



# San Joaquin County Emergency Medical Services Agency



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

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## Memorandum

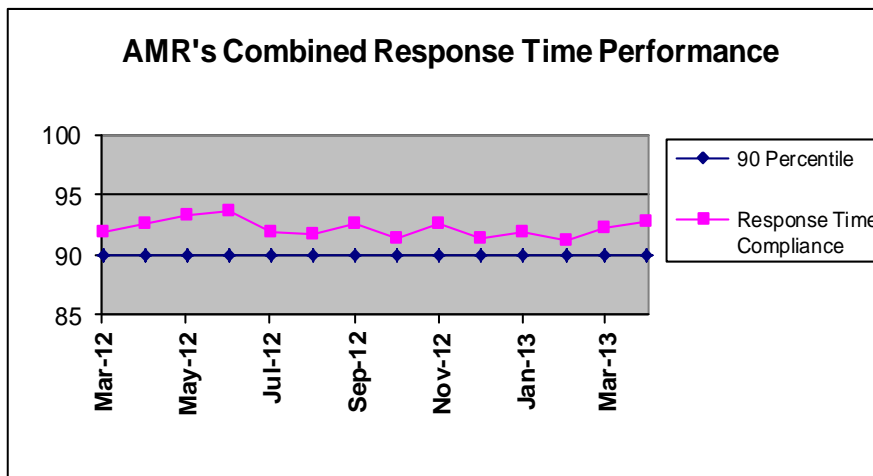
TO: All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: August 26, 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 March and April, 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 March and April 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.16% for March and 92.79% for April.

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 one of the eleven subzones in March and two of the eleven subzones in April.

The complete compliance report for March and April 2013 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**

March 1, 2013 through March 31, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	324	10	96.91%	X		
SJC Zone A-2	113	10	91.15%	X		
SJC Zone A-3	57	4	92.98%	X		
SJC Zone B-1	1,134	102	91.01%	X		
SJC Zone B-2	1,282	102	92.04%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	135	8	94.07%	X		
SJC Zone B-5	79	19	75.95%			X
SJC Zone C-1	294	17	94.22%	X		
SJC Zone C-2	46	1	97.83%	X		
SJC Zone C-3	38	2	94.74%	X		
<b>All Zones Combined</b>	<b>3,508</b>	<b>275</b>	<b>92.16%</b>	<b>10</b>		<b>1</b>

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

April 1, 2013 through April 30, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	329	13	96.05%	X		
SJC Zone A-2	105	15	85.71%			X
SJC Zone A-3	41	1	97.56%	X		
SJC Zone B-1	1,095	59	94.61%	X		
SJC Zone B-2	1,284	109	91.51%	X		
SJC Zone B-3	6	0	100.00%	X		
SJC Zone B-4	134	12	91.04%	X		
SJC Zone B-5	100	19	81.00%			X
SJC Zone C-1	218	17	92.20%	X		
SJC Zone C-2	53	0	100.00%	X		
SJC Zone C-3	47	1	97.87%	X		
<b>All Zones Combined</b>	<b>3,412</b>	<b>246</b>	<b>92.79%</b>	<b>9</b>		<b>2</b>

## Fines and Penalties Report

Type of Penalty	March 2013	April 2013
Out of compliance response districts	\$5,000	\$10,000
Late response minutes	\$5,930	\$4,980
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>\$10,930</b>	<b>\$14,980</b>

## Weekly Unit Hour Staffing Report

	RFP	March 2013	April 2013
Zone A	588	588	588
Zone B	1932	2045	2056
Zone B *non dedicated	0	129	147
Zone C	504	504	504
<b>Total</b>	<b>3024</b>	<b>3266</b>	<b>3295</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	March 2013			April 2013		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,293	266	91.92%	3,197	237	92.59%
Suburban 9:29	64	6	90.63%	67	5	92.54%
Suburban-Moderate 15:29	15	0	100.00%	21	0	100.00%
Rural 17:29	120	3	97.50%	115	4	96.52%
Wilderness 29:29	16	0	100.00%	12	0	100.00%
<b>Total</b>	<b>3,508</b>	<b>275</b>	<b>92.16%</b>	<b>3,412</b>	<b>246</b>	<b>92.79%</b>

## Mutual Aid Incidents

March 2013			April 2013		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-1 URBAN	3	MDAS	SJ ZONE B-2 URBAN	1
MDAS	SJ ZONE B-2 URBAN	5	MDAS	SJ ZONE B-4 URBAN	1
MDAS	SJ ZONE B-5 URBAN	5	MDAS	SJ ZONE B-5 URBAN	4
MDAS	SJ ZONE C-1 URBAN	7	MDAS	SJ ZONE C-1 URBAN	4
MDAS	SJ ZONE C-2 SUBURBAN	1	MDAS	SJ ZONE C-3 RURAL	3
MDAS	SJ ZONE C-3 RURAL	2			
MDAS	SJ ZONE C-3 SUBURBAN	1			
<b>Total</b>		<b>24</b>			<b>13</b>

Detailed Response Time Analysis  
March 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	324	0:01	13:20	4:29	1:52	6:39
SJ ZONE A-2 URBAN	65	0:03	9:47	5:11	2:07	7:39
SJ ZONE A-3 URBAN	21	1:17	9:44	4:59	2:15	7:32
SJ ZONE B-1 URBAN	1,134	0:00	17:30	4:53	2:17	7:32
SJ ZONE B-2 URBAN	1,280	0:01	15:30	4:51	2:06	7:23
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	99	0:02	13:26	5:05	2:16	7:25
SJ ZONE B-5 URBAN	67	0:01	12:22	5:29	3:16	9:17
SJ ZONE C-1 URBAN	287	0:02	13:12	4:09	2:22	7:08
SJ ZONE C-2 URBAN	7	4:22	8:31	6:24	1:17	8:31
SJ ZONE C-3 URBAN	8	1:36	5:53	4:39	1:30	5:53
SJ ZONE A-2 SUBURBAN	14	0:07	10:02	7:05	2:43	9:31
SJ ZONE A-3 SUBURBAN	11	3:17	12:31	6:41	2:50	9:35
SJ ZONE B-4 SUBURBAN	29	0:03	15:26	6:12	3:03	9:27
SJ ZONE B-5 SUBURBAN	2	8:11	8:39	8:25	0:14	8:39
SJ ZONE C-1 SUBURBAN	6	0:04	7:33	4:31	2:24	7:33
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	2	8:32	9:50	9:11	0:39	9:50
SJ ZONE C-2 SUBURBAN-MODERATE	15	0:15	14:28	8:19	4:34	13:27
SJ ZONE A-2 RURAL	34	0:03	19:04	11:17	4:31	17:11
SJ ZONE A-3 RURAL	25	4:12	17:10	9:22	3:19	14:12
SJ ZONE B-2 RURAL	1	0:05	0:05	0:05	0:00	0:05
SJ ZONE B-3 RURAL	0					
SJ ZONE B-4 RURAL	7	6:14	11:50	9:13	2:22	11:50
SJ ZONE B-5 RURAL	10	0:06	12:44	7:54	3:43	12:09
SJ ZONE C-1 RURAL	1	4:31	4:31	4:31	0:00	4:31
SJ ZONE C-2 RURAL	14	0:03	16:24	10:44	4:26	15:54
SJ ZONE C-3 RURAL	28	0:02	26:08	8:49	6:16	17:15
SJ ZONE B-3 WILDERNESS	6	9:17	18:32	14:35	3:22	18:32
SJ ZONE C-2 WILDERNESS	10	0:02	25:13	11:13	7:53	17:01
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,292	0:00	17:30	4:47	2:13	7:23
All Suburban Compliance Areas	64	0:03	15:26	6:29	2:56	9:31
All Suburban-Moderate Compliance Areas	15	0:15	14:28	8:19	4:34	13:27
All Rural Compliance Areas	120	0:02	26:08	9:42	4:50	15:47
All Wilderness Compliance Areas	16	0:02	25:13	12:29	6:46	18:32

Detailed Response Time Analysis  
April 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	329	0:02	11:37	4:26	1:52	6:55
SJ ZONE A-2 URBAN	66	0:03	10:55	6:02	2:02	8:20
SJ ZONE A-3 URBAN	14	0:05	12:26	5:40	2:37	7:14
SJ ZONE B-1 URBAN	1,095	0:02	13:49	4:34	1:58	6:58
SJ ZONE B-2 URBAN	1,284	0:01	13:06	4:50	2:08	7:20
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	99	0:03	14:06	5:42	2:19	7:53
SJ ZONE B-5 URBAN	83	0:01	13:02	5:13	3:24	9:08
SJ ZONE C-1 URBAN	215	0:02	16:24	4:15	2:29	7:08
SJ ZONE C-2 URBAN	5	3:58	7:25	6:07	1:11	7:25
SJ ZONE C-3 URBAN	7	3:38	6:43	5:19	0:59	6:43
SJ ZONE A-2 SUBURBAN	15	2:48	11:59	7:02	2:29	11:01
SJ ZONE A-3 SUBURBAN	4	1:07	7:54	5:56	2:47	7:54
SJ ZONE B-4 SUBURBAN	31	0:04	12:15	5:16	3:30	8:52
SJ ZONE B-5 SUBURBAN	7	4:30	11:07	7:40	1:53	11:07
SJ ZONE C-1 SUBURBAN	3	0:03	6:16	3:37	2:37	6:16
SJ ZONE C-2 SUBURBAN	2	0:07	0:07	0:07	0:00	0:07
SJ ZONE C-3 SUBURBAN	5	4:15	7:54	6:10	1:26	7:54
SJ ZONE C-2 SUBURBAN-MODERATE	21	2:48	14:43	10:37	3:11	14:13
SJ ZONE A-2 RURAL	24	0:52	21:03	11:22	4:32	17:17
SJ ZONE A-3 RURAL	23	0:01	15:02	8:25	3:48	13:29
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	3	0:32	9:45	5:28	3:48	9:45
SJ ZONE B-4 RURAL	4	7:44	22:21	14:20	5:45	22:21
SJ ZONE B-5 RURAL	10	0:05	13:56	7:14	4:52	12:28
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	16	4:18	13:34	8:37	2:32	13:18
SJ ZONE C-3 RURAL	35	0:02	18:08	9:25	5:59	16:59
SJ ZONE B-3 WILDERNESS	3	7:21	20:21	11:52	5:00	20:21
SJ ZONE C-2 WILDERNESS	9	0:08	16:32	9:17	6:41	16:32
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,197	0:01	16:24	4:44	2:09	7:16
All Suburban Compliance Areas	67	0:03	12:15	5:47	3:13	9:10
All Suburban-Moderate Compliance Areas	21	2:48	14:43	10:37	3:11	14:13
All Rural Compliance Areas	115	0:01	22:21	9:23	5:02	16:31
All Wilderness Compliance Areas	12	0:08	20:21	9:56	6:37	16:32

**Exemption Request Report  
March 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
03/01/2013	13026822	B-1	Train		Exempt
03/01/2013	13026845	B-1	Delays in Transferring Care at ED		Exempt
03/01/2013	13026849	B-1	Delays in Transferring Care at ED		Exempt
03/01/2013	13026908	B-4	Delays in Transferring Care at ED		Exempt
03/02/2013	13027425	B-1	Road Construction		Exempt
03/04/2013	13028102	C-3	Poor Location Information from RP		Exempt
03/05/2013	13028397	A-2	Poor Location Information from RP		Exempt
03/07/2013	13029477	B-2	Train		Exempt
03/07/2013	13029498	B-1	Delays in Transferring Care at ED		Exempt
03/08/2013	13029962	B-1	Delays in Transferring Care at ED		Exempt
03/08/2013	13030019	B-2	Poor Location		Exempt
03/12/2013	13031575	B-1	Delays in Transferring Care at ED		Exempt
03/12/2013	13031586	B-4	Delays in Transferring Care at ED		Exempt
03/12/2013	13031594	B-2	Delays in Transferring Care at ED		Exempt
03/13/2013	13032138	B-1	Delays in Transferring Care at ED		Exempt
03/14/2013	13032438	B-4	Road Construction		Exempt
03/14/2013	13032451	B-2	Poor Location Information from RP		Exempt
03/16/2013	13033687	B-1	Train		Exempt
03/17/2013	13034088	B-1	Not Listed		Exempt
03/19/2013	13034842	B-2	Delays in Transferring Care at ED		Exempt
03/19/2013	13034870	C-1	Dispatch Error		Exempt
03/19/2013	13034878	B-1	Delays in Transferring Care at ED		Exempt
03/19/2013	13034924	A-2	Dispatch Error		Exempt
03/19/2013	13034969	C-1	Traffic Secondary to Call		Exempt
03/19/2013	13034977	C-1	Traffic Secondary to Call		Exempt

**Exemption Request Report (Con't)**  
**March 2013**

<b>Date</b>	<b>Incident Number</b>	<b>Zone</b>	<b>Type of Exemption Requested</b>	<b>Exemption Denied Reason</b>	<b>Agency Action</b>
03/25/2013	13037234	C-1	Poor Location Information from RP		Exempt
03/26/2013	13037646	B-1	Road Construction		Exempt
03/27/2013	13038283	B-2	False Report of Emergency		Exempt
03/29/2013	13039256	A-3	Poor Location Information from RP		Exempt
03/29/2013	13039342	B-1	Dispatch Error		Exempt
03/29/2013	13039465	B-2	Train		Exempt
03/30/2013	13039747	B-2	Delays in Transferring Care at ED		Exempt

Exemption Request Report  
April 2013

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
04/01/2013	13040341	B-1	Heavy Rain	Time and distance	Not Exempt
04/01/2013	13040762	B-1	Road Construction		Exempt
04/02/2013	13041070	B-2	Traffic Secondary to Call		Exempt
04/02/2013	13041139	B-5	Dispatch Error		Exempt
04/04/2013	13041850	A-2	Freeway Access		Exempt
04/05/2013	13042395	B-4	Freeway Access		Exempt
04/05/2013	13042509	A-1	False Report of		Exempt
04/06/2013	13042676	B-4	Train		Exempt
04/06/2013	13042689	B-5	Dispatch Error		Exempt
04/06/2013	13042726	A-1	Dispatch Error		Exempt
04/07/2013	13043050	B-2	Poor Location Information from RP		Exempt
04/07/2013	13043237	B-1	Delays in Transferring Care at ED		Exempt
04/07/2013	13043239	B-4	Delays in Transferring Care at ED		Exempt
04/08/2013	13043486	C-1	Dispatch Error		Exempt
04/09/2013	13044094	B-1	Delays in Transferring Care at ED		Exempt
04/10/2013	13044638	B-1	Delays in Transferring Care at ED		Exempt
04/10/2013	13044727	B-5	Delays in Transferring Care at ED		Exempt
04/11/2013	13044994	A-2	Poor Location Information from RP		Exempt
04/12/2013	13045578	A-2	Traffic Secondary to Call		Exempt
04/13/2013	13045760	B-4	Train		Exempt
04/13/2013	13045790	B-2	Road Construction		Exempt
04/14/2013	13046244	B-2	False Report of Emergency		Exempt
04/16/2013	13047330	C-3	Poor Location		Exempt
04/19/2013	13048689	B-5	Traffic Secondary to Call	Time and distance	Not Exempt
04/20/2013	13049171	B-2	Traffic Secondary to Call		Exempt
04/21/2013	13049383	B-1	Traffic Secondary to Call		Exempt
04/22/2013	13049988	A-2	Not Listed		Exempt
04/22/2013	13050043	B-2	Delays in Transferring Care at ED		Exempt
04/22/2013	13050061	B-2	Road Construction		Exempt
04/29/2013	13053308	B-1	Train	Time and distance	Not Exempt



**Contract 1 Year Cumulative Performance Summary**

<b>Response Time Compliance</b>													
<b>Zone</b>	<b>May 12</b>	<b>Jun 12</b>	<b>Jul 12</b>	<b>Aug 12</b>	<b>Sep 12</b>	<b>Oct 12</b>	<b>Nov 12</b>	<b>Dec 12</b>	<b>Jan 13</b>	<b>Feb 13</b>	<b>Mar 13</b>	<b>Apr 13</b>	<b>Monthly Average</b>
A-1	97%	96%	95%	95%	95%	98%	98%	95%	97%	94%	97%	96%	96.1%
A-2	90%	89%	91%	87%	92%	91%	92%	89%	91%	87%	91%	86%	89.6%
A-3	93%	91%	90%	91%	98%	96%	89%	88%	93%	96%	93%	98%	92.9%
B-1	91%	92%	91%	90%	92%	89%	91%	91%	90%	89%	91%	95%	91.0%
B-2	94%	95%	93%	92%	93%	91%	92%	91%	93%	92%	92%	92%	92.4%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
B-4	94%	97%	94%	92%	91%	94%	94%	92%	88%	93%	94%	91%	92.9%
B-5	80%	79%	75%	84%	78%	80%	82%	70%	75%	73%	76%	81%	78.0%
C-1	95%	94%	93%	96%	93%	96%	96%	96%	94%	95%	94%	92%	94.6%
C-2	93%	96%	86%	94%	92%	94%	93%	97%	95%	92%	98%	100%	94.2%
C-3	99%	95%	95%	93%	94%	98%	95%	93%	98%	100%	95%	98%	96.0%
<b>All Zones</b>	<b>93%</b>	<b>94%</b>	<b>92%</b>	<b>92%</b>	<b>93%</b>	<b>91%</b>	<b>93%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>92%</b>	<b>93%</b>	<b>92.2%</b>

**Failure to Provide Data**

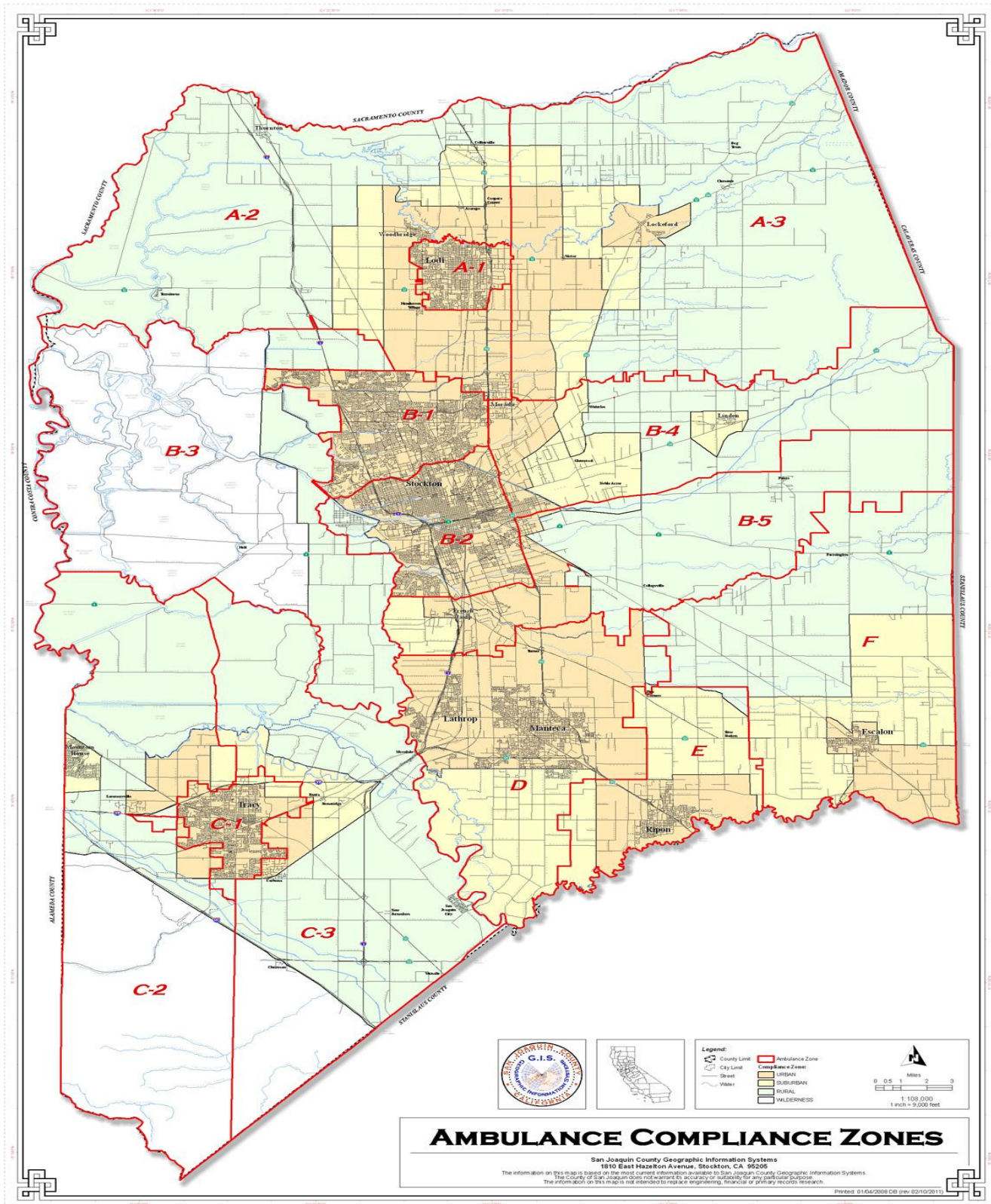
<b>Event Type</b>	<b>March 2013</b>	<b>April 2013</b>
N/A		

**Mechanical Report**

<b>Event Type</b>	<b>Date</b>	<b>Preventable</b>
N/A		

**Community Service Report**

<b>Event Type</b>
See Appendix A.





Community Services  
San Joaquin County

## Monthly Summary March 2013

Activities		
Contact Name	Title	Activity Outline
Karen Gonzalez	Health Career Instructor, Stockton Unified School District	Met to discuss an upcoming 'Compression Only' CPR training day at McNair High School
Pauline Maloy	Outreach Coordinator for Merryhill Preschool, Stockton, CA	Met to discuss AMR's involvement in a local preschool/ Kindergarten's 'Read in' day, where responders and members of public purchase and read books to kids, then donate the book to the school. Media covered event.
Greg Bell	Outreach Coordinator for the Stockton Ports Baseball Team	Met with Mr. Bell to organize a First Responder Night at the local professional baseball game. This is based around a cardiac arrest that occurred at the baseball field 2 years prior- and the patient survived, who know wants to have a 'first responder' night and meet those who helped save him. Set for some time in June/July 2013
Ken Vogel	Chairman of the County Board of Supervisors	Mr. Vogel came to our operations to get a tour of our facility and see how we run our organization, and also participated in a ride-a-long with one of our field supervisors.
Chris Allen	Captain, Lodi Fire Department	Met with Captain Allen a few times in planning a large scale MCI drill for Lodi Fire Department and AMR for joint training. The use and show of our DEMSU disaster unit was also a part of the drill.
Jeff Smeenk	Captain, Stockton Fire Department	Met to discuss some upcoming joint training opportunities that we might work on together.

Events		
Event Name	Location	Event Outline
Ambulance Demo / Read In event, March 2, 2013 1000-1330	Merryhill Preschool, Stockton, CA	Provide an ambulance and staff to participate in a local school's reading event. Also show ambulance and give hand-outs. Event covered by local newspaper and 'Good Day Sacramento'. Approx. 150 participants.
Ambulance Demo, March 8, 2013 1200-1400	Lincoln Tech Academy, Lodi, CA	Request from a local health academy to bring an ambulance to do show and tell as well as help students work on their 'patient assessment' skills. Give hand-outs, instruction, etc. Approx. 40 participants.
Board of Supervisor's Ride-a-long event, March 13, 2013 1000-1400	AMR Stockton Operations, and various locations throughout San Joaquin County	Supervisor Vogel was given a 3-4 hour ride-a-long with one of our field supervisors. This was a great political outreach event, but more importantly, he had the ability to see how streamlined we run our operation and see the challenges we face on a daily basis. 1 Participant.
Every 15 Minutes Program, March 14, 2013 0800-1200	Weston Ranch High School, Stockton, CA	Provide 2 ambulances and a supervisor to participate in a local high school's E15 program to curb underage alcohol use and drinking and driving. Many local agencies involved. This is a 2 day program, with the following day being an assembly that continues the presentation to the student body. Approx. 500 participants.
Every 15 Minutes Program, March 25, 2013 0800-1200	Lincoln High School, Stockton, CA	Provide 2 ambulances and a supervisor to participate in a local high school's E15 program to curb underage alcohol use and drinking and driving. Many local agencies involved. This is a 2 day program, with the following day being an assembly that continues the presentation to the student body. Approx. 500 participants.

<p>Ambulance Demo / Safety Fair, March 27, 2013 1100-1600</p>	<p>PG&amp;E ( local Gas and Electric Company) office, Stockton, CA</p>	<p>Provided ambulance and staff to participate in a local organization's health and safety fair for employees. Show ambulance, teach 'Compression only CPR', give hand-outs. Approx. 120 participants.</p>
<p>Every 15 Minutes Program, March 27, 2013 0800-1200</p>	<p>Venture Academy High School, Stockton, CA</p>	<p>Provide 2 ambulances and a supervisor to participate in a local high school's E15 program to curb underage alcohol use and drinking and driving. Many local agencies involved. This is a 2 day program, with the following day being an assembly that continues the presentation to the student body. Approx. 500 participants.</p>
<p>Ambulance Demo, March 27, 2013 1130-1300</p>	<p>Stein High School, Adult Education Facility, Tracy, CA</p>	<p>Provide an ambulance and staff to participate in a local school's outreach program for students with special needs. Show equipment, give hand-outs, and provide tours of ambulance. Approx. 20 participants.</p>
<p>State of the City Event, Tracy, CA. March 27, 2013 0900-1200</p>	<p>The Grand Theater, Tracy, CA</p>	<p>Provide an ambulance and staff to participate in the annual 'State of the City' event in Tracy, CA. Show ambulance and equipment; meet with the mayor of Tracy and other local dignitaries. Give hand outs and speak about our exemplary service for the community of Tracy, CA. Approx. 500 participants.</p>

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
MCI Drill / Joint Training Exercise, March 5, 2013 0900-1500	Linden Fire Department / Chincholo Packing Plant, Linden, CA	Large scale MCI drill for multiple agencies, based around a large storage bin collapse. There were 2 drills this day, and rotating crews of responders. CE's given, and lots of joint agency training. Approximately 50 participants.
EMS Outreach / Teaching for SJEMSA (PAO/PSR courses) March 6, 2013 0900-1430	SJEMSA classroom, adjacent to SJ General Hospital	. Provide staff (Accreditation Officers) to help SJEMS teach/proctor skills for the SJ County led PSR course. Approx. 25 participants.
MCI Drill / Joint Training Exercise, March 7, 2013 0900-1500	Linden Fire Department / Chincholo Packing Plant, Linden, CA	Large scale MCI drill for multiple agencies, based around a large storage bin collapse. There were 2 drills this day, and rotating crews of responders. CE's given, and lots of joint agency training. Approximately 50 participants.
MCI Drill / Joint Training Exercise, March 9, 2013 0900-1500	Linden Fire Department / Chincholo Packing Plant, Linden, CA	Large scale MCI drill for multiple agencies, based around a large storage bin collapse. There were 2 drills this day, and rotating crews of responders. CE's given, and lots of joint agency training. Approximately 50 participants.
Advanced Life Support upgrade course, March 12, 2013 1000-1400	AMR Stockton Operations	Put on an Advanced Life Support 1 on 1 course for local EMT's. This will allow them to work in the 911 system and orient them to the workings of an ALS ambulance. CE given. Approx. 5 participants.
ALS Infrequent Skills Lab, March 12, 2013 0900-1500	AMR Stockton Operations	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, CPAP and IO procedures covered.

BLS Refresher Course, March 13, 2013 1000-1500	AMR Stockton Operations	Monthly refresher course for AMR employees and outside agencies. Open to all providers. This is the AHA BLS for rescuers course. Approx. 16 participants.
MCI Drill / Joint Fire Department Training, March 18, 2013 1200-1600	Loel Senior Center, Lodi, CA	Joint MCI drill with Lodi Fire Department held at the local Senior Center. Simulation of a vehicle into a crowded building. Worked on MCI positions, safety, working together, TRIAGE, and SJEMSA county policies. CE given by AMR. Approx. 40 participants.
BLS Infrequent Skills Lab, March 28, 2013 0900-1500	AMR Stockton Operations	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. BLS topics covered: BLS airway, long spine board, KED extrication device, and helmet removal. Approx. 5 participants.

Current Projects / Studies	Meetings Attended
Current project of 'CPR in Schools', and trying to incorporate other agencies in this as a joint venture. Outreach to other agencies already done, and hopefully they will jump on board.	Many planning meetings attended for the MCI drills we held and participated in all month long. We were able to jointly train and practice with over 200 responders in our county. Great training opportunity.
The First Annual Disaster Preparedness Planning Event will be held in April 2013 through the Lodi Chamber of Commerce. This is a great opportunity to reach out to local businesses and our public to keep them informed and ready should the need arise.	Met with local high schools in regards to working on a 'CPR in Schools' program, where whole schools at a time would be trained in the 'Compression Only' CPR program. Many schools are interested, and our first program of this ongoing event will be held in April 2013.
Continued to have our local dispatchers participate in ride time in San Joaquin County, which in turn, helps the system by way of local orientation.	Had a representative attend the monthly CAHF (Long term care facilities) meeting. Good networking and planning for SNF type facilities.
As Every 15 Minutes programs will be winding up in April/ early May, there are many schools who are requesting ambulance demo's and community involvement, to which we will participate in every event we can.	Many planning meetings for the ongoing 'Every 15 Minutes' programs we are providing throughout the county. Multiple agencies involved, and we reach about 300-600 students per school that we do our program at.
Request from local law enforcement and SWAT TEAM members to assist in an upcoming 'Live Fire' training event. More info to follow as we obtain it.	Local STROKE awareness and STEMI awareness meetings.



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

Received a 'Thank you' email for doing a school outreach project, as well as one thank you phone call for service.

Please find thank you notes attached separately.





Community Services  
San Joaquin County

## Monthly Summary April 2013

<b>Activities</b>		
<b>Contact Name</b>	<b>Title</b>	<b>Activity Outline</b>
Chief Marty Cornilson	Battalion Chief, Ripon Fire Dept.	Meetings to set up the Every 15 Minutes Program for Ripon High School
Craig Shankland	ER Manager / Liaison, Dameron Hospital	Met to discuss getting Dameron involved in the E15 programs, as well as discussion of STEMI projects that Dameron is working on with AMR
Christine Glass	Health Care ROP instructor for Weber Institute High School	As the ROP program is coming to a close, I met with Ms. Glass to discuss her students and upcoming outreach events.
Jeff Smenk / Rick Jones	Jeff Smenk is the training officer for Stockton Fire, and Rick Jones is the EMS analyst	Meeting to go over the new "Pit Crew" cpr process. This was somewhat of a meeting and training to look at what will work and what will not work with the upcoming 'Train the Trainer' course regarding the 'Pit Crew' CPR process
Pam Knapp	Career Counselor, Linden High School	Met to discuss an upcoming health and safety fair AMR is participating in at Linden High School. Goal/objective was to get all Linden Students trained in Hands Only CPR
Mike Kirkle	Fire Chief at Mokelumne Fire	Met with Chief Kirkle to set up a ceremony for a cardiac arrest survivor. This should be happening in early June 2013
Paul Anderson	Outreach coordinator for SERVEPRO; also an ambassador for the Lodi Chamber of Commerce	Meeting to solidify an upcoming 'Disaster Preparedness' outreach event sponsored by the Lodi Chamber of Commerce- an event that AMR is helping to plan and participate in.

<b>Events</b>		
<b>Event Name</b>	<b>Location</b>	<b>Event Outline</b>
Every 15 Minutes Program, April 2 / 3 ,2013 0800-1300	Ripon High School, Ripon, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Ripon High School. This is a program to curb underage drinking. First Day is the mock crash, the second date is the assembly to the student body. Approx. 500 participants.
E15 logistics meeting, April 3, 2013 1430-1600	Lodi High School Library	Attend and provide input for the upcoming Every 15 Minutes Program at Lodi High School. Discuss logistics of program. Approx. 15 participants.
Every 15 Minutes Program, April 4/5 ,2013 0800-1300	Lodi High School, Lodi, CA	Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Ripon High School. This is a program to curb underage drinking. First Day is the mock crash, the second date is the assembly to the student body. Approx. 500 participants.
E15 logistics meeting, April 8, 2013 1400-1530	St. Mary's High School, Administration Building, Stockton, CA	Attend and provide input for the upcoming Every 15 Minutes Program at Lodi High School. Discuss logistics of program. Approx. 15 participants.
Red Cross Heroes Breakfast, April 10, 2013 0730-1200	Wine and Roses, Lodi, CA	Participate in the annual Red Cross Heroes Breakfast, held by Red Cross. This event honors local heroes as nominated by local community peers. AMR San Joaquin Had approximately 6 people recognized with awards for their participation in the deployment of Hurricane Sandy.

<p>Ambulance Demo, April 10, 2013 1800-2000</p>	<p>Thornton Fire Department, Thornton Fire Station 1</p>	<p>Provide an ambulance and staff to participate in a local fire department's new hire/ volunteer orientation. Show ambulance, speak about ambulance operations and capabilities, and orient new EMS providers to the interior of ambulance to be able to assist ALS providers better. Give hand outs, show equipment. Approx. 12 participants.</p>
<p>Every 15 Minutes Program, April 11/12, 2013 0800-1200</p>	<p>St. Mary's High School, Stockton, CA</p>	<p>Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for St. Mary's High School. This is a program to curb underage drinking. First Day is the mock crash, the second date is the assembly to the student body. Approx. 800 participants.</p>
<p>E15 logistics meeting, April 16, 2013 1400-1600</p>	<p>Bear Creek High School (Library), Stockton, CA</p>	<p>Attend and provide input for the upcoming Every 15 Minutes Program at Bear Creek High School. Discuss logistics of program. Approx. 15 participants.</p>
<p>Every 15 Minutes Program, April 18/19, 2013 0800-1200</p>	<p>Bear Creek High School, Stockton, CA</p>	<p>Provide 2 ambulances, staff, and supervisory staff to help with the E 15 program for Bear Creek School. This is a program to curb underage drinking. First Day is the mock crash, the second date is the assembly to the student body. Approx. 800 participants.</p>
<p>Ambulance Demo, April 26, 2013 0900-1600</p>	<p>Linden High School, Linden, CA</p>	<p>Provide an ambulance and staff to participate in in a local high school's career fair. Speak about safety, EMS careers, give hand outs, and demonstrate equipment. 'Hands only CPR' was taught, and we covered over 300 students with that training. There were approximately 600 participants total.</p>

<p>EMS Outreach, April 26, 2013 1130-1330</p>	<p>University of Pacific College, DaRosa Hall</p>	<p>Attend and participate in the annual AHA Go Red Event to promote awareness for women's cardiovascular disease. A few AMR employees attended and were able to answer some questions about EMS service regarding the STEMI program and cardiovascular health. Approx. 300 participants.</p>
<p><b>Asparagus Festival Stand by April 26, 2013 0800-2200</b></p>	<p><b>Weber Point Events Center, Downtown Stockton, CA</b></p>	<p><b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 37,000 participants.</b></p>
<p><b>Asparagus Festival Stand by April 27, 2013 0800-2200</b></p>	<p><b>Weber Point Events Center, Downtown Stockton, CA</b></p>	<p><b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.</b></p>
<p><b>Asparagus Festival Stand by April 28, 2013 0800-2200</b></p>	<p><b>Weber Point Events Center, Downtown Stockton, CA</b></p>	<p><b>Provided 2 paramedic bike teams and a team liaison to provide coverage for the Asparagus Festival. Communicate and do PR with the public about EMS and activating the 911 system. Approx. 40,000 participants.</b></p>

<b>Classes</b>		
<b>Class Name</b>	<b>Location</b>	<b>Class Outline</b>
Quarterly Skills Training Day, April 9, 2013 0900-1500	AMR Stockton Operations	Provide an open forum course for EMT's and Paramedics to come in and get their required quarterly skills signed off. Open to all providers. Topics covered include all BLS; ALS topics: ALS airway procedures and OB emergencies. Approx. 15 participants.
CPR in Schools Program, April 12, 2013 0645-1600	McNair High School, Stockton, CA	Provide equipment and staff to help the school's health care academy students to teach 'Hands only CPR' to as much of the student body as we could during the school day. There were over 600 students and staff trained this day.
PAO/PSR class, April 18, 2013 0900-1400	San Joaquin County EMS Classroom	Provide staff to help local EMS administration help instruct/proctor the monthly PAO/PSR course for newly accrediting medics, and medics who are reaccrediting. Donated time to assist our local EMSA. Approx. 25 participants.
PIT Crew CPR / MICR CPR training session, April 19, 2013 1330-1600	Stockton Fire Department, Company 2	Local Training officers and EMS administration providing an internal training and Q/A session on the new MICR cpr guidelines that will be coming. We ran through different scenarios, looking at what worked, and what doesn't- all in preparation for the upcoming EMS symposium. Approx. 10 participants.

CPR Refresher, April 23, 2013 1000-1500	Stockton AMR operations	Provide a monthly refresher course for BLS providers. Open to all providers in county, including hospital staff. Approx. 12 participants.
Quarterly Skills Training Day, April 25, 2013 0900-1500	Stockton AMR operations	Provide an open forum course for EMT's and Paramedics to come in and get their required quarterly skills signed off. Open to all providers. Topics covered include all BLS; ALS topics: ALS airway procedures and OB emergencies. Approx. 15 participants.

Current Projects / Studies	Meetings Attended
April 2013 was a month that was full of the majority of Every 15 Minutes Programs, allowing us the opportunity to reach thousands of our public, and teach the dangers of drinking and driving. Many allied agencies were involved.	General management and training meetings throughout the month. Looking into new training ideas, processes, and continuing with current training initiatives.
Asparagus Festival this month. Bike Team and First Aid booths were staffed by AMR employees. This is a large scale event, and we work with the local Fire Departments in providing great patient care and community outreach.	The American Red Cross Heroes Breakfast was this month. This year, we had approximately 6 local AMR employees receive recognition and awards for their outstanding service and dedication to our patients and our community- specifically for their role in their deployment to Hurricane Sandy, and their participation in evacuation of patients from disaster areas.
April 2013 had many other training opportunities that AMR San Joaquin had been able to put on- they are not listed above, as they were done sometimes on a last minute basis, with medics and emt's that were just coming on or off shift. We were able to offer quarterly skills, MCI training, and various reinforcement of equipment we use.	Had a representative to attend the monthly CAHF meeting, where most of the local long term care facilities.

Any thank you notes are as separate attachments.

I had fielded 2 complaints for April 2013. One was an issue with a crew driving- which was handled real time with the on duty supervisor, and the other was a previous patient who believed that we had held onto his insurance card and drivers license. This was rectified the same day, by contacting a local hospital and locating the items at the hospital itself.

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