



San Joaquin County Emergency Medical Services Agency



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

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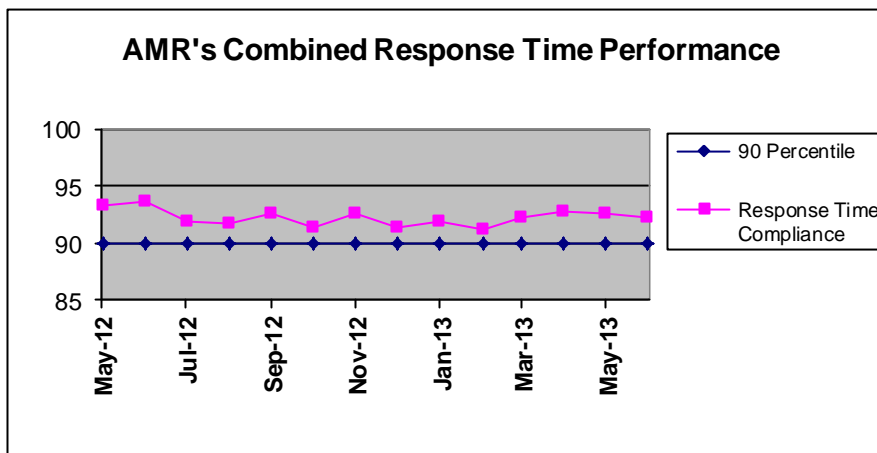
Fax Number
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: August 27, 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 May and June, 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 May and June 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.5% for May and 92.22% for June.

AMR's latest compliance report begins 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 all but one of the eleven subzones in May and three of the eleven subzones in June.

The complete compliance report for May and June 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

May 1, 2013 through May 31, 2013					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	391	17	95.65%	X	
SJC Zone A-2	110	11	90.00%	X	
SJC Zone A-3	66	4	93.94%	X	
SJC Zone B-1	1,134	72	93.65%	X	
SJC Zone B-2	1,364	120	91.20%	X	
SJC Zone B-3	11	0	100.00%	X	
SJC Zone B-4	133	12	90.98%	X	
SJC Zone B-5	97	24	75.26%		X
SJC Zone C-1	286	11	96.15%	X	
SJC Zone C-2	42	3	92.86%	X	
SJC Zone C-3	48	2	95.83%	X	
All Zones Combined	3,682	276	92.50%	10	1

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2013 through June 30, 2013					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	333	11	96.70%	X	
SJC Zone A-2	108	14	87.04%		X
SJC Zone A-3	73	5	93.15%	X	
SJC Zone B-1	1,028	75	92.70%	X	
SJC Zone B-2	1,248	98	92.15%	X	
SJC Zone B-3	19	0	100.00%	X	
SJC Zone B-4	128	15	88.28%		X
SJC Zone B-5	114	25	78.07%		X
SJC Zone C-1	261	15	94.25%	X	
SJC Zone C-2	50	4	92.00%	X	
SJC Zone C-3	57	4	92.98%	X	
All Zones Combined	3,419	266	92.22%	8	3

Fines and Penalties Report

Type of Penalty	May 2013	June 2013
Out of compliance response districts	\$5,000	\$15,000
Late response minutes	\$5,970	\$6,820
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	\$10,970	\$21,820

Weekly Unit Hour Staffing Report

	RFP	May 2013	June 2013
Zone A	588	588	588
Zone B	1932	2034	2035
Zone B *non dedicated	0	125	126
Zone C	504	504	504
Total	3024	3251	3253

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

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	May 2013			June 2013		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,447	268	92.23%	3,163	255	91.94%
Suburban 9:29	77	8	89.61%	67	8	88.06%
Suburban-Moderate 15:29	17	0	100.00%	18	1	94.44%
Rural 17:29	131	0	100.00%	157	2	98.73%
Wilderness 29:29	10	0	100.00%	14	0	100.00%
Total	3,682	276	92.50%	3,419	266	92.22%

Mutual Aid Incidents

May 2013			June 2013		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
MDAS	SJ ZONE B-2 URBAN	6	AMR Stanislaus	SJ ZONE A-1 URBAN	1
MDAS	SJ ZONE B-5 URBAN	6	MDAS	SJ ZONE A-1 URBAN	1
MDAS	SJ ZONE C-1 URBAN	5	MDAS	SJ ZONE B-1 URBAN	1
MDAS	SJ ZONE C-3 RURAL	1	MDAS	SJ ZONE B-2 URBAN	1
			MDAS	SJ ZONE B-5 SUBURBAN	1
			MDAS	SJ ZONE B-5 URBAN	3
			MDAS	SJ ZONE C-1 URBAN	14
			MDAS	SJ ZONE C-2 SUBURBAN	1
			MDAS	SJ ZONE C-2 URBAN	1
			MDAS	SJ ZONE C-3 RURAL	4
			MDAS	SJ ZONE C-3 SUBURBAN	1
Total		18			29

Detailed Response Time Analysis
May 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	391	0:01	13:50	4:20	1:59	6:44
SJ ZONE A-2 URBAN	65	0:06	11:33	5:39	2:07	7:43
SJ ZONE A-3 URBAN	27	0:03	9:38	4:37	2:33	7:51
SJ ZONE B-1 URBAN	1,134	0:01	14:37	4:30	2:00	6:55
SJ ZONE B-2 URBAN	1,362	0:01	13:55	4:51	2:13	7:27
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	93	0:02	14:13	5:41	2:32	8:47
SJ ZONE B-5 URBAN	88	0:02	18:45	5:49	3:44	10:23
SJ ZONE C-1 URBAN	272	0:01	19:37	4:00	2:29	6:40
SJ ZONE C-2 URBAN	8	0:03	11:25	6:27	3:13	11:25
SJ ZONE C-3 URBAN	7	2:02	9:14	5:37	2:21	9:14
SJ ZONE A-2 SUBURBAN	16	0:04	10:56	6:59	2:35	9:58
SJ ZONE A-3 SUBURBAN	12	0:30	13:58	5:57	3:30	9:42
SJ ZONE B-4 SUBURBAN	26	1:06	13:45	5:25	3:13	9:21
SJ ZONE B-5 SUBURBAN	3	2:51	11:54	6:31	3:53	11:54
SJ ZONE C-1 SUBURBAN	12	0:46	7:21	5:17	1:41	7:18
SJ ZONE C-2 SUBURBAN	2	5:13	6:58	6:05	0:53	6:58
SJ ZONE C-3 SUBURBAN	6	0:11	10:27	5:26	3:22	10:27
SJ ZONE C-2 SUBURBAN-MODERATE	17	0:05	14:24	9:16	3:48	13:30
SJ ZONE A-2 RURAL	29	0:06	26:59	9:14	5:10	14:02
SJ ZONE A-3 RURAL	27	0:03	15:30	8:37	3:45	14:19
SJ ZONE B-2 RURAL	2	0:26	4:45	2:35	2:10	4:45
SJ ZONE B-3 RURAL	3	10:13	11:31	10:43	0:34	11:31
SJ ZONE B-4 RURAL	14	3:28	13:01	7:29	2:27	10:38
SJ ZONE B-5 RURAL	6	0:02	12:26	8:22	4:07	12:26
SJ ZONE C-1 RURAL	2	5:50	7:25	6:37	0:48	7:25
SJ ZONE C-2 RURAL	13	4:32	15:03	9:36	3:10	13:53
SJ ZONE C-3 RURAL	35	0:02	16:30	6:23	6:06	15:07
SJ ZONE B-3 WILDERNESS	8	2:37	23:09	13:10	6:40	23:09
SJ ZONE C-2 WILDERNESS	2	2:02	9:38	5:50	3:48	9:38
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,447	0:01	19:37	4:40	2:15	7:18
All Suburban Compliance Areas	77	0:04	13:58	5:52	3:01	9:42
All Suburban-Moderate Compliance Areas	17	0:05	14:24	9:16	3:48	13:30
All Rural Compliance Areas	131	0:02	26:59	8:03	4:50	13:58
All Wilderness Compliance Areas	10	2:02	23:09	11:42	6:51	19:59

Detailed Response Time Analysis
June 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	333	0:01	16:32	4:14	1:55	6:18
SJ ZONE A-2 URBAN	67	0:03	12:18	6:05	2:56	10:22
SJ ZONE A-3 URBAN	22	0:02	11:36	4:47	3:14	8:32
SJ ZONE B-1 URBAN	1,028	0:01	23:27	4:45	2:13	7:12
SJ ZONE B-2 URBAN	1,247	0:01	16:26	4:44	2:15	7:19
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	94	0:03	12:16	5:28	2:21	8:11
SJ ZONE B-5 URBAN	99	0:02	18:41	6:04	3:51	9:55
SJ ZONE C-1 URBAN	254	0:01	18:32	4:29	2:52	6:52
SJ ZONE C-2 URBAN	9	0:03	9:11	6:01	2:33	9:11
SJ ZONE C-3 URBAN	10	1:58	8:21	5:28	1:51	7:58
SJ ZONE A-2 SUBURBAN	11	0:09	10:43	6:31	2:35	9:00
SJ ZONE A-3 SUBURBAN	13	3:17	10:44	7:22	2:07	9:26
SJ ZONE B-4 SUBURBAN	26	0:10	10:54	6:09	2:57	9:58
SJ ZONE B-5 SUBURBAN	7	2:36	11:18	8:02	3:05	11:18
SJ ZONE C-1 SUBURBAN	6	0:15	6:26	3:40	1:53	6:26
SJ ZONE C-2 SUBURBAN	1	6:02	6:02	6:02	0:00	6:02
SJ ZONE C-3 SUBURBAN	3	5:47	10:34	7:52	1:00	10:34
SJ ZONE C-2 SUBURBAN-MODERATE	18	4:59	19:42	11:29	3:26	15:12
SJ ZONE A-2 RURAL	30	0:04	16:55	9:09	3:46	13:29
SJ ZONE A-3 RURAL	38	0:02	16:26	7:39	4:03	12:35
SJ ZONE B-2 RURAL	1	10:46	10:46	10:46	0:00	10:46
SJ ZONE B-3 RURAL	8	3:50	15:16	7:08	3:17	15:16
SJ ZONE B-4 RURAL	8	0:01	8:35	5:41	3:21	8:35
SJ ZONE B-5 RURAL	8	4:12	15:30	10:34	3:27	15:30
SJ ZONE C-1 RURAL	1	11:53	11:53	11:53	0:00	11:53
SJ ZONE C-2 RURAL	19	2:59	17:22	10:20	2:56	13:44
SJ ZONE C-3 RURAL	44	0:02	27:27	6:53	7:11	15:41
SJ ZONE B-3 WILDERNESS	11	5:45	48:00	15:20	10:48	18:12
SJ ZONE C-2 WILDERNESS	3	12:43	25:21	17:56	5:23	25:21
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,163	0:01	23:27	4:46	2:23	7:23
All Suburban Compliance Areas	67	0:09	11:18	6:30	2:50	10:31
All Suburban-Moderate Compliance Areas	18	4:59	19:42	11:29	3:26	15:12
All Rural Compliance Areas	157	0:01	27:27	8:07	5:06	13:39
All Wilderness Compliance Areas	14	5:45	48:00	15:54	9:57	25:21

**Exemption Request Report
May 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
05/01/2013	13054115	B-2	False Report of Emergency		Exempt
05/02/2013	13054603	A-1	Poor Location Information from RP		Exempt
05/05/2013	13055802	A-2	Poor Location Information from RP		Exempt
05/08/2013	13057380	B-2	Poor Location Information from RP		Exempt
05/08/2013	13057563	B-2	Road Construction		Exempt
05/09/2013	13058001	B-2	Train		Exempt
05/12/2013	13059267	B-1	Train		Exempt
05/14/2013	13059951	B-2	Poor Location Information from RP		Exempt
05/14/2013	13060229	A-1	Train		Exempt
05/15/2013	13060609	B-2	False Report of Emergency		Exempt
05/17/2013	13061550	B-2	False Report of Emergency		Exempt
05/19/2013	13062377	A-2	Not Listed		Exempt
05/20/2013	13063028	B-5	Traffic Secondary to Call		Exempt
05/20/2013	13063059	A-3	False Report of Emergency		Exempt
05/20/2013	13063089	B-2	Poor Location Information from RP		Exempt
05/21/2013	13063672	B-4	Poor Location Information from RP		Exempt
05/24/2013	13065033	B-2	Delays in Transferring Care at ED		Exempt
05/27/2013	13065981	A-1	False Report of Emergency		Exempt
05/28/2013	13066774	B-1	Poor Location Information from RP		Exempt
05/29/2013	13066925	B-2	Road Construction		Exempt
05/31/2013	13067740	B-2	Train		Exempt
05/31/2013	13067879	B-1	Not Listed		Exempt
05/31/2013	13068159	B-2	Train		Exempt

**Exemption Request Report
June 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
06/01/2013	13068356	A-1	Encoding Error		Exempt
06/03/2013	13069191	B-2	Train		Exempt
06/04/2013	13069869	A-2	Train		Exempt
06/05/2013	13070108	C-3	Not Listed		Exempt
06/07/2013	13071127	A-1	Not Listed		Exempt
06/07/2013	13071342	A-1	Train		Exempt
06/08/2013	13071549	A-2	Poor Location Information from RP		Exempt
06/10/2013	13072616	B-2	Poor Location Information from RP		Exempt
06/10/2013	13072631	B-5	Traffic Secondary to Call		Exempt
06/11/2013	13072955	B-2	Train		Exempt
06/11/2013	13072969	A-2	Poor Location Information from RP		Exempt
06/12/2013	13073279	B-2	Poor Location Information from RP		Exempt
06/13/2013	13074098	B-2	Train		Exempt
06/14/2013	13074506	A-1	Encoding Error		Exempt
06/16/2013	13075234	B-5	Not Listed		Exempt
06/16/2013	13075349	B-5	Poor Location Information from RP		Exempt
06/16/2013	13075432	B-2	Train		Exempt
06/18/2013	13076361	B-4	False Report of Emergency		Exempt
06/20/2013	13077254	C-1	Out of County		Exempt
06/22/2013	13077845	A-2	False Report of Emergency		Exempt
06/24/2013	13078738	A-2	False Report of Emergency		Exempt
06/24/2013	13078751	B-1	Poor Location		Exempt
06/24/2013	13078775	C-1	Road Construction		Exempt
06/24/2013	13079010	B-4	Traffic Secondary to Call		Not Exempt
06/25/2013	13079390	B-5	Traffic Secondary to Call		Exempt
06/26/2013	13079824	B-3	Off-Road Location		Exempt
06/27/2013	13080192	A-2	Poor Location Information from RP		Exempt
06/27/2013	13080448	C-1	Encoding Error		Exempt
06/28/2013	13080821	B-5	Traffic Secondary to Call		Exempt
06/28/2013	13080939	B-1	Train		Exempt
06/29/2013	13081336	B-1	Train		Exempt
06/29/2013	13081385	B-2	Poor Location Information from RP		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 12	Aug 12	Sep 12	Oct 12	Nov 12	Dec 12	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Monthly Average
A-1	95%	95%	95%	98%	98%	95%	97%	94%	97%	96%	96%	97%	96.1%
A-2	91%	87%	92%	91%	92%	89%	91%	87%	91%	86%	90%	87%	89.4%
A-3	90%	91%	98%	96%	89%	88%	93%	96%	93%	98%	94%	93%	93.2%
B-1	91%	90%	92%	89%	91%	91%	90%	89%	91%	95%	94%	93%	91.2%
B-2	93%	92%	93%	91%	92%	91%	93%	92%	92%	92%	91%	92%	91.9%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
B-4	94%	92%	91%	94%	94%	92%	88%	93%	94%	91%	91%	88%	91.9%
B-5	75%	84%	78%	80%	82%	70%	75%	73%	76%	81%	75%	78%	77.4%
C-1	93%	96%	93%	96%	96%	96%	94%	95%	94%	92%	96%	94%	94.7%
C-2	86%	94%	92%	94%	93%	97%	95%	92%	98%	100%	93%	92%	93.7%
C-3	95%	93%	94%	98%	95%	93%	98%	100%	95%	98%	96%	93%	95.5%
All Zones	92%	92%	93%	91%	93%	91%	92%	91%	92%	93%	93%	92%	92.0%

Failure to Provide Data

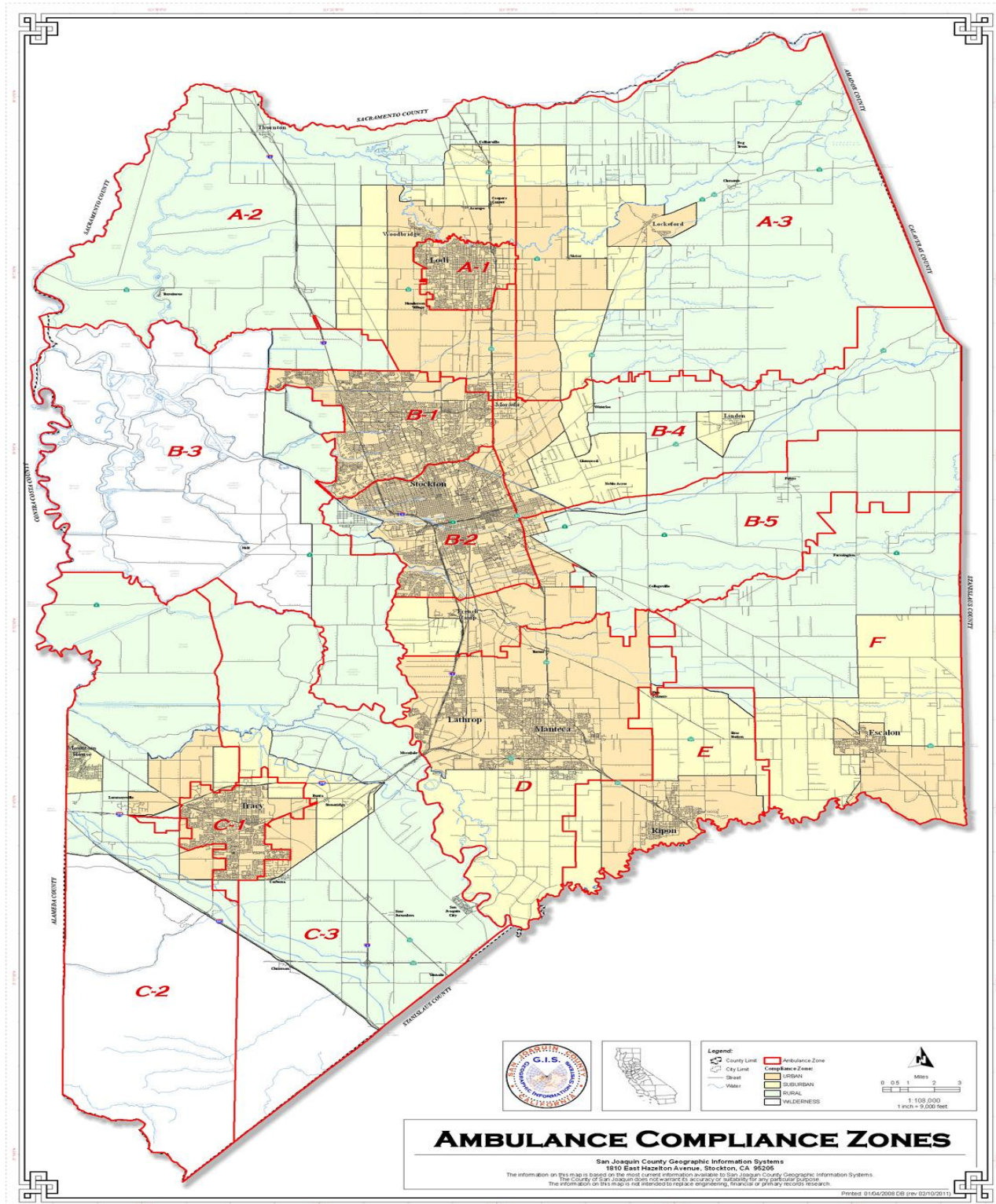
Event Type	May 2013	June 2013
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary May 2013

Activities		
Contact Name	Title	Activity Outline
Joe Goldeen	Health and Wellness Reporter, Stockton Record Newspaper	Outlined an upcoming 'Patient Appreciation Event' AMR was hosting during EMS Week 2013
Susanne Brown	Lead Director, Delta Blood Bank, Stockton, CA Chapter	Met to look at outreach opportunities, including E15 programs and upcoming CPR training for local staff
David Diskin	Director, Leadership Lodi, Lodi Chamber of Commerce	Working out details of having AMR being a presenter at one of the Leadership Lodi Events – possibly teaching CPR and/or speaking of EMS in our community.
Theresa Townes	Senior Enrollment Advisor, University of Phoenix, San Joaquin Valley	Met to discuss having Ms. Townes come to our office and be available for staff to interact and get information on new and continuing education opportunities.
Delena Penner	Manager of Community Outreach for SCAN Health Plan	Met to discuss doing some outreach for the SCAN organization, as they are involved with a large senior group, and are looking for presenters and programs that AMR could possibly provide for them.

Events		
Event Name	Location	Event Outline
Every 15 Minutes Logistics Meeting, May 1, 2013 1530-1700	West High School, Tracy, CA	Planning meeting for the E15 program at West High School (Tracy, CA.) Multiple agencies involved. Approx. 15 participants.
Every 15 Minutes program, May 2, 2013 0800-1300	West High School, Tracy, CA	Provide 2 ambulances and staff, as well as a supervisor to participate in a local High School's Every 15 Minutes Program, to curb underage drinking and driving. This 2 day event involves multiple agencies and most of the student body of the high school. Approx. 500 participants.
Ambulance Demo, May 3, 2013 1430-1800	Wilhelmina Henry Elementary School, Stockton, CA	Provide ambulance and staff to participate in a local elementary school's health and safety event. Give hand outs, tours of ambulance, show equipment, and speak about safety and first aid. Approx. 1000 participants.
Ambulance Demo / First Aid Standby, May 5, 2013 0700-2000	Weber Point Events Area, Downtown Stockton, CA	Provide First Aid Personnel and Paramedic Bike Teams to provide donated first aid service as needed for local Cinco De Mayo Event. Community outreach also involved with hand outs, information on safety and health. Approx. 5000 participants.
Ambulance Demo / Health Fair, May 7, 2013 1000-1300	McNair High School, Stockton, CA	Provide ambulance and staff to participate in a local high school's health awareness day. Show ambulance, teach 'Compressions Only CPR', give hand outs. Helped being coordinated by local ROP students. Approx. 600 participants.

<p>Ambulance Demo, May 8, 2013 1000-1500</p>	<p>San Joaquin County General Hospital Grounds, French Camp, CA</p>	<p>Provide an ambulance and staff to participate in the annual Nurses Week BBQ / Outreach Day at SJ General Hospital. Show ambulance, give hand outs, demo EMS equipment. Approx. 400 participants.</p>
<p>Ambulance Demo , Standby, May 9, 2013 1230-1430</p>	<p>Lincoln Technical Academy, Lodi, CA</p>	<p>Provide an ambulance and staff to participate in a local high school's Health and Science ROP course. Coincided with AMR taking on ROP Students from local High Schools. Presentation on EMS, patient assessment, safety. Two classes, two presentations. Approx. 100 participants between both classes.</p>
<p>Ambulance Demo / Donated First Aid, May 11, 2013 0900-1400</p>	<p>St. Mary's High School, Stockton, CA</p>	<p>Provide a non dedicated unit to provide an ambulance show and tell event, as well as any first aid if needed for the annual 'Olive Oil Festival' event, held at a local high school. Donated event. Give hand outs, speak about safety, show equipment. Approx. 2000 participants.</p>
<p>Ambulance / Bike Team Demo / First Aid Donation, May 11, 2013 0700-1200</p>	<p>Lodi Memorial Hospital and surrounding area</p>	<p>Provide 2 Paramedic Bike Teams and support staff to donate first aid if needed for the annual 'Walk for the Health of It' event, sponsored by LMH. Give hand outs, show equipment, interact with public, and first aid if warranted. Approx. 5000 participants.</p>
<p>Ambulance Demo/Outreach, May 16, 2013 0900-1500</p>	<p>Shed 20, Port of Stockton, Stockton, CA</p>	<p>Donated an ambulance and staff to provide first aid as needed with the annual 'State of the City' event for Stockton. Set up booth to show equipment, give hand outs, and speak to public. "Compression only CPR" taught to over 400. Give hand outs, demo equipment, speak about EMS in our community. Approx. 2500 participants.</p>

<p>Ambulance Demo, May 17, 2013 1000-1400</p>	<p>AAA Business / Shopping Center, Tracy, CA</p>	<p>Provide an ambulance and staff to participate in a local shopping center and AAA Insurance Company's Community Safety Event. Multiple agencies involved, providing car seat checks, blood pressure checks, tours of equipment, and giving hand outs. Request per City Council of Tracy. Approx. 350 participants.</p>
<p>First Aid Standby, May 18, 2013 1000-2000</p>	<p>Lodi Lake Recreation Area, Lodi, CA</p>	<p>Provide 2 ALS Bike Teams to provide first aid coverage for annual Zinfest event in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Approx. 10000 participants.</p>
<p>First Aid Standby, May 19,2013 0530-1230 "Avenue of the Vines"</p>	<p>Woodbridge Winery, Woodbridge, CA</p>	<p>Provide 2 ALS Bike Teams to provide first aid coverage for half marathon run in Lodi. Provided handouts and PR information regarding Emergency Response Bicycle Teams. Also provided a booth to teach 'Compression Only CPR'. Approx. 3000 participants.</p>
<p>EMS WEEK CELEBRATION, May 19-25, 2013 0800-1700 each day</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>AMR hosted a weeklong event celebrating not just our employees, but EMS workers everywhere. Food and snack items were available to all, as well as items given out as appreciation. This is an open house event that allows the public access to see what we do. Approx. 500 participants.</p>

<p>Ambulance Demo / EMS appreciation event, May 22, 2013 1200-1500</p>	<p>St. Joseph's Hospital, Stockton, CA</p>	<p>Many ambulances and crews participated in a joint outreach and appreciation event hosted by St. Joseph's Hospital for EMS week. Allied agency interaction and team building. Approx. 200 participants.</p>
<p>EMS Outreach / Patient Recognition Event, May 24, 2013 1200-1400</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>In honor of EMS week, AMR San Joaquin recognized a pediatric patient whom we had cared for, and who wanted to meet her responders. We had her down to our local operations for lunch, presented her with recognition awards, and gave her and her family the ability to meet the local staff and those that cared for her.</p>
<p>Delta Boat Patrol, May 25-27, 2013, 0800-2200</p>	<p>San Joaquin Delta Waterways, various locations, San Joaquin County, CA</p>	<p>During this 3 day event, we provided ALS staff to assist with the Sherriff Boat Patrol. Provide medical service, safety information, and PR to residents of SJ County on the Delta during Memorial Day Weekend. Approx. 5000 participants.</p>
<p>Ambulance Demo, May 30, 2013 0600-1400</p>	<p>Micke Grove Park, Lodi, CA</p>	<p>Provide an ambulance and 2 Paramedic Bike Teams to staff and participate in the annual Senior Awareness Day event. Taught over 400 participants how to do 'Compression Only CPR'. Show ambulance, demo equipment, and give out information about using / accessing EMS system. Approx. 5000 participants.</p>
<p>EMS outreach event, May 31, 2013 1300-1430</p>	<p>Stetson Senior Living Center, Stockton, CA</p>	<p>Stetson Senior Living, a newer Senior Living Center in San Joaquin County, had an open house that was attended by crews that were able to stop by. Lunch provided, as were tours of facility. Spoke of facility capabilities, activating EMS, and possible training opportunities.</p>

Classes		
Class Name	Location	Class Outline
Infrequent Skills Lab, May 14, 2013 0900-1500	AMR Stockton Operations	One of our bi-monthly skills labs where both paramedics and EMT's can get their skills signed off for reaccreditation. Open to all providers. Topics: BLS/ALS airway, and patient examination for medical and trauma situations. Approx. 10 participants.
PSR/ PAO Course, May 14, 2013 0900-1230	SJ EMSA Classroom, French Camp, CA	Provide a Proctor to help with skills at the monthly PSR / PAO course put on by San Joaquin County EMS. Approx. 15 participants.
CPR refresher course, May 15, 2013 1000-1500	AMR Stockton Operations	Monthly CPR / BLS refresher course held by AMR San Joaquin. Course open to public as well as employees. Recertification of CPR card upon completion of course. Approx. 10 participants.
'Train the Trainer Course' (SJEMSA) May 15, 2013 1300-1700	San Joaquin Agricultural Center Building, Stockton, CA	Attend and help facilitate a "Train the Trainer" Course sponsored and put on by SJEMSA in regards to some new policies that are going to be implemented in upcoming months. Provide equipment to use for session, and act as a team trainer for multiple EMS providers in attendance. Approx. 30 participants.
Gang Safety / Scene Safety Training, May 16 2013 0900-1200	AMR Stockton Operations	Had a local Deputy with the San Joaquin County Sheriff's Department come in and teach a course in regards to scene safety for EMS crews, and really focus on gang awareness in our county. Open to all employees/providers. CE units given. One of 2 of these same classes this month. Approx. 30 participants.

<p>Gang Safety / Scene Safety Training, May 21 2013 0900-1200</p>	<p>AMR Stockton Operations</p>	<p>Had a local Deputy with the San Joaquin County Sheriff's Department come in and teach a course in regards to scene safety for EMS crews, and really focus on gang awareness in our county. Open to all employees/providers. CE units given. One of 2 of these same classes this month. Approx. 30 participants.</p>
<p>AMR World CPR Training Day Challenge, May 22, 2013 0900-2100</p>	<p>Various Locations Throughout San Joaquin County, CA, including the Stockton Children's Musuem, Weber Point Event's Center, Various county parks and social areas, Delta Blood Bank (not all inclusive)</p>	<p><i>This day was the epicenter of EMS week nationally, and was used to teach 'Compression Only CPR' to the public in many different venues. Globally, AMR was working towards breaking the world record for the number of people taught CPR in a single day. Media Covered event. In San Joaquin County, our local EMT's and Paramedics taught approx. 675 people CPR. Globally, they accumulated just over 54.000.</i></p>
<p>Infrequent Skills Lab, May 23, 2013 0900-1500</p>	<p>AMR Stockton Operations</p>	<p>One of our bi-monthly skills labs where both paramedics and EMT's can get their skills signed off for reaccreditation. Open to all providers. Topics: BLS/ALS airway, and patient examination for medical and trauma situations. Approx. 10 participants.</p>
<p>"Sepsis" CE course, May 28, 2013 0900-1200</p>	<p>AMR Stockton Operations</p>	<p>CE course on the topic of 'Sepsis' taught by AMR San Joaquin's Medical Director. CE units given. Open to all providers. Approx. 20 participants.</p>
<p>"History Taking" CE course, May 28, 2013 0900-1200</p>	<p>AMR Stockton Operations</p>	<p>CE course on the topic of taking a good patient medical history taught by AMR San Joaquin's Medical Director. CE units given. Open to all providers. Approx. 20 participants.</p>

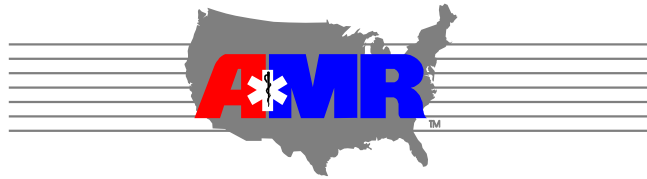
<p>"Community Paramedicine" CE course, May 29, 2013 0900-1200</p>	<p>AMR Stockton Operations</p>	<p>CE course on the topic of Community Paramedicine taught by AMR San Joaquin's Medical Director. CE units given. Open to all providers. Approx. 15 participants.</p>
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Current Projects / Studies	Meetings Attended
<p>EMS Week 2013 was held during May 2013. This national event was organized locally through our administrative staff, and the week was celebrated. Food, open houses, and employee and allied agency recognition was a focus. We also did the 'CPR' Day, training over 650 residents of our county for free, as well as an event giving back to our community by recognizing one of our previous patients, and presenting her with some donated items.</p>	<p>Attended the 'Train the Trainer' meeting and training event held by the San Joaquin EMS Agency. This was a training event, but also a forum for those in the EMS community to meet and share training procedures with others – designed around the new Trauma and CPR guidelines for Mid 2013.</p>
<p>May is Stroke Awareness Month- a nationwide observed event. During the month of May 2013, AMR did multiple outreach projects teaching our public of both cardiac and stroke related recognition – we taught over 1500 people 'Compression only CPR' this month – which also included going over the 'FAST' recognition acronym for recognizing stroke symptoms. Towards the end of the month, I also was host of the 'Healings in Motion' Stroke Awareness program, which hosted many figures from our county, guest speakers on stroke awareness, and vendors.</p>	<p>Met with many organizations / businesses during the latter part of April 2013 and specifically the first part of May 2013 in hopes of securing locations for our 'Compression Only CPR' project that we planned for May 22, 2013. Granted, most businesses declined due to corporate reasons; however, this was still a great networking opportunity and also showed many folks that AMR is out in the community doing constant outreach.</p>
<p>State of the City-Stockton, was held May 2013. This is a large profile project where we donate first aid service, and also staff a booth to showcase and give out information about AMR and EMS service in San Joaquin County. We also provided FREE Compression Only CPR training for those interested.</p>	<p>Attended EMS liaison meeting, and a handful of other EMS sponsored training meetings this month. Multiple agencies represented at these meetings, and we were all working together to help develop new training methods and policies for new resuscitation efforts to be implemented.</p>
<p>Culmination of our ROP student program ended this month, as most school districts ended school for summer break. This year AMR had sponsored 7 local high school students for their ROP time, teaching job skills and career exploration. Hundreds of hours donated.</p>	<p>Attended Stockton City Council Meeting (21 May 2013) this month, as one of our local EMT's was recognized and given a proclamation from the Mayor and Council for being a 'Star of Life', the highest honor that an EMS provider can receive.</p>
<p>AMR San Joaquin's Clinical Department is looking to start a new patient advocacy program, checking on patients post-hospital discharge.</p>	

As a note, I had received no complaints for the month of May 2013.

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

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



Community Services
San Joaquin County

Monthly Summary June 2013

Activities		
Contact Name	Title	Activity Outline
San Joaquin County Grand Jury	San Joaquin County Grand Jury	Tour and demonstration at LIFECOM communications center. Members of our Administrative Staff gave a tour and presentation to the Grand Jury at LIFECOM. Thank you / Commendation letter attached separately.
Shelby Begley	Event Coordinator, Relay for Life, Stockton	Met to discuss possibly having AMR provide first aid / ambulance demo for the Stockton Relay for Life
Luke Reiff	Office Manager, Stockton Ports Baseball Club	Met to discuss AMR donating a CPR course for local baseball team staff. We provide the first aid for this organization already, but would think it beneficial to have their office staff trained in CPR / AED use.
Most local Fire Chief's and/or Captains	Local Fire Department Leadership	Various meetings and conversations throughout the month regarding doing joint training regarding the new upcoming SJEMSA policies.
Stephanie Herbert, RN	RN, San Joaquin County General Hospital	Discussions in regards to the annual upcoming 'Premie Party' that SJ County Hospital hosts

Events		
Event Name	Location	Event Outline
Bike Team Demo / Stand By Event, June 1, 2013 0900-2100	Weber Point Events Center, Downtown Stockton, CA	Provide 2 paramedic bike teams and support personnel (2 BLS ambulances) for a concert event planned by KAT County Music Station. This event was a very large festival type of event, and our bike paramedics were involved in community outreach, as well as the medical aid plan as needed. Approx. 3500 participants.
Ambulance Standby / Demo, June 08-09, 2013 0900-0900	Bear Creek High School, Stockton, CA	Provide a non dedicated ambulance and standby personnel to participate in- and provide first aid if needed- for the annual 'Relay for Life' Cancer fundraiser event. This was a 24 hour event. Good outreach and multiple kudos from participants on our crews. Approx. 1500 participants.
Bike Team / Ambulance Stand By/ Demo, June 15, 2013 0800-1300	UOP College to Banner Island Park, Stockton, CA	Provide a paramedic bike team and an ambulance with staff to participate and provide medical aid if needed for the Emergency Food Bank's 'Bike to Feed the Hungry' event. Donated event. Give hand outs, speak about EMS, and provide aid as needed. Approx. 500 participants.
Ambulance Demo, June 26, 2013 1000-1100	Tender Loving Care Preschool, Tracy, CA	Provide an ambulance and staff to participate in an outreach program for a local preschool. Show ambulance, give hand outs and tours of the ambulance. Approx. 40 participants.

<p>Ambulance Standby / Demo, June 29-30, 2013 0900-1800</p>	<p>Linden High School, Linden, CA</p>	<p>Provide an ambulance and standby personnel to participate in-and provide first aid if needed- for the annual 'Relay for Life' Cancer fundraiser event held in Linden, CA. This was a 24 hour event, however, they asked for a donation of time from 0900-1800. Good outreach and multiple kudos from participants on our crews. Approx. 1000 participants.</p>
<p>Ambulance / Bike Team Demo / Stand By, June 29, 2013 1000-2100</p>	<p>Weber Point Events Center, Downtown Stockton, CA</p>	<p>(BUMP Music Festival) Provide an ambulance and two Paramedic Bike Teams to staff first aid stations and do show and tell for a large music festival held in Downtown Stockton. Provide first aid as needed, give hand outs, speak about safety. Approx. 10,000 participants.</p>
<p>Bike Team Standby/ Demo, June 30, 2013</p>	<p>Downtown Lodi, Lodi, CA</p>	<p>Provide a Paramedic Bike Team to be on donated Stand By for first aid as needed, but also as show and tell. Interact with public during Lodi's annual 'Bike Fest' event. Hand out stickers, show equipment, speak about safety. Approx. 2000 participants.</p>

Classes		
Class Name	Location	Class Outline
<p>EKG Interpretation for BLS Providers CE Course, June 4, 2013 1000-1500</p>	<p>AMR Stockton OPS Classroom</p>	<p>Provide a CE course for employees and outside agencies based on EKG interpretation. Open to all, and CE given. Approx. 10 participants.</p>
<p>CE course on Sepsis, June 6, 2013 0800-1000</p>	<p>AMR Stockton OPS Classroom</p>	<p>Provide a CE course taught by our Medical Director, Dr. Allison on the topic of Sepsis. CE units given, open to all providers. Approx. 20 participants.</p>

EKG Interpretation for BLS Providers CE Course, June 10, 2013 1000-1500	AMR Stockton Operations	Provide a CE course for employees and outside agencies based on EKG interpretation. Open to all, and CE given. Approx. 10 participants.
CE course on Community Paramedicine, June 10, 2013 0800-1000	AMR Stockton OPS Classroom	Provide a CE course taught by our Medical Director, Dr. Allison on the topic of Community Paramedicine. CE units given, open to all providers. Approx. 20 participants.
Infrequent Skills Lab, June 11, 2013 0900-1500	AMR Stockton Operations	Bi monthly open forum for infrequent skills refreshers and sign off's for County Reaccreditation. No CE given, as this was skills only. Open to all providers. Topics include all skills, but focus on Airway, 12 lead EKG, Cardioversion, and Pacing. Approx. 12 participants.
CPR refresher course, June 18, 2013 1000-1500	AMR Stockton Operations	Provide a CPR refresher course for employees and outside agencies. Open to all. Approx. 8 participants.
Infrequent Skills Lab, June 27, 2013 0900-1500	AMR Stockton Operations	Bi monthly open forum for infrequent skills refreshers and sign off's for County Reaccreditation. No CE given, as this was skills only. Open to all providers. Topics include all skills, but focus on Airway, 12 lead EKG, Cardioversion, and Pacing. Approx. 12 participants.

Current Projects / Studies	Meetings Attended
June 2013 began the implementation of training for the new SJEMSA policies, including MICR and Trauma Triage. There were multiple training sessions put on throughout the month. These training sessions will continue into the first week of July and are available to all local BLS Fire Agencies.	Numerous meetings with local EMS agency and personnel in regards to the upcoming implementation of new policies. Most local agencies were involved in this process.
AMR San Joaquin is ramping up our CAAS Accreditation project. This is the gold standard of Ambulance Service and we have maintained CAAS accreditation since being awarded the ability to provide service in San Joaquin County.	Met with the American Cancer Society in regards to some upcoming outreach programs and walks they have. They are interested in having AMR possibly donate or sponsor their events.

<p>Current Community Paramedicine Pilot Program being implemented by AMR San Joaquin in conjunction with local Hospital(s). This project is based on other models already in action and includes home visits/ check in's with recently discharged patients, who also want to participate.</p>	<p>Attended the 'Leadership Stockton' dinner event. This event had numerous local leadership and local / state governmental representatives.</p>
<p>We had 3 media events this month. There were 2 Newspaper articles in regards to recent patients we had transported who had been in cardiac arrest, who wanted to take time to meet the responders who saved them. Both were incredible events for the patient and their families, as well as promoting to our public that we are on the cutting edge of medicine, and saving more lives.</p>	<p>Had a representative attend the monthly CAHF meeting, which is attended by most of the long term care facility administrators. Get updates on current goings on. Also, this is a great opportunity to work with our local SNF's with doing outreach and in-service programs.</p>

- As a note, there was one complaint that was fielded in regards to possible customer service issue. This was handled by one of our supervisory staff and found to be attributed to a different organization, not AMR.
- I have received 1 email with compliments for service during this month.
- There was also a nice letter received from the local Grand Jury, recognizing AMR and LIFECOM Communications Center for their exemplary job and service to our county. It is as a separate attachment.
- **Donated Bike Team events are in Bold Print for easy recognition.**
- Any Thank You notes are as separate attachments.