



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

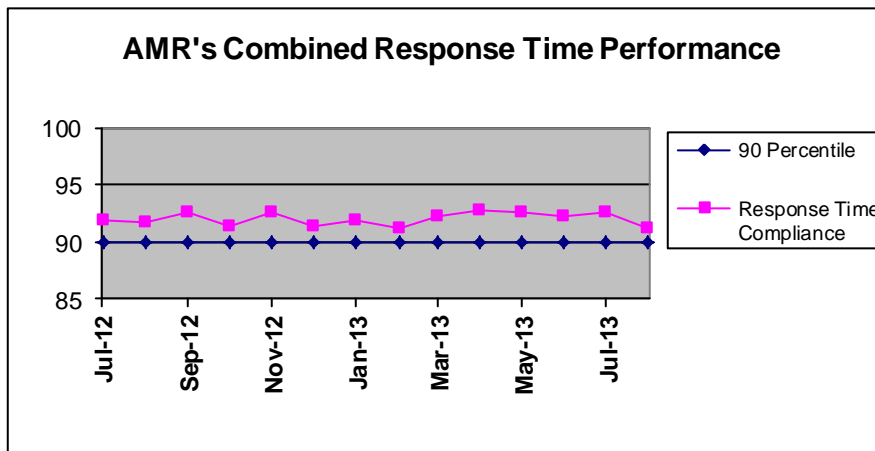
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: November 4, 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 July and August, 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 July and August 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.62% for July and 91.16% for August.

AMR's latest compliance report continues the second year of the second five-year contract period. Compliance

continues at combined response performance levels typical of recent years. AMR exceeded compliance standards in seven (7) of the eleven subzones in July and eight (8) of the eleven subzones in August.

The complete compliance report for July and August 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

July 1, 2013 through July 31, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	368	10	97.28%	X		
SJC Zone A-2	128	18	85.94%			X
SJC Zone A-3	47	5	89.36%			X
SJC Zone B-1	1,134	78	93.12%	X		
SJC Zone B-2	1,249	99	92.07%	X		
SJC Zone B-3	21	0	100.00%	X		
SJC Zone B-4	127	14	88.98%			X
SJC Zone B-5	106	25	76.42%			X
SJC Zone C-1	264	10	96.21%	X		
SJC Zone C-2	36	1	97.22%	X		
SJC Zone C-3	56	1	98.21%	X		
All Zones Combined	3,536	261	92.62%	7		4

Response Time Compliance Report by 31 Day Rolling Period

August 1, 2013 through August 31, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	408	17	95.83%	X		
SJC Zone A-2	118	13	88.98%			X
SJC Zone A-3	64	4	93.75%	X		
SJC Zone B-1	1,182	118	90.02%	X		
SJC Zone B-2	1,272	116	90.88%	X		
SJC Zone B-3	18	0	100.00%	X		
SJC Zone B-4	126	13	89.68%			X
SJC Zone B-5	115	26	77.39%			X
SJC Zone C-1	277	13	95.31%	X		
SJC Zone C-2	50	1	98.00%	X		
SJC Zone C-3	57	5	91.23%	X		
All Zones Combined	3,687	326	91.16%	8		3

Fines and Penalties Report

Type of Penalty	July 2013	August 2013
Out of compliance response districts	\$20,000	\$15,000
Late response minutes	\$6,120	\$7,940
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	\$26,120	\$22,940

Weekly Unit Hour Staffing Report

	RFP	July 2013	August 2013
Zone A	588	588	588
Zone B	1932	2012	2083
Zone B *non dedicated	0	122	131
Zone C	504	504	504
Total	3024	3226	3306

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

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	July 2013			August 2013		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,286	245	92.54%	3,425	315	90.80%
Suburban 9:29	69	15	78.26%	67	6	91.04%
Suburban-Moderate 15:29	12	1	91.67%	13	1	92.31%
Rural 17:29	145	0	100.00%	162	4	97.53%
Wilderness 29:29	24	0	100.00%	20	0	100.00%
Total	3,536	261	92.62%	3,687	326	91.16%

Mutual Aid Incidents

July 2013			August 2013		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE B-2 URBAN	1	MDAS	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE B-1 URBAN	1	MDAS	SJ ZONE B-5 URBAN	4
MDAS	SJ ZONE B-2 URBAN	3	MDAS	SJ ZONE C-1 URBAN	2
MDAS	SJ ZONE B-5 URBAN	5	MDAS	SJ ZONE C-2 RURAL	1
MDAS	SJ ZONE C-1 URBAN	4	MDAS	SJ ZONE C-3 RURAL	4
MDAS	SJ ZONE C-2 SUBURBMC	2			
MDAS	SJ ZONE C-3 RURAL	7			
Total		23			12

Detailed Response Time Analysis
July 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	368	0:01	11:49	4:06	1:53	6:44
SJ ZONE A-2 URBAN	69	0:02	13:32	6:06	2:22	9:06
SJ ZONE A-3 URBAN	19	1:09	14:34	5:57	3:25	13:32
SJ ZONE B-1 URBAN	1,134	0:01	14:14	4:45	2:05	7:13
SJ ZONE B-2 URBAN	1,249	0:01	17:46	4:52	2:12	7:22
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	91	0:03	9:41	5:12	2:01	7:18
SJ ZONE B-5 URBAN	91	0:02	18:29	5:42	3:43	9:51
SJ ZONE C-1 URBAN	257	0:02	13:25	4:04	2:15	6:39
SJ ZONE C-2 URBAN	4	5:13	7:34	6:23	0:51	7:34
SJ ZONE C-3 URBAN	4	1:29	6:08	3:55	1:40	6:08
SJ ZONE A-2 SUBURBAN	20	1:50	10:15	7:43	2:05	9:54
SJ ZONE A-3 SUBURBAN	7	3:48	10:18	7:04	2:35	10:18
SJ ZONE B-4 SUBURBAN	26	0:03	16:24	7:08	3:56	13:43
SJ ZONE B-5 SUBURBAN	4	0:15	12:19	5:23	4:49	12:19
SJ ZONE C-1 SUBURBAN	5	3:31	7:58	5:37	1:40	7:58
SJ ZONE C-2 SUBURBAN	2	6:42	7:23	7:02	0:21	7:23
SJ ZONE C-3 SUBURBAN	5	3:08	12:07	8:38	3:07	12:07
SJ ZONE C-2 SUBURBAN-MODERATE	12	7:00	15:40	11:16	2:48	14:54
SJ ZONE A-2 RURAL	39	0:02	17:19	9:23	5:04	16:21
SJ ZONE A-3 RURAL	21	0:12	12:57	6:01	3:29	10:06
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	2	5:14	7:58	6:36	1:22	7:58
SJ ZONE B-4 RURAL	10	3:29	9:54	6:20	1:56	8:09
SJ ZONE B-5 RURAL	11	0:12	18:20	8:29	4:58	13:02
SJ ZONE C-1 RURAL	2	3:02	7:29	5:15	2:14	7:29
SJ ZONE C-2 RURAL	14	5:23	14:40	10:28	2:17	13:01
SJ ZONE C-3 RURAL	46	0:03	16:19	7:23	5:29	14:16
SJ ZONE B-3 WILDERNESS	19	0:08	21:36	13:00	5:25	20:52
SJ ZONE C-2 WILDERNESS	4	11:39	25:46	19:21	5:55	25:46
SJ ZONE C-3 WILDERNESS	1	11:53	11:53	11:53	0:00	11:53
All Urban Compliance Areas	3,286	0:01	18:29	4:44	2:14	7:18
All Suburban Compliance Areas	69	0:03	16:24	7:11	3:16	11:05
All Suburban-Moderate Compliance Areas	12	7:00	15:40	11:16	2:48	14:54
All Rural Compliance Areas	145	0:02	18:20	8:00	4:48	14:35
All Wilderness Compliance Areas	24	0:08	25:46	14:00	5:54	21:36

**Detailed Response Time Analysis
August 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	408	0:01	15:20	4:17	2:05	6:45
SJ ZONE A-2 URBAN	66	0:02	11:52	5:48	2:19	8:44
SJ ZONE A-3 URBAN	25	0:02	11:30	4:43	2:47	8:21
SJ ZONE B-1 URBAN	1,181	0:01	21:45	5:00	2:22	7:39
SJ ZONE B-2 URBAN	1,270	0:01	18:29	4:49	2:14	7:27
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	93	0:03	16:38	5:14	2:37	8:09
SJ ZONE B-5 URBAN	96	0:01	14:50	6:00	4:09	10:49
SJ ZONE C-1 URBAN	274	0:02	18:08	4:25	2:33	7:03
SJ ZONE C-2 URBAN	6	3:53	7:29	5:03	1:19	7:29
SJ ZONE C-3 URBAN	5	0:03	10:34	4:33	4:03	10:34
SJ ZONE A-2 SUBURBAN	15	2:18	10:05	6:20	2:20	9:38
SJ ZONE A-3 SUBURBAN	9	4:39	8:31	6:32	1:15	8:31
SJ ZONE B-4 SUBURBAN	26	0:07	13:46	6:03	2:54	9:10
SJ ZONE B-5 SUBURBAN	6	0:07	11:25	6:48	3:44	11:25
SJ ZONE C-1 SUBURBAN	3	0:04	2:59	1:11	1:17	2:59
SJ ZONE C-2 SUBURBAN	1	4:18	4:18	4:18	0:00	4:18
SJ ZONE C-3 SUBURBAN	7	3:06	13:35	8:52	3:24	13:35
SJ ZONE C-2 SUBURBAN-MODERATE	13	0:06	23:59	10:48	5:59	15:24
SJ ZONE A-2 RURAL	37	0:03	24:45	10:30	4:44	16:03
SJ ZONE A-3 RURAL	30	0:03	15:05	9:00	3:37	14:01
SJ ZONE B-2 RURAL	2	8:30	9:20	8:55	0:25	9:20
SJ ZONE B-3 RURAL	4	4:16	15:03	9:41	3:53	15:03
SJ ZONE B-4 RURAL	7	5:03	29:49	11:24	8:00	29:49
SJ ZONE B-5 RURAL	13	5:29	12:22	8:59	2:03	11:18
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	24	0:04	15:10	8:17	4:23	14:10
SJ ZONE C-3 RURAL	45	0:02	19:26	7:27	6:35	16:13
SJ ZONE B-3 WILDERNESS	14	7:50	24:42	15:45	4:56	23:46
SJ ZONE C-2 WILDERNESS	6	10:21	24:15	16:36	4:56	24:15
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,424	0:01	21:45	4:51	2:24	7:32
All Suburban Compliance Areas	67	0:04	13:46	6:18	3:02	10:05
All Suburban-Moderate Compliance Areas	13	0:06	23:59	10:48	5:59	15:24
All Rural Compliance Areas	162	0:02	29:49	8:55	5:14	15:03
All Wilderness Compliance Areas	20	7:50	24:42	16:00	4:57	23:46

**Exemption Request Report
July 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
07/02/2013	13082477	B-4	False Report of Emergency		Exempt
07/02/2013	13082536	C-1	Road Construction		Exempt
07/02/2013	13082963	B-2	False Report of Emergency		Exempt
07/05/2013	13084232	B-2	Train		Exempt
07/05/2013	13084478	B-2	Poor Location		Exempt
07/07/2013	13085307	B-2	Train		Exempt
07/10/2013	13086668	C-1	Road Construction		Exempt
07/10/2013	13086745	A-2	Traffic Secondary to Call		Exempt
07/10/2013	13086754	B-1	Poor Location		Exempt
07/11/2013	13087227	A-2	Unit Dispatched and Responded Code 2		Exempt
07/16/2013	13089208	B-5	Poor Location		Exempt
07/19/2013	13091007	B-2	Adjusted time based on call audit		Exempt
07/22/2013	13092118	B-5	Freeway Access	Time and Distance	Not Exempt
07/22/2013	13092128	B-2	Road Construction	Time and Distance	Not Exempt
07/24/2013	13093320	B-2	Poor Location		Exempt
07/25/2013	13093762	C-3	Road Construction		Exempt
07/27/2013	13094421	B-2	Location Change		Exempt
07/30/2013	13095959	B-5	Location Change		Exempt
07/31/2013	13096409	C-2	Location Change		Exempt

**Exemption Request Report
August 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/01/2013	13096786	C-1	Traffic Secondary to Call		Exempt
08/02/2013	13097278	C-1	Location Change		Exempt
08/03/2013	13097840	B-2	Delays in Transferring Care at ED		Exempt
08/03/2013	13097849	B-2	Delays in Transferring Care at ED		Exempt
08/10/2013	13100572	C-3	Road Construction		Exempt
08/10/2013	13100653	B-5	Not Listed		Exempt
08/12/2013	13101560	B-5	Not Listed		Exempt
08/12/2013	13101844	C-3	False Report of Emergency		Exempt
08/12/2013	13101846	C-1	False Report of Emergency		Exempt
08/13/2013	13101970	B-5	Not Listed		Exempt
08/13/2013	13102257	B-2	Location Change		Exempt
08/14/2013	13102410	B-5	Traffic Secondary to Call		Exempt
08/14/2013	13102609	B-1	Delays in Transferring Care at ED		Exempt
08/14/2013	13102759	C-1	Road Construction		Exempt
08/15/2013	13103092	B-5	Traffic Secondary to		Exempt
08/16/2013	13103254	B-2	Location Change		Exempt
08/16/2013	13103395	A-1	Train		Exempt
08/18/2013	13104503	A-2	Adjusted time based on call audit		Exempt
08/19/2013	13104994	B-5	Train		Exempt
08/19/2013	13105050	B-1	Location Change		Exempt
08/19/2013	13105152	B-5	Not Listed	Time and Distance	Not Exempt
08/19/2013	13105178	B-4	Adjusted time based on call audit		Exempt
08/21/2013	13106026	B-5	Not Listed		Exempt
08/22/2013	13106220	A-1	Train		Exempt
08/22/2013	13106495	B-5	Not Listed	Dispatch Delay	Not Exempt
08/23/2013	13106765	B-5	Not Listed		Exempt
08/25/2013	13107708	B-5	Not Listed		Exempt
08/25/2013	13107766	B-5	Adjusted time based on call audit		Exempt
08/26/2013	13108136	B-5	Not Listed		Exempt
08/27/2013	13108576	B-5	Dispatch Error		Exempt
08/28/2013	13108950	B-1	Location Change		Exempt
08/28/2013	13109006	B-2	Unit Dispatched and Responded Code 2		Exempt
08/28/2013	13109148	B-2	Delays in Transferring Care at ED		Exempt
08/29/2013	13109526	B-5	Not Listed		Exempt

Exemption Request Report (continued)
August 2013

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
08/29/2013	13109735	B-1	Road Construction		Exempt
			Delays in Transferring Care at ED		
08/30/2013	13110094	B-1			Exempt
08/31/2013	13110334	B-2	Location Change		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Monthly Average
A-1	95%	98%	98%	95%	97%	94%	97%	96%	96%	97%	97%	96%	96.3%
A-2	92%	91%	92%	89%	91%	87%	91%	86%	90%	87%	86%	89%	89.1%
A-3	98%	96%	89%	88%	93%	96%	93%	98%	94%	93%	89%	94%	93.4%
B-1	92%	89%	91%	91%	90%	89%	91%	95%	94%	93%	93%	90%	91.4%
B-2	93%	91%	92%	91%	93%	92%	92%	92%	91%	92%	92%	91%	91.8%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
B-4	91%	94%	94%	92%	88%	93%	94%	91%	91%	88%	89%	90%	91.3%
B-5	78%	80%	82%	70%	75%	73%	76%	81%	75%	78%	76%	77%	77.0%
C-1	93%	96%	96%	96%	94%	95%	94%	92%	96%	94%	96%	95%	94.9%
C-2	92%	94%	93%	97%	95%	92%	98%	100%	93%	92%	97%	98%	95.0%
C-3	94%	98%	95%	93%	98%	100%	95%	98%	96%	93%	98%	91%	95.6%
All Zones	93%	91%	93%	91%	92%	91%	92%	93%	93%	92%	93%	91%	92.0%

Failure to Provide Data

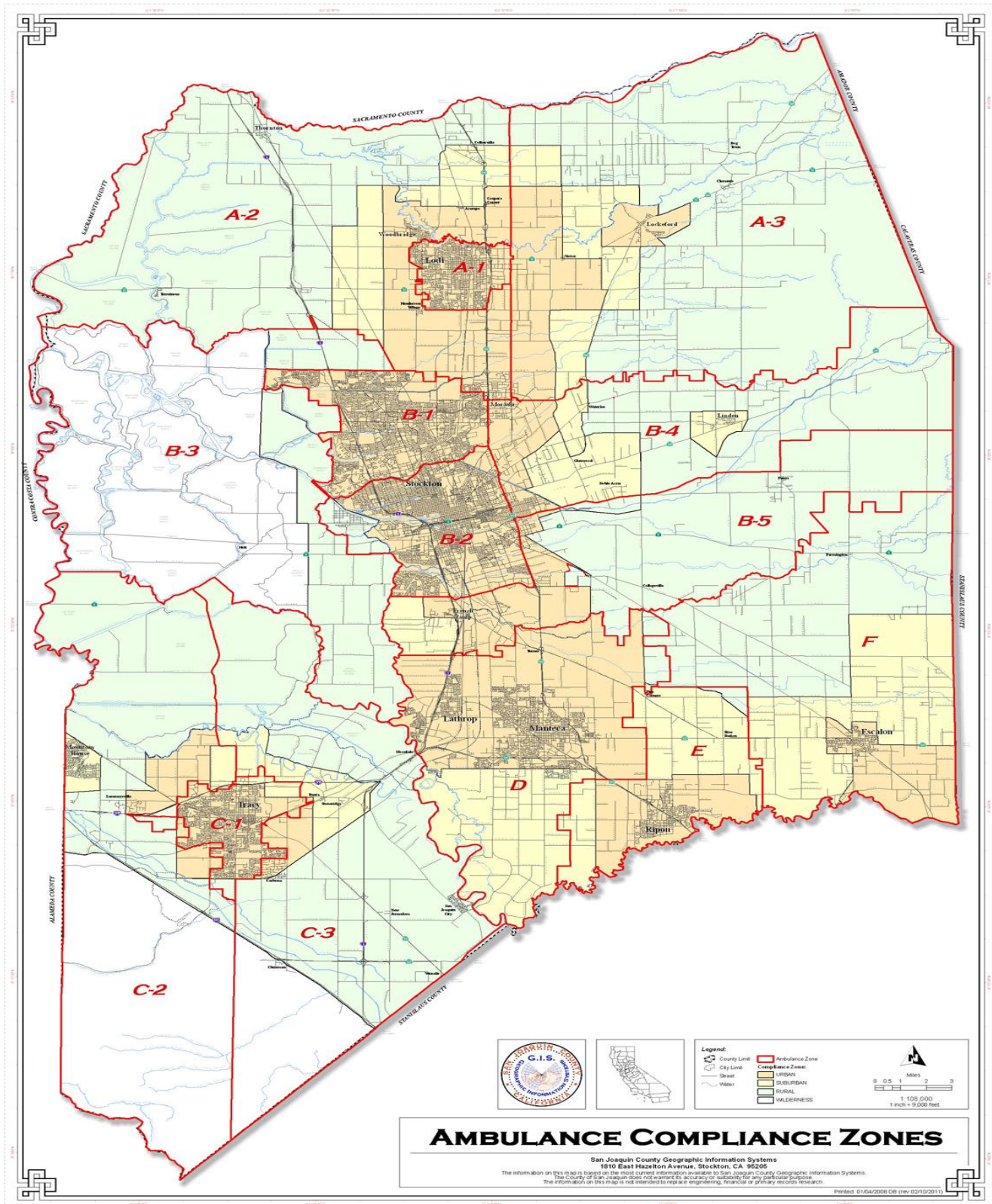
Event Type	July 2013	August 2013
N/A		

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 the accuracy or suitability for any particular purpose.

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



Community Services
San Joaquin County

Monthly Summary July 2013

Activities		
Contact Name	Title	Activity Outline
Peter Breech	Administrator for Lodi News Sentinel	Met and spoke with Peter in regards to an upcoming Literacy Fair that AMR is going to help sponsor in the Lodi area.
Sue Meyer	Director of Education / Nursing at La Sallette SNF, Stockton, CA	Met with Ms. Meyer in regards to AMR donating a CPR class for licensed staff at her skilled nursing facility.
County Fire Administration	Most Fire Chief's or Captains from our local County Fire Agencies	Called or met with local fire administration to offer them the opportunity to come to AMR Stockton Operations for free MICR/Trauma Policy Update Train the Trainer Courses
Christine Glass	ROP Outreach coordinator for Weber High School, Stockton, CA	Met to discuss AMR taking on a handful of high school students as an outreach mentoring project.
Mary Nicholson	CEO/Director of Healings in Motion Stroke Awareness Group	Met to discuss AMRs involvement in upcoming Stroke Awareness and Outreach events. Having been the host for the recent large 'Stroke Awareness' event she put on, she would like AMR (and myself) to continue to participate and host other outreach events in relationship to Stroke Awareness.
Chris McGahee	Director of Staff Development, Creekside Manor SNF, Stockton, CA	Met to discuss AMR providing both an In Service Program and a CPR refresher course for them.

Events		
Event Name	Location	Event Outline
<p>Donated Boat Patrol Paramedics, July , 4th , 6th and 7th , 2013 1000-2200 each day</p>	<p>Various waterways on the Delta, San Joaquin County</p>	<p>Provide 2 paramedics each day to assist with SJSO Boat Patrol for 4th of July weekend. Multiple participants over 3 days.</p>
<p>Donated Bike Team Standby, July 4, 2013 1100-2300</p>	<p>Lodi Lake Recreation Area, Lodi, CA</p>	<p>Provide 2 Paramedic Bike Teams as donated standby and first aid providers. Give hand outs, provide first aid as needed, speak about EMS. Approx. 1500 participants.</p>
<p>Lending of EMS equipment to local AHA office, July 16, 2013 1000-1400</p>	<p>Local AHA office / administration</p>	<p>Lent out some 'hands only cpr' kits to our local AHA personnel, who were doing an internal event and needed to borrow equipment. Approx. 25 participants.</p>
<p>Ambulance Demo / EMS outreach, July 18, 2013 0900-1300</p>	<p>Lathrop Elementary School, Lathrop, CA</p>	<p>Provide an ambulance and staff to participate in the local San Joaquin County Sherriff's Junior Academy. Do a presentation on first aid, hands only cpr, give hand outs, tours of ambulance. Approx. 30 participants.</p>
<p>Ambulance Demo, July 19, 2013 1700-2100</p>	<p>Lincoln Center, Stockton, CA</p>	<p>Provide a non dedicated ambulance and staff to participate in the annual 'Lincoln Center Live' event. Give tours of ambulance, give hand outs, provide hands only cpr training, speak about EMS and safety. Approx. 3000 participants.</p>
<p>Donated first aid standby/ambulance demo, July 20th and 21st , 2013 0800-2000 each day</p>	<p>Clements Rodeo Grounds, Clements, CA</p>	<p>Provide an ambulance and personnel to provide an ambulance demo and first aid as needed for a local rodeo event. Show ambulance, give hand outs, provide first aid as needed. Approx. 1000 participants.</p>

Ambulance Demo, July 22, 2013 1100-1300	Dameron Hospital, Stockton, CA	Provide an ambulance and staff to participate in an outreach program by a local hospital, showing school age children different health care careers, EMS equipment, and employment opportunities. Approx. 150 participants.
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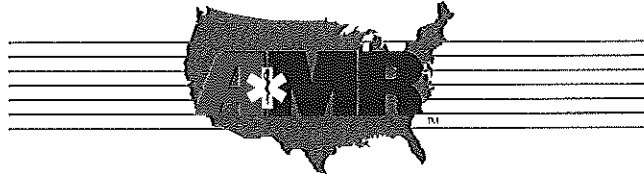
Classes		
Class Name	Location	Class Outline
LEMSA Policy Update Training, July 7 – 13 , 2013, 1300-1700	AMR Stockton Operations, Stockton, CA	Provide training for all employees as well as outside agencies on the new MICR/ Trauma Triage Policies put out by our LEMSA. There were multiple courses over several days, training over 150 personnel. CE given for participation.
Infrequent Skills Lab, July 9, 2013, 0900-1500	AMR Stockton OPS Classroom	Provide an open forum lab for EMT's and Paramedics to come in and demonstrate their skills for reaccreditation. These labs are open to all agencies / public. Approx. 15 participants.
Joint Fire Department Training, July 10, 2013 1330-1530	Lodi Fire Station 1	Attended and helped facilitate a local fire agencies internal training on the new MICR / Trauma Triage policies and training. Approx. 30 participants.
CPR Provider course, July 12, 2013 1000-1500	Local American Heart Association Office	Provide a CPR Provider course for employees. Also received updates to CPR program. Approx. 8 participants.

<p>Joint Fire Agency Training, July 16, 17, 23, 24, -2013 (from 0800-1200 and 1300-1700 each day)</p>	<p>AMR Stockton Operations</p>	<p>Provide a Train the Trainer course regarding the new LEMSA policies for local fire agencies. All agencies and personnel were invited. CE given for all participants. Most fire agencies sent at least one representative. Approx. 20 participants over the 8 courses we had put on.</p>
<p>CPR refresher course, July 19, 2013 1000-1600</p>	<p>La Sallette SNF, Stockton, CA</p>	<p>Provide a donated CPR refresher course for a local SNF and their staff. Approx. 10 participants.</p>
<p>CE course on Gang Related Safety, July 22, 2013 0900-1200</p>	<p>AMR Stockton Operations</p>	<p>Had a local Law Enforcement Deputy teach a course on gang related safety. Open to all agencies and the public. CE units given. One of 2 classes taught on this subject this month. Approx. 30 participants.</p>
<p>CPR refresher course, July 24, 2013 1000-1500</p>	<p>AMR Stockton Operations</p>	<p>Provide a monthly CPR refresher course for employees and outside agencies, as well as any public who needed to attend. Donated Class. Approx. 14 participants.</p>
<p>Infrequent Skills Lab, July 25, 2013 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>CE course on Gang Related Safety, July 22, 2013 0900-1200</p>	<p>AMR Stockton Operations</p>	<p>Had a local Law Enforcement Deputy teach a course on gang related safety. Open to all agencies and the public. CE units given. One of 2 classes taught on this subject this month. Approx. 30 participants.</p>

SNF In Service Program, July 26, 2013, 1430-1600	Creekside Manor, SNF, Stockton, CA	Provide a donated In Service Program for a local SNF on the topic of Cardio Pulmonary Distress and recognition. Open to all members of SNF. Hands outs given, lecture, power point, and hands on assessment training. Approx. 20 participants.
ALS one on one upgrade course, July 29, 2013 0900-1400	AMR Stockton Operations	Provide an ALS upgrade course for some of our EMT's who will be upgrading to working the 911 system. Lecture, hands on skills, policy review, etc. Approx. 6 participants.
CPR refresher course, July 29, 2013, 1000-1600	Creekside Manor, SNF, Stockton, CA	Provide a donated CPR refresher course for a local SNF and their staff. Approx. 14 participants.

Current Projects / Studies	Meetings Attended
July 2013 was the implementation of a handful of new policies from our LEMSA. Many hours of training internally and externally to other responding agencies took place. Great interagency inter action, and good joint training opportunities. Two of these policies were to start on August 1, 2013, so we had to be ready for this.	Had a representative attend the local CAHF meeting, which is where most of the local administrators of skilled nursing facilities have a luncheon. Good networking and the ability to keep up on what's going on the 'post EMS' side of patient care.
Working on the start up of AMR San Joaquin having high school students be a part of the local ROP program. We participate in this every year, and is a good opportunity for local schools and students to job explore.	Various weekly meetings for our internal CES (clinical) department- spoke of upcoming training, plans for trainings, and projects that we are working on.
AMR San Joaquin is looking to hire a handful of new employees to add to our staff. The testing and hiring process started this month, July 2013.	Attended one Stockton City Council Meeting. Local medical professionals were recognized and AMR wanted to be there to support them in their efforts for caring for our citizens.

- As a note, I had not fielded any complaints for the month of July 2013.
- Received various thank you phone calls from local agencies for the MICR training we provided.
- **Donated Boat Patrol / Special Operations events are in Bold Print for easy recognition.**
- Any Thank You notes are as separate attachments.



Community Services
San Joaquin County

Monthly Summary August 2013

Activities		
Contact Name	Title	Activity Outline
Cynthia Madrid	San Joaquin County Public Works, Coordinator of outreach projects and county wide clean up events.	Met with Cynthia a few times to discuss the upcoming "Inland Coastal Cleanup" event. AMR is working on donating first aid equipment for the actual clean up day.
State Senator Kathleen Gagliani	California State Senator	Met Ms. Gagliani regarding an outreach project that she was organizing in South Stockton Area - The event was called 'Farm to Fork' and was a large success with a couple thousand participants.
Paul Scott Story	Tracy, DLA fire agency and Defense Depot	Met to discuss National Preparedness month and an event that the DLA is hosting on September 19. AMR will be participating in this event, which will draw both public, and other providers.
Bob Elliott's Office / Scott Tyrell (assistant)	Member of the County Board of Supervisors	Phone meetings / conversations to invite Supervisor Elliott to come do a ride - a - long with AMR's Supervisory Staff

Events		
Event Name	Location	Event Outline
Ambulance Standby, August 1, 2013 1100-1400	San Joaquin County Fairgrounds, Stockton, CA	Provide an ambulance and staff to participate in a community outreach event sponsored by State Senator Cathleen Gagliani. Many agencies involved, including public facilities, as well as responders. Approx. 2500 participants.
Ambulance Standby, August 2, 2013 1500-1600	Stetson Board and Care Living Center, Stockton, CA	Provide an ambulance and crew to participate in an 'open house' event for a Board and Care Facility in San Joaquin County. This was a primarily non English speaking event (noted for CAAS). Provided tours of ambulance, spoke about EMS, and handed out items. Approx. 50 participants during the hour we participated.
Ambulance Demo, August 9, 2013 1000-1400	Bear Creek High School, Stockton, Ca.	Provide ambulance and staff to participate in a local high school's community outreach and services fair. Show ambulance, equipment, speaks about education, safety, EMS. Give hand outs. Approx. 600 participants.
Ambulance Demo / EMS Outreach/Standby, August 17, 2013 1730-2100	San Joaquin Hospice event (off site at Brookside area of Stockton)	Provide the Pink ambulance as a demo vehicle to show and tell how we can serve our hospice population. Give tours of ambulance, show equipment, give hand outs. Approx. 600 participants.
Ambulance Demo/ EMS outreach program, August 24, 2013 0900-1300	Hutchins Street Square Center, Lodi, CA	Schedule and provide a non dedicated ambulance for a standby and participation in a local literacy fair. Sponsored by The Lodi News Sentinel. Approx. 1500 participants.
Ambulance Demo / EMS Outreach, August 27, 2013 1100-1230	McNair High School, Stockton, CA	Provide an ambulance and EMS personnel to provide an outreach program for a local school's health care academy. Show ambulances, give hand outs, speak about EMS related jobs. Approx. 40 participants.
Paramedic Boat Patrol Staff Donation, August 30, 2013 1100-2200	Various locations on the Delta Waterways	Provide 2 paramedics to help staff the Sherriff's Boat Patrol for the weekend. These are donated hours and great interagency events. Lots of good PR with many local boat enthusiasts. Give out safety information, etc. Approx. 26 man hours donated estimated 2000 contacts/participants.

Classes		
Class Name	Location	Class Outline
Fire Department Joint Training, August 1, 2013 1000-1300	Waterloo Morada Station 1, Waterloo, CA	Provide a review / training course for a local fire agency in regards to current, and upcoming, SJEMSA county policies going into effect. Discuss policies, draft policies, and upcoming training sessions. Approx. 10 participants.
SNF In-service Program, August 1, 2013 1400-1530	Wagner Heights Convalescent Home, Stockton, CA	Provide an in-service program for a local SNF regarding current CPR guidelines and the introduction of MICR. This was set up due to Wagner Heights request and a misunderstanding of MICR from the previous evening. Gave hand outs, small presentation, spoke about SJEMSA county policies. Approx. 12 participants.
MICR / Trauma Triage SJEMSA Policy Training C.E. Course, August 7, 2013 0930-1330	AMR Stockton Operations	Provide a C.E. Course based on the new SJEMSA policies covering Trauma Triage, Trauma Destination, MICR, ETC. Open to all employees and outside agencies as a make-up course. CE Given. Approx. 3 participants.
New Hire Academy Course, August 12-17, 2013 0800-1700 each day	AMR Stockton Operations	Provide a new hire academy for approximately 10 new employees. This program goes through both corporate and local policy, EVOC driving course, and OSHA training. Approx. 10 participants.
Infrequent Skills Lab, August 13, 2013 0900-1500	AMR Stockton Operations	Provide both an EMT and a Paramedic to host a skills lab for employees and all providers. This lab focused mainly on BLS procedures. Topics included: Airway and also radio reports, however, all skills could be covered if needed. Open to all who need skills signed off for reaccreditation or county requirement. Approx. 14 participants.

CPR refresher course, August 20, 2013 1000-1500	AMR Stockton Operations	Provide our monthly CPR / BLS refresher course for employees as well as outside agencies. Donated class to the public. Approx. 12 participants
C.E. Course based on Sports Injuries, August 21, 2013 1200-1400	AMR Stockton Operations	Provide a C.E. educational course based on the topic of sports related injuries; specifically football injuries, due to season. Covers musculoskeletal injury, heat illness, concussions, etc. Open to all providers, and CE given to all participants. Approx. 15 participants.
Infrequent Skills Lab, August 22, 2013 0900-1500	AMR Stockton Operations	Provide both an EMT and a Paramedic to host a skills lab for employees and all providers. This lab focused mainly on ALS procedures. Topics included: Airway and also radio reports, however, all skills could be covered if needed. Open to all who need skills signed off for reaccreditation or county requirement. Approx. 14 participants.
C.E. Course based on Sports Injuries, August 26, 2013 1000-1200 and 1300-1500 (two courses this day)	AMR Stockton Operations	Provide a C.E. educational course based on the topic of sports related injuries; specifically football injuries, due to season. Covers musculoskeletal injury, heat illness, concussions, etc. Open to all providers, and CE given to all participants. Approx. 30 participants for both classes.
C.E. Course on SJEMSA Policies, August 29, 2013 0930-1330	AMR Stockton Operations	Provide a C.E. Course based on the new SJEMSA policies covering Trauma Triage, Trauma Destination, MICR, ETC. Open to all employees and outside agencies as a make-up course. CE Given. Approx. 3 participants.
C.E. Course based on Sports Injuries, August 30, 2013 1200-1400	AMR Stockton Operations	Provide a C.E. educational course based on the topic of sports related injuries; specifically football injuries, due to season. Covers musculoskeletal injury, heat illness, concussions, etc. Open to all providers, and CE given to all participants. Approx. 15 participants.

Current Projects / Studies	Meetings Attended
Working with members of AMR San Joaquin to promote and provide outreach for the American Heart Association's Heart Walk, coming in early September. Our employees have banded together to raise over \$1,000 for a donation for the AHA in reference to heart disease awareness and science.	We had our quarterly Field Training Officer and Supervisory Meeting during August 2013. Spoke about upcoming training and projects, and scheduling models for the upcoming training modules and new hire academy. Many topics were covered and the FTO group seems to be settling in to provide great mentorship to their peers.
Working on continuing to have some type of positive press coverage every month- August 2013 saw 1 article in the Lodi Press that mentioned our company name. Also received 2 phone calls from local TV stations requesting interviews and information. 1 phone call from ABC national news was also fielded.	Met with some local high schools; McNair and Weber Institute in particular, who have an ROP program that they would like AMR to participate in. We normally do this every year, and plan on investing in today's youth with this program. I also have 3 local high school students to meet with me to have me mentor them for their high school senior projects based on paramedics.
AMR San Joaquin CAAS Accreditation Application completed. Pages numbered to over 8000. This is a large undertaking and we aim to maintain our CAAS accreditation another 3 years.	Met with representatives from the American Heart Association, who are implementing a new project based on STEMI research. This is in the beginning stages, but aims to recognize EMS providers as part of project LIFELINE.
National Preparedness Month is September (2013). We are working on providing lots of outreach and presentations for the public, as well as participating in various joint agency MCI drills – all during September 2013.	Met with a couple of my local media contacts to maintain relationships and promote a story on the new MICR type of resuscitation that will help save lives in our community.

As a note, there were no complaints forwarded to me for the month of August 2013.

Boat Patrol Donated items / hours are in bold print for easy identification. Donation of approx. 26 hours.

Any Thank You items will be as separate attachments.