



San Joaquin County Emergency Medical Services Agency



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

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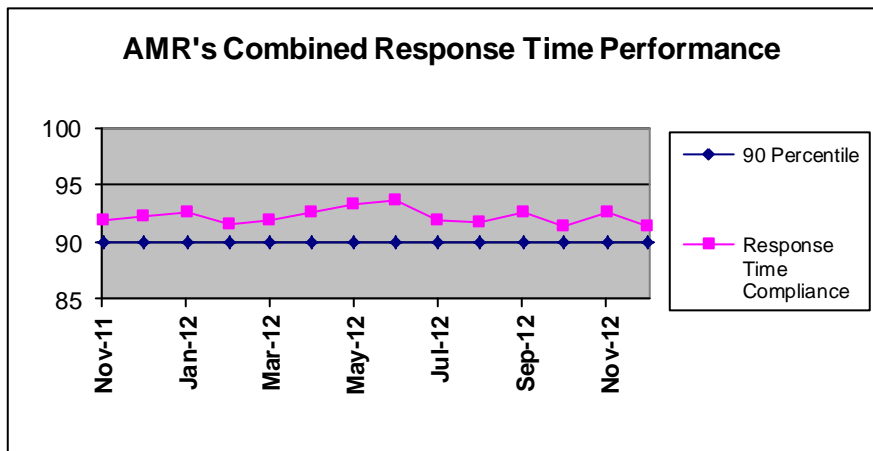
Phone Number
(209) 468-6818

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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: March 28, 2013
SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December, 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 November and December 2012, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.5% for November and 91.4% for December.

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 November and three of the eleven subzones in December.

The complete compliance report for November and December 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 30 Day Rolling Period

November 1, 2012 through November 30, 2012					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	329	7	97.87%	X	
SJC Zone A-2	109	9	91.74%	X	
SJC Zone A-3	47	5	89.36%		X
SJC Zone B-1	1,104	94	91.49%	X	
SJC Zone B-2	1,131	93	91.78%	X	
SJC Zone B-3	6	0	100.00%	X	
SJC Zone B-4	115	7	93.91%	X	
SJC Zone B-5	82	15	81.71%		X
SJC Zone C-1	284	10	96.48%	X	
SJC Zone C-2	41	3	92.68%	X	
SJC Zone C-3	56	3	94.64%	X	
All Zones Combined	3,304	246	92.55%	9	2

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2012 through December 31, 2012					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	389	18	95.37%	X	
SJC Zone A-2	111	12	89.19%		X
SJC Zone A-3	52	6	88.46%		X
SJC Zone B-1	1,182	111	90.61%	X	
SJC Zone B-2	1,281	112	91.26%	X	
SJC Zone B-3	4	0	100.00%	X	
SJC Zone B-4	100	8	92.00%	X	
SJC Zone B-5	83	25	69.88%		X
SJC Zone C-1	275	11	96.00%	X	
SJC Zone C-2	34	1	97.06%	X	
SJC Zone C-3	45	3	93.33%	X	
All Zones Combined	3,556	307	91.37%	8	3

Fines and Penalties Report

Type of Penalty	November 2012	December 2012
Out of compliance response districts	\$10,000	\$15,000
Late response minutes	\$6,090	\$7,340
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	\$16,090	\$22,340

Weekly Unit Hour Staffing Report

	RFP	November 2012	December 2012
Zone A	588	588	588
Zone B	1932	2025	2026
Zone B *non dedicated	0	143.5	112.9
Zone C	504	504	504
Total	3024	3260.5	3230.9

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

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	November 2012			December 2012		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,092	232	92.50%	3,376	295	91.26%
Suburban 9:29	71	10	85.92%	50	8	84.00%
Suburban-Moderate 15:29	9	2	77.78%	14	0	100.00%
Rural 17:29	114	2	98.25%	109	4	96.33%
Wilderness 29:29	18	0	100.00%	7	0	100.00%
Total	3,304	246	92.55%	3,556	307	91.37%

Mutual Aid Incidents

November 2012			December 2012		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE C-1 URBAN	3
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE C-3 RURAL	1
MDAS	SJ ZONE C-1 URBAN	1	Oak Valley Amb	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE C-2 SUBURBMC	1			
MDAS	SJ ZONE C-3 RURAL	2			
Total		7			6

**Detailed Response Time Analysis
November 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	329	0:02	9:29	4:07	1:46	6:23
SJ ZONE A-2 URBAN	61	0:02	9:19	5:43	1:55	8:08
SJ ZONE A-3 URBAN	17	0:03	11:42	5:46	2:30	9:58
SJ ZONE B-1 URBAN	1,104	0:01	21:57	4:54	2:17	7:23
SJ ZONE B-2 URBAN	1,130	0:02	15:37	4:48	2:12	7:23
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	85	0:01	12:28	4:49	2:18	7:24
SJ ZONE B-5 URBAN	72	0:02	14:06	5:39	3:31	9:58
SJ ZONE C-1 URBAN	281	0:01	27:25	4:20	3:03	6:32
SJ ZONE C-2 URBAN	7	0:03	10:12	4:40	3:19	10:12
SJ ZONE C-3 URBAN	6	0:03	8:18	4:53	2:27	8:18
SJ ZONE A-2 SUBURBAN	17	0:02	18:22	6:21	4:30	12:41
SJ ZONE A-3 SUBURBAN	10	3:42	9:59	6:15	2:05	8:45
SJ ZONE B-4 SUBURBAN	24	0:03	11:25	6:35	3:10	10:58
SJ ZONE B-5 SUBURBAN	5	5:01	10:08	8:30	1:50	10:08
SJ ZONE C-1 SUBURBAN	2	4:25	5:13	4:49	0:24	5:13
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	13	0:03	10:28	7:36	2:41	10:26
MODERATE	9	7:11	20:13	12:17	3:58	20:13
SJ ZONE A-2 RURAL	31	0:02	22:03	10:40	4:50	17:11
SJ ZONE A-3 RURAL	20	0:03	18:19	8:19	4:02	11:42
SJ ZONE B-2 RURAL	1	11:50	11:50	11:50	0:00	11:50
SJ ZONE B-3 RURAL	3	4:07	8:26	5:55	1:50	8:26
SJ ZONE B-4 RURAL	6	0:24	14:20	7:02	4:29	14:20
SJ ZONE B-5 RURAL	5	4:45	13:53	9:18	3:18	13:53
SJ ZONE C-1 RURAL	1	0:01	0:01	0:01	0:00	0:01
SJ ZONE C-2 RURAL	10	0:06	14:53	9:28	4:17	14:40
SJ ZONE C-3 RURAL	37	0:02	23:15	7:47	6:25	15:01
SJ ZONE B-3 WILDERNESS	3	10:12	13:48	11:38	1:33	13:48
SJ ZONE C-2 WILDERNESS	15	1:34	27:45	14:19	7:07	23:25
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,092	0:01	27:25	4:46	2:20	7:19
All Suburban Compliance Areas	71	0:02	18:22	6:45	3:19	10:26
All Suburban-Moderate Compliance Areas	9	7:11	20:13	12:17	3:58	20:13
All Rural Compliance Areas	114	0:01	23:15	8:45	5:19	15:01
All Wilderness Compliance Areas	18	1:34	27:45	13:52	6:36	23:25

**Detailed Response Time Analysis
December 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	19:24	4:35	2:11	7:04
SJ ZONE A-2 URBAN	70	0:04	12:02	5:36	2:20	8:49
SJ ZONE A-3 URBAN	21	0:10	10:57	4:54	2:52	7:46
SJ ZONE B-1 URBAN	1,182	0:01	17:40	5:05	2:15	7:28
SJ ZONE B-2 URBAN	1,279	0:00	17:45	4:52	2:15	7:28
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	73	0:04	8:38	4:58	1:54	7:19
SJ ZONE B-5 URBAN	72	0:01	11:40	6:10	3:19	9:51
SJ ZONE C-1 URBAN	272	0:01	20:42	4:04	2:26	6:33
SJ ZONE C-2 URBAN	3	6:47	9:57	7:59	1:24	9:57
SJ ZONE C-3 URBAN	15	1:49	8:09	5:34	1:48	8:00
SJ ZONE A-2 SUBURBAN	14	0:12	15:42	7:11	3:06	8:13
SJ ZONE A-3 SUBURBAN	7	2:54	10:04	6:45	2:50	10:04
SJ ZONE B-4 SUBURBAN	19	0:03	16:16	7:31	3:53	14:54
SJ ZONE B-5 SUBURBAN	2	4:40	8:49	6:44	2:05	8:49
SJ ZONE C-1 SUBURBAN	3	2:39	7:31	4:29	2:09	7:31
SJ ZONE C-2 SUBURBAN	2	3:31	10:01	6:46	3:15	10:01
SJ ZONE C-3 SUBURBAN	3	5:44	11:41	8:15	2:31	11:41
MODERATE	14	0:03	15:07	9:45	3:45	13:42
SJ ZONE A-2 RURAL	27	0:41	24:47	11:00	5:12	17:54
SJ ZONE A-3 RURAL	24	4:56	18:23	9:57	3:26	14:59
SJ ZONE B-2 RURAL	2	1:43	9:04	5:23	3:41	9:04
SJ ZONE B-3 RURAL	2	3:34	15:52	9:43	6:09	15:52
SJ ZONE B-4 RURAL	8	6:25	19:36	12:10	4:30	19:36
SJ ZONE B-5 RURAL	9	3:15	18:08	9:32	4:25	18:08
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	11	2:09	15:00	8:55	3:30	10:44
SJ ZONE C-3 RURAL	26	0:02	17:07	5:18	5:24	13:04
SJ ZONE B-3 WILDERNESS	2	9:35	26:48	18:11	8:37	26:48
SJ ZONE C-2 WILDERNESS	4	7:32	24:02	13:08	6:40	24:02
SJ ZONE C-3 WILDERNESS	1	14:32	14:32	14:32	0:00	14:32
All Urban Compliance Areas	3,376	0:00	20:42	4:54	2:19	7:27
All Suburban Compliance Areas	50	0:03	16:16	7:07	3:22	10:58
All Suburban-Moderate Compliance Areas	14	0:03	15:07	9:45	3:45	13:42
All Rural Compliance Areas	109	0:02	24:47	9:02	5:12	15:52
All Wilderness Compliance Areas	7	7:32	26:48	14:46	7:10	26:48

**Exemption Request Report
November 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/01/2012	12136963	B-1	Poor Location Information from RP		Exempt
11/02/2012	12137771	B-2	Train		Exempt
11/03/2012	12137989	B-5	Train		Exempt
11/05/2012	12138988	B-5	Poor Location Information from RP		Exempt
11/05/2012	12139010	B-2	Delays in Transferring Care at ED		Exempt
11/06/2012	12139101	B-4	Train		Exempt
11/06/2012	12139224	A-2	Poor Location Information from RP		Exempt
11/06/2012	12139454	B-1	Not Listed		Exempt
11/06/2012	12139457	B-1	Delays in Transferring Care at ED		Exempt
11/07/2012	12139709	B-5	Freeway Access		Exempt
11/11/2012	12141530	A-2	Unit Dispatched and Responded Code 2		Exempt
11/14/2012	12142536	C-3	False Report of Emergency		Exempt
11/15/2012	12143162	B-5	Traffic Secondary to Call		Exempt
11/16/2012	12143506	B-2	Traffic Secondary to Call		Exempt
11/16/2012	12143564	B-2	Train		Exempt
11/16/2012	12143571	B-2	Freeway Access		Exempt
11/16/2012	12143576	C-1	Freeway Access		Exempt
11/17/2012	12143991	B-2	Train		Exempt
11/17/2012	12144072	A-2	Poor Location Information from RP		Exempt
11/17/2012	12144075	B-1	Train		Exempt
11/18/2012	12144172	A-2	Poor Location Information from RP		Exempt
11/18/2012	12144326	B-2	False Report of Emergency		Exempt
11/20/2012	12145221	B-5	False Report of Emergency		Exempt
11/20/2012	12145244	A-1	Train		Exempt
11/25/2012	12147196	C-3	Poor Location Information from RP		Exempt
11/30/2012	12149076	B-1	Heavy Rain	Time and Distance	Not Exempt
11/30/2012	12149102	A-2	Poor Location Information from RP		Exempt
11/30/2012	12149155	B-2	Heavy Rain	Time and Distance	Not Exempt
11/30/2012	12149169	B-4	Heavy Rain		Exempt
11/30/2012	12149203	B-5	Heavy Rain	Time and Distance	Not Exempt

**Exemption Request Report
December 2012**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/01/2012	12149843	B-2	Heavy Rain		Exempt
12/02/2012	12150037	A-2	Heavy Rain		Exempt
12/02/2012	12150089	B-1	Heavy Rain		Exempt
12/03/2012	12150432	B-2	Poor Location Information from RP		Exempt
12/06/2012	12152072	A-1	Not Listed		Exempt
12/06/2012	12152086	A-1	Not Listed		Exempt
12/08/2012	12152652	A-1	Adjusted time based on call audit		Exempt
12/08/2012	12152713	B-5	Poor Location Information from RP		Exempt
12/10/2012	12153611	B-2	Delays in Transferring Care at ED		Exempt
12/11/2012	12153957	B-2	Poor Location Information from RP		Exempt
12/13/2012	12154683	B-1	False Report of Emergency		Exempt
12/14/2012	12155227	B-2	Poor Location Information from RP		Exempt
12/15/2012	12155575	B-2	Fog		Exempt
12/16/2012	12156132	A-1	Train		Exempt
12/17/2012	12156659	B-2	False Report of Emergency		Exempt
12/17/2012	12156725	B-2	Train		Exempt
12/18/2012	12156971	B-2	Poor Location Information from RP		Exempt
12/18/2012	12157228	C-2	False Report of Emergency		Exempt
12/20/2012	12157779	A-1	Freeway Access		Exempt
12/21/2012	12158270	B-2	Road Construction		Exempt
12/21/2012	12158378	B-1	Adjusted time based on call audit		Exempt
12/21/2012	12158433	B-5	Freeway Access		Exempt
12/22/2012	12158939	B-1	Poor Location Information from RP		Exempt
12/22/2012	12158965	A-2	Poor Location Information from RP		Exempt
12/23/2012	12159072	A-2	Poor Location Information from RP		Exempt
12/24/2012	12159471	B-5	Poor Location Information from CHP		Exempt
12/25/2012	12160109	B-1	Heavy Rain		Exempt
12/27/2012	12160658	B-2	Train		Exempt
12/27/2012	12161023	B-1	Poor Location Information from RP		Exempt
12/29/2012	12161617	B-2	Poor Location Information from RP		Exempt
12/30/2012	12162021	B-5	Train		Exempt
12/31/2012	12162803	A-2	Poor Location Information from RP		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 12	Feb 12	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Monthly Average
A-1	95%	96%	94%	95%	97%	96%	95%	95%	95%	98%	98%	95%	95.8%
A-2	91%	90%	88%	87%	90%	89%	91%	87%	92%	91%	92%	89%	89.7%
A-3	87%	93%	97%	98%	93%	91%	90%	91%	98%	96%	89%	88%	92.6%
B-1	91%	89%	91%	92%	91%	92%	91%	90%	92%	89%	91%	91%	90.9%
B-2	93%	92%	93%	93%	94%	95%	93%	92%	93%	91%	92%	91%	92.8%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
B-4	90%	91%	92%	86%	94%	97%	94%	92%	91%	94%	94%	92%	92.5%
B-5	86%	76%	74%	78%	80%	79%	75%	84%	78%	80%	82%	70%	78.6%
C-1	95%	94%	95%	95%	95%	94%	93%	96%	93%	96%	96%	96%	94.9%
C-2	96%	93%	93%	96%	93%	96%	86%	94%	92%	94%	93%	97%	93.5%
C-3	97%	95%	91%	98%	99%	95%	95%	93%	94%	98%	95%	93%	95.3%
All Zones	93%	91%	92%	93%	93%	94%	92%	92%	93%	91%	93%	91%	92.2%

Failure to Provide Data

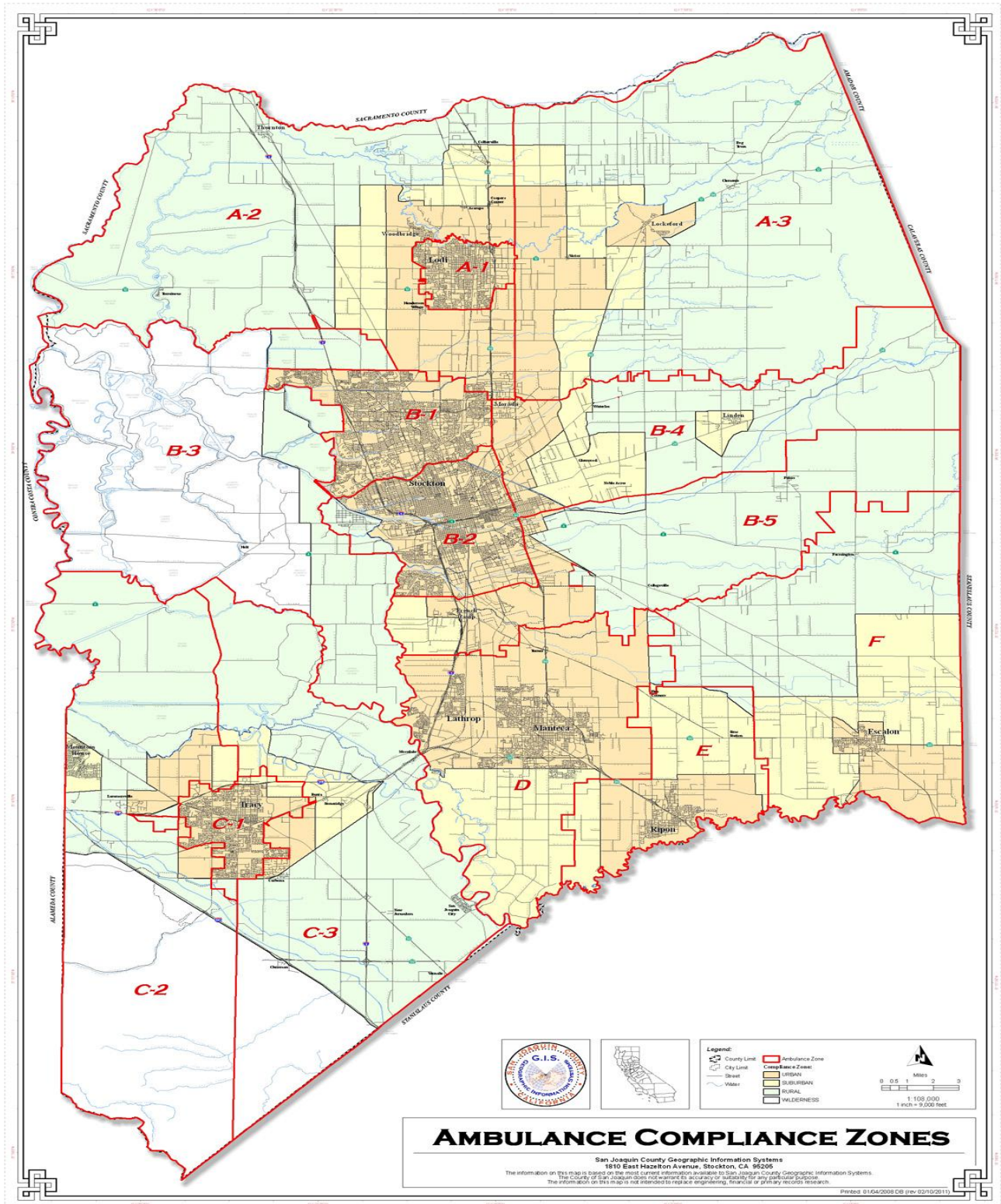
Event Type	November 2012	December 2012
N/A		

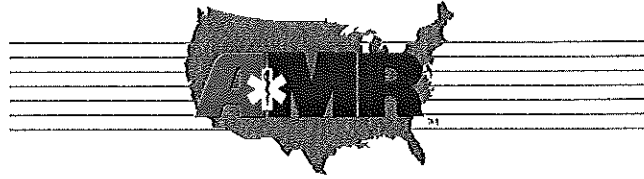
Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary November 2012

Activities		
Contact Name	Title	Activity Outline
Various Lodi School Board Members	Members of school board and of the Partners in Education Program	Luncheon activity to look at and brainstorm ways to better the education process in the Lodi and surrounding areas. Implementations of businesses were also addressed.
Various Dameron Hospital staff/ officials	From CEO, to floor supervisors, to general staff	Meeting/dinner for the Dameron 100 year anniversary. Many high profile community members present to communicate with and explore the direction that Dameron Hospital is going in during the next years. Approx. 500 participants.
Mary Chappel	Director of Memory Care, Austin Gardens Alzheimer's Facility	Brief meeting to obtain some information from Austin Gardens regarding treating and transporting patients that have Alzheimer's. Also, working with Ms. Chappel on having her staff come to our office sometime in January to provide an in-service program/training for our employees.

Events		
Event Name	Location	Event Outline
Communications Disaster Drill, November 1, 23012 1200-1400	Stanislaus county EMS	LIFECOM, our dispatch center was involved with and helped coordinate communications for a county wide disaster program for Stanislaus County. Multiple agencies involved. Approx. 500 participants.
Ambulance Demo, November 3, 2012 0630-1100	Stockton Arena, Downtown Stockton	Provide our 'Pink' ambulance as a show and tell / donated visual piece for the annual Thunder Hockey walk against Breast Cancer. Show and tell, give hand outs, shows equipment. Approx. 25020 participants.
Ambulance Demo, November 7, 2012 1000-1500	McKinley School, Tracy, CA	Provide 2 different demonstrations for local elementary schools about EMS. Show ambulance, give hand outs, and speaks about safety. Approx. 150 participants.
Ambulance Demo / Medical aid standby November 10-11 2012, 0800-1600	California High School Rodeo District 3- Lincoln Ca. Covers San Joaquin County High Schools	Provide an ambulance and staff For standby medical standby as needed for High School Rodeo event. 300 participants.
Ambulance Demo, November 16, 2012 0900-1400	Bear Creek High School, Stockton, CA	Provide an ambulance and staff to help support a local blood drive at Bear Creek High School. Show equipment, speak about safety, and speak about why it is important to donate blood. Approx. 200 participants.
Ambulance Demo, November 22, 2012 0700-1200	Stockton Arena, Downtown Stockton	Provide an ambulance and staff to provide medical aid if needed for the annual Thanksgiving Day Run, sponsored by the Emergency Food Bank. Approx. 4000participants.
EMS Outreach, Ambulance Demo, November 27, 2012 0900-1100	Stockton AMR Fleet/Shop	Met with the instructor of Delta College's EMT program at our Fleet area to give a tour and allow pictures of our State Issued Disaster Unit. Gave hand outs and information that was to be used for the Delta

		EMT course. Estimated 40 participants.
Ambulance Demo, November 27, 2012 1830-1930	SJ Delta College, Stockton, CA	Provide an ambulance and staff to do a 'show and tell' event at a local college's EMT course. Show ambulance, demo equipment, speak about employment opportunities and safety. Approx. 40 participants.
EMS outreach / Training program, November 29, 2012 1200-1400	Elks Lodge, Lodi, CA	Presented a program on the topic of Disaster Preparedness for the local Lodi Rotary Club. Included information in regards to personal preparedness through county/state preparedness, up to National level, covering FEMA and how to be ready in a disaster. Approx. 40 participants.

Classes		
Class Name	Location	Class Outline
PAO/ PSR course, November 6, 2012 0900-1500	SJ EMSA classroom	Help local EMS administration teach and proctor skills for local paramedic accreditation. Approx. 25 participants.
CPR Training, November 13, 2012 1000-1500	Arbor Senior Apartments, Lodi, CA	Provide a full cpr training program for a local senior based community. This was a donated class for first time certification. Approx. 8 participants.
Infrequent Skills Lab, November 12, 2011 0900-1500	AMR San Joaquin Operations, Stockton, CA	Provide an open forum for EMT's and Paramedics to have their infrequent skills shown and signed off for reaccreditation. Open to all providers. Approx. 5 participants.
CPR refresher, November 21, 2012 1000-1500	AMR San Joaquin Operations, Stockton, CA	Provide a BLS refresher course to renew CPR cards for those expiring. Mainly for employees, but open to outside providers as well. Approx. 10 participants.
Infrequent Skills Lab, November 28, 2012 0900-1500	AMR San Joaquin Operations, Stockton, CA	Provide an open forum for EMT's and Paramedics to have their infrequent skills shown and signed off for reaccreditation. Open to all providers. Approx. 5 participants.

CE Course, November 28, 2012 1300-1500	AMR San Joaquin Operations, Stockton, CA	Our Medical Director, Dr. Allison, presented a 2 hour lecture series on the topic of 'Sepsis'. This course was open to all providers, and CE was given for attendance/participation. Course repeated 2 days in a row. Approx. 15 participants.
CE Course, November 28, 2012 1300-1500	AMR San Joaquin Operations, Stockton, CA	Our Medical Director, Dr. Allison, presented a 2 hour lecture series on the topic of 'Sepsis'. This course was open to all providers, and CE was given for attendance/participation. Course repeated 2 days in a row. Approx. 15 participants.

Current Projects / Studies	Meetings Attended
Currently I am taking 2 sets of ROP students, from two different schools. As a way of outreach into our community, this allows high school students to become integrated somewhat into the world of EMS. Both Weber Institute and Lincoln Tech Academy Lodi are participating.	Attended various meetings/trainings at SJEMSA, including helping teach the PAO/ PSR course. Good interaction with multiple agencies. Also worked with EMS to provide education for an upcoming training program in December 2012.
Operationally, we are working on BETA testing a new patient care documentation system. It is basically an updated version of what we are currently using, but should provide improvements for documentation for patients.	Had a representative attend the monthly CAHF meeting/ luncheon, where the administrators of many of our local long term care facilities meet to discuss care in the county.
Operationally, we had both inventory and preventative maintenance for our LifePak 12 cardiac monitors this month. Our STEMI project and transmission program is working great. The latest Door to Balloon time we have acquired was 28 minutes...	Met with Frank Ramirez, instructor of the Delta College EMT program. As their budget has serious constraints, we are working on a way to be able to donate used medical equipment and possible a trauma bag or two for this program. Supporting local education programs is an important aspect of community outreach.

As a note, there was 1 complaint that I was tasked with for the month of November 2012. This ended up being a Television Media Event, where I went to Sacramento to meet and do an interview with Channel 13. By the time the interview was in place, other information surfaced that the source of the issue was due not by AMR, but by a billing error by a local hospital. Patient was satisfied as a result of our actions.

I have attached any thank you's as additional attachments.



Community Services
San Joaquin County

Monthly Summary December 2012

Activities		
Contact Name	Title	Activity Outline
Paul Fairbrook	UOP Administrator, Ret.	Casual meeting to discuss having me come and do a presentation for his group at UOP
Chris Janssen	UOP Basketball / Sports Sales Rep	Met to discuss planning an upcoming group night event for EMS providers at a UOP Men's Basketball Game
Linda Vasquez	Outreach Coordinator, Stockton Thunder Hockey / Arena	Met to discuss AMR participating in The Stockton Thunder's upcoming 'Hockey With Heart' event in February 2013

Events		
Event Name	Location	Event Outline
EMS outreach/ Ambulance Demo, December 7, 2012 0930-1200	UOP College, Stockton, CA	Provide a lecture / EMS informational presentation to a group of professors and administrators at UOP College. Discuss the current EMS system, upcoming Trauma Center plans, etc. Was asked to present this due to a letter I had published in the Stockton Record regarding these same issues. Show ambulance and equipment also. Approx. 35 participants.
EMS outreach / County Support, December 13, 1100-1300 2012	Board of Supervisors offices, San Joaquin County, CA	Attend the annual Board of Supervisors Holiday Open House / Luncheon. Represent AMR and network with many prominent leaders of our county.

<p>EMS Holiday Open House / Luncheon, December 17, 2012 1100-1600</p>	<p>AMR Stockton Operations</p>	<p>Annual holiday open house event with catered lunch. Open to all providers and public to come meet the EMS personnel who provide service for them and look at our operations here in Stockton. Numerous folks throughout the day attended.</p>
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Classes		
Class Name	Location	Class Outline
<p>EMS presentation for SJEMSA CE course, December 4, 2012 0900-1100</p>	<p>Stockton Fire Dept., Company 2, Stockton, CA</p>	<p>Attend and present a CE lecture on the topic of EMS pre-hospital radio reports at the request of SJEMSA. There was also a lecture by the ER team from a local hospital. Approx. 25 participants.</p>
<p>CPR refresher course, December 4, 2012 1700-2200</p>	<p>Thornton Fire Department, Thornton, CA</p>	<p>Provide a BLS refresher course for a local fire department and staff. Donated course for allied agency. Approx. 20 participants.</p>
<p>CPR refresher course, December 5, 2012 1700-2200</p>	<p>Linden Peters Fire Department, Linden, CA</p>	<p>Provide a BLS refresher course for a local fire department and staff. Donated course for allied agency. Approx. 20 participants.</p>
<p>ALS / BLS Infrequent Skills Labs, December 10, 2012 0900-1500</p>	<p>AMR Stockton Ops</p>	<p>Open forum for EMT's and Paramedics to come down and perform infrequent skills to get signed off for reaccreditation. Focus topics were: ALS airway procedures and environmental emergencies. Open to all providers / agencies. Approx. 10 participants.</p>
<p>In-service Program for SNF, December 13, 2012 1400-1600</p>	<p>Lincoln Square SNF, Stockton, CA</p>	<p>Provide an educational in-service program for a local SNF on the topic of choking and airway emergencies. Provided hand outs, spoke about county and AHA policies/procedures for correcting airway obstructions. Approx. 30 participants, including some of their admin staff.</p>

CPR Refresher Course, December 18, 2012 1000-1500	AMR Stockton Ops	This is the monthly CPR refresher for employees as well as outside agencies. Approx. 20 participants.
FTO Meeting / Training, December 18, 2012 1000-1500	AMR Stockton Ops	Meeting and Training Session for our Field Training Officers. Included training aspects as well as planning for 2013. Approx. 25 participants.
ALS / BLS Infrequent Skills Labs, December 19, 2012 0900-1500	AMR Stockton Ops	Open forum for EMT's and Paramedics to come down and perform infrequent skills to get signed off for reaccreditation. Focus topics were: BLS airway procedures and environmental emergencies. Open to all providers / agencies. Approx. 10 participants.

Current Projects / Studies	Meetings Attended
Continuing on with two groups of ROP students from local high schools. Monthly projects for them included: learning how to set up CPR programs, a field trip to outlying stations and hospitals, and helping create educational materials for employees.	Had a representative attend the monthly CAHF meeting, held for all local SNF administrators. Information on facilities, capabilities, and upcoming issues were discussed. Good networking opportunity.
Working with both the Stockton Thunder and UOP Men's Basketball Teams for upcoming outreach events. Looking at opportunities to show / provide outreach to the public at some upcoming events.	Stockton Forward, a group of noteworthy Stocktonians and their 'project' to help revitalize Stockton. Good networking with many prominent people, as well as being able to represent the Ambulance Service that
Created and sent out the CPR refresher course schedule for 2013 to allied agencies, SJEMSA, and other public contacts. As these refreshers are free and open to public, we try to get as many outside agencies to participate.	Not necessarily a meeting, but attended a funeral for a long time RN from Dameron Hospital. Noted this only as showing support for one of our allied agencies.
Working with Linden Peters Fire Department on an upcoming MCI training Drill in early 2013.	Attended our 4 th quarter FTO meeting – planning, training, and upcoming events.

As a note, there were no complaints for the month of December 2012.

Numerous Thank You notes are as a separate attachments.