



San Joaquin County Emergency Medical Services Agency



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

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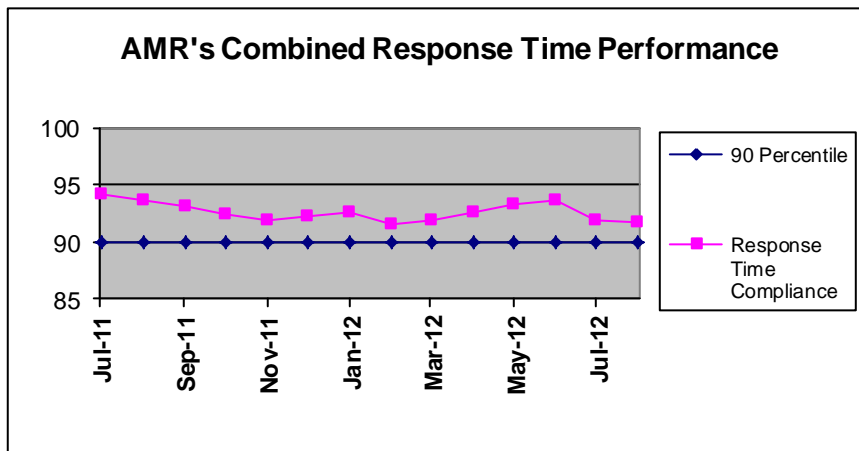
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: November 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 July and August, 2012, 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 July and August 2012, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.8% for July and 91.7% for August.

AMR's latest compliance report for the second five-year contract for 2012 continues at combined response performance levels typical of recent years. AMR

exceeded compliance standards in all but two of the eleven subzones in both July and August.

The complete compliance report for July and August 2012 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

July 1, 2012 through July 31, 2012						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	369	19	94.85%	X		
SJC Zone A-2	120	11	90.83%	X		
SJC Zone A-3	51	5	90.20%	X		
SJC Zone B-1	1,072	101	90.58%	X		
SJC Zone B-2	1,231	88	92.85%	X		
SJC Zone B-3	12	0	100.00%	X		
SJC Zone B-4	126	7	94.44%	X		
SJC Zone B-5	100	25	75.00%			X
SJC Zone C-1	299	21	92.98%	X		
SJC Zone C-2	51	7	86.27%			X
SJC Zone C-3	60	3	95.00%	X		
All Zones Combined	3,491	287	91.78%	9		2

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2012 through August 31, 2012						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	348	17	95.11%	X		
SJC Zone A-2	113	15	86.73%			X
SJC Zone A-3	54	5	90.74%	X		
SJC Zone B-1	1,157	115	90.06%	X		
SJC Zone B-2	1,322	106	91.98%	X		
SJC Zone B-3	14	0	100.00%	X		
SJC Zone B-4	133	10	92.48%	X		
SJC Zone B-5	100	16	84.00%			X
SJC Zone C-1	276	11	96.01%	X		
SJC Zone C-2	36	2	94.44%	X		
SJC Zone C-3	57	4	92.98%	X		
All Zones Combined	3,610	301	91.66%	9		2

Fines and Penalties Report

Type of Penalty	July 2012	August 2012
Out of compliance response districts	\$10,000	\$10,000
Late response minutes	\$6,720	\$7,020
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	\$16,720	\$17,020

Weekly Unit Hour Staffing Report

	RFP	July 2012	August 2012
Zone A	588	588	588
Zone B	1932	2057	2101
Zone B *non dedicated	0	140	137
Zone C	504	504	504
Total	3024	3289	3330

*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	July 2012			August 2012		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,256	270	91.71%	3,382	287	91.51%
Suburban 9:29	66	11	83.33%	69	10	85.51%
Suburban-Moderate 15:29	17	1	94.12%	9	0	100.00%
Rural 17:29	136	5	96.32%	138	4	97.10%
Wilderness 29:29	16	0	100.00%	12	0	100.00%
Total	3,491	287	91.78%	3,610	301	91.66%

Mutual Aid Incidents

July 2012			August 2012		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-5 SUBURBAN	2	MDAS	SJ ZONE B-2 URBAN	2
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE B-5 URBAN	4
MDAS	SJ ZONE C-3 RURAL	1	MDAS	SJ ZONE C-3 RURAL	1
MDAS	SJ ZONE C-3 SUBURBAN	1	MDAS	SJ ZONE C-3 SUBURBAN	1
Patterson Amb	SJ ZONE C-3 RURAL	1			
Total		7			8

Detailed Response Time Analysis
July 2012

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	369	0:01	10:51	4:27	1:59	6:51
SJ ZONE A-2 URBAN	64	0:02	10:38	5:14	2:11	7:37
SJ ZONE A-3 URBAN	20	0:11	11:19	5:06	2:40	7:32
SJ ZONE B-1 URBAN	1,072	0:02	14:55	5:02	2:09	7:32
SJ ZONE B-2 URBAN	1,231	0:01	20:15	4:43	2:11	7:11
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	100	0:02	10:33	4:48	1:58	7:03
SJ ZONE B-5 URBAN	84	0:02	12:22	4:38	3:30	9:31
SJ ZONE C-1 URBAN	294	0:01	17:21	4:08	2:41	7:00
SJ ZONE C-2 URBAN	9	0:02	29:12	8:43	7:52	29:12
SJ ZONE C-3 URBAN	13	0:03	7:04	4:15	2:43	6:45
SJ ZONE A-2 SUBURBAN	22	2:47	13:42	7:45	2:37	11:05
SJ ZONE A-3 SUBURBAN	7	3:05	10:24	5:38	2:19	10:24
SJ ZONE B-4 SUBURBAN	19	0:14	13:58	5:27	3:26	8:28
SJ ZONE B-5 SUBURBAN	7	1:02	10:36	5:53	3:29	10:36
SJ ZONE C-1 SUBURBAN	4	3:57	5:34	4:55	0:41	5:34
SJ ZONE C-2 SUBURBAN	1	5:11	5:11	5:11	0:00	5:11
SJ ZONE C-3 SUBURBAN	6	0:13	10:27	6:46	3:17	10:27
SJ ZONE C-2 SUBURBAN-MODERATE	17	0:03	20:53	11:05	4:42	14:09
SJ ZONE A-2 RURAL	34	0:03	20:36	9:34	3:37	13:51
SJ ZONE A-3 RURAL	24	0:04	26:11	8:00	5:03	11:55
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	0					
SJ ZONE B-4 RURAL	7	4:13	21:51	11:58	5:12	21:51
SJ ZONE B-5 RURAL	9	3:34	11:06	7:54	2:43	11:06
SJ ZONE C-1 RURAL	1	6:27	6:27	6:27	0:00	6:27
SJ ZONE C-2 RURAL	20	0:15	17:33	9:37	4:32	16:46
SJ ZONE C-3 RURAL	41	0:01	20:47	5:58	6:13	13:43
SJ ZONE B-3 WILDERNESS	12	0:09	19:44	10:14	5:38	18:31
SJ ZONE C-2 WILDERNESS	4	10:11	17:28	15:08	2:58	17:28
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,256	0:01	29:12	4:46	2:18	7:22
All Suburban Compliance Areas	66	0:13	13:58	6:22	3:06	10:24
All Suburban-Moderate Compliance Areas	17	0:03	20:53	11:05	4:42	14:09
All Rural Compliance Areas	136	0:01	26:11	8:12	5:14	13:59
All Wilderness Compliance Areas	16	0:09	19:44	11:28	5:31	18:31

**Detailed Response Time Analysis
August 2012**

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	348	0:02	12:28	4:19	2:01	6:58
SJ ZONE A-2 URBAN	61	0:04	14:46	5:50	2:24	9:01
SJ ZONE A-3 URBAN	26	0:02	10:48	4:30	2:40	8:19
SJ ZONE B-1 URBAN	1,157	0:01	15:55	5:07	2:18	7:48
SJ ZONE B-2 URBAN	1,321	0:01	13:52	4:39	2:14	7:22
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	95	0:02	12:47	4:45	2:07	7:00
SJ ZONE B-5 URBAN	87	0:02	12:36	5:12	3:44	10:26
SJ ZONE C-1 URBAN	265	0:01	23:40	4:14	2:28	6:51
SJ ZONE C-2 URBAN	9	3:08	12:49	7:51	3:04	12:49
SJ ZONE C-3 URBAN	13	2:02	16:54	6:20	3:51	10:47
SJ ZONE A-2 SUBURBAN	19	0:02	13:48	8:16	3:34	13:09
SJ ZONE A-3 SUBURBAN	4	2:18	8:12	5:29	2:16	8:12
SJ ZONE B-4 SUBURBAN	26	0:01	15:13	6:19	4:00	12:31
SJ ZONE B-5 SUBURBAN	4	3:42	8:17	5:46	1:53	8:17
SJ ZONE C-1 SUBURBAN	11	1:41	6:54	5:04	1:23	6:15
SJ ZONE C-2 SUBURBAN	1	4:25	4:25	4:25	0:00	4:25
SJ ZONE C-3 SUBURBAN	4	5:00	11:56	7:20	2:45	11:56
SJ ZONE C-2 SUBURBAN-MODERATE	9	2:52	13:11	10:41	2:56	13:11
SJ ZONE A-2 RURAL	33	0:03	18:22	10:47	4:09	16:11
SJ ZONE A-3 RURAL	24	0:02	16:40	7:42	4:08	12:28
SJ ZONE B-2 RURAL	1	6:07	6:07	6:07	0:00	6:07
SJ ZONE B-3 RURAL	4	5:59	9:29	7:22	1:18	9:29
SJ ZONE B-4 RURAL	12	0:03	18:37	9:51	4:59	15:34
SJ ZONE B-5 RURAL	9	2:14	16:18	9:18	4:11	16:18
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	16	3:12	15:36	8:48	3:18	14:12
SJ ZONE C-3 RURAL	39	0:02	18:42	6:29	6:26	17:04
SJ ZONE B-3 WILDERNESS	10	7:38	19:14	13:28	3:19	16:28
SJ ZONE C-2 WILDERNESS	1	15:37	15:37	15:37	0:00	15:37
SJ ZONE C-3 WILDERNESS	1	16:10	16:10	16:10	0:00	16:10
All Urban Compliance Areas	3,382	0:01	23:40	4:48	2:21	7:28
All Suburban Compliance Areas	69	0:01	15:13	6:36	3:29	11:40
All Suburban-Moderate Compliance Areas	9	2:52	13:11	10:41	2:56	13:11
All Rural Compliance Areas	138	0:02	18:42	8:30	5:07	15:35
All Wilderness Compliance Areas	12	7:38	19:14	13:52	3:10	16:28

**Exemption Request Report
July 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/02/2012	12082254	B-1	Poor Location Information from RP		Exempt
07/03/2012	12082703	B-5	Freeway Access		Exempt
07/03/2012	12082785	B-1	Train		Exempt
07/04/2012	12083312	A-1	Not Listed		Exempt
07/09/2012	12085594	A-1	False Report of Emergency		Exempt
07/09/2012	12085603	B-1	Poor Location Information from RP		Exempt
07/13/2012	12087533	B-1	False Report of Emergency		Exempt
07/13/2012	12087608	C-1	Poor Location Information from RP		Exempt
07/14/2012	12087731	C-1	Poor Location Information from RP		Exempt
07/14/2012	12087969	A-2	False Report of Emergency		Exempt
07/14/2012	12088084	B-1	Poor Location Information from RP		Exempt
07/18/2012	12089617	B-1	Poor Location Information from RP		Exempt
07/20/2012	12090339	C-1	Not Listed		Exempt
07/23/2012	12091861	C-1	Traffic Secondary to Call		Exempt
07/24/2012	12092389	A-1	Traffic Secondary to Call		Exempt
07/24/2012	12092448	A-2	False Report of Emergency		Exempt
07/25/2012	12092513	B-2	Road Construction		Exempt
07/25/2012	12092810	B-2	Train		Exempt
07/26/2012	12093353	B-2	Road Construction		Exempt
07/27/2012	12093650	B-2	Poor Location Information from RP		Exempt
07/31/2012	12095229	B-1	Poor Location Information from RP		Exempt

**Exemption Request Report
August 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/01/2012	12095855	B-1	Poor Location Information from RP		Exempt
08/01/2012	12095904	B-2	Delays in Transferring Care at ED		Exempt
08/02/2012	12096184	B-2	Poor Location Information from RP		Exempt
08/02/2012	12096301	C-3	Not Listed		Exempt
08/03/2012	12096791	B-1	Adjusted time based on call audit		Exempt
08/04/2012	12097240	B-5	Train		Exempt
08/05/2012	12097386	A-1	Poor Location Information from RP		Exempt
08/07/2012	12098558	B-5	Road Construction		Exempt
08/08/2012	12098853	B-5	Poor Location Information from RP		Exempt
08/08/2012	12098958	B-1	Traffic Secondary to Call		Exempt
08/09/2012	12099508	B-1	Road Construction		Exempt
08/10/2012	12099805	B-1	Traffic Secondary to Call	Traffic not related to call	Not Exempt
08/10/2012	12099846	B-1	Traffic Secondary to Call	Traffic not related to call	Not Exempt
08/10/2012	12099997	B-2	False Report of Emergency		Exempt
08/13/2012	12101097	B-1	Train		Exempt
08/13/2012	12101186	C-3	Poor Location Information from RP		Exempt
08/13/2012	12101200	A-2	False Report of Emergency		Exempt
08/14/2012	12101851	B-1	Road Construction		Exempt
08/14/2012	12101853	B-1	Train		Exempt
08/14/2012	12101862	B-1	Train		Exempt
08/15/2012	12102124	B-5	Road Construction		Exempt
08/15/2012	12102137	B-5	Poor Location Information from RP		Exempt
08/16/2012	12102420	C-3	Delayed Reporting on Scene		Exempt
08/16/2012	12102675	B-2	Train		Exempt
08/16/2012	12102737	B-1	False Report of Emergency		Exempt
08/16/2012	12102769	B-2	Poor Location Information from RP		Exempt
08/20/2012	12104331	C-2	Adjusted time based on call audit		Exempt
08/20/2012	12104669	B-1	Delays in Transferring Care at ED		Exempt
08/20/2012	12104680	A-1	Road Construction		Exempt

08/20/2012	12104683	B-1	Delays in Transferring Care at ED		Exempt
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**Exemption Request Report Cont.
August 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/21/2012	12104903	B-1	Poor Location Information from RP		Exempt
08/22/2012	12105566	C-1	Traffic Secondary to Call		Exempt
08/23/2012	12105823	B-5	Not Listed	Distance for mutual aid	Not Exempt
08/23/2012	12106096	B-2	Delays in Transferring Care at ED		Exempt
08/24/2012	12106508	B-2	Dispatch Error		Exempt
08/24/2012	12106570	B-1	Traffic Secondary to Call	Traffic not related to call	Not Exempt
08/24/2012	12106583	B-5	Poor Location Information from RP		Exempt
08/26/2012	12107357	B-2	Train		Exempt
08/28/2012	12108427	B-5	Adjusted time based on call audit		Exempt
08/29/2012	12108538	B-1	Poor Location Information from RP		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Monthly Average
A-1	95%	97%	96%	98%	95%	96%	94%	95%	97%	96%	95%	95%	95.8%
A-2	90%	91%	92%	92%	91%	90%	88%	87%	90%	89%	91%	87%	89.9%
A-3	96%	91%	90%	91%	87%	93%	97%	98%	93%	91%	90%	91%	92.5%
B-1	91%	90%	90%	89%	91%	89%	91%	92%	91%	92%	91%	90%	90.6%
B-2	94%	93%	92%	93%	93%	92%	93%	93%	94%	95%	93%	92%	93.1%
B-3	100%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.3%
B-4	95%	91%	84%	94%	90%	91%	92%	86%	94%	97%	94%	92%	92.0%
B-5	84%	84%	83%	87%	86%	76%	74%	78%	80%	79%	75%	84%	80.7%
C-1	96%	95%	97%	96%	95%	94%	95%	95%	95%	94%	93%	96%	95.1%
C-2	95%	95%	96%	100%	96%	93%	93%	96%	93%	96%	86%	94%	94.5%
C-3	100%	98%	97%	94%	97%	95%	91%	98%	99%	95%	95%	93%	96.1%
All Zones	93%	92%	92%	92%	93%	91%	92%	93%	93%	94%	92%	92%	92.4%

Failure to Provide Data

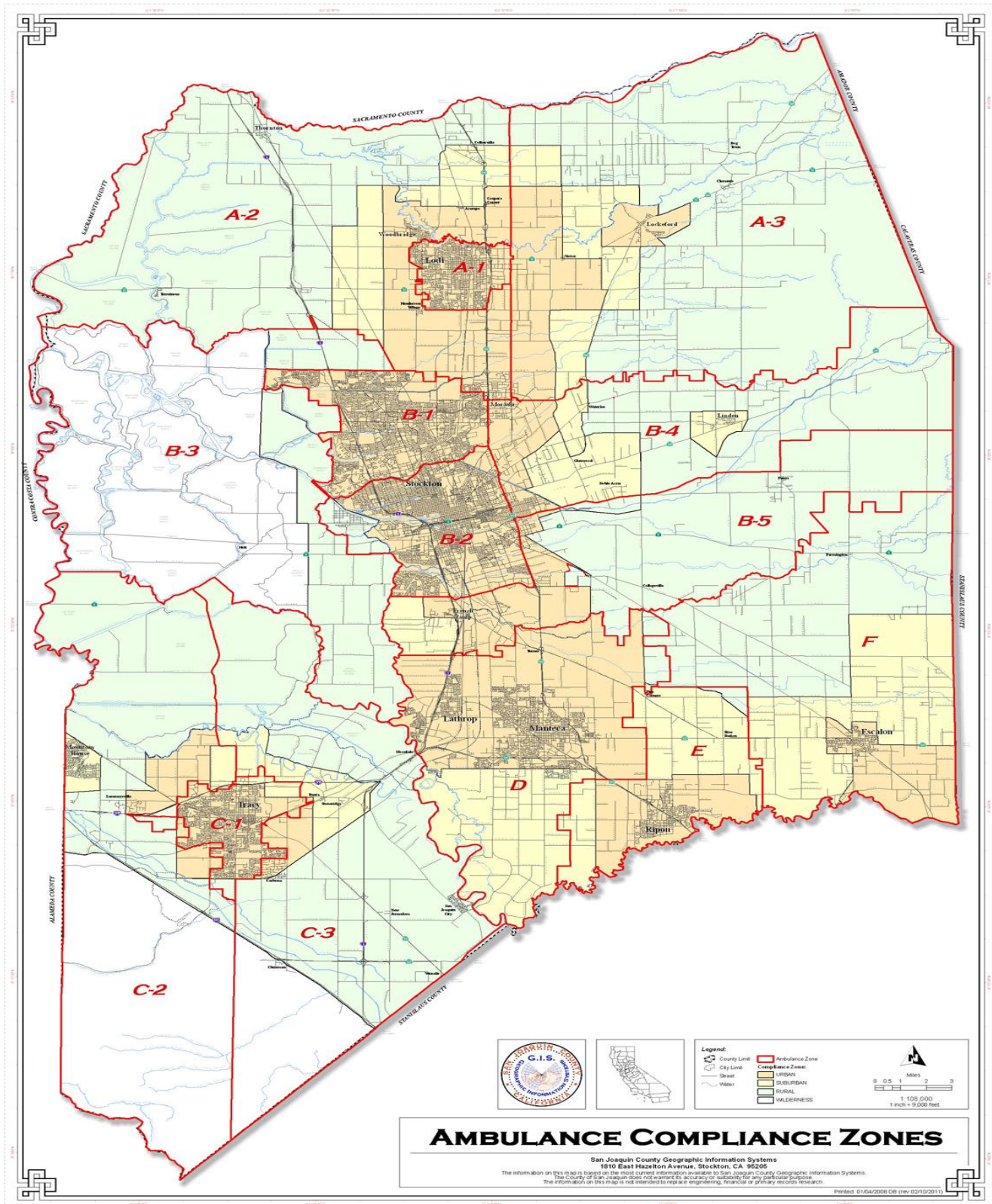
Event Type	July 2012	August 2012
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary July 2012

Activities		
Contact Name	Title	Activity Outline
Daniel Baker	Outreach Coordinator, Senior Medicare Supplement Projects	Met to discuss AMR getting involved with some local Senior awareness projects sponsored by Daniel's Group, including an upcoming event this month.
Sarah Pohlman	Reporter, Lodi News Sentinel	Met with and made a new contact at local newspaper as the previous EMS / Crime
Chief Eugene Stoddard	Lodi Fire Dept. Training Chief	Casual meetings to discuss some upcoming outreach and training classes AMR will be presenting for Lodi Fire during July 2012

Events		
Event Name	Location	Event Outline
Donated Boat Patrol Paramedics, July , 3, 4, 2011 1000-2200 each day	Various waterways on the Delta, San Joaquin County	Provide 2 paramedics each day to assist with SJSO Boat Patrol for 4 th of July weekend. Multiple participants over 2 days.
Ambulance Demo, July 2, 2012 1030-1300	Institute of Technology, Stockton, CA	Provide an ambulance and personnel to participate in an ambulance / EMS demo for a local EMT course. Show ambulance, speak about education, safety, and job opportunities in EMS. 60 participants.

<p>EMS outreach project, July 10, 2012 1030-1300</p>	<p>San Joaquin EDD Building, Stockton, CA</p>	<p>Provide staff to participate in a Veterans Workshop at the unemployment office. Special project aimed at local armed forces folks, speaking to them about job opportunities, EMS, and health events. Give hand outs, speak out job training, employment opportunities, etc. 50 participants.</p>
<p>Donated Bike Team Demo / Standby, July 15, 2012 0700-1700</p>	<p>Downtown Lodi, CA</p>	<p>Provide 2 ALS Bike Teams to participate and provide standby coverage for the Delta Velo Bike Races held in Downtown Lodi. Provide information to public about bicycle safety, hand outs, and medical aid as needed. 2000 participants.</p>
<p>Ambulance Demo, July 16, 2012 0945-1230</p>	<p>Traina Elementary School, Tracy, CA</p>	<p>Provide an ambulance and staff to do a presentation / show and tell for a local elementary school. Show ambulance; speak of safety, give hand outs. 100 participants.</p>
<p>Ambulance Demo, July 16, 2012 1300-1600 "Decision Making Medicine"</p>	<p>Dameron Hospital, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in an outreach program by a local hospital, showing school age children different health care careers, EMS equipment, and employment opportunities. 150 participants.</p>
<p>Ambulance Demo, July 17, 2012 0900-1200</p>	<p>Lathrop Elementary School, Lathrop, CA</p>	<p>Provide an ambulance and personnel to participate in a joint outreach program with SJ Sherriff's dept. This was a first aid demo for the junior academy students. Show ambulance; speak of safety, give hand outs. 30 participants.</p>
<p>Ambulance Demo, July 21, 2012 0930-1500</p>	<p>Chase Chevrolet, Stockton, CA</p>	<p>Provide the 'Cadillac' Ambulance to be a part of a local car show. Speak of EMS, advancements in technology, and give hand outs. 500 participants.</p>

<p>Ambulance Demo / Standby, July 22, 2012 1100-1300</p>	<p>Stockton Baptist Church, Morada, Ca</p>	<p>Provide an ambulance and staff to participate in a local event at a church for recognition of local responders. Multi agency involvement. Award given out. Show ambulance, give hand outs, demo equipment, provide first aid as needed. 250 participants.</p>
<p>EMS Survivor Dinner, July 24, 2012 1800-2130</p>	<p>Clements Fire Station, Clements, CA</p>	<p>Participate in and present awards for local providers who successfully resuscitated a person from a drowning event. Field Save Pins given out to all. Multiple providers in attendance, as well as the survivor and his family. Event Covered by Media.</p>

Classes		
Class Name	Location	Class Outline
<p>New Hire Academy, July 9-14, 2012 0800-1700</p>	<p>AMR Stockton Operations</p>	<p>New hire academy for new employees. This is the local and corporate training program for EMT's and Paramedics who will be working in San Joaquin County. Involves all paperwork, skills workshops, ambulance orientation, etc. 16 participants.</p>
<p>Infrequent Skills Course, July 10, 2012 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Open forum for paramedics and EMT's to train in the classroom and get their county required skills signed off. Mostly for employees, but outside agencies are also welcome. This month, we covered Thorocostomy, Cricothyrotomy, soft tissue and musculoskeletal injuries. 12 participants.</p>
<p>SJ EMSA PAO/ PSR course, July 12, 2012 0900-1500</p>	<p>SJEMSA Classroom, SJ General Hospital Grounds</p>	<p>Participate and help proctor skills courses for SJEMSA personnel for their monthly accreditation / re-accreditation course. 25 participants.</p>
<p>Hands only CPR course, July 17, 2012 1330-1530</p>	<p>Recreational area in Weston Ranch, Stockton, CA</p>	<p>Provide an outreach style, Hands only CPR program for a local Girl Scout Troop. This was to help the Girl Scouts earn their First Aid Badge. Good opportunity to teach Hands only CPR and get some community</p>

		members interested in EMS. Show ambulance, mannekins, hands on demos, give hand outs. 25 participants.
Joint Fire Department Training, July 18, 2012 1330-1630	Lodi Fire Station 1, Lodi, CA	Provide a training course for a local fire department on the topic of Determination of Death, and review of SJ EMSA policies that cover all Determination of Death parameters. CE units given. One of 3 courses taught on the same topic to hit all shifts at Lodi Fire. 22 participants.
Joint Fire Department Training, July 19, 2012 1330-1630	Lodi Fire Station 1, Lodi, CA	Provide a training course for a local fire department on the topic of Determination of Death, and review of SJ EMSA policies that cover all Determination of Death parameters. CE units given. One of 3 courses taught on the same topic to hit all shifts at Lodi Fire. 22 participants.
EMS Senior Education Course, July 24, 2012 1000-1230	Panera Bread, Lodi, CA	Set up my Medicare Rep Daniel Baker- requested an ambulance and staff to present information and training to a senior group. Held at a local breakfast establishment. Speak about EMS, show equipment, give hand outs. 25 participants.
CPR refresher course, July 25, 2012 1000-1500	AMR Stockton Operations	Provide our monthly CPR / BLS refresher course for employees as well as outside agencies. Donated class to the public. 12 participants.
Infrequent Skills Course, July 26, 2012 0900-1500	AMR Stockton Operations	Open forum for paramedics and EMT's to train in the classroom and get their county required skills signed off. Mostly for employees, but outside agencies are also welcome. This month, we covered Thorocostomy, Cricothyrotomy, soft tissue and musculoskeletal injuries. 12 participants.

Current Projects / Studies	Meetings Attended
Media project this month on the cardiac monitors we use, specifically the use of the Capnography portion of the heart monitor. We had a great article	Had one of our staff members attend the monthly CAHF Meeting, which is the group of local administrators for SNF's in our area. Great

in the local paper, but more importantly, we were able to get out some good information to our public, reassuring them that they are receiving top level care- care which we call AMR Medicine.	information and updates / training events for EMS and post-hospital care personnel.
CES department is working on training programs for radio reporting to our hospitals. We are working on both basic radio reports, as well as Base Hospital radio reports to MICN's and Physicians.	Lodi Chamber of Commerce Luncheon for local educators. Held at the Lodi Chamber, this group is made up of teachers, outreach coordinators, and involved individuals who are committed to helping educate our youth.
In efforts to continue employee information and education, as well as raise and maintain morale, I had scheduled the University of Phoenix (a partner of EMSC/AMR) to come to our office a couple of days to be available to pass out information and get employees interested in higher education. These sessions were well received.	Small informal meetings regarding the upcoming 'Inland Coastal Cleanup' event in September. This is a great community event that AMR is proud to be a part of. It helps clean up our local waterways and build contacts and friendships, and AMR also provides donated first aid as needed. Planning meetings in effect currently.
AHA Heartwalk is coming up in September 2012. We at AMR are working on getting a team together to support and get involved with this great community event.	Various meetings with the American Heart Association. Topics ranged from Heartwalk, to Hands only CPR joint training, to ACLS/PALS training, to in house/ EMS division training.

As a note, I had not received any complaints for the month of July 2012.

One phone call was received from a patient who had misplaced her glasses, however, upon investigation, it was determined that the item was left at a local hospital, and was later recovered.

Donated Special Operations events are listed in Bold Print. They include both Boat Patrol for local Sherriff's office, as well as Bike Team events.



Community Services
San Joaquin County

Monthly Summary August 2012

Activities		
Contact Name	Title	Activity Outline
Mary Barnes	MICN liaison, SJGH	Met to discuss and better communications between paramedics and MICN's. Also lent her some equipment for MICN training courses.
Lisa Richmond	Outreach Coordinator, American Heart Association	Working on the AHA Heartwalk that is fast approaching. AMR is going to donate ambulance first aid, as well as do some fundraising for this event.
Cynthia Madrid	Outreach Coordinator for Public Works, San Joaquin	Various Meetings for the upcoming Inland Coastal Cleanup

Events		
Event Name	Location	Event Outline
Ambulance Standby, August 4, 0600-1030	Banner Island Ball Park, downtown Stockton	Donations of an ambulance for first aid stand by for the Delta Blood Bank's 5k run and walk. Donated hours and first aid service as needed. Approx. 3000 participants.

<p>Ambulance Standby, August 4, 1000-1500</p>	<p>Tracy Police Department, Tracy, CA</p>	<p>Provide an ambulance and staff to participate in a local law enforcement "pre National Night Out" event carnival. Show ambulances, give hand outs, speak about safety. Multiple agencies involved. Approx. 1000 participants.</p>
<p>Ambulance Demo / EMS donated outreach, August 6-10, 2012 0600-1400</p>	<p>Spanos Reserve Golf Course, North Stockton</p>	<p>5 day event where AMR donated a standby ambulance to participate in the annual Spanos Young Person's Golf Tournament. First aid donated as needed. Ambulance tours given as warranted. Approx. 1000 participants.</p>
<p>Ambulance Demo's, August 7, 2012 1700-2100</p>	<p>Various locations throughout the county, including Stockton, Tracy, Lodi</p>	<p>Provide ambulances and staff to participate in the National Night Out Event held county wide. Units were able to stop at many locations and show ambulance and give hand outs. Crews spoke of safety and accessing EMS if needed. Approx. 5000 participants at various locations.</p>
<p>Ambulance Demo, August 13, 2012 1400-1600, 2011</p>	<p>McNair High School, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in an outreach event for a local high schools project of a blood drive. Show ambulances, equipment, speak of education and safety. Approx. 400 participants.</p>
<p>EMS outreach / PR event, August 16, 2012 1200-1430</p>	<p>AMR Stockton Operations</p>	<p>PR event involving a patient who came down with her family to say thank you to all of AMR San Joaquin for our help in assisting her with our Blood Drive. Media invited, and newspaper article printed. Gave hand outs, etc. Approx. 30 participants.</p>
<p>Ambulance Demo, August 18, 2012 1530-1900</p>	<p>Arbor Convalescent SNF, Lodi, CA</p>	<p>Provide an ambulance and staff to participate in a local SNF's automobile show and tell event. Show ambulance, give hand outs, donate first aid if needed. Approx. 500 participants.</p>

<p>Paramedic Boat Patrol Staff Donation, August 18-19, 2012 1100-2200 (both days)</p>	<p>Various locations on the Delta Waterways</p>	<p>Provide paramedics each of the two days to help staff the Sherriff's Boat Patrol for the weekend. These are donated hours and great interagency events. Lots of good PR with many local boat enthusiasts. Give out safety information, etc. Approx. 22 hours donated estimated 2000 contacts/participants.</p>
<p>Ambulance Demo / donated standby, August 18, 2012 1730-2100</p>	<p>San Joaquin Hospice event (off site at Brookside area of Stockton)</p>	<p>Provide the Pink ambulance as a demo vehicle to show and tell how we can serve our hospice population. Give tours of ambulance, show equipment, give hand outs. Approx. 500 participants.</p>
<p>Ambulance Demo, August 25, 2012 0800-1300</p>	<p>201 W Locust St, Lodi (Park)</p>	<p>Provide an ambulance and staff to participate in a 'Literacy Fair' put on by the Lodi News Sentinel. Great public outreach, focusing on reading and language. Show ambulance, give hand outs, speak about safety and school skills needed for the job market. Approx. 2000 participants.</p>
<p>Ambulance Demo, August 25, 2012 1000-1600</p>	<p>Downtown Stockton Area</p>	<p>Provide an ambulance and crew to provide a demo and stand by first aid as needed for the first annual LGBT festival held in downtown Stockton. Give tours, give hand outs, speak about safety and equipment. Approx. 2000 participants.</p>
<p>Ambulance Demo/ EMS outreach program, August 29 1040-1230</p>	<p>McNair High School, Stockton, CA</p>	<p>Do a classroom presentation for a local high school's Health Care ROP program. Show equipment; speak about safety, give hand outs. Approx. 45 participants.</p>
<p>Ambulance Demo/ EMS outreach program, August 29 1300-1500</p>	<p>Lincoln Technical School, Lodi, CA</p>	<p>Do a classroom presentation for a local high school's Health Care ROP program. Show equipment; speak about safety, give hand outs. Approx. 45 participants.</p>

<p>Ambulance Demo/ EMS outreach program, August 30 1200-1330</p>	<p>Weber Vocational High School, Stockton, CA</p>	<p>Provide a presentation for a healthcare ROP course, and as part of some of the student's senior projects, did approx. 4 interviews. Speak about EMS, career opportunities, education. Approx. 80 participants.</p>
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Classes		
Class Name	Location	Class Outline
<p>Fire Department Joint Training, August 2, 2012 1400-1700</p>	<p>Lodi Fire Station 1</p>	<p>Provide a training course for a local fire department on the topic of Determination of Death, and review of SJ EMSA policies that cover all Determination of Death parameters. CE units given. One of 3 courses taught on the same topic to hit all shifts at Lodi Fire. Approx. 22 participants.</p>
<p>Paramedic Infrequent Skills Course, August 14, 2012 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide an open forum for paramedics to get their county required skills signed off. Current topics: Radio reports and Documentation. Courses open to other responders.</p>
<p>SNF In-service Program, August 8, 2012 1400-1600</p>	<p>Creekside SNF, Stockton, CA</p>	<p>Provide an in-service program for a local SNF regarding treating patients during a cardiac arrest situation, and how to correctly use their equipment efficiently. Approx. 20 participants.</p>
<p>Paramedic Infrequent Skills Course, August 14, 2012 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide an open forum for paramedics to get their county required skills signed off. Current topics: Radio reports and Documentation. Courses open to other responders.</p>
<p>PAO/ PSR course, August 15, 2012 0900-1400</p>	<p>Stockton Fire Department, Company 2, Classroom</p>	<p>Provide assistance to SJEMSA personnel to help proctor skills during the monthly PAO/PSR course held at county EMS. Approx. 25 participants.</p>
<p>AED in-service program for local SNF, August 15, 2012 1400-1600</p>	<p>Portside Living, SNF, Stockton, CA</p>	<p>Provide an in-service program for a local SNF on the topic of using AED's. This facility has 2 AED's on site, and this was a training program for them. Approx. 20 participants.</p>

CPR refresher course, August 21, 2012 1000	AMR Stockton Operations	Provide our monthly CPR / BLS refresher course for employees as well as outside agencies. Donated class to the public. Approx. 12 participants
CPR refresher course, August 21, 2012 1000	Portside Living, SNF, Stockton, CA	Provide a CPR refresher course for a local SNF. This was a donated CPR course, done as an in-service program. Approx. 12 participants.

Current Projects / Studies	Meetings Attended
Current project of revamping our newsletter to focus more on training and education of SJEMSA policies.	Various meetings at Public Works for the upcoming Inland Coastal Cleanup event in Mid September.
Working with AHA on multiple projects, including: Heartwalk, Hands Only CPR in public settings, and a possible 'Ambulance Wrap' for public awareness of CPR	Various meetings with members of our local AHA chapter to discuss moving forward with our joint projects. The community Hands Only CPR project is coming along nicely.
Working with Dr. Billigmier in regards to getting CPR in Schools training and an AED either donated or helped funded for Linden High School CPR project.	Met with management staff of various shopping malls to set up and get the layout of some upcoming CPR outreach programs inside the malls. Looking forward, this could train hundreds of community members in basic CPR, making our community safer.
Implementation of our RADIO REPORT training program. Members of management staff doing random scenarios and skills with crews on getting and giving radio reports to hospitals, MICN'S, and physicians. Good progress.	Had one of our staff members attend the monthly CAHF Meeting, which is the group of local administrators for SNF's in our area. Great information and updates / training events for EMS and post-hospital care personnel.
AMR San Joaquin continues to have good press coverage due to working hard on maintaining and keeping good contacts with local media. August 2012 saw approximately 5 newspaper pieces.	Various meetings with local media personnel. Setting up and having good, positive contacts have improved our ability to get the message out to our public that we are doing good things for the community and we care.

As a note, there were no complaints forwarded to me for the month of August 2012. I have received 1 phone call for kudos for service. The gentleman who called could not speak more highly of the level of service he received over several months ago, and named our employees, Mario Ysit, and Gail Carter, as "heroes" and said our "Community was fortunate to have such a great ambulance system that really cares about the public".

We also received a Kudos from St. Joseph's Hospital for outstanding care in recognizing a STEMI cardiac event, quick treatment and transport, and miraculously, only a 35 minute reperfusion time for the heart. Great job!!!

Boat Patrol Donated items / hours are in bold print for easy identification.

Any Thank You items will be as separate attachments.