



San Joaquin County Emergency Medical Services Agency



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

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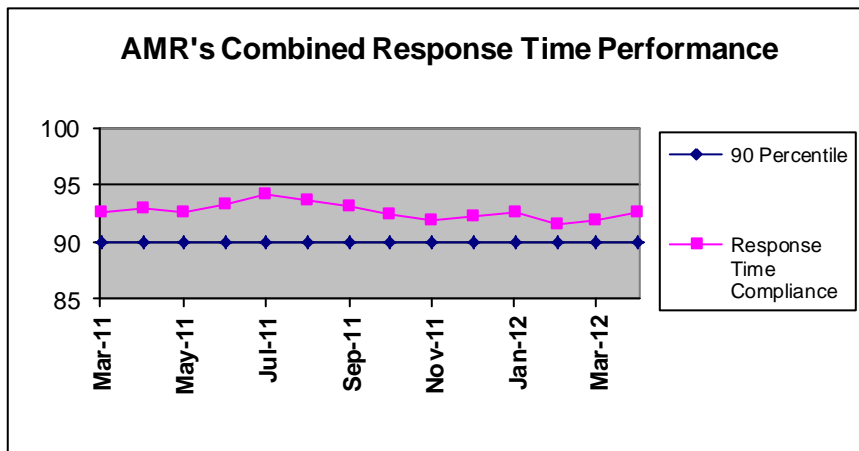
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: May 16, 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 March and April, 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 March and April 2012, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.9% for March and 92.6% for April.

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 March, and three of eleven subzones in April.

The complete compliance report for March and April 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

March 1, 2012 through March 31, 2012						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	402	23	94.28%	X		
SJC Zone A-2	120	14	88.33%			X
SJC Zone A-3	61	2	96.72%	X		
SJC Zone B-1	1,207	114	90.56%	X		
SJC Zone B-2	1,277	88	93.11%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	115	9	92.17%	X		
SJC Zone B-5	100	26	74.00%			X
SJC Zone C-1	279	13	95.34%	X		
SJC Zone C-2	55	4	92.73%	X		
SJC Zone C-3	56	5	91.07%	X		
All Zones Combined	3,678	298	91.90%	9		2

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2012 through April 30, 2012						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	328	17	94.82%	X		
SJC Zone A-2	111	14	87.39%			X
SJC Zone A-3	48	1	97.92%	X		
SJC Zone B-1	1,150	89	92.26%	X		
SJC Zone B-2	1,365	94	93.11%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	118	16	86.44%			X
SJC Zone B-5	83	18	78.31%			X
SJC Zone C-1	240	11	95.42%	X		
SJC Zone C-2	50	2	96.00%	X		
SJC Zone C-3	60	1	98.33%	X		
All Zones Combined	3,560	263	92.61%	8		3

Fines and Penalties Report

Type of Penalty	March 2012	April 2012
Out of compliance response districts	\$10,000	\$15,000
Late response minutes	\$7,250	\$6,460
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	\$17,250	\$21,460

Weekly Unit Hour Staffing Report

	RFP	March 2012	April 2012
Zone A	588	588	588
Zone B	1932	2180	2147
Zone B *non dedicated	0	183	143
Zone C	504	504	504
Total	3024	3455	3382

*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	March 2012			April 2012		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,448	289	91.62%	3,328	249	92.52%
Suburban 9:29	62	8	87.10%	80	11	86.25%
Suburban-Moderate 15:29	14	1	92.86%	11	1	90.91%
Rural 17:29	137	0	100.00%	126	2	98.41%
Wilderness 29:29	17	0	100.00%	15	0	100.00%
Total	3,678	298	91.90%	3,560	263	92.61%

Mutual Aid Incidents

March 2012			April 2012		
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-2 URBAN	1
MDAS	SJ ZONE B-4 URBAN	1	MDAS	SJ ZONE B-5 SUBURBAN	2
MDAS	SJ ZONE B-5 URBAN	4	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE C-3 RURAL	2	MDAS	SJ ZONE C-3 RURAL	1
MDAS	SJ ZONE C-3 SUBURBAN	1			
Total		11			6

Detailed Response Time Analysis
March 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	402	0:01	18:12	4:40	2:14	7:12
SJ ZONE A-2 URBAN	67	0:02	11:52	5:36	2:24	8:47
SJ ZONE A-3 URBAN	16	1:21	8:30	4:52	2:07	8:25
SJ ZONE B-1 URBAN	1,207	0:02	16:52	5:01	2:12	7:28
SJ ZONE B-2 URBAN	1,277	0:02	18:00	4:48	2:04	7:16
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	88	0:02	19:34	4:57	2:35	7:19
SJ ZONE B-5 URBAN	92	0:01	12:31	5:42	3:15	9:45
SJ ZONE C-1 URBAN	273	0:02	14:02	4:08	2:06	6:34
SJ ZONE C-2 URBAN	13	0:19	10:28	6:01	2:37	9:14
SJ ZONE C-3 URBAN	13	2:13	7:57	5:01	1:33	7:10
SJ ZONE A-2 SUBURBAN	17	4:30	10:12	7:54	1:36	10:08
SJ ZONE A-3 SUBURBAN	7	3:40	9:06	5:52	1:38	9:06
SJ ZONE B-4 SUBURBAN	20	0:01	12:19	4:50	3:22	8:22
SJ ZONE B-5 SUBURBAN	3	1:12	11:18	5:40	4:12	11:18
SJ ZONE C-1 SUBURBAN	6	0:02	5:56	4:01	1:57	5:56
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	9	3:13	14:01	8:44	3:10	14:01
SJ ZONE C-2 SUBURBAN-MODERATE	14	7:02	32:50	12:15	5:54	13:15
SJ ZONE A-2 RURAL	36	0:03	28:00	10:14	5:03	14:57
SJ ZONE A-3 RURAL	38	0:03	17:25	9:06	4:06	15:03
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	2	4:25	13:30	8:57	4:33	13:30
SJ ZONE B-4 RURAL	7	0:02	12:10	7:53	3:51	12:10
SJ ZONE B-5 RURAL	5	6:17	11:33	8:34	1:43	11:33
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	15	3:18	18:37	9:08	3:45	13:14
SJ ZONE C-3 RURAL	34	0:02	17:29	5:43	6:02	12:50
SJ ZONE B-3 WILDERNESS	4	7:22	18:06	12:47	3:55	18:06
SJ ZONE C-2 WILDERNESS	13	2:54	22:16	14:31	5:19	20:29
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,448	0:01	19:34	4:52	2:13	7:25
All Suburban Compliance Areas	62	0:01	14:01	6:19	3:11	10:08
All Suburban-Moderate Compliance Areas	14	7:02	32:50	12:15	5:54	13:15
All Rural Compliance Areas	137	0:02	28:00	8:28	5:06	14:10
All Wilderness Compliance Areas	17	2:54	22:16	14:07	5:05	20:29

Detailed Response Time Analysis
April 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	328	0:02	16:52	4:34	2:09	7:01
SJ ZONE A-2 URBAN	63	0:06	14:21	5:50	2:33	8:04
SJ ZONE A-3 URBAN	15	0:03	7:52	4:17	2:44	7:26
SJ ZONE B-1 URBAN	1,150	0:01	17:50	4:53	2:09	7:21
SJ ZONE B-2 URBAN	1,365	0:01	17:11	4:42	2:13	7:14
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	82	0:05	11:03	5:25	2:06	7:56
SJ ZONE B-5 URBAN	70	0:02	13:45	6:12	3:40	11:02
SJ ZONE C-1 URBAN	236	0:02	11:29	4:11	1:54	6:42
SJ ZONE C-2 URBAN	11	3:16	8:46	6:01	1:28	7:24
SJ ZONE C-3 URBAN	8	2:25	7:29	5:40	1:51	7:29
SJ ZONE A-2 SUBURBAN	23	1:45	14:00	8:15	2:58	12:24
SJ ZONE A-3 SUBURBAN	9	2:32	8:47	5:44	2:07	8:47
SJ ZONE B-4 SUBURBAN	25	0:03	10:51	5:50	3:27	10:29
SJ ZONE B-5 SUBURBAN	6	2:12	8:47	5:39	2:06	8:47
SJ ZONE C-1 SUBURBAN	3	5:27	7:33	6:40	0:54	7:33
SJ ZONE C-2 SUBURBAN	1	4:34	4:34	4:34	0:00	4:34
SJ ZONE C-3 SUBURBAN	13	2:30	11:25	6:54	2:06	8:35
SJ ZONE C-2 SUBURBAN-MODERATE	11	0:03	21:19	9:54	6:01	13:59
SJ ZONE A-2 RURAL	25	5:44	18:11	11:32	3:19	16:35
SJ ZONE A-3 RURAL	24	1:57	13:52	8:37	3:27	12:49
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	3	3:57	14:36	8:39	4:26	14:36
SJ ZONE B-4 RURAL	11	5:28	19:36	10:34	4:31	16:44
SJ ZONE B-5 RURAL	7	2:08	16:39	9:06	4:48	16:39
SJ ZONE C-1 RURAL	1	10:32	10:32	10:32	0:00	10:32
SJ ZONE C-2 RURAL	16	0:11	14:11	8:08	3:40	11:47
SJ ZONE C-3 RURAL	39	0:02	17:17	5:38	5:18	11:51
SJ ZONE B-3 WILDERNESS	4	10:41	15:43	13:27	2:05	15:43
SJ ZONE C-2 WILDERNESS	11	1:55	23:47	11:08	6:40	17:47
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,328	0:01	17:50	4:47	2:14	7:20
All Suburban Compliance Areas	80	0:03	14:00	6:42	3:00	10:36
All Suburban-Moderate Compliance Areas	11	0:03	21:19	9:54	6:01	13:59
All Rural Compliance Areas	126	0:02	19:36	8:25	4:49	14:34
All Wilderness Compliance Areas	15	1:55	23:47	11:45	5:54	17:47

**Exemption Request Report
March 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/04/2012	12028573	B-2	Delays in Transferring Care at ED		Exempt
03/06/2012	12029734	B-2	Train		Exempt
03/07/2012	12030111	B-2	Train		Exempt
03/10/2012	12031486	B-2	Encountered Second Call while Enroute		Exempt
03/10/2012	12031581	B-1	Train		Exempt
03/13/2012	12032545	A-1	Heavy Rain		Exempt
03/14/2012	12032977	B-2	Road Construction		Exempt
03/14/2012	12033248	A-2	Train		Exempt
03/15/2012	12033467	B-2	Train		Exempt
03/16/2012	12034067	A-1	Heavy Rain		Exempt
03/18/2012	12034875	C-2	Not Listed		Exempt
03/20/2012	12035610	B-2	Poor Location Information from CHP		Exempt
03/20/2012	12035924	B-5	Road Construction		Exempt
03/27/2012	12038932	A-2	Road Construction		Exempt
03/27/2012	12039171	B-1	Heavy Rain		Exempt
03/27/2012	12039272	B-2	Heavy Rain		Exempt
03/28/2012	12039599	B-1	Heavy Rain		Exempt

Exemption Request Report
April 2012

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/02/2012	12041526	B-5	Poor Location Information from CHP		Exempt
04/02/2012	12041541	A-1	Train		Exempt
04/05/2012	12042965	A-2	Poor Location Information from RP		Exempt
04/06/2012	12043405	B-2	Train		Exempt
04/06/2012	12043422	B-2	Poor Location Information from RP		Exempt
04/06/2012	12043476	A-1	False Report of Emergency		Exempt
04/10/2012	12045255	B-4	Not Listed		Exempt
04/11/2012	12045374	B-5	Not Listed		Exempt
04/13/2012	12046452	B-2	Adjusted time based on call audit		Exempt
04/13/2012	12046619	B-2	False Report of Emergency		Exempt
04/16/2012	12047597	B-1	Traffic Secondary to Call		Exempt
04/16/2012	12047686	B-5	Poor Location Information from CHP		Exempt
04/16/2012	12047688	B-2	Poor Location Information from CHP		Exempt
04/19/2012	12049349	B-1	Road Construction		Exempt
04/20/2012	12049439	B-1	Train		Exempt
04/20/2012	12049831	B-2	Adjusted time based on call audit		Exempt
04/21/2012	12050095	B-5	Freeway Access		Exempt
04/21/2012	12050382	A-2	Not Listed		Exempt
04/22/2012	12050645	A-1	Train		Exempt
04/25/2012	12052177	B-1	Heavy Rain		Exempt
04/26/2012	12052322	B-1	Dispatch Error		Exempt
04/28/2012	12053150	A-2	Poor Location Information from CHP		Exempt
04/29/2012	12053632	B-1	Road Construction		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	Monthly Average
A-1	98%	97%	98%	98%	95%	97%	96%	98%	95%	96%	94%	95%	96.5%
A-2	90%	94%	92%	94%	90%	91%	92%	92%	91%	90%	88%	87%	91.0%
A-3	84%	92%	90%	94%	96%	91%	90%	91%	87%	93%	97%	98%	92.1%
B-1	91%	91%	92%	91%	91%	90%	90%	89%	91%	89%	91%	92%	90.7%
B-2	93%	94%	95%	94%	94%	93%	92%	93%	93%	92%	93%	93%	93.3%
B-3	100%	100%	100%	93%	100%	90%	100%	100%	100%	100%	100%	100%	98.5%
B-4	91%	91%	90%	95%	95%	91%	84%	94%	90%	91%	92%	86%	91.0%
B-5	86%	91%	91%	94%	84%	84%	83%	87%	86%	76%	74%	78%	84.6%
C-1	94%	97%	97%	97%	96%	95%	97%	96%	95%	94%	95%	95%	95.7%
C-2	96%	98%	92%	95%	95%	95%	96%	100%	96%	93%	93%	96%	95.4%
C-3	92%	98%	98%	99%	100%	98%	97%	94%	97%	95%	91%	98%	96.6%
All Zones	92%	93%	94%	94%	93%	92%	92%	92%	93%	91%	92%	93%	92.6%

Failure to Provide Data

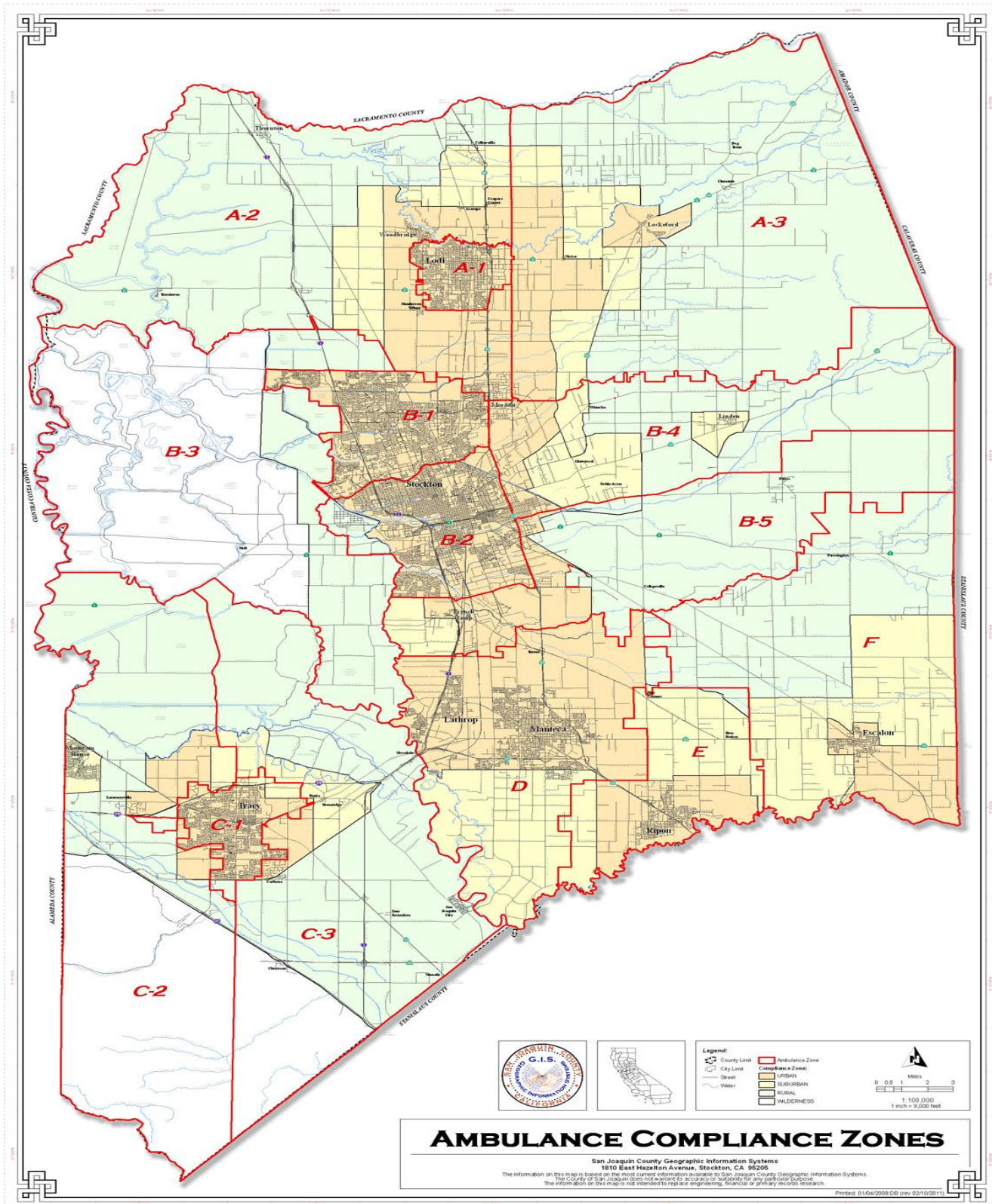
Event Type	March 2012	April 2012
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary March 2012

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PIO CHP, San Joaquin Division	Various meetings to work out planning and logistics for Every 15 Minutes Programs coming up.
Julie Whitehouse	Executive Director, American Heart Association	Working on 'Hands Only' CPR programs for public and possibly Ambulance wraps for public awareness
Sherri Cascadan	PR director, Lodi Wine Commission	Working a joint project for the upcoming Zinfest event in May 2012, and EMS needs for it.
Sophia Valenzuela	Ops Manager, City of Tracy, CA	Working on upcoming State of City Tracy Event, any EMS needs, and coordinating joint outreach

Events		
Event Name	Location	Event Outline
SNF In Service Program, March 1, 2012 0930-1130	Villa Marche Alzheimer's Unit, Stockton, CA	Provide a presentation on the 'Vial of Life' program and participate in a local Alzheimer's support group. Show equipment and speak of ways we treat and take care of their patients. Give hand outs. Approx. 25 participants.
Ambulance Demo, March 5, 2012 1000-1300	Nichols Elementary School, Lodi, CA	Provide an ambulance and crew to do a show and tell event at a local elementary school. Show ambulances, give hand outs, speak about safety. Approx. 200 participants.
Every 15 minutes program planning meeting, March 6, 2012 1500-1630	Caesar Chavez High School, Stockton, CA	Attend and participate in the logistics meeting for the E15 program for Caesar Chavez High School. Multi Agency Participation. Approx. 15 participants.

<p>Ambulance Demo / Every 15 Minutes Program, Caesar Chavez High School, March 8/9, 2012 0800-1200</p>	<p>Caesar Chavez High School, Stockton, CA</p>	<p>Provide 2 ambulances with staffing, along with our supervisor, to participate in the Every 15 Minutes program at Caesar Chavez High School. Lots of student interaction, and tours of ambulance. Approx. 1200 participants.</p>
<p>Ambulance Demo, March 16, 2012 1000-1200</p>	<p>Merryhill Pre School, Stockton, CA</p>	<p>Provide ambulance and staff to participate in an ambulance demo / school presentation for a local preschool. Demo equipment, give hand outs, speaks about calling 911. Approx. 40 participants.</p>
<p>EMS outreach / Rotary Read In, March 21, 2012 0900-1300</p>	<p>Peyton Elementary School, Stockton, CA</p>	<p>Rotary Club Read In project that local EMT's and Paramedics attended and assisted with. Purchase books to read to local school children, then donate the books to the school. Approx. 100 participants.</p>
<p>Ambulance Demo, March 23 2012 1000-1130</p>	<p>Head Start Preschool, Grant Street Vision, Stockton, CA</p>	<p>Provide ambulance and staff to participate in a 'heroes week' event at a local preschool. Show ambulance, give tours, hand outs, speak about safety and EMS. Approx. 50 participants including students, parents, and teachers.</p>
<p>State of the City Event, Tracy, CA, March 27, 2012 0930-1300</p>	<p>The Grand Theater, Tracy, CA</p>	<p>Provide EMS staff to participate in the annual State of the City Event, Tracy, CA. Set up a booth with hand outs, give out information about EMS in our community. Listen to multiple speakers about the year ahead in Tracy, CA. Approx. 500 participants.</p>
<p>EMS outreach / Stroke Awareness, March 28, 2012 1200-1400</p>	<p>WorkNet Building, Stockton, CA</p>	<p>Provide ambulance and staff to support and enhance a stroke awareness luncheon event. Speak about Stroke Centers, treatment, etc. Give hand outs, and network. Approx. 40 participants.</p>

<p>Ambulance Demo / Every 15 Minutes Program, Escalon High School, March 29/30, 2012 0800-1200</p>	<p>Escalon High School, Escalon, CA</p>	<p>Provide personnel to participate in the E15 program at Escalon. While we did not supply ambulances to assist, we did supply manpower, and a speaker (myself) for the assembly portion of the program. Multi agency event. Approx. 600 participants.</p>
<p>Ambulance Demo / EMS outreach, March 29, 2012 1600-1730</p>	<p>Lincoln Square SNF / Rehab, Stockton, CA</p>	<p>Attend an open house event at Lincoln Square SNF for their 3 year anniversary. Give some hand outs, network, and speak about emergent / non emergent ambulance services available in San Joaquin County. Approx. 30 participants.</p>

<p align="center">Classes</p>		
<p>Class Name</p>	<p>Location</p>	<p>Class Outline</p>
<p>SJ EMSA PSR Course, March 6, 2012 1000-1500</p>	<p>SJEMSA classroom</p>	<p>Assist SJ EMSA personnel in teaching / proctoring the monthly PSR skills course for accrediting paramedics. Covered infrequent skills. Multiple agencies. Approx. 25 participants.</p>
<p>CPR in schools program, March 9, 2012 1200-1500</p>	<p>Leroy Nichols School, Lodi, CA</p>	<p>Provide a basic hands only type cpr in schools program to a local elementary school. Show equipment, teach basic compressions, and emphasize activating EMS. Approx. 60 participants.</p>
<p>ALS infrequent Skills lab, March 13, 2012 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide and open forum for paramedics and emt's to come in and perform infrequent skills to get signed off for quarterly skills / accreditation. Topics covered: ALS airway, CPAP, and EZ-IO. Approx. 20 participants throughout day.</p>
<p>CPR refresher course, March 14, 2012, 1000-1500</p>	<p>AMR Stockton Operations</p>	<p>Monthly CPR refresher for employees. Open to outside agencies and public if they pre-register. Approx. 12 participants.</p>
<p>ALS upgrade Program, March 20, 2012 0800-1300</p>	<p>AMR Stockton Operations</p>	<p>Provide an in house training program for EMT's upgrading to work in the 911 system. Covered equipment, set up, and assisting paramedics with critical care patients. Approx. 5 participants.</p>

BLS infrequent Skills lab, March 22, 2012 0900-1500	AMR Stockton Operations	Open forum for EMT's and Paramedics to perform infrequent skills to get signed off for quarterly skills / accreditation. BLS skills covered: BLS airway, Long Spine Board, KED use, and Helmet Removal. Approx. 20 participants throughout the day.
CPR refresher course, March 30, 2012, 1000-1500	Vienna Convalescent, Lodi, CA	Provide a cpr refresher for a local SNF / Rehab center. Updated to current guidelines, donated course, and 1 of 2 scheduled courses for them. Approx. 16 participants.
Boy Scout First Aid Program, March 31, 2012 0800-1200	AMR Stockton Operations	Provide personnel to teach and train a boy scout troop with basic first aid and CPR. Show equipment, give hand outs. Approx. 20 participants.

Current Projects / Studies	Meetings Attended
March 2012, SJ EMSA announced that Dameron Hospital and St Joes Hospital have now become STEMI receiving facilities. The project is getting the policy updates and information out to employees so our public receives the best possible care.	APAPA meeting (Asian Pacific Islanders Group) towards the end of the month. Great presenters and good networking to get the word out about new EMS equipment and better care for all members of our community. These events are attended by local government, and local business leaders.
The Red Cross Heroes Breakfast is coming next month, and we have 4 staff members being recognized for above and beyond service. Did some prep work for this upcoming event.	Various meetings with CHP and allied agencies regarding the Every 15 minutes programs coming up. Meet, plan, and get ready to execute events. New members / sponsors include Delta Blood Bank.
CES was working diligently on getting our paramedics in for training for their quarterly required skills. There were many 'non' scheduled skills sessions in addition to the regularly scheduled sessions. Great training to keep our staff sharp.	CALF meeting attended by representative. This is the monthly meeting for all SNF and hospital representatives (as well as prehospital providers) to meet and greet, discuss issues and solutions, and to plan future events.
CISM team projects being worked on include: uniforms, lapel pins, training, study guides / cards, and getting guest speakers for our meetings / trainings.	There was a high profile accident where we activated the internal and county CISM team. This was in Woodbridge. Team came together easily and the diffusing meeting went well for all involved.

As a note, there were no complaints for the month of March.
Any thank you's we have received will be marked as attachments.



Community Services
San Joaquin County

Monthly Summary April 2012

Activities		
Contact Name	Title	Activity Outline
Katie Nelson	EMS / Crime Reporter, Lodi News Sentinel	Meeting to discuss some upcoming AMR events that I want covered in the press
Julie Whitehouse	Executive Director of American Heart Assoc., Valley Division	Lunch meeting to discuss AMR possibly doing joint outreach with AHA on some local events, including the upcoming AHA Go Red Event.
Ida Ventura	DSD, Vienna Convalescent	Met a handful of times in regards to customer service and some upcoming CPR courses we are providing for them.
Angel Arceo and the E15 Planning Group	PAO for CHP, and other members who help facilitate the Every 15 Minutes Programs in our county	Various meetings planning AMR's involvement in the upcoming E15 programs for the rest of the season.
Tim Daly	Reporter for Channel 10 News	Meetings and interviews with Tim Daly as he is working on a news story regarding EMS and EMD system. SJEMSA also involved in this project.
Jordan Guinn	Crime / EMS reporter for Stockton Record Newspaper	Casual meeting to discuss upcoming AMR outreach events and working on getting Stockton Record to cover them.

Events		
Event Name	Location	Event Outline
E15 logistics meeting, April 10, 2012 1530-1700	Franklin High School, Stockton, CA	Attend and provide input for the upcoming Every 15 Minutes Program at Franklin High School. Discuss logistics of program. Approx. 15 participants.

Red Cross Heroes Breakfast, April 11, 2012 0730-1100	Wine and Roses, Lodi, CA	Participate in the annual Red Cross Heroes Breakfast, held by Red Cross. This event honors local heroes as nominated by local community peers. AMR San Joaquin Had 4 people recognized and awarded at this event. Approx. 200 participants at event.
Partners in Education Meeting, April 11, 2012 1130-1300	Lodi Chamber of Commerce Conference Room, Lodi, CA	Attend and participate in the local LUSD PIE meeting. This group is dedicated to improving LUSD curriculum and getting local businesses involved with educational processes. Approx. 20 participants.
Every 15 Minutes Program, April 12/13, 2012 0800-1130	Franklin High School, Stockton, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Franklin High School. This is a program to curb underage drinking. First Day is the mock crash, the second date is the assembly to the student body. Approx. 500 participants.
EMS Outreach Program, April 16, 2012 1300-1530	Brookside Christian High School, Stockton, CA	Provide staff to participate in a new style outreach program sponsored by Anheuser Busch to help curb underage drinking and substance use. Demo equipment, show ambulance, give hand outs. Approx. 300 participants.
EMS Outreach / Support, April 20, 2012 0800-1500	Modesto PD and surrounding area	Provide 2 ambulances and staff to participate in the Modesto PD officers Funeral. Units used in the procession as well as standby medical aid as needed. Approx. 1000 participants. Highly televised and news worthy event.
Ambulance Demo, April 23, 2012 1600-1800	SJ Office of Education, Stockton, CA	Provide an ambulance an staff to participate in an open house / awards ceremony for local Office of Education for Mentally Challenged individuals. Show ambulance, give hand outs, demo equipment. Approx. 100 participants.

EMS Outreach, April 25, 2012 1200-1430	SJ Worknet Building, Stockton, CA	Attend and participate in the monthly Stroke Awareness Luncheon put on by CV-RAPS. Guest speaker, attendee interaction, and networking. Approx. 50 participants.
EMS Outreach, April 27, 2012 1130-1330	Stockton Hilton, Stockton, CA	Attend and participate in the annual AHA Go Red Event to promote awareness for women's cardiovascular disease. A few AMR employees attended and were able to answer some questions about EMS service regarding the STEMI program and cardiovascular health. Approx. 200 participants.
Asparagus Festival Stand by April 27, 2012 0800-2200	Weber Point Events Center, Downtown Stockton, CA	Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 37,000 participants.
Asparagus Festival Stand by April 28, 2012 0800-2200	Weber Point Events Center, Downtown Stockton, CA	Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.
Asparagus Festival Stand by April 29, 2012 0800-2200	Weber Point Events Center, Downtown Stockton, CA	Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.
Ambulance Demo, April 30, 2012 1400-1600	Tracy Transit Center, Tracy, CA	Provide an ambulance and staff to participate in a local health / safety fair. Show equipment, give hand outs, and speak about education and safety. Approx. 300 participants.

Classes		
Class Name	Location	Class Outline
In Service Program, April 5, 2012 1430-1600	Wagner Heights Rehabilitation, SNF, Stockton, CA	Provide an in service program for a local SNF on the topics of Cardio Pulmonary Distress. Give hand outs, employee interaction, etc. Approx. 40 participants.
CPR refresher course, April 6, 2012 1000-1500	Vienna Convalescent, Lodi, CA	Provide a CPR Refresher course for a local SNF. Approx. 15 participants.
Quarterly Skills Training Day, April 10, 2012 0900-1500	Stockton AMR operations	Provide an open forum course for EMT's and Paramedics to come in and get their required quarterly skills signed off. Open to all providers. Topics covered include all BLS; ALS topics: ALS airway procedures and OB emergencies. Approx. 15 participants.
In Service Program, April 5, 2012 1430-1600	Wagner Heights Rehabilitation, SNF, Stockton, CA	Provide an in service program for a local SNF on the topics of Cardio Pulmonary Distress. Give hand outs, employee interaction, etc. Approx. 40 participants.

CPR Refresher, April 24, 2012 1000-1500	Stockton AMR operations	Provide a monthly refresher course for BLS providers. Open to all providers in county, including hospital staff. Approx. 12 participants.
Quarterly Skills Training Day, April 26, 2012 0900-1500	Stockton AMR operations	Provide an open forum course for EMT's and Paramedics to come in and get their required quarterly skills signed off. Open to all providers. Topics covered include all BLS; ALS topics: ALS airway procedures and OB emergencies. Approx. 15 participants.

Current Projects / Studies	Meetings Attended
April 2012 saw an increase in public media events. From newspaper articles to televised news pieces, we covered Dispatchers, response to calls, and what to do in case of emergencies. Our media relations is on the constant increase, and is an important part of getting our message to our public.	Many Every 15 minutes meetings this month, as well as events. This is a great community based event, each held at a different high school. AMR is a great presence there, and is highlighted in the care and transport of injured "mock" patients.
April 2012 saw our current Medical Director, Dr Allison, bring a guest to our local operations. We helped and assisted this gentleman from Saipan, who is looking to be CAAS accredited. We had a great visit, and he was impressed by our professionalism and dedication.	Various management meetings, as well as CES / Outreach meetings. Our team is working on ways to get trainings to our outlying areas to help ensure compliance by all employees with skills.
Asparagus Festival this month. Bike Team and First Aid booths were staffed by AMR employees. This is a large scale event, and we work with the local Fire Departments in providing great patient care and community outreach.	The American Red Cross Heroes Breakfast was this month. This year, we had 4 local AMR employees receive recognition and awards for their outstanding service and dedication to our patients and our community.
April 2012 saw the culmination of our ROP interns from Weber Institute. We had 3 high school kids from Weber who were at our location from 1300-1530 every Wednesday for the past 6 months. We had a successful ROP / local school partnership with this program and am currently working with a couple of other schools to start the program again.	Attended the monthly APAPA meeting (Asian Pacific Islanders Assoc.) to network, and show support from local EMS. APAPA is a great group and is into providing information and education to our public.

Any thank you notes are as separate attachments.

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

Bike Team events that were donated are in bold print, and account for approx. 126 donated hours of service.