



# San Joaquin County Emergency Medical Services Agency



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

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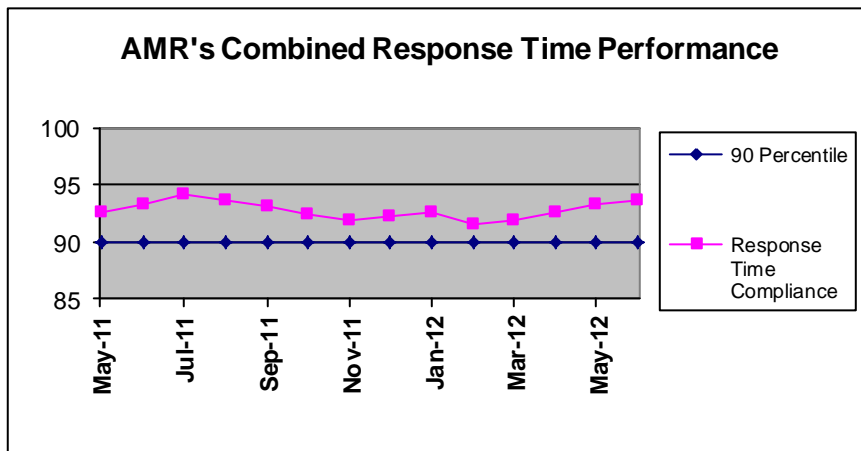
Fax Number  
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## Memorandum

TO: All Interested Parties  
FROM: Dan Burch, EMS Administrator  
DATE: August 3, 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 May and June, 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 May and June 2012, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 93.3% for May and 93.6% for June.

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 one of the eleven subzones in May, and two of eleven subzones in June.

The complete compliance report for May and June 2012 may be viewed or downloaded from the EMS Agency's website: [www.sjgov.org/ems](http://www.sjgov.org/ems).

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

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

May 1, 2012 through May 31, 2012						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	389	12	96.92%	X		
SJC Zone A-2	122	12	90.16%	X		
SJC Zone A-3	45	3	93.33%	X		
SJC Zone B-1	1,092	95	91.30%	X		
SJC Zone B-2	1,307	73	94.41%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	129	8	93.80%	X		
SJC Zone B-5	111	22	80.18%			X
SJC Zone C-1	305	15	95.08%	X		
SJC Zone C-2	45	3	93.33%	X		
SJC Zone C-3	67	1	98.51%	X		
<b>All Zones Combined</b>	<b>3,623</b>	<b>244</b>	<b>93.27%</b>	<b>10</b>		<b>1</b>

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

June 1, 2012 through June 30, 2012						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	341	14	95.89%	X		
SJC Zone A-2	103	11	89.32%			X
SJC Zone A-3	53	5	90.57%	X		
SJC Zone B-1	1,082	85	92.14%	X		
SJC Zone B-2	1,279	67	94.76%	X		
SJC Zone B-3	22	0	100.00%	X		
SJC Zone B-4	150	5	96.67%	X		
SJC Zone B-5	82	17	79.27%			X
SJC Zone C-1	280	17	93.93%	X		
SJC Zone C-2	54	2	96.30%	X		
SJC Zone C-3	60	3	95.00%	X		
<b>All Zones Combined</b>	<b>3,506</b>	<b>226</b>	<b>93.55%</b>	<b>9</b>		<b>2</b>

## Fines and Penalties Report

Type of Penalty	May 2012	June 2012
Out of compliance response districts	\$5,000	\$10,000
Late response minutes	\$5,510	\$5,510
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
<b>Totals</b>	<b>\$10,510</b>	<b>\$15,510</b>

## Weekly Unit Hour Staffing Report

	RFP	May 2012	June 2012
Zone A	588	588	588
Zone B	1932	2126	2067
Zone B *non dedicated	0	147	149
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3365</b>	<b>3308</b>

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

## Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	May 2012			June 2012		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,380	232	93.14%	3,248	219	93.26%
Suburban 9:29	84	10	88.10%	74	5	93.24%
Suburban-Moderate 15:29	13	1	92.31%	16	0	100.00%
Rural 17:29	133	1	99.25%	143	2	98.60%
Wilderness 29:29	13	0	100.00%	25	0	100.00%
<b>Total</b>	<b>3,623</b>	<b>244</b>	<b>93.27%</b>	<b>3,506</b>	<b>226</b>	<b>93.55%</b>

## Mutual Aid Incidents

May 2012			June 2012		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	2	AMR Stanislaus	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE B-5 URBAN	3	Escalon	SJ ZONE B-5 RURAL	1
MDAS	SJ ZONE C-1 URBAN	3	MDAS	SJ ZONE B-2 URBAN	2
MDAS	SJ ZONE C-3 RURAL	2	MDAS	SJ ZONE B-5 SUBURBAN	1
Waterford Amb.	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-5 URBAN	1
			MDAS	SJ ZONE C-1 URBAN	5
			MDAS	SJ ZONE C-3 RURAL	2
<b>Total</b>		<b>11</b>			<b>13</b>

Detailed Response Time Analysis  
May 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	389	0:01	23:30	4:16	2:03	6:24
SJ ZONE A-2 URBAN	72	0:02	12:04	5:19	2:26	8:02
SJ ZONE A-3 URBAN	17	0:03	8:39	5:03	2:29	8:35
SJ ZONE B-1 URBAN	1,092	0:01	15:03	5:01	2:09	7:24
SJ ZONE B-2 URBAN	1,307	0:01	16:17	4:38	2:07	7:09
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	96	0:02	9:56	4:54	1:00	6:57
SJ ZONE B-5 URBAN	96	0:01	12:30	5:09	3:17	9:01
SJ ZONE C-1 URBAN	296	0:02	17:28	4:15	2:13	6:29
SJ ZONE C-2 URBAN	8	4:23	9:26	6:20	1:45	9:26
SJ ZONE C-3 URBAN	7	3:12	7:24	5:04	1:29	7:24
SJ ZONE A-2 SUBURBAN	20	2:55	12:30	8:02	2:28	11:20
SJ ZONE A-3 SUBURBAN	10	0:03	15:56	6:37	4:56	14:56
SJ ZONE B-4 SUBURBAN	21	0:17	13:58	4:48	3:46	7:45
SJ ZONE B-5 SUBURBAN	10	1:59	10:19	6:02	2:56	10:15
SJ ZONE C-1 SUBURBAN	9	3:50	16:32	6:46	3:39	16:32
SJ ZONE C-2 SUBURBAN	5	4:21	8:09	6:19	1:22	8:09
SJ ZONE C-3 SUBURBAN	9	1:10	7:12	5:50	1:46	7:12
SJ ZONE C-2 SUBURBAN-MODERATE	13	1:39	18:25	10:57	3:40	13:39
SJ ZONE A-2 RURAL	30	0:02	16:57	8:26	4:52	13:20
SJ ZONE A-3 RURAL	18	0:02	16:39	8:05	3:56	13:15
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	2	5:56	6:35	6:15	0:20	6:35
SJ ZONE B-4 RURAL	12	4:33	14:44	9:24	3:33	13:48
SJ ZONE B-5 RURAL	5	5:48	13:58	10:24	2:42	13:58
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	16	3:04	16:35	9:11	3:01	12:57
SJ ZONE C-3 RURAL	50	0:02	19:36	7:57	5:59	15:09
SJ ZONE B-3 WILDERNESS	9	1:18	19:21	11:26	5:13	19:21
SJ ZONE C-2 WILDERNESS	3	0:04	20:11	12:12	8:43	20:11
SJ ZONE C-3 WILDERNESS	1	10:14	10:14	10:14	0:00	10:14
All Urban Compliance Areas	3,380	0:01	23:30	4:44	2:12	7:16
All Suburban Compliance Areas	84	0:03	16:32	6:21	3:29	10:49
All Suburban-Moderate Compliance Areas	13	1:39	18:25	10:57	3:40	13:39
All Rural Compliance Areas	133	0:02	19:36	8:26	4:53	14:04
All Wilderness Compliance Areas	13	0:04	20:11	11:31	6:03	19:21

Detailed Response Time Analysis  
June 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	341	0:01	11:10	4:14	2:01	6:42
SJ ZONE A-2 URBAN	56	0:01	12:23	5:41	2:22	8:32
SJ ZONE A-3 URBAN	20	0:02	9:11	5:08	2:38	8:34
SJ ZONE B-1 URBAN	1,082	0:02	16:33	4:56	2:07	7:22
SJ ZONE B-2 URBAN	1,279	0:01	25:18	4:38	2:04	6:55
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	112	0:04	15:31	4:52	2:18	7:08
SJ ZONE B-5 URBAN	71	0:02	14:56	4:43	3:44	9:46
SJ ZONE C-1 URBAN	270	0:01	24:39	4:23	2:48	6:41
SJ ZONE C-2 URBAN	9	0:02	8:35	4:47	2:56	8:35
SJ ZONE C-3 URBAN	8	0:03	10:02	4:59	3:36	10:02
SJ ZONE A-2 SUBURBAN	15	3:29	14:19	8:05	2:46	11:43
SJ ZONE A-3 SUBURBAN	8	3:56	7:54	5:29	1:27	7:54
SJ ZONE B-4 SUBURBAN	24	0:02	10:02	6:12	2:43	9:29
SJ ZONE B-5 SUBURBAN	5	0:03	11:49	4:18	4:30	11:49
SJ ZONE C-1 SUBURBAN	10	3:47	8:19	5:47	1:12	6:50
SJ ZONE C-2 SUBURBAN	3	0:02	6:26	4:11	2:56	6:26
SJ ZONE C-3 SUBURBAN	9	0:42	12:55	6:15	3:30	12:55
SJ ZONE C-2 SUBURBAN-MODERATE	16	0:03	13:34	9:43	3:45	13:13
SJ ZONE A-2 RURAL	32	0:03	25:21	12:10	4:44	16:25
SJ ZONE A-3 RURAL	25	0:07	18:12	8:47	4:28	15:19
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	6:12	14:34	9:03	2:52	14:34
SJ ZONE B-4 RURAL	14	3:55	14:58	9:24	3:32	13:54
SJ ZONE B-5 RURAL	6	0:02	14:12	7:47	4:29	14:12
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	18	0:03	22:13	9:10	4:53	17:23
SJ ZONE C-3 RURAL	43	0:01	16:27	5:45	5:27	12:36
SJ ZONE B-3 WILDERNESS	17	0:03	24:12	11:36	7:53	23:20
SJ ZONE C-2 WILDERNESS	8	4:42	20:47	14:08	4:44	20:47
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,248	0:01	25:18	4:42	2:14	7:12
All Suburban Compliance Areas	74	0:02	14:19	6:15	2:58	9:46
All Suburban-Moderate Compliance Areas	16	0:03	13:34	9:43	3:45	13:13
All Rural Compliance Areas	143	0:01	25:21	8:42	5:19	14:59
All Wilderness Compliance Areas	25	0:03	24:12	12:25	7:08	21:26

**Exemption Request Report  
May 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/01/2012	12054648	C-1	Poor Location Information from CHP		Exempt
05/03/2012	12055272	B-2	Train		Exempt
05/03/2012	12055292	B-1	Traffic Secondary to Call		Exempt
05/03/2012	12055642	B-2	Train		Exempt
05/06/2012	12056723	A-1	Not Listed		Exempt
05/06/2012	12056758	B-2	Poor Location Information from RP		Exempt
05/08/2012	12057546	B-2	Traffic Secondary to Call		Exempt
05/09/2012	12057984	B-1	Train		Exempt
05/10/2012	12058491	B-1	Road Construction	Poor Route Choice	Not Exempt
05/11/2012	12059258	B-2	Train		Exempt
05/12/2012	12059520	A-2	Unit Dispatched and Responded Code 2		Exempt
05/14/2012	12060245	B-1	Road Construction		Exempt
05/16/2012	12061089	B-5	Not Listed		Exempt
05/17/2012	12061615	B-5	Train		Exempt
05/18/2012	12061981	B-2	Road Construction		Exempt
05/18/2012	12062442	B-1	Poor Location Information from RP		Exempt
05/19/2012	12062477	A-1	Poor Location Information from CHP		Exempt
05/20/2012	12063023	B-5	Train		Exempt
05/25/2012	12065353	B-2	Poor Location Information from CHP		Exempt
05/27/2012	12066225	B-2	Train		Exempt
05/28/2012	12066496	B-2	Train		Exempt
05/31/2012	12067978	A-3	Poor Location Information from RP		Exempt

**Exemption Request Report  
June 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/06/2012	12070482	B-2	Poor Location Information from RP		Exempt
06/06/2012	12070544	B-1	Poor Location Information from RP		Exempt
06/09/2012	12071871	A-2	False Report of Emergency		Exempt
06/09/2012	12072130	A-2	False Report of Emergency		Exempt
06/10/2012	12072387	B-2	Train		Exempt
06/10/2012	12072576	B-2	Dispatch Error		Exempt
06/11/2012	12072785	B-5	Poor Location Information from		Exempt
06/11/2012	12072937	B-1	Road Construction		Exempt
06/11/2012	12073130	B-1	Train		Exempt
06/12/2012	12073579	B-1	Road Construction		Exempt
06/15/2012	12074664	A-2	Road Construction		Exempt
06/15/2012	12074667	A-2	Poor Location Information from		Exempt
06/15/2012	12074727	B-5	Road Construction	Time and Distance	Not Exempt
06/17/2012	12075500	C-2	Poor Location Information from RP		Exempt
06/17/2012	12075881	B-2	Traffic Secondary to Call		Exempt
06/19/2012	12076730	B-4	Poor Location Information from RP		Exempt
06/24/2012	12078671	B-1	Poor Location Information from RP		Exempt
06/27/2012	12080074	B-2	Poor Location Information from RP		Exempt
06/28/2012	12080346	B-4	Poor Location Information from RP		Exempt
06/29/2012	12080742	B-4	Poor Location Information from RP		Exempt

## Contract 1 Year Cumulative Performance Summary

### Response Time Compliance

Zone	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Monthly Average
A-1	98%	98%	95%	97%	96%	98%	95%	96%	94%	95%	97%	96%	96.3%
A-2	92%	94%	90%	91%	92%	92%	91%	90%	88%	87%	90%	89%	90.6%
A-3	90%	94%	96%	91%	90%	91%	87%	93%	97%	98%	93%	91%	92.7%
B-1	92%	91%	91%	90%	90%	89%	91%	89%	91%	92%	91%	92%	90.8%
B-2	95%	94%	94%	93%	92%	93%	93%	92%	93%	93%	94%	95%	93.5%
B-3	100%	93%	100%	90%	100%	100%	100%	100%	100%	100%	100%	100%	98.6%
B-4	90%	95%	95%	91%	84%	94%	90%	91%	92%	86%	94%	97%	91.8%
B-5	91%	94%	84%	84%	83%	87%	86%	76%	74%	78%	80%	79%	83.1%
C-1	97%	97%	96%	95%	97%	96%	95%	94%	95%	95%	95%	94%	95.5%
C-2	92%	95%	95%	95%	96%	100%	96%	93%	93%	96%	93%	96%	95.1%
C-3	98%	99%	100%	98%	97%	94%	97%	95%	91%	98%	99%	95%	96.9%
<b>All Zones</b>	<b>94%</b>	<b>94%</b>	<b>93%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>93%</b>	<b>91%</b>	<b>92%</b>	<b>93%</b>	<b>93%</b>	<b>94%</b>	<b>92.7%</b>

### Failure to Provide Data

Event Type	May 2012	June 2012
N/A		

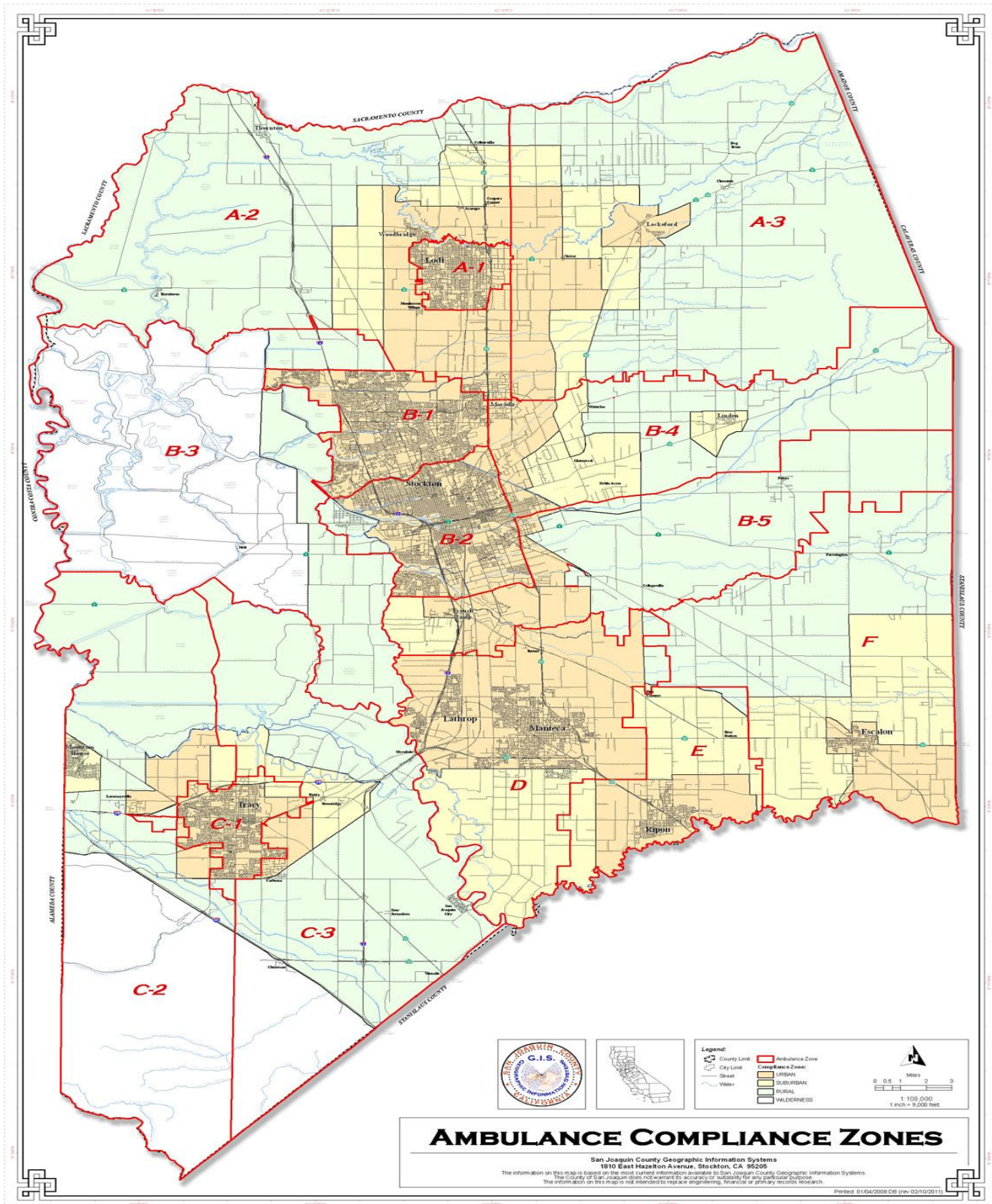
### Mechanical Report

Event Type	Date	Preventable
N/A		

### Community Service Report

Event Type
See Appendix A.







Community Services  
San Joaquin County

## Monthly Summary May 2012

<b>Activities</b>		
<b>Contact Name</b>	<b>Title</b>	<b>Activity Outline</b>
Sithiphone Phanthaamat	Donor Operations Interim Manager Delta Blood Bank	Met to discuss AMR's upcoming blood drive donation with Delta Blood Bank, benefiting some community members.
Timm Quinn / Matt Anderson	Chamber of Commerce events coordinators, Stockton	Casual meetings to discuss State of the City, Stockton, needs and set up
Katie Nelson	Reporter, Lodi News Sentinel	Meeting at Lifecom with dispatch staff on an upcoming story that the Lodi Sentinel will be covering.
Christina Magana	Account Representative, American Red Cross, Valley Division	Met to discuss joint cpr training opportunities for the public.

<b>Events</b>		
<b>Event Name</b>	<b>Location</b>	<b>Event Outline</b>
Every 15 Minutes Logistics Meeting, May 1, 2012 1500-1630	Tokay High School, Lodi, CA	Planning meeting for the E15 program+ at Tokay High School for 2012. Multiple agencies involved. Approx. 15 participants.
Every 15 Minutes program, May 3, 2012 0800-1300	Tokay High School, Lodi, CA	Provide 2 ambulances and staff, as well as a supervisor to participate in a local High School's Every 15 Minutes Program, to curb underage drinking and driving. This 2 day event involves multiple agencies and most of the student body of the high school. Approx. 500 participants.

<p>Ambulance Demo / Health Fair, May 7, 2012 1000-1200</p>	<p>McNair High School, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in a local high school's Health and Science ROP course. Presentation on EMS, patient assessment, safety. Two classes, two presentations. Approx. 100 participants between both classes.</p>
<p>Ambulance Demo , Standby, May 7, 2012 1230-1430</p>	<p>Lincoln Technical Academy, Lodi, CA</p>	<p>Provide an ambulance and staff to participate in a local high school's Health and Science ROP course. Presentation on EMS, patient assessment, safety. Two classes, two presentations. Approx. 100 participants between both classes.</p>
<p>Ambulance Demo, May 8, 2012 0900-1200</p>	<p>San Joaquin County Office of Education, Special Education Services, Stockton, CA</p>	<p>Provide an ambulance and staff to do a demonstration of equipment and speak about EMS, education, and safety, to a few classes of special needs students. Give hand outs, tours of ambulance, etc. Approx. 75 participants.</p>
<p>Every 15 Minutes Logistics Meeting, May 1, 2012 1500-1630</p>	<p>McNair High School, Stockton, CA</p>	<p>Planning meeting for the E15 program at McNair High School for 2012. Multiple agencies involved. Approx. 15 participants.</p>
<p>Ambulance / EMS Demo, May 9, 2012 1030-1430</p>	<p>San Joaquin County General Hospital, French Camp, CA</p>	<p>Provide an ambulance and staff to participate in the annual Nurses Week BBQ / Outreach Day at SJ General Hospital. Show ambulance, give hand outs, demo EMS equipment. Approx. 400 participants.</p>
<p>Every 15 Minutes program, May 10, 2012 0800-1300</p>	<p>McNair High School, Stockton, CA</p>	<p>Provide 2 ambulances and staff, as well as a supervisor to participate in a local High School's Every 15 Minutes Program, to curb underage drinking and driving. This 2 day event involves multiple agencies and most of the student body of the high school. Approx. 500 participants.</p>

<p>Ambulance Standby / Procession Donation, May 10, 2012 1200-1600</p>	<p>First Baptist Church, Lodi, CA and surrounding area</p>	<p>Donate a first aid standby as well as 3 ambulances and 2 supervisors to participate in the funeral event for a local Fire Department's funeral procession. Multiple agencies from around the state in attendance. Approx. 1500 participants.</p>
<p>Ambulance Demo, May 11, 2012 0730-1400</p>	<p>Kindred Elementary School, Lathrop, CA</p>	<p>Provide an ambulance and staff to participate in a school health and safety fair. Show ambulance, give tours, give hand outs, demo equipment, and speak about safety. Approx. 300 participants.</p>
<p>Ambulance Demo, May 11, 2012 1400-1700</p>	<p>Roosevelt Elementary School, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in a school health and safety fair. Show ambulance, give tours, give hand outs, demo equipment, and speak about safety. This event had many of our local city officials in attendance, as well as those running for local offices. Approx. 300 participants.</p>
<p>Ambulance Demo, May 12, 2012 0900-1300</p>	<p>Sutter Tracy Hospital, Tracy, CA</p>	<p>Provide an ambulance and personnel to participate in the annual Sutter Tracy Hospital Children's Fair. Show ambulance, give hand outs, speak about safety, demo equipment. Approx. 150 participants.</p>
<p>Ambulance Demo, May 12, 2012 1000-1300</p>	<p>Target Building Parking Lot, Lathrop, CA</p>	<p>Provide an ambulance and staff to donate first aid stand by for the annual Sherriff's Department's Bike Rodeo event. Be on standby if first aid is needed. Support allied agencies with Bike Rodeo and Bike Safety. Show ambulance, give hand outs, speak about safety. Approx. 100 participants.</p>

<p>Ambulance Demo/Outreach, May 17, 2012 0900-1500</p>	<p>Shed 20, Port of Stockton, Stockton, CA</p>	<p>Provide an ambulance and staff to assist as needed with the annual 'State of the City' event for Stockton. We also had a booth to showcase some of the equipment we use in EMS to our public, allowing them to get hands on experience with some items. Give hand outs, demo equipment, speak about EMS in our community. Approx. 2500 participants.</p>
<p>First Aid Standby, May 19, 2012 1000-2000</p>	<p>Lodi Lake Recreation Area, Lodi, CA</p>	<p>Provide 2 ALS Bike Teams to provide first aid coverage for annual Zinfest event in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 10000 participants.</p>
<p>First Aid Standby, May 20, 2012 0530-1230 "Avenue of the Vines"</p>	<p>Woodbridge Winery, Woodbridge, CA</p>	<p>Provide 2 ALS Bike Teams to provide first aid coverage for half marathon run in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 3000 participants.</p>
<p>EMS WEEK CELEBRATION, May 20-26, 2012 0800-1700 each day</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>AMR hosted a weeklong event celebrating not just our employees, but EMS workers everywhere. Food and snack items were available to all, as well as items given out as appreciation. This is an open house event that allows the public access to see what we do. Approx. 500 participants.</p>

<p>Ambulance / CPR Demo, May 23, 2012 0700-1800</p>	<p>State Capitol, Sacramento, CA</p>	<p>Provide ambulance and staff to participate in the EMS Week event held at the State Capitol. This event had multiple providers and agencies in attendance, and a 'Hands Only CPR' program that lasted all day. It was open for the public as EMS outreach for the public, and approx. 1500 people were trained in CPR this day. Approx. 3000 participants.</p>
<p>Ambulance Demo / EMS appreciation event, May 24, 2012 1200-1500</p>	<p>St. Joseph's Hospital, Stockton, CA</p>	<p>Many ambulances and crews participated in a joint outreach and appreciation event hosted by St. Joseph's Hospital for EMS week. Allied agency interaction and team building. Approx. 200 participants.</p>
<p>Ambulance Demo, May 25, 2012 1030-1330</p>	<p>Kaplan College, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in a local college's career and job fair. Show ambulance, demo equipment, give hand outs, speak about job opportunities in EMS and education. Many allied agencies in attendance. Approx. 150 participants.</p>
<p>Delta Boat Patrol, May 26-28, 2012, 1100-2200</p>	<p>San Joaquin Delta Waterways, various locations, San Joaquin County, CA</p>	<p><b>During this 3 day event, we provided ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.</b></p>
<p>Ambulance Demo / First Aid Standby Donation, May 28, 2012 0800-1100</p>	<p>Lexington Hotel/ Downtown Stockton Area</p>	<p>Donation of an ambulance and staff to be present and provide demonstrations as requested for the "Run to Eradicate Polio" event held in downtown Stockton. Event sponsored by the Stockton Rotary Club. Approx. 300 participants.</p>

Ambulance Demo, May 31, 2012 0600-1400	Micke Grove Park, Lodi, CA	Provide an ambulance and staff to participate in the annual Senior Awareness Day event. This event shows seniors what is available to them in the community. Show ambulance, demo equipment, give out information about using / accessing EMS system. Approx. 5000 participants.
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<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
CPR Course, May 2, 2012 0800-1300	National Guard Operations, Stockton Airport, CA	Provide a CPR course for a local National Guard Unit that is based here in San Joaquin County. Donated course, put on in conjunction with Mokelumne Fire Department. Approx. 20 participants.
CPR refresher course, May 3, 2012 1000-1400	Dr. Bock's Office, Stockton, CA	Provide a cpr refresher course for a local doctors office staff. Donated course. Approx. 10 participants.
Infrequent Skills Lab, May 8, 2012 0900-1500	AMR Stockton Operations	One of our bi-monthly skills labs where both paramedics and EMT's can get their skills signed off for reaccreditation. Open to all providers. Topics: BLS/ALS airway, and patient examination for medical and trauma situations. Approx. 10 participants.
PSR/ PAO Course, May 16, 2012 0900-1230	SJ EMSA Classroom, French Camp, CA	Provide a Proctor to help with skills at the monthly PSR / PAO course put on by San Joaquin County EMS. Approx. 15 participants.
CPR refresher course, May 16, 2012 1000-1500	AMR Stockton Operations	Monthly CPR / BLS refresher course held by AMR San Joaquin. Course open to public as well as employees. Recertification of CPR card upon completion of course. Approx. 10 participants.

<p>CE course, May 18, 2012 1300-1600</p>	<p>AMR Stockton Operations</p>	<p>Course taught by AMR San Joaquin's Medical Director, Dr. Jerry Allison, on the topic of <b>Sepsis</b>. Open to all providers, and CE hours were given for attendance. This was one of 4 courses that Dr. Allison taught this month. Approx. 10 participants.</p>
<p>CPR Course, May 19, 2012 0900-1600</p>	<p>Stockton Sailing Club, Ladd's Marina, Stockton, CA</p>	<p>Provide a CPR course for the Stockton Sailing Club's new Lifeguards. This was a donated full class, first time providers. Approx. 15 participants.</p>
<p>CE course, May 22, 2012 1400-1700</p>	<p>AMR Stockton Operations</p>	<p>Course taught by AMR San Joaquin's Medical Director, Dr. Jerry Allison, on the topic of <b>Sepsis</b>. Open to all providers, and CE hours were given for attendance. This was one of 4 courses that Dr. Allison taught this month. Approx. 10 participants.</p>
<p>CE course, May 24, 2012 1400-1700</p>	<p>AMR Stockton Operations</p>	<p>Course taught by AMR San Joaquin's Medical Director, Dr. Jerry Allison, on the topic of <b>Community Based Paramedicine</b>. Open to all providers, and CE hours were given for attendance. This was one of 4 courses that Dr. Allison taught this month. Approx. 10 participants.</p>
<p>Infrequent Skills Lab, May 24, 2012 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>One of our bi-monthly skills labs where both paramedics and EMT's can get their skills signed off for reaccreditation. Open to all providers. Topics: BLS/ALS airway, and patient examination for medical and trauma situations. Approx. 10 participants.</p>



CE course, May 29, 2012 1400-1700	AMR Stockton Operations	Course taught by AMR San Joaquin's Medical Director, Dr. Jerry Allison, on the topic of <b>Community Based Paramedicine</b> . Open to all providers, and CE hours were given for attendance. This was one of 4 courses that Dr. Allison taught this month. Approx. 12 participants.
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Current Projects / Studies	Meetings Attended
State of the City-Stockton, was held May 2012. This is a large profile project where we donate first aid service, and also staff a booth to showcase and give out information about EMS in our community. Many high profile community members in attendance.	Various daily management / staff meetings. Keeping up with daily happenings and new projects.
EMS week 2012 was in May 2012. This year, I participated in an event at the state capitol in Sacramento. We gave a 'Hands Only CPR' training event for congressional folks, as well as many folks from the public. Great outreach project. Media coverage was also noted.	Met with American Red Cross a few times to discuss their CPR program, and how we might integrate with them to do a large scale CPR training event for the public. This is an ongoing project that will hopefully come to fruition.
Currently working on our CPR program re-vamp with NCTI Vocational College. We will be hosting a CPR instructor course in June 2012. This project will bring all of our instructors in line with NCTI, and hopefully add a few new instructors to our roster.	Met with many members of the Delta Blood Bank, planning a Blood Drive Event for June 2012. This event will be hosted at AMR San Joaquin, and is designed to benefit some of our community members who are in need of blood or blood products.
Worked with CES department on getting infrequent skills signed off. There were many unplanned skills sessions held during the month of May 2012. While we did have our usual scheduled courses, there were many training opportunities that arose and were taken advantage of.	Members of our staff took time to attend open house events for local SNF's, the CAHF meetings, and other allied agency events. This has been beneficial in building relationships and partnerships with our other providers.

As a note, there were no complaints forwarded to me for the month of May. I had received a compliment for service for one of our crews via phone call.

**Also, Bike Team events, and Boat Patrol for Memorial Day Weekend have been put in bold face to easily identify them.**

I have attached copies of thank-you's and letters of appreciation.



Community Services  
San Joaquin County

## Monthly Summary June 2012

Activities		
Contact Name	Title	Activity Outline
Becky Sprinkle	Mother of patient that represents Delta Blood Bank, and the pediatric patient we are doing our blood drive for	Multiple meetings to gather information, promote media involvement, and support our June 2012 Blood Drive
Denise Rizzo	Reporter for Tracy Press Newspaper	Met with Ms. Rizzo and other staff at Tracy Press to establish good contacts, and also promote a media event that was eventually covered by the Tracy Press.
Peter Breech	Lodi News Sentinel Circulation/Sales Manager	Met to discuss upcoming outreach project that Lodi Sentinel would like us to participate in. Another good contact at Lodi News.

Events		
Event Name	Location	Event Outline
Ambulance Demo, June 1, 2012 1100-1400	Institute of Technology, Vocational School, Stockton, CA	Provide an ambulance and personnel to participate in a local Vocational College's Career and Health fair. Show ambulances, give hand outs, spoke about EMS careers and education. Approx. 150 participants.

<p><b>Bike Team Demo / Stand By Event, June 2, 2012 1000-1900</b></p>	<p><b>Weber Point Events Center, Downtown Stockton, CA</b></p>	<p><b>Provide 2 paramedic bike teams and support personnel for a concert event planned by KAT County Music Station. This event was a very large festival type of event, and our bike paramedics were involved in community outreach, as well as the medical aid plan as needed. Approx. 2000 participants.</b></p>
<p><b>EMS Outreach / Media Event, June 6, 2012 1230-1430</b></p>	<p><b>AMR Tracy Operations</b></p>	<p>Meet with Tracy Press and a local member of community who was doing a donation of stuffed animals for us. Showed ambulance, promoted pediatric patient care, etc. Tracy Press printed this article. Estimated thousands of readers.</p>
<p><b>Ambulance Demo / Standby, June 6, 2012 1700-2200</b></p>	<p><b>SJ General Hospital</b></p>	<p>Provide ambulance and personnel to participate in an 'Active Shooter' drill being held at County Hospital. This was organized by SJGH and local SWAT teams. Approx. 100 participants, not including other volunteers / and fake patients.</p>
<p><b>Ambulance Standby / Demo, June 9-10, 2012 0900-0900</b></p>	<p><b>Bear Creek High School, Stockton, CA</b></p>	<p>Provide an ambulance and standby personnel to participate in-and provide first aid if needed- for the annual 'Relay for Life' Cancer fundraiser event. This was a 24 hour event. Good outreach and multiple kudos from participants on our crews. Approx. 1000 participants.</p>
<p><b>Ambulance Demo, June 12, 2012 1300-1500</b></p>	<p><b>Bear Creek Church, Stockton, CA</b></p>	<p>Provide an ambulance and personnel for a demo for a local church's summer day camp. Show ambulances, give hand outs, spoke about education and safety. Approx. 60 participants.</p>

<p>Ambulance Demo / EMS outreach, June 14 2012 0900-1300</p>	<p>Lathrop Elementary School, Lathrop, CA</p>	<p>In conjunction with Lathrop Police, and SJ Sherriff's office, provide an ambulance and staff to participate in a local school's First Responder Outreach program. Show ambulance, speak about EMS and education, and also teach 'Hands only CPR' to students. Approx. 50 participants.</p>
<p><b>Bike Team / Ambulance Stand By/ Demo, June 16, 2012 0800-1300</b></p>	<p><b>UOP College to Banner Island Park, Stockton, CA</b></p>	<p><b>Provide a paramedic bike team and an ambulance with staff to participate and provide medical aid if needed for the Emergency Food Bank's 'Bike to Feed the Hungry' event. Donated event. Give hand outs, speak about EMS, and provide aid as needed. Approx. 500 participants.</b></p>
<p>EMS Outreach / Community Participation, June 21, 2012 0730-1530</p>	<p>Hutchins Street Square, Lodi, CA</p>	<p>Attend and participate in a local Leadership Conference, representing AMR Ambulance. This was a very large event with media coverage, and many prominent members of the community present. Give information on EMS, hand outs, and make contacts. Approx. 600 participants.</p>
<p>Ambulance Demo, June 21, 2012 1500-1730</p>	<p>Kaplan College, Stockton, CA</p>	<p>Provide ambulance and staff to participate in a local College's Health and Career Fair. Show ambulances, give hand outs, spoke about education and job opportunities. Approx. 200 participants.</p>

Blood Drive / EMS Outreach, June 25, 2012 0800-1600	AMR Stockton Operations	AMR San Joaquin hosted a Blood Drive, supported by Delta Blood Bank. We did this event in support of a local 7 year old girl who has been diagnosed with Leukemia. We had over 40 donors, media coverage, and the opportunity to have some of our public meet the paramedics and EMT's that serve them. Tours of our office and hands only cpr training also offered. Approx. 50 participants.
Ambulance Demo / Standby Event, June 30, 2012 0800-1600	Madison Park, Stockton, CA	Provide an ambulance and staff to participate in the local Sherriff's K9 dog trials and training event. Provide aid as needed, show ambulance, give hand outs. Approx. 300 participants.

Classes		
Class Name	Location	Class Outline
Documentation Training for EMS Providers, June 5, 2012 0900-1200	Ripon Fire Department, Ripon, CA	Provide a patient care documentation course for a local fire department. Part of our joint department/agency training. CE units provided. Approx. 20 participants.
PAO/PSR course by SJEMSA, June 5, 2012 0900-1500	SJEMSA Classroom, SJGH Hospital grounds	Provide personnel to assist SJEMSA with teaching/proctoring skills for County EMS accreditation courses. Approx. 20 participants.
Continuing Education Course, June 12, 2012 1300-1500	AMR Stockton Operations	One of 4 courses taught by our medical director, Dr. Allison, for continuing education units. Open to all providers. This topic was on Sepsis/ Infection. CE's given approx. 12 participants.

<p>Infrequent Skills Lab, June 12, 2012 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Bi monthly open forum for infrequent skills refreshers and sign off's for County Reaccreditation. No CE given, as this was skills only. Open to all providers. Topics include all skills, but focus on Airway, 12 lead EKG, Cardioversion, and Pacing. Approx. 12 participants.</p>
<p>CPR/BLS Instructor Course, June 13, 2012 0900-1700</p>	<p>AMR Stockton Operations</p>	<p>Course taught and sponsored by NCTI Vocational College. Course was to renew and gain NCTI as our AHA Training Center for CPR courses. Approx. 16 participants. CE's issued by NCTI.</p>
<p>In-service Program for local SNF, June 14, 2012 1430-1600</p>	<p>Wagner Heights Rehab / Convalescent Hospital, Stockton, CA</p>	<p>Provide an in-service program for a local SNF on the topic of Cardiac and Respiratory Distress, and early recognition. Approx. 30 participants.</p>
<p>CPR refresher course, June 18, 2012 1800-2200</p>	<p>AMR Stockton Operations</p>	<p>Provide a CPR refresher course for employees and outside agencies. Open to all. Approx. 8 participants.</p>
<p>CPR refresher course, June 19, 2012 1000-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide a CPR refresher course for employees and outside agencies. Open to all. Approx. 12 participants.</p>
<p>Joint Fire Department Training, June 20, 2012 1800-2100</p>	<p>Thornton Fire Station, Thornton, CA</p>	<p>Provide a training course for a local Fire Department on the topic of MCI's, Triage, and the use of resources. CE's issued. Approx. 12 participants.</p>
<p>CPR Refresher Course ( Joint Fire Dept. Training ), June 23, 2012 0900-1400</p>	<p>Collegeville Fire Station, Collegeville, CA</p>	<p>Provide a CPR refresher course (joint training) for a local Fire Department and their staff. BLS cards were renewed. Approx. 10 participants.</p>

Continuing Education Course, June 26, 2012 1300-1500	AMR Stockton Operations	One of 4 courses taught by our medical director, Dr. Allison, for continuing education units. Open to all providers. This topic was on Community Paramedicine. CE's given approx. 12 participants.
ALS Upgrade Course, June 27, 2012 1200-1700	AMR Stockton Operations	Provide an Advanced Life Support upgrade course, allowing EMT's to work on 911 ambulances. While this was scheduled for a select group of employees, it was open to whoever was interested. Covered: Skills, ambulance orientation, driving, and SJEMSA policy review. Approx. 1 participant.
Infrequent Skills Lab, June 28, 2012 0900-1500	AMR Stockton Operations	Bi monthly open forum for infrequent skills refreshers and sign off's for County Reaccreditation. No CE given, as this was skills only. Open to all providers. Topics include all skills, but focus on Airway, 12 lead EKG, Cardioversion, and Pacing. Approx. 12 participants.

Current Projects / Studies	Meetings Attended
June 2012 saw the culmination of our AMR Blood Drive in conjunction with Delta Blood Bank. We had over 40 donors, and many of them were community members who saw our media articles / TV spots, which is what brought them down. This drive was to support a local 7 year old girl who is fighting Leukemia. Definitely a success.	Due to our Blood Drive this month, I had numerous meetings with various contacts from Delta Blood Bank. Included were various other meetings with different media outlets due to same topic.
Working with NCTI, our Educational Center, on starting a 'CPR in Schools' program. This would be a great outreach project, bringing CPR training into our local high schools. Planning is in the works.	Monthly CAHF meeting. We have a representative attend the CAHF meeting which brings together many of the long term care facilities administrators for updates, meet and greet, and training.
Working on bringing outside vendors / outreach personnel in to do in-services, demo's, displays, all for our employees and any public that comes by. This month, I had organized a handful of visits and booth set ups with BBVA/Compass Bank, who was doing a promotion for local EMS/FIRE/LAW personnel. Good for moral and public outreach.	There were meetings and interviews for adding some new staff to AMR San Joaquin. Mostly EMT's, but also a couple of new paramedics too. Planning on a new hire academy for the beginning weeks of July 2012.
A handful of media events this month. We had newspaper and television coverage for the Blood Drive we had, as well as a great article on our ability to use Capnography and how it has helped to save lives. SJEMSA representatives contacted and also participated in this media event.	Miscellaneous management and support staff meetings, including daily operations meetings. These are to provide a daily focus on the day's operations and make sure our team is ready for upcoming projects, outreach, and looking at performance standards.

As a note, there were no complaints forwarded to me for the month of May.  
I have received 2 emails with compliments for service during this month.  
Donated Bike Team events are in Bold Print for easy recognition.