0:01	15:30	5:53	5:14	13:14
SJ ZONE B-3 WILDERNESS	5	8:02	12:33	10:27	1:40	12:33
SJ ZONE C-2 WILDERNESS	11	3:27	20:42	14:26	4:19	18:08
SJ ZONE C-3 WILDERNESS	1	23:06	23:06	23:06	0:00	23:06
All Urban Compliance Areas	3,151	0:01	21:15	4:48	2:14	7:20
All Suburban Compliance Areas	60	0:03	15:24	6:27	3:14	10:12
All Suburban-Moderate Compliance Areas	10	0:04	14:50	10:41	3:49	13:22
All Rural Compliance Areas	144	0:01	21:28	8:52	5:12	15:30
All Wilderness Compliance Areas	17	3:27	23:06	13:46	4:38	20:42

**Exemption Request Report
September 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/02/2011	11111430	A-3	Insufficient Information		Exempt
09/03/2011	11112164	B-2	Insufficient Information		Exempt
09/04/2011	11112418	A-2	Unit Dispatched and Responded Code 2		Exempt
09/04/2011	11112574	B-2	Unit Dispatched and Responded Code 2		Exempt
09/06/2011	11113638	B-5	Unit Dispatched and Responded Code 2		Exempt
09/08/2011	11114526	B-2	Train		Exempt
09/09/2011	11114912	B-2	False Report of Emergency		Exempt
09/09/2011	11115106	B-1	Heavy Rain	Distance not weather	Not Exempt
09/09/2011	11115184	C-1	Poor Location Information from CHP		Exempt
09/09/2011	11115245	A-2	Unit Dispatched and Responded Code 2		Exempt
09/10/2011	11115669	B-2	Unit Dispatched and Responded Code 2		Exempt
09/10/2011	11115677	B-5	Unit Dispatched and Responded Code 2		Exempt
09/11/2011	11115753	B-2	Unit Dispatched and Responded Code 2		Exempt
09/11/2011	11115765	B-1	Unit Dispatched and Responded Code 2		Exempt
09/14/2011	11117516	B-1	Unit Dispatched and Responded Code 2		Exempt
09/15/2011	11117847	B-1	Unit Dispatched and Responded Code 2		Exempt
09/17/2011	11118556	A-2	False Report of Emergency		Exempt
09/17/2011	11118915	B-2	Unit Dispatched and Responded Code 2		Exempt
09/18/2011	11119034	B-2	Unit Dispatched and Responded Code 2		Exempt
09/20/2011	11120126	B-2	Unit Dispatched and Responded Code 2		Exempt
09/20/2011	11120423	B-2	Unit Dispatched and Responded Code 2		Exempt
09/21/2011	11120444	C-2	Unit Dispatched and Responded Code 2		Exempt
09/22/2011	11120976	B-1	Unit Dispatched and Responded Code 2		Exempt
09/22/2011	11121048	B-5	Traffic Secondary to Call	Distance	Not Exempt
09/24/2011	11122159	B-1	Unit Dispatched and Responded Code 2		Exempt

Exemption Request Report (con't)
September 2011

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
09/24/2011	11122296	C-1	Poor Location Information from CHP		Exempt
09/26/2011	11123252	B-1	Road Construction		Exempt
09/27/2011	11123507	B-2	Unit Dispatched and Responded Code 2		Exempt
09/28/2011	11123964	B-5	Poor Location Information from CHP	Distance	Not Exempt
09/29/2011	11124194	B-2	Train		Exempt
09/29/2011	11124224	B-1	Unit Dispatched and Responded Code 2		Exempt
09/30/2011	11124922	C-1	Poor Location Information from CHP		Exempt

**Exemption Request Report
October 2011**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
10/01/2011	11125267	A-1	Train		Exempt
10/01/2011	11125282	A-1	Road Construction		Exempt
10/01/2011	11125448	B-2	Not Listed		Exempt
10/05/2011	11126796	B-2	Unit Dispatched and Responded Code 2		Exempt
10/05/2011	11126984	B-4	Heavy Rain		Exempt
10/07/2011	11127695	B-2	Train		Exempt
10/10/2011	11128928	B-2	Poor Location Information from CHP		Exempt
10/12/2011	11129876	B-2	Train		Exempt
10/13/2011	11130124	B-1	Road Construction		Exempt
10/13/2011	11130287	A-1	Road Construction		Exempt
10/14/2011	11130867	B-1	Unit Dispatched and Responded Code 2		Exempt
10/15/2011	11131261	B-2	Unit Dispatched and Responded Code 2		Exempt
10/15/2011	11131425	B-2	Unit Dispatched and Responded Code 2		Exempt
10/16/2011	11131818	B-2	Road Construction		Exempt
10/18/2011	11132435	B-1	Unit Dispatched and Responded Code 2		Exempt
10/20/2011	11133416	TO	Road Construction		Exempt
10/22/2011	11134398	TO_	Unit Dispatched and Responded Code 2		Exempt
10/22/2011	11134495	RBA	Unit Dispatched and Responded Code 2		Exempt
10/22/2011	11134497	TO_	Unit Dispatched and Responded Code 2		Exempt
10/24/2011	11135188	RBA	Unit Dispatched and Responded Code 2		Exempt
10/24/2011	11135364	TO	Unit Dispatched and Responded Code 2		Exempt
10/27/2011	11136228	SU	False Report of Emergency		Exempt
10/28/2011	11137014	TO_	Poor Location Information from SFD		Exempt
10/31/2011	11138176	TO_	Unit Dispatched and Responded Code 2		Exempt
10/31/2011	11138293	TO	Unit Dispatched and Responded Code 2		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Monthly Average
A-1	98%	97%	98%	98%	98%	97%	98%	97%	98%	98%	95%	97%	97.4%
A-2	86%	93%	95%	84%	87%	85%	90%	94%	92%	94%	90%	91%	90.2%
A-3	80%	93%	85%	79%	89%	90%	84%	92%	90%	94%	96%	91%	89.2%
B-1	96%	93%	93%	93%	92%	93%	91%	91%	92%	91%	91%	90%	92.1%
B-2	93%	93%	93%	93%	93%	93%	93%	94%	95%	94%	94%	93%	93.5%
B-3	100%	100%	71%	100%	100%	100%	100%	100%	100%	93%	100%	90%	96.9%
B-4	91%	85%	88%	85%	81%	82%	91%	91%	90%	95%	95%	91%	88.7%
B-5	84%	81%	86%	87%	80%	90%	86%	91%	91%	94%	84%	84%	86.6%
C-1	95%	93%	98%	92%	95%	96%	94%	97%	97%	97%	96%	95%	95.4%
C-2	97%	91%	100%	93%	89%	96%	96%	98%	92%	95%	95%	95%	94.8%
C-3	98%	95%	97%	98%	100%	96%	92%	98%	98%	99%	100%	98%	97.3%
All Zones	94%	93%	94%	93%	93%	93%	92%	93%	94%	94%	93%	92%	93.2%

Failure to Provide Data

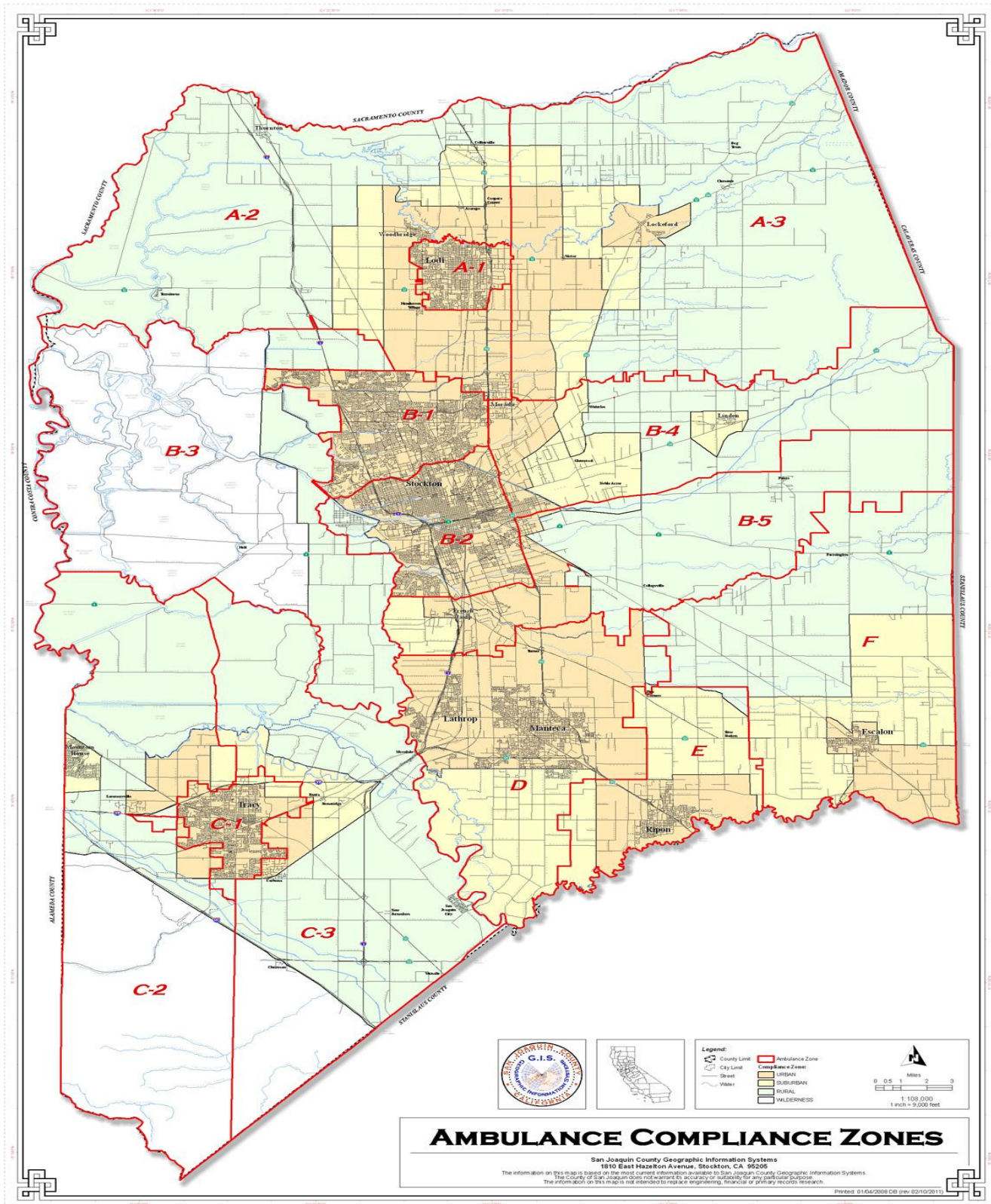
Event Type	September 2011	October 2011
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary September 2010

Activities		
Contact Name	Title	Activity Outline
Cynthia Madrid	Outreach Coordinator, San Joaquin County Public Works	Various meetings to plan the Inland Coastal Clean-up event that we help with every year

Events		
Event Name	Location	Event Outline
<i>Paramedic Boat Patrol Donation, September 3-5, 2010 1000-2300</i>	<i>Various waterways throughout San Joaquin County, CA</i>	<i>Donation of 2 paramedics per day for the Sherriff's Boat Patrol. We are proud to support this event every year, and provide numerous hours of donated service to the San Joaquin Sherriff's Department to help keep our waterways safe. Estimated 5000+ participants / contacts.</i>
Ambulance Demo, September 7 and 8, 2011, 0900-1000	Traina Elementary School, Tracy, CA	Provide an ambulance and staff to do a show and tell event for a local elementary school. Show ambulance, give hand outs, speak of safety. Approx. 100 participants.
Ambulance Demo, September 9, 2011, 0830-1100	ST. Anthony's Church, Manteca, CA	Provide a crew and staff to participate in a remembrance event for 9-11. Many agencies involved. Approx. 300 participants.
Ambulance Demo, September 10, 2011, 1100-1600	Twin Arbors Athletic Club, Lodi, CA	Provide an ambulance and staff to participate in a water safety event sponsored and held by a local gym. Show ambulance, speak of safety, give hand outs. Approx. 200 participants.

<p>Bike Team Donation / Medical Aid Standby, September 15-19, 2011, 1200-0000</p>	<p>Lodi Grape Festival Grounds, Lodi, CA</p>	<p>Donation of a Paramedic Bike Team for the four (4) days of the Grape Festival in Lodi. Unit is able to respond to medical aid, as well as do public outreach, show equipment, interact with public. This event normally has approx. 120,000 participants over 4 days.</p>
<p>Ambulance Standby / First Aid Standby, September 17, 2011 0700-1500</p>	<p>Buckley Cove Marina / San Joaquin Waterway</p>	<p>Provide an ambulance and crew to provide standby medical assistance as well as transportation of persons for the Inland Coastal Cleanup Event, 2010. Approx. 4000 persons county wide.</p>
<p>Ambulance Standby, Joint Training, September 17, 2011 1300-1700</p>	<p>Cargill Animal Nutrition, French Camp, CA</p>	<p>Joint training with allied agencies on extended rescue, elevated rescue, etc. Provide first aid as needed. Approx. 60 participants.</p>
<p>Field Save PR event, September 20, 2011 1700-2100</p>	<p>Clements Fire Station, Lockeford, CA</p>	<p>Attended and participated in a field save award ceremony. Responders, as well as a cardiac arrest survivor were recognized. Media event; Approx. 60 participants.</p>
<p>EMS outreach / support event, September 22, 2011 1100-1400</p>	<p>Lodi Chamber of Commerce, Downtown Lodi, CA</p>	<p>Provide staff to participate / support a local Chamber of Commerce event, where the guest speakers were local fire chiefs. They spoke about emergency preparedness. I was also asked to impromptu present. Approx. 40 participants.</p>
<p>Ambulance Demo, September 23, 2011 0830-1200</p>	<p>Joe Serna Elementary School, Lodi, CA</p>	<p>Provide an ambulance and staff to participate in a local school's health fair / outreach event. Show ambulance, give hand outs, and demo equipment. Primarily an ESL school. Approx. 1000 participants.</p>
<p>Ambulance Demo / Standby, September 24, 2011 0700-1500</p>	<p>Lodi Lake Recreation Area, Lodi, CA</p>	<p>Provide an ambulance and crew to participate in a local health fair for the community, held at Lodi Lake. Many large corporate sponsor involved. Provide show and tell, speak about health and safety, and provide hand outs. First aid as needed. Approx. 5000 participants.</p>

<p>Ambulance Demo / Standby, September 24, 2011 0700-1500</p>	<p>UOP College, Stockton, CA</p>	<p>Provide an ambulance and personnel to do a demo / possible medical aid standby for the annual American Heart Association's HeartWalk. Donated for the event. AMR San Joaquin also raised monies to be donated to AHA. Approx. 6,000 participants.</p>
<p>Ambulance Demo, September 29, 2011 1700-2100</p>	<p>Lincoln Center, Stockton, CA</p>	<p>Provide an ambulance and crew to help support a local groups 'Go Pink' event. This was in support of breast cancer awareness. Show ambulance, give hand outs, speak of safety. Approx. 4000 participants.</p>
<p>Ambulance Demo/ Health Fair, September 30, 2011 1300-1500</p>	<p>O'connor Woods SNF, Stockton, CA</p>	<p>Provided an ambulance and crew to participate in a local SNF's Health Fair. Crew to provide BP checks, speak about health and safety, and give hand outs. Approx. 150 participants.</p>

Classes		
Class Name	Location	Class Outline
<p>SJ EMS PSR / PAO skills, September 7, 2011 1000-1400</p>	<p>SJ EMSA classroom</p>	<p>Provide Accreditation officers for the SJ EMS office's monthly PSR / PAO course. Approx 15 man hours donated. Approx. 20 participants.</p>
<p>Infrequent Skills Lab, September 12, 2011 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. Open to all providers. Approx. 10 participants.</p>
<p>EKG course, September 13, 2011 0900-1400</p>	<p>Waterloo Morada Fire Station1, Morada, CA</p>	<p>Provide a CE / Education course for a local fire agency. Topic was EKG interpretation. CE Provided. Approx. 10 participants.</p>

Infrequent Skills Lab, September 15, 2011 0900-1500	AMR Stockton Operations	Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. Open to all providers. Approx. 10 participants.
Infrequent Skills Lab, September 22, 2011 0900-1500	AMR Stockton Operations	Provide an open forum setting for providers in the county to come in and get their required quarterly infrequent skills signed off for reaccreditation. Open to all providers. Approx. 10 participants.
ACLS Refresher, September 26, 2011 0800-1100	Dameron Hospital	Help instruct an Advanced Cardiac Life Support refresher course, put on by a local hospital. Good outreach and multiple contacts with teaching. Approx. 10 participants.
EMT Infrequent Skills Lab, September 26, 2011 1000-1300	AMR Stockton Operations	Provide an open forum setting for EMT's to get their skills signed off for reaccreditation. Open to all providers / EMT's in the county. Approx. 5 participants.
12 Lead EKG course, September 29, 2011 0800-1300	AMR Stockton Operations	EKG course hosted and sponsored by AMR San Joaquin and Medtronics. 12 Lead EKG taught by Tim Phalen. Multiple providers and community members in attendance. CE given. Approx. 50 participants.

Current Projects / Studies	Meetings Attended
PR Event: Donated ambulance ride for a patient to Monterey, to attend her son's wedding. This was a great event that we could provide for the community. Media involved.	Luncheon Meeting for the local Stockton Thunder Hockey Team. While mostly informational, I also spoke about access to patients, should the need arise, as well as safety concerns.
The AHA Heartwalk was this month. We had a team of EMT's, Paramedics, and admin staff participate in the fundraising and walking towards good heart health. Great community event.	Met with Cliff Dubaugh, owner of Light Systems Inc. He was presenting an invention to help residents alert EMS if they need it. Something to help make the house more visible.
There is an implementation of a new PCR (Patient Care Reporting) system being rolled out, to be complete by the end of the year. This system will allow responders to better document patient care, and help tracking. It will be beneficial for our patients as well, allowing for more precise documentation.	Attended various meetings in the planning of the Inland Coastal Cleanup event, sponsored and held by Public Works annually. This event occurred this month, and involves thousands of volunteers taking time to help clean up our waterways.
While Breast Cancer Awareness Month is in October, September saw its share of 'Pink' events. We donated the pink ambulance as a standby / show and tell unit for many things throughout the county.	I attended the Field Save Pin Award Ceremony at Clements Fire this month. This was a great PR event, and really, a celebration for our responders as well as a gentleman who survived a cardiac arrest. I set up this as a media event with the approval of all parties.

There was new hire orientation at the beginning of the month to add some new EMT's to our staff.	Met with members of our Clinical Education Department a handful of times this month, working on planning some MCI training. One project that came out of our meetings were some MCI training tools that were created for responders.
In promoting community based CPR, we have spent some time and lent various equipment to WMFD and others to train and teach.	Lodi Chamber of Commerce meetings.

As a note, there was one complaint I fielded by telephone, in regards to a citizen not understanding why some units will drive code 3, then shut down. With explanation of the units get cancelled, or reassigned, or reduced, the citizen was satisfied.

I also had 2 emails for kudos for service and professionalism: one for the crew at the Lodi Lake event, listed above, and one for a call that was ran in the Lodi / Lockeford area.

Bike Team donation of over 108 man hours this month for events. These are in BOLD print.

Donated Paramedic hours to the Sherriff's Boat Patrol were approx. 60 man hours. These items are in blue, italic print.



Community Services
San Joaquin County

Monthly Summary October 2011

Activities		
Contact Name	Title	Activity Outline
Katie Nelson	Public Safety Reporter, Lodi News Sentinel	Casual meeting to discuss listing AMR as responders to accidents / events where the 911 system is activated.
Tim Vail	Emergency Food Bank Representative	Met to discuss AMR donating first aid / ambulance standby for their upcoming Thanksgiving Day Run.
Frank Ramirez	Lieutenant , WMFD	Met to discuss helping Delta College with their upcoming EMT courses and possible donation of some first aid supplies.
Tammy Ettinger	Outreach Coordinator, Packed With Pride	Met to discuss AMR donating an ambulance standby and first aid for a local charity event for 'Packed with Pride', which supports our troops overseas.

Events		
Event Name	Location	Event Outline
Ambulance Stand by (Donated), October 2, 2011 0700-1200	Collegetown FD, Collegetown, CA	Donation of an ambulance (and rotating crews) through a local Fire Agency's annual Pancake Breakfast. Show ambulance and equipment as requested. Approx. 150 participants.
Ambulance Demo, October 8, 2011 0800-1400	Mokelumne Fire Station, Acampo, CA	Donation of an ambulance (and rotating crews) through a local Fire Agency's annual Pancake Breakfast. Show ambulance and equipment as requested. Approx. 150 participants.
Ambulance Stand by / Demo, October 8, 2011 1200-1600	San Joaquin General Hospital, Stockton, CA	Provide an ambulance and crew to participate in the annual 'Preemie Party' hosted by SJGH. Show ambulance and technology used to help and transport premature babies.

		Approx. 250 participants.
Ambulance Demo, October 9, 2011 0700-1200	Woodbridge FD, Station 1, Woodbridge, CA	Provide an ambulance and crew to support and participate in a local fire department's open house and pancake breakfast. Show ambulance, speak of safety. Approx. 150 participants.
Ambulance Demo, October 3, 2010 0800-1200	Woodbridge Fire Station, Woodbridge, CA	Provide an ambulance for show and tell during a local Fire Department's open house and pancake breakfast. Show ambulance, give tours, hand out items. Approx. 350 participants.
Ambulance Demo, October 11, 2011 0900-1200	Stockton Fire Department, Station 14, Stockton, CA	Provide an ambulance and crew to participate in a local schools field trip into the 'world of EMS'. Show ambulance and demo equipment. Approx. 100 participants.
EMS outreach and Appreciation Ceremony, October 11, 2011 0900-1200	Lodi Fire Station 1, Lodi, CA	In recognition of local Fire agencies field save of a cardiac arrest, we had personnel attend and present awards to public and fire persons. Good outreach / media event. Approx. 40 participants.
EMS outreach event, October 11, 2011 1400-1530	Oak Park Senior Center, Stockton, CA	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.
Ambulance Demo, October 14, 2011 1100-1400	Plymouth Place Senior Apartments, Stockton, CA	Provide an ambulance and staff to participate in a local health fair at a senior living center. Speak of safety and accessing EMS, hand out Vial of Life items. Approx. 200 participants.
EMS outreach, October 14, 2011 1200-1400	Weber Institute High School, Stockton, CA	Students interviewing EMS providers for current health related projects. Approx. 5 participants.
EMS outreach event, October 18, 2011 0830-1000	Weber Institute High School, Stockton, CA	Presentation to a health care academy on the topic of EMS and ambulance service. Answer questions, give hand outs, and speak of job opportunities. Approx. 40 participants.

EMS outreach event, October 18, 2011 1400-1530	Delta College, Stockton, CA	Meet with various members of the Delta College EMT program as an advisor to upgrade their current curriculum. Speak about opportunities to do some joint instruction. Approx. 15 participants.
Ambulance Stand by / Demo, October 23, 2011 0800-1100	Grand Canal Center, Stockton, CA	Donation of an ambulance to be on standby medical aid for a local charity during their half marathon event. Show ambulance as requested, give hand outs, speak of safety. Approx. 500 participants.
Hospice Appreciation Reception / EMS outreach, October 24, 2011 1630-1930	UOP College, Stockton, CA	Provide an ambulance and staff to be a part of a community event that recognized Hospice care. More networking and giving out EMS information. No booth, just socially meeting. Approx. 300 participants.
Ambulance Demo, October 27, 2011 1700-1900	Costco Wholesale, Tracy, CA	Provide an ambulance and crew to participate in a chamber of commerce event held at the Tracy, CA Costco. Show ambulance, give hand outs, demo equipment. Approx. 500 participants.
Ambulance Demo, October 28, 2011 1630-2000	Manlio Silva Elementary School, Stockton, CA	Provide an ambulance and staff to participate in an annual 'Fall Carnival' event for a local school. Show ambulance, give hand outs, speak of safety. Approx. 600 participants.
Ambulance Demo, October 31, 2011 0900-1300	Merryhill Preschool, Stockton, CA	Provide an ambulance and crew to participate in a local school's 'Fall Carnival' event. Show ambulance, give hand outs, and demo equipment. Approx. 200 participants.

Classes		
Class Name	Location	Class Outline
In-service Program, October 5, 2011 0900-1100	Arbor Senior Apartments, Lodi, CA	Present an inservice program to staff of Senior Care Apartments in regards to basic first aid, accessing the EMS system, and understanding how the emergency services functions within San Joaquin County. Approx. 20 participants.
Quarterly Skills Course, October 10, 2011 0900-1500	AMR Stockton Operations, Stockton, CA	Provide an open forum course for employees and outside providers (Both ALS and BLS) to come in and get their

		quarterly skills signed off for reaccreditation. AED, Cardioversion, and Pacing were covered. Approx. 15 participants.
ALS upgrade Class, October 13, 2011 0800-1300	AMR Stockton Operations, Stockton, CA	ALS course designed for new emt's to be able to work in the 911 system. Covers policy, procedures, equipment, mapping, etc. Approx. 6 participants.
BLS Team Meeting / Skills, October 18, 2011 0600-0800	AMR Stockton Operations, Stockton, CA	Monthly team meeting for our BLS division. This meeting also offered BLS skills for those that needed to be signed off for reaccreditation. Approx. 30 participants.
CPR / AED In Service Program, October 20, 2011 1230-1400	Linden Lyons Club, Linden, CA	Provide an educational program for the local Linden Lyons club on the topic of AED use, and accessing the EMS system. Show ambulance, give instruction, and pass out items. Approx. 40 participants.
Ambulance Orientation Course, October 24, 2011 1800-2000	Linden Peters Fire Department, Linden, CA	Provide an ambulance and staff to provide an orientation course to new and seasoned firefighters for a local agency. Show equipment, speak about requesting appropriate resources, give hand outs. Approx. 25 participants.
PAO / PSR class, October 24/25, 2011 0900-1500	SJ EMSA Classroom	Provide man hours to help teach and proctor the monthly PAO / PSR course for new and reaccrediting paramedics. Event held over 2 days. Speak about safety, policies, and give out information about para-medicine in San Joaquin County. This was a SJEMSA sponsored course, AMR was assisting. Approx. 20 participants.
Quarterly Skills Course, October 27, 2011 0900-1500	AMR Stockton Operations, Stockton, CA	Provide an open forum course for employees and outside providers (Both ALS and BLS) to come in and get their quarterly skills signed off for reaccreditation. AED, Cardioversion, and Pacing were

		covered. Approx. 15 participants.
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Current Projects / Studies	Meetings Attended
Currently working on a project collecting data and information on local hospitals, including those out of county that we might transport to. This information will be useful to our crews in possibly making patient destination decisions.	Attended various management and system status meetings throughout the month. Keeping abreast of new training issues and upcoming events.
Reinstitution of our in house CPR program. This will allow us to be instructing our own classes (through NCTI as a training center) for employees as well as our public.	Attended various chamber of commerce events throughout Lodi and Stockton.
During the Month of November 2011, I undertook 3 high school students from Weber Institute, which were doing an ROP project on EMS / Healthcare. This obligation is until April 2012, every Wednesday. Great opportunity to do outreach, but also give back to some of the youth in our community.	As we implemented our new MEDS documentation system, there were plenty of trainings and meetings that most of our administrative staff participated in.

As a note, there were no complaints for the month of October 2011. I have attached some thank you's and notices that I have received.

I fielded 3 emails regarding employment opportunities, as well as 1 phone call for kudos for service of one of our crews.