



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

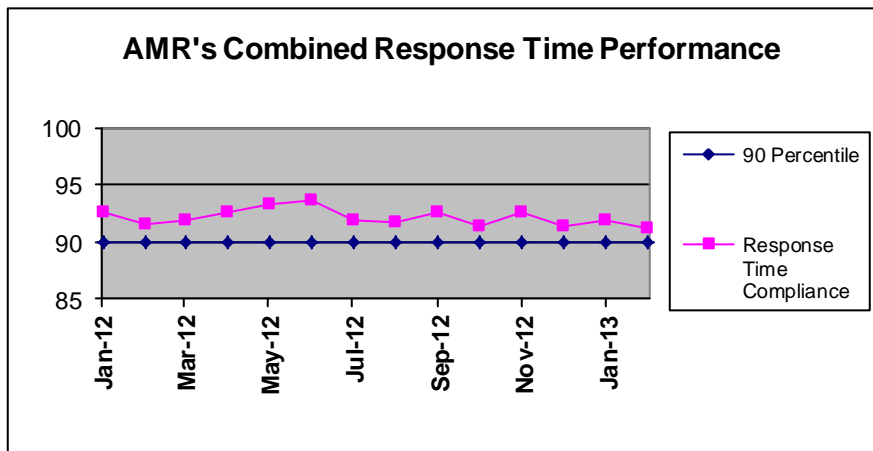
Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: May 24, 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 January and February, 2013, 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 January and February 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 91.89% for January and 91.16% for February.

AMR's latest compliance report for the second five-year contract period 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.

In accordance with the requirements of its contract with the County, AMR through its Fee Forgiveness and Compassionate Care Programs has waived or reduced charges for 325 patients totaling \$477,860.00 in charges for 2012.

The complete compliance report for January and February 2013 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

January 1, 2013 through January 31, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	355	11	96.90%	X		
SJC Zone A-2	98	9	90.82%	X		
SJC Zone A-3	60	4	93.33%	X		
SJC Zone B-1	1,143	111	90.29%	X		
SJC Zone B-2	1,294	97	92.50%	X		
SJC Zone B-3	11	0	100.00%	X		
SJC Zone B-4	139	16	88.49%			X
SJC Zone B-5	89	22	75.28%			X
SJC Zone C-1	306	17	94.44%	X		
SJC Zone C-2	39	2	94.87%	X		
SJC Zone C-3	43	1	97.67%	X		
All Zones Combined	3,577	290	91.89%	9		2

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2013 through February 28, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	323	18	94.43%	X		
SJC Zone A-2	99	13	86.87%			X
SJC Zone A-3	48	2	95.83%	X		
SJC Zone B-1	1,076	113	89.50%			X
SJC Zone B-2	1,218	102	91.63%	X		
SJC Zone B-3	7	0	100.00%	X		
SJC Zone B-4	137	10	92.70%	X		
SJC Zone B-5	70	19	72.86%			X
SJC Zone C-1	261	14	94.64%	X		
SJC Zone C-2	51	4	92.16%	X		
SJC Zone C-3	46	0	100.00%	X		
All Zones Combined	3,336	295	91.16%	8		3

Fines and Penalties Report

Type of Penalty	January 2013	February 2013
Out of compliance response districts	\$10,000	\$15,000
Late response minutes	\$6,990	\$6,750
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	\$16,990	\$21,750

Weekly Unit Hour Staffing Report

	RFP	January 2013	February 2013
Zone A	588	588	588
Zone B	1932	2038	2049
Zone B *non dedicated	0	125	140
Zone C	504	504	504
Total	3024	3255	3281

*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	January 2013			February 2013		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,374	278	91.76%	3,135	284	90.94%
Suburban 9:29	60	9	85.00%	51	9	82.35%
Suburban-Moderate 15:29	12	0	100.00%	20	2	90.00%
Rural 17:29	119	3	97.48%	118	0	100.00%
Wilderness 29:29	12	0	100.00%	12	0	100.00%
Total	3,577	290	91.89%	3,336	295	91.16%

Mutual Aid Incidents

January 2013			February 2013		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE B-5 RURAL	1	AMR Stanislaus	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE B-5 URBAN	1
MDAS	SJ ZONE C-1 URBAN	3	MDAS	SJ ZONE C-1 URBAN	5
			MDAS	SJ ZONE C-2 SUBURBAN	1
			MDAS	SJ ZONE C-3 RURAL	3
Total		5			11

Detailed Response Time Analysis
January 2013

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	355	0:02	18:27	4:21	1:59	6:42
SJ ZONE A-2 URBAN	65	0:05	9:51	5:14	2:02	7:26
SJ ZONE A-3 URBAN	24	0:05	8:53	4:41	2:25	7:29
SJ ZONE B-1 URBAN	1,143	0:01	15:18	5:07	2:09	7:40
SJ ZONE B-2 URBAN	1,293	0:01	15:11	4:49	2:06	7:17
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	103	0:02	16:06	5:04	2:24	7:29
SJ ZONE B-5 URBAN	74	0:02	12:58	6:17	2:59	9:51
SJ ZONE C-1 URBAN	299	0:02	21:02	4:18	2:36	6:39
SJ ZONE C-2 URBAN	9	4:53	8:30	6:34	1:11	8:30
SJ ZONE C-3 URBAN	9	0:31	10:01	5:56	2:40	10:01
SJ ZONE A-2 SUBURBAN	7	6:46	12:59	8:50	2:04	12:59
SJ ZONE A-3 SUBURBAN	9	4:54	13:27	7:37	2:35	13:27
SJ ZONE B-4 SUBURBAN	29	2:12	18:01	6:58	3:21	11:31
SJ ZONE B-5 SUBURBAN	5	6:00	12:12	8:22	2:14	12:12
SJ ZONE C-1 SUBURBAN	5	0:08	6:15	3:24	1:59	6:15
SJ ZONE C-2 SUBURBAN	1	5:01	5:01	5:01	0:00	5:01
SJ ZONE C-3 SUBURBAN	4	6:00	7:08	6:24	0:27	7:08
SJ ZONE C-2 SUBURBAN-MODERATE	12	4:24	12:50	10:58	2:11	12:50
SJ ZONE A-2 RURAL	26	5:56	18:46	12:19	3:51	16:30
SJ ZONE A-3 RURAL	27	0:01	18:18	9:19	3:50	13:30
SJ ZONE B-2 RURAL	1	5:01	5:01	5:01	0:00	5:01
SJ ZONE B-3 RURAL	3	8:28	10:36	9:22	0:54	10:36
SJ ZONE B-4 RURAL	7	0:12	21:56	10:24	7:38	21:56
SJ ZONE B-5 RURAL	10	5:09	17:10	11:18	3:24	14:26
SJ ZONE C-1 RURAL	2	5:03	6:05	5:34	0:31	6:05
SJ ZONE C-2 RURAL	13	0:04	22:29	11:01	6:07	20:20
SJ ZONE C-3 RURAL	30	0:02	16:26	6:46	5:09	13:11
SJ ZONE B-3 WILDERNESS	8	10:57	21:47	14:48	3:41	21:47
SJ ZONE C-2 WILDERNESS	4	1:01	25:27	15:36	9:10	25:27
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,374	0:01	21:02	4:53	2:13	7:24
All Suburban Compliance Areas	60	0:08	18:01	7:02	3:05	10:17
All Suburban-Moderate Compliance Areas	12	4:24	12:50	10:58	2:11	12:50
All Rural Compliance Areas	119	0:01	22:29	9:39	5:08	15:48
All Wilderness Compliance Areas	12	1:01	25:27	15:04	6:06	21:47

Detailed Response Time Analysis
February 2013

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	323	0:01	16:43	4:33	2:04	6:54
SJ ZONE A-2 URBAN	67	0:03	9:39	5:21	2:11	7:44
SJ ZONE A-3 URBAN	17	2:16	7:54	5:25	1:45	7:51
SJ ZONE B-1 URBAN	1,076	0:02	15:25	5:10	2:16	7:46
SJ ZONE B-2 URBAN	1,217	0:01	13:04	4:52	2:06	7:23
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	101	0:01	9:30	5:07	1:58	6:54
SJ ZONE B-5 URBAN	64	0:02	12:58	5:36	3:16	9:17
SJ ZONE C-1 URBAN	254	0:01	27:19	4:16	2:57	6:46
SJ ZONE C-2 URBAN	8	4:39	8:21	6:16	1:22	8:21
SJ ZONE C-3 URBAN	8	3:54	7:13	5:52	1:02	7:13
SJ ZONE A-2 SUBURBAN	9	0:05	13:04	7:22	4:51	13:04
SJ ZONE A-3 SUBURBAN	4	0:02	7:18	2:49	3:01	7:18
SJ ZONE B-4 SUBURBAN	28	0:04	14:00	6:51	3:38	11:56
SJ ZONE B-5 SUBURBAN	1	9:54	9:54	9:54	0:00	9:54
SJ ZONE C-1 SUBURBAN	5	4:45	14:44	8:34	3:54	14:44
SJ ZONE C-2 SUBURBAN	2	4:27	6:37	5:32	1:05	6:37
SJ ZONE C-3 SUBURBAN	2	6:12	6:53	6:32	0:21	6:53
SJ ZONE C-2 SUBURBAN-MODERATE	20	0:03	20:28	10:25	5:12	15:24
SJ ZONE A-2 RURAL	23	0:02	16:35	10:18	4:39	15:21
SJ ZONE A-3 RURAL	27	0:02	14:30	7:57	3:13	12:16
SJ ZONE B-2 RURAL	1	0:06	0:06	0:06	0:00	0:06
SJ ZONE B-3 RURAL	5	0:08	11:34	6:25	3:58	11:34
SJ ZONE B-4 RURAL	8	3:51	23:35	11:43	5:22	23:35
SJ ZONE B-5 RURAL	5	4:54	11:46	8:39	2:32	11:46
SJ ZONE C-1 RURAL	2	7:50	10:53	9:21	1:32	10:53
SJ ZONE C-2 RURAL	11	6:29	12:10	9:24	1:42	11:11
SJ ZONE C-3 RURAL	36	0:02	16:46	7:27	5:48	14:50
SJ ZONE B-3 WILDERNESS	2	12:14	14:01	13:07	0:54	14:01
SJ ZONE C-2 WILDERNESS	10	0:04	28:51	18:30	9:55	28:10
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,135	0:01	27:19	4:56	2:16	7:28
All Suburban Compliance Areas	51	0:02	14:44	6:47	3:56	11:41
All Suburban-Moderate Compliance Areas	20	0:03	20:28	10:25	5:12	15:24
All Rural Compliance Areas	118	0:02	23:35	8:34	4:45	14:21
All Wilderness Compliance Areas	12	0:04	28:51	17:36	9:17	28:10

**Exemption Request Report
January 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/02/2013	13000805	A-3	Poor Location Information from RP		Exempt
01/04/2013	13001502	C-2	False Report of Emergency		Exempt
01/04/2013	13001652	B-2	Train		Exempt
01/04/2013	13001714	B-2	Poor Location Information from RP		Exempt
01/06/2013	13002403	B-2	Delays in Transferring Care at ED		Exempt
01/06/2013	13002405	B-2	Delays in Transferring Care at ED		Exempt
01/06/2013	13002411	A-1	Delays in Transferring Care at ED		Exempt
01/07/2013	13002845	C-3	Unit Dispatched and Responded Code 2		Exempt
01/07/2013	13002967	B-5	Delays in Transferring Care at ED		Exempt
01/08/2013	13003452	B-1	Train		Exempt
01/09/2013	13003697	B-2	Poor Location Information from RP		Exempt
01/10/2013	13004074	B-1	Road Construction		Exempt
01/10/2013	13004255	B-1	Train		Exempt
01/10/2013	13004365	B-2	Delays in Transferring Care at ED		Exempt
01/11/2013	13004747	B-1	Not Listed		Exempt
01/14/2013	13006164	B-4	Delays in Transferring Care at ED		Exempt
01/14/2013	13006224	B-1	Adjusted time based on call audit		Exempt
01/14/2013	13006280	C-2	Adjusted time based on call audit		Exempt
01/14/2013	13006302	B-1	Road Construction		Exempt
01/15/2013	13006521	B-1	Traffic Secondary to Call		Exempt
01/15/2013	13006756	B-1	Road Construction		Exempt
01/18/2013	13007960	B-1	Delays in Transferring Care at ED		Exempt
01/18/2013	13007963	B-1	Delays in Transferring Care at ED		Exempt
01/18/2013	13007975	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report (con't)
January 2013

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
01/18/2013	13007979	B-1	Delays in Transferring Care at ED		Exempt
01/18/2013	13008056	B-1	Delays in Transferring Care at ED		Exempt
01/18/2013	13008062	B-1	Delays in Transferring Care at ED		Exempt
01/18/2013	13008065	A-1	Train		Exempt
01/19/2013	13008289	B-5	Poor Location Information from RP		Exempt
01/19/2013	13008294	B-5	Encountered Second Call while Enroute		Exempt
01/19/2013	13008472	B-2	Delays in Transferring Care at ED		Exempt
01/25/2013	13011303	B-5	Fog	Time and Distance	Not Exempt
01/26/2013	13011628	B-1	Coding Error by SFD CAD		Exempt
01/27/2013	13011903	B-2	Poor Location Information from RP		Exempt
01/29/2013	13012861	B-1	Adjusted time based on call audit		Exempt
01/31/2013	13013773	B-2	Train		Exempt

**Exemption Request Report
February 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/03/2013	13015157	B-2	Train		Exempt
02/04/2013	13015241	B-4	Fog		Exempt
02/05/2013	13015833	B-4	Not Listed		Exempt
02/07/2013	13016683	B-4	Not Listed		Exempt
02/08/2013	13017389	B-1	Delays in Transferring Care at ED		Exempt
02/10/2013	13017992	B-2	Dispatch Error		Exempt
02/10/2013	13018173	B-1	Delays in Transferring Care at ED		Exempt
02/10/2013	13018179	B-1	Delays in Transferring Care at ED		Exempt
02/10/2013	13018316	B-1	Delays in Transferring Care at ED		Exempt
02/10/2013	13018338	B-5	Train		Exempt
02/10/2013	13018380	C-1	False Report of Emergency		Exempt
02/13/2013	13019414	C-1	Freeway Access		Exempt
02/14/2013	13020170	B-2	Delays in Transferring Care at ED		Exempt
02/15/2013	13020444	B-5	Traffic Secondary to Call		Exempt
02/15/2013	13020730	B-1	Delays in Transferring Care at ED		Exempt
02/16/2013	13020975	B-1	Delays in Transferring Care at ED		Exempt
02/16/2013	13020981	B-1	Delays in Transferring Care at ED		Exempt
02/16/2013	13021100	B-1	Delays in Transferring Care at ED		Exempt
02/19/2013	13022088	B-2	Train		Exempt
02/20/2013	13022542	B-2	Poor Location Information from RP		Exempt
02/20/2013	13022729	B-2	Poor Location Information from RP		Exempt
02/24/2013	13024608	B-2	Poor Location Information from RP		Exempt
02/25/2013	13024824	B-2	Delays in Transferring Care at ED		Exempt
02/25/2013	13025022	B-1	Delays in Transferring Care at ED		Exempt

Exemption Request Report (con't)
February 2013

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
02/26/2013	13025503	B-1	Train		Exempt
02/26/2013	13025573	B-1	Train		Exempt
02/28/2013	13026487	A-1	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance

Zone	Mar 12	Apr 12	May 12	Jun 12	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Monthly Average
A-1	94%	95%	97%	96%	95%	95%	95%	98%	98%	95%	97%	94%	95.8%
A-2	88%	87%	90%	89%	91%	87%	92%	91%	92%	89%	91%	87%	89.5%
A-3	97%	98%	93%	91%	90%	91%	98%	96%	89%	88%	93%	96%	93.3%
B-1	91%	92%	91%	92%	91%	90%	92%	89%	91%	91%	90%	89%	90.8%
B-2	93%	93%	94%	95%	93%	92%	93%	91%	92%	91%	93%	92%	92.7%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
B-4	92%	86%	94%	97%	94%	92%	91%	94%	94%	92%	88%	93%	92.4%
B-5	74%	78%	80%	79%	75%	84%	78%	80%	82%	70%	75%	73%	77.5%
C-1	95%	95%	95%	94%	93%	96%	93%	96%	96%	96%	94%	95%	94.9%
C-2	93%	96%	93%	96%	86%	94%	92%	94%	93%	97%	95%	92%	93.3%
C-3	91%	98%	99%	95%	95%	93%	94%	98%	95%	93%	98%	100%	95.7%
All Zones	92%	93%	93%	94%	92%	92%	93%	91%	93%	91%	92%	91%	92.1%

Failure to Provide Data

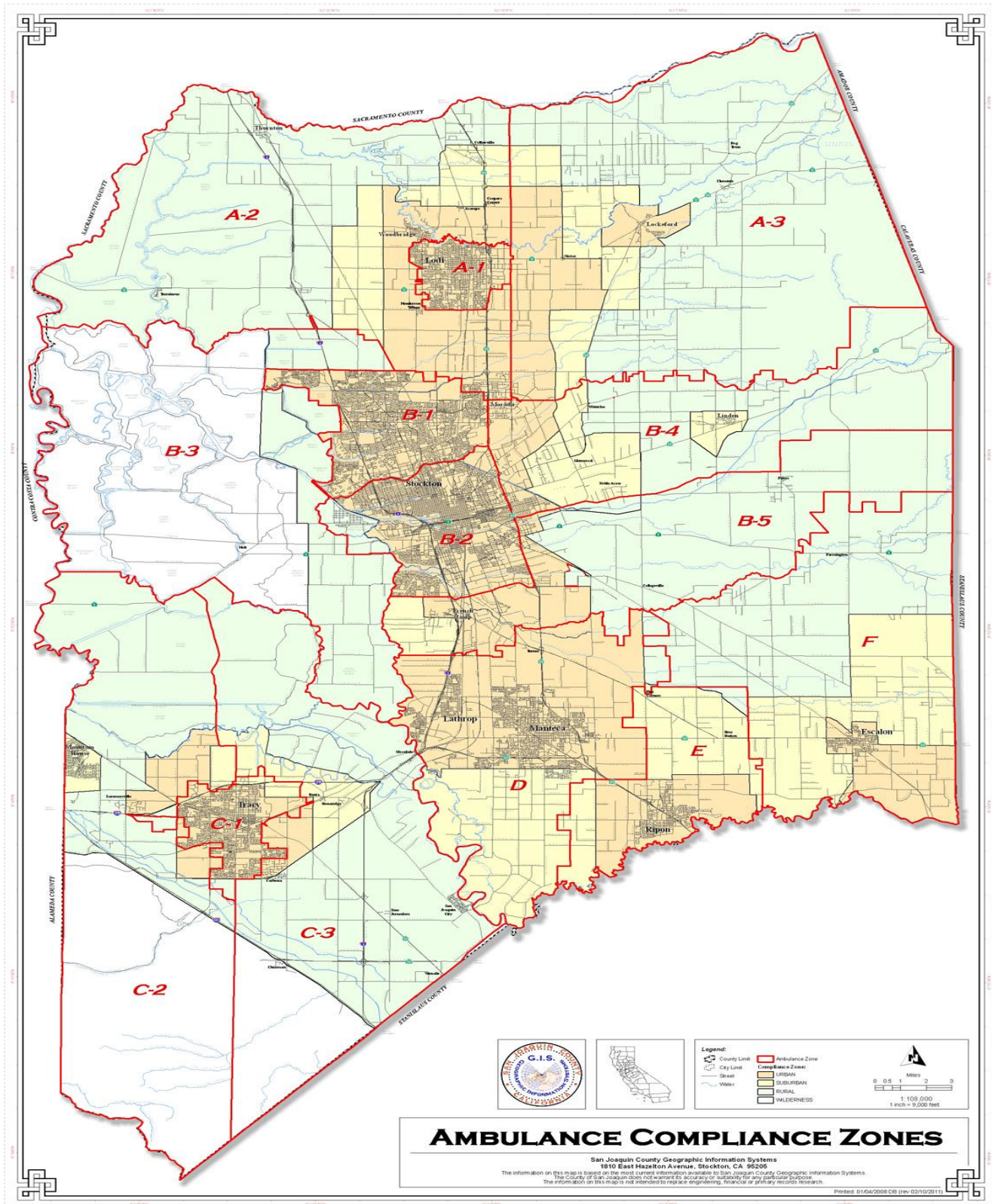
Event Type	January 2013	February 2013
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.



AMBULANCE COMPLIANCE ZONES

San Joaquin County Geographic Information Systems

1810 East Hazelton Avenue, Stockton, CA 95205

The information on this map is based on the most current information available to San Joaquin County Geographic Information Systems. The County of San Joaquin does not warrant its accuracy or suitability for any particular purpose.

The information on this map is not intended to replace engineering, technical or geodetic records information.



Community Services
San Joaquin County

Monthly Summary January 2013 Monthly Summary

Activities		
Contact Name	Title	Activity Outline
Craig Shankland	Dameron ER Nurse/ EMS liaison	Met to discuss upcoming training opportunities that Dameron is going to be putting on for EMS and the community
Captain David Cardoza	Captain, Montezuma Fire Department	Met with Captain Cardoza along with my High School ROP Students to get information on training, as well as job exploration of the High School ROP students we mentor
Sarah Pohlman	Reporter, Lodi News Sentinel	Met to discuss upcoming newspaper coverage of AMR's donation of an AED to a local Lodi Unified School District School
Sherry Jackson	:Peyton Elementary School School Administrator	Met a few times to discuss upcoming ambulance and EMS outreach for their school. They are also looking for support for an upcoming blood drive they have scheduled.

Events		
Event Name	Location	Event Outline
EMS outreach, January 7, 2013 1000-1200	San Joaquin Board of Supervisors Chambers and surrounding area	Provide staff and ambulance to show support for swearing in of local Board of Supervisors Members. While this was mostly a meeting, there were also many EMS / Responders present and discussions about upcoming outreach and projects were presented. Approx. 350 participants.

<p>Ambulance Demo, January 13, 2013 0800-1300</p>	<p>Brookside School, Stockton, CA</p>	<p>Provide an ambulance and crew to participate in a local outreach / standby event for an annual charity marathon event. Coordinated by Dr. Frank from SJGH. Medical aid donated as needed. Approx. 300 participants.</p>
<p>Ambulance Demo, January 15, 2013 0830-1230</p>	<p>Lawrence Elementary School, Lodi, CA</p>	<p>Provide an ambulance and staff to present / participate in an outreach event at a local elementary school. This is a program that also involves many parents, as it is a mainly Spanish Speaking School. Show ambulance, speak about safety, demo equipment and give hand outs. Basic AED and Hands only CPR program shown. 2 presentations, approx. 70 participants between both.</p>
<p>Ambulance Demo, January 15, 2013 1800-2000</p>	<p>August Knodt School, Stockton, CA</p>	<p>Provide staff to participate in an outreach event for a local elementary school's Math and Science Night. Show ambulance, speak about education and safety, show equipment, give handouts. Approx. 500 participants.</p>
<p>Ambulance Demo, January 21, 2013 1030-1300</p>	<p>Peyton Elementary School, Stockton, CA</p>	<p>Provide an ambulance and staff to do a presentation for an 'assembly' of students. Spoke about EMS, education, and the basics of cpr. They would like another day of outreach (see below) to take time to show and tell about ambulance. Gave hand outs. Approx. 350 participants.</p>
<p>Ambulance Demo, January 21, 2013 1030-1300</p>	<p>Rio Calaveras Elementary School, Stockton, CA</p>	<p>Provide an ambulance and staff to help support an upcoming Blood Drive. Show ambulance, speak about anatomy/physiology, safety, and demo equipment. Gave hand outs. Approx. 400 participants.</p>

Ambulance Demo, January 24, 2013 1040-1315	Peyton Elementary School, Stockton, CA	Provide ambulance and staff to do a 'show and tell' event during a local elementary school's lunch break. This was a follow up to an earlier event at the same school this week. 2 of my ROP Students also attended and helped. Gave tours of ambulance, spoke about safety, demo equipment. Approx. 400 participants.
AED donation and basic Hands Only CPR Training, January 30, 2013 1500-1630	Victor Elementary School, Lodi, CA	Donation of an AED purchased by AMR for a local elementary school. Mokelumne Fire came to help with initial training, and it was covered in the Lodi Press. Hands only CPR was taught to all in attendance, approx. 18 participants.
Ambulance Demo, January 31, 2013 1600-1700	Rio Calaveras Elementary School, Stockton, CA	Provide ambulance for show and tell during a local school's blood drive. AMR San Joaquin also had folks who donated blood at this event as it was set up to benefit our local community. Approx. 50 participants.

Classes		
Class Name	Location	Class Outline
ALS Infrequent skills lab, January 8, 2013 0900-1500	AMR San Joaquin Operations, Stockton, CA	Provide FTO staff to be available to sign off employees and outside agency personnel on their required quarterly skills. Covered: ALS airway, Pacing, Cardio-version, 12 Lead EKG use. Approx. 30 participants throughout the day.
CPR Refresher Course, January 9, 2013 1000-1500	AMR San Joaquin Operations, Stockton, CA	Provide a BLS / CPR refresher course for employees and outside agencies. This is part of our monthly CPR refresher program. Approx. 15 participants.
CPR In Schools Program, January 9, 2013 0900-1500	Linden High School, Linden, CA	Provide mannequins and personnel to assist with a 'CPR in Schools' Program for a local high school. This course helps complete the goal of getting all students in this school some type of CPR training. Approx. 150 participants.

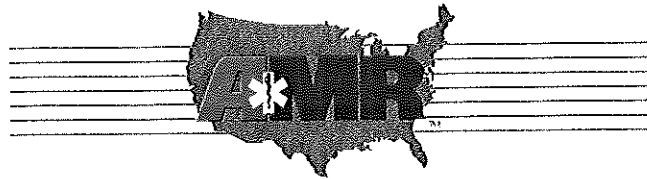
PAO/ PSR Course, January 10, 2013 0930-1500	San Joaquin County EMS Classroom	Provide personnel to assist with teaching / proctoring skills for the monthly Accreditation Course held by the San Joaquin EMS agency. Open to all providers and levels, including Paramedics, EMT's, MICN's, etc. Lecture, skills, sign off skills. Approx. 25 participants.
ITLS Provider Course, January 15-16, 2013 0900-1800 (both days)	AMR San Joaquin Operations, Stockton, CA	International Trauma Life Support Course sponsored by NCTI, held at AMR San Joaquin County. Open to all providers who registered. CE's given. Upon Completion of the two day course, students are certified in ITLS and Trauma Scene Management. Approx. 18 participants.
EMT BLS Infrequent Skills Lab, January 24, 2013 0900-1500	AMR San Joaquin Operations, Stockton, CA	Provide FTO staff to teach / proctor EMT's and first responders for county required EMT skills. Covered: BLS airway, CPR, AED, and circulation emergencies. Approx. 30 participants throughout the day.

Current Projects / Studies	Meetings Attended
While we have been promoting CPR in schools and 'Hands only CPR', A national roll out and local focus for AMR San Joaquin is to put this at the top of our outreach list. As a note, January 2013 saw the completion of Linden High School "CPR in Schools" Program reach its goal of having each student trained in CPR. AMR Helped with this project with instructors, equipment, and logistic support.	Had a representative from AMR attend the monthly CAHF meeting, where administrators from many of the local long term care facilities meet and greet, as well as present new policy and capabilities. Possible working with our representative to get a forum at the next CAHF meeting or so to present the "Hands only CPR" program for the group.
January 2013 saw the selection of one of our local EMT's being recognized locally, and really, nationally, as he was chosen as a Star of Life. He will be travelling to Washington to meet with legislators and be recognized for going above and beyond.	Met with members of the American Heart Association to obtain clearance to use their logo and information to promote the "Hands only CPR" program we are rolling out. We are also looking to get an approved logo from them to wrap one of our ambulances to raise public awareness about the "Hands Only CPR" process, and that 2 steps can save a life.
Implementation of a new MEDS (patient record processing system). This is now in place and allows better patient care and follow through, due to better documentation opportunities.	Met with a few members of Delta College's Nursing Program, who are exploring outreach opportunities for their school projects, as well as job exploration.
This month saw the need to do testing for a new hire academy, upcoming in the next month or so. We have been able to provide outreach that allows those interested in employment with AMR to apply and test, so when we are ready, we can hire.	Various meetings with many of our local fire departments. Most of the departments involved are also the ones that will be participating in the upcoming MCI drill being hosted by Linden Fire in March 2013.

As a note, there were no complaints for the month of January 2013.

There was one email received for a crew that successfully recognized and transported a STEMI (heart blockage/ cardiac issue) from one of our local STEMI centers. The Kudos continued as the time of recognition to reperfusion was just under 60 minutes, less than the 90 minute goal.

Any Thank You notes are as separate attachments.



Community Services
San Joaquin County

Monthly Summary February 2013

Activities		
Contact Name	Title	Activity Outline
Chief Butler and Woodbridge Fire Staff	Chief Butler and various fire personnel	Met with Chief Butler and his staff along with some of my ROP students during a job exploration program at Woodbridge Fire Station 1. Tour of facility, spoke about education, and also joint upcoming training.
James Smith	PAO for CHP, San Joaquin County	Discuss the schedule and plan for the upcoming Every 15 Min Programs for 2013
Paul Anderson	Outreach Coordinator at SERVEPRO, corp. in Lodi, CA	Met with Paul to assist in planning a disaster preparedness 'street' fair type program for the Lodi and surrounding areas.
Christine Bolthouse,	Education Department, San Joaquin County - ATC	Met to discuss AMR's participation in a large scale, multi school medical training / testing day out at the office of education.
Captain Scott Bryant, Linden FD along with various Division C Fire Officers	Company officers and training personnel for many different fire agencies	The large scale MCI drill is coming In March – multiple agencies, multiple patient count, strategic planning, etc.

Events		
Event Name	Location	Event Outline
Hands Only CPR outreach project, February 1, 2013 1700-2100	Stockton Thunder Hockey Arena	Provide an ambulance and enough staff to be able to teach 'Hands only CPR' to as many people as we could during a hockey game. Very successful, as we reached over 600

		people- people who are now part of the chain of life in San Joaquin County
Ambulance Demo, February 5, 2013 0930-1145	Linden Peters Fire Department, Linden, CA	Did an ambulance demo with our DEMSU Disaster unit for a local fire agency. Their staff had no idea we even had this piece of equipment, and they also had a group of ROP students who were able to participate.
EMS Outreach / Community Event, February 6, 2013 1200-1330	Lodi Chamber of Commerce Chambers, Lodi, CA	Participate in the monthly PIE (Partners in Education) event at the Lodi Chamber quarters in Lodi. Show new equipment, including a presentation on Hands only CPR.
EMS Outreach/ Community Event, February 7, 2013 1145-1315	Lodi Rotary Club, Lodi, CA	Provide an ambulance and staff to attend the Lodi Chamber luncheon. Basic show and tell, speak about safety, advances in EMS, and a tour of the ambulance
EMS outreach / Support for Stroke Awareness, February 27, 2013 1200-1400	San Joaquin Worknet Building, Stockton, CA	Provide staff to participate in the local CV-RAPS stroke awareness program. Stroke information given out and taught. This was an event that we supported, not one we put on.
EMS outreach / Education Participation, February 28, 2013 0830-1400	San Joaquin Office of Education Building	Provide staff to help local Office of Education during a school age competition regarding health care. Approx. 400 participants from many schools, including the ROP students we are hosting.
Ambulance Demo, February 28, 2013 1100-1200	Lodi Christian School, Lodi	Provide ambulance and staff to do a demonstration for a school. Show ambulance, give hand outs, talk about safety. .

Classes		
Class Name	Location	Class Outline

<p>EMS Outreach / Teaching for SJEMSA, February 5, 2013 0900-1430</p>	<p>SJEMSA classroom, adjacent to SJ General Hospital</p>	<p>. Provide staff (Accreditation Officers) to help SJEMS teach / proctor skills for the SJ County led PSR course.</p>
<p>ALS Infrequent Skills Lab, February 12, 2013 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Host an open forum for ALS providers to come and perform required quarterly skills for county requirements. Open to employees and outside providers. NO CE given, as this is simply a skills lab. Approx. 15 participants throughout the day. ALS topics covered: ALS airway, Thorocostamy, and Cricothyrotomy.</p>
<p>BLS Refresher Course, February 12, 2013 1000-1500</p>	<p>AMR Stockton Operations</p>	<p>Monthly refresher course for AMR employees and outside agencies. Open to all providers. This is the AHA BLS for rescuers course.</p>
<p>Hands only CPR demo / classes, February 20, 2013 0900-1400</p>	<p>Weber Institute High School, Stockton, CA</p>	<p>In conjunction with my mentoring of some students from Weber Institute, a "Hands Only CPR" was put together, and we provided training for most of the healthcare academy at Weber.</p>
<p>Joint Fire Department Training, February 22, 2013 1300-1600</p>	<p>Waterloo Morada Fire Department, Waterloo, CA</p>	<p>Provide a course on MCI's and management of them for one of our allied agency fire departments. Topic of MCI was chosen to coordinate with March 2013's upcoming MCI drills.</p>
<p>BLS Infrequent Skills Lab, February 28, 2013 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>Host an open forum for BLS providers to come and perform required quarterly skills for county requirements. Open to employees and outside providers. NO CE given, as this is simply a skills lab. Approx. 15 participants throughout the day. BLS topics covered: BLS airway, Trauma, soft tissue and muscle injuries.</p>

Current Projects / Studies	Meetings Attended
Hands Only CPR is a large focus of our outreach from this point forward. While we did do a couple of large scale events this month, we are also challenged as a company to do a LARGE scale Hands Only Event during EMS week.	With Linden Fire being the organizing department, meetings for the upcoming MCI drills in March 2013 were held here. Attended numerous meetings, taking care of logistics. All of division C agencies had representation at these meetings as well.
In promoting the career path of EMS and pre hospital medicine, AMR San Joaquin had put together a large donation of items for Delta College's EMT program. Most items out of date, or slight damage (possible broken zipper, etc), however total estimated donation at approx. \$1500.00. We are proud to help out local colleges and schools with their EMS programs.	Every 15 Minutes Programs begin in March 2013. February began the basic planning and logistics meetings for the events that are happening in San Joaquin County. Multi agency meetings, including many school districts and principals.
Maintaining 7 ROP students over 2 days every week, these students are asking for help with their student projects on the topic of EMS. We are helping them create presentations, flyers, etc., in the spirit of promoting good EMS outreach, but also helping our local schools by providing real world experience.	Attended 2 different Rotary Club meetings this month. One as the keynote speaker. Great outreach opportunity for reaching key folks in our community. Spoke of current EMS capabilities, upcoming Trauma Center Designations, Hands Free CPR, and technological advances we use to save lives.
Meeting/Project was our FTO meeting for this quarter. Involved training, information, and project starts/ideas to be implemented in the next quarter.	Had a representative attend the monthly CAHF (Long term care facilities) meeting. Good networking and planning for SNF type facilities.
Preparing for our involvement in the upcoming "Zinfest". Due to there being approx. 10000 participants, we start planning early and make sure all key players are versed in incident command and basic first aid, including bike team, and coordination with the 'Zinfest' Staff.	Had a representative attend a pre-planning meeting for the annual 'Run on the Vines' half marathon event coming up. We usually staff this with our bike team, and is good PR for AMR to participate and run the EMS for this event.

As a note, there were no complaints for the month of February 2013.

Received an email with a kudos for STEMI alert from a local STEMI receiving center- giving kudos to our crews for their great recognition and work.

Please find thank you notes attached separately.