



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

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

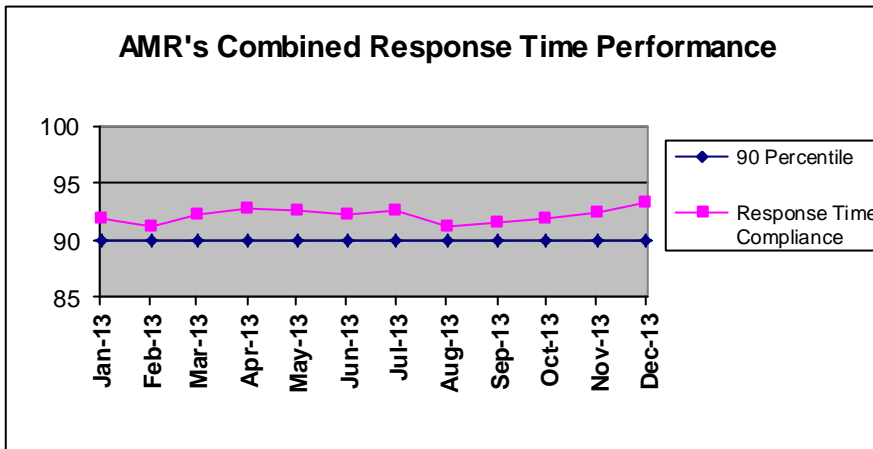
Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: April 11, 2014
SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of November and December, 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 November and December 2013, combined response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 92.37% for November and 93.22% for December.

AMR's latest compliance report continues the third year of the second five-year

contract period. Compliance continues at combined response performance levels typical of recent years. AMR exceeded compliance standards in nine (9) of the eleven subzones in November and nine (9) of the eleven subzones in December.

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

November 1, 2013 through November 30, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	325	6	98.15%	X		
SJC Zone A-2	106	10	90.57%	X		
SJC Zone A-3	57	2	96.49%	X		
SJC Zone B-1	1,102	106	90.38%	X		
SJC Zone B-2	1,279	85	93.35%	X		
SJC Zone B-3	13	1	92.31%	X		
SJC Zone B-4	125	23	81.60%			X
SJC Zone B-5	112	18	83.93%			X
SJC Zone C-1	257	7	97.28%	X		
SJC Zone C-2	56	3	94.64%	X		
SJC Zone C-3	53	5	90.57%	X		
All Zones Combined	3,485	266	92.37%	9		2

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2013 through December 31, 2013						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	343	11	96.79%	X		
SJC Zone A-2	100	6	94.00%	X		
SJC Zone A-3	58	5	91.38%	X		
SJC Zone B-1	1,187	125	89.47%			X
SJC Zone B-2	1,342	63	95.31%	X		
SJC Zone B-3	10	0	100.00%	X		
SJC Zone B-4	116	11	90.52%	X		
SJC Zone B-5	79	5	93.67%	X		
SJC Zone C-1	272	9	96.69%	X		
SJC Zone C-2	54	6	88.89%			X
SJC Zone C-3	38	3	92.11%	X		
All Zones Combined	3,599	244	93.22%	9		2

Fines and Penalties Report

Type of Penalty	November 2013	December 2013
Out of compliance response districts	\$10,000	\$10,000
Late response minutes	\$6,160	\$5,480
Failure to provide data	\$0	\$0
Preventable mechanical failure	\$0	\$0
Failure to meet staffing and clinical standards	\$0	\$0
Failure to respond	\$0	\$0
Failure to submit documentation at hospital	\$0	\$0
Other minor breach	\$0	\$0
Totals	\$16,160	\$15,480

Weekly Unit Hour Staffing Report

	RFP	November 2013	December 2013
Zone A	588	588	588
Zone B	1932	2037	2099
Zone B *non dedicated	0	147	140
Zone C	504	504	504
Total	3024	3276	3331

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

Response Time Analysis By Population Density All Responses

Population Density & Response Time Standard	November 2013			December 2013		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,251	251	92.28%	3,401	230	93.24%
Suburban 9:29	62	9	85.48%	55	8	85.45%
Suburban-Moderate 15:29	17	1	94.12%	12	1	91.67%
Rural 17:29	131	5	96.18%	120	4	96.67%
Wilderness 29:29	24	0	100.00%	11	1	90.91%
Total	3,485	266	92.37%	3,599	244	93.22%

Mutual Aid Incidents

November 2013			December 2013		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Escalon	SJ ZONE B-5 RURAL	1	MDAS	SJ ZONE C-1 URBAN	1
MDAS	SJ ZONE B-5 URBAN	1	MDAS	SJ ZONE C-2 SUBURBMC	1
MDAS	SJ ZONE C-1 URBAN	2	MDAS	SJ ZONE C-3 RURAL	2
MDAS	SJ ZONE C-2 RURAL	1	Patterson Amb	SJ ZONE C-3 RURAL	1
MDAS	SJ ZONE C-3 RURAL	3			
Total		8			5

**Detailed Response Time Analysis
November 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	325	0:02	10:09	4:18	1:44	6:27
SJ ZONE A-2 URBAN	65	0:03	16:37	5:39	3:03	9:02
SJ ZONE A-3 URBAN	19	0:02	8:46	5:02	2:27	8:08
SJ ZONE B-1 URBAN	1,102	0:01	18:32	5:12	2:13	7:45
SJ ZONE B-2 URBAN	1,278	0:00	14:47	4:45	2:06	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	96	0:01	13:47	5:34	2:29	8:10
SJ ZONE B-5 URBAN	96	0:01	13:27	4:34	3:22	9:24
SJ ZONE C-1 URBAN	249	0:01	19:32	4:06	2:14	6:06
SJ ZONE C-2 URBAN	9	0:06	7:55	5:19	2:14	7:55
SJ ZONE C-3 URBAN	12	1:21	8:49	5:20	2:10	8:32
SJ ZONE A-2 SUBURBAN	12	6:44	11:16	8:13	1:22	9:29
SJ ZONE A-3 SUBURBAN	11	3:10	9:26	6:19	1:55	8:29
SJ ZONE B-4 SUBURBAN	20	0:04	16:10	7:11	4:39	13:13
SJ ZONE B-5 SUBURBAN	5	2:59	8:09	5:02	1:42	8:09
SJ ZONE C-1 SUBURBAN	8	1:49	9:17	4:24	2:03	9:17
SJ ZONE C-2 SUBURBAN	1	6:09	6:09	6:09	0:00	6:09
SJ ZONE C-3 SUBURBAN	5	4:50	9:56	6:59	1:46	9:56
SJ ZONE C-2 SUBURBAN-MODERATE	17	0:05	25:29	10:08	5:58	15:24
SJ ZONE A-2 RURAL	29	0:05	26:35	9:14	5:21	17:07
SJ ZONE A-3 RURAL	27	0:10	13:43	8:11	2:54	11:51
SJ ZONE B-2 RURAL	1	12:09	12:09	12:09	0:00	12:09
SJ ZONE B-3 RURAL	6	0:15	20:09	7:46	6:05	20:09
SJ ZONE B-4 RURAL	9	4:09	17:02	10:37	5:07	17:02
SJ ZONE B-5 RURAL	11	1:59	17:57	8:23	4:08	11:51
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	12	5:52	24:48	10:37	5:00	14:59
SJ ZONE C-3 RURAL	36	0:02	21:52	8:40	5:51	16:27
SJ ZONE B-3 WILDERNESS	7	1:17	19:23	10:16	4:53	19:23
SJ ZONE C-2 WILDERNESS	17	1:30	27:40	13:06	7:39	26:19
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,251	0:00	19:32	4:51	2:14	7:22
All Suburban Compliance Areas	62	0:04	16:10	6:40	3:14	10:10
All Suburban-Moderate Compliance Areas	17	0:05	25:29	10:08	5:58	15:24
All Rural Compliance Areas	131	0:02	26:35	8:58	5:03	15:47
All Wilderness Compliance Areas	24	1:17	27:40	12:16	7:05	20:50

Detailed Response Time Analysis
December 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	343	0:00	19:12	4:23	2:01	6:38
SJ ZONE A-2 URBAN	67	0:03	11:07	5:38	2:00	7:29
SJ ZONE A-3 URBAN	22	0:04	9:52	5:56	2:17	9:00
SJ ZONE B-1 URBAN	1,187	0:00	14:11	5:12	2:08	7:52
SJ ZONE B-2 URBAN	1,342	0:00	16:52	4:47	1:53	7:03
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	88	0:00	9:39	4:58	2:07	7:16
SJ ZONE B-5 URBAN	65	0:03	14:04	4:18	2:49	7:33
SJ ZONE C-1 URBAN	268	0:00	19:23	4:18	2:03	6:29
SJ ZONE C-2 URBAN	16	2:15	9:23	6:37	1:43	8:34
SJ ZONE C-3 URBAN	3	1:17	5:11	3:38	1:41	5:11
SJ ZONE A-2 SUBURBAN	5	0:07	8:18	4:47	2:49	8:18
SJ ZONE A-3 SUBURBAN	11	1:58	12:41	6:59	2:52	9:02
SJ ZONE B-4 SUBURBAN	19	2:19	15:18	8:21	3:09	12:49
SJ ZONE B-5 SUBURBAN	5	3:14	6:36	4:34	1:14	6:36
SJ ZONE C-1 SUBURBAN	4	3:13	14:16	6:44	4:25	14:16
SJ ZONE C-2 SUBURBAN	1	5:22	5:22	5:22	0:00	5:22
SJ ZONE C-3 SUBURBAN	10	0:14	11:25	6:55	2:49	9:14
SJ ZONE C-2 SUBURBAN-MODERATE	12	5:46	15:56	11:10	2:47	14:32
SJ ZONE A-2 RURAL	28	0:05	20:40	10:37	4:18	15:20
SJ ZONE A-3 RURAL	25	0:03	16:07	8:29	3:24	11:18
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	5	6:13	10:03	7:35	1:26	10:03
SJ ZONE B-4 RURAL	9	5:08	18:55	13:04	3:36	18:55
SJ ZONE B-5 RURAL	9	4:03	14:42	8:17	3:38	14:42
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	19	4:36	16:06	9:52	3:03	15:18
SJ ZONE C-3 RURAL	25	0:02	22:01	10:38	6:57	18:12
SJ ZONE B-3 WILDERNESS	5	8:20	24:07	15:46	5:44	24:07
SJ ZONE C-2 WILDERNESS	6	9:58	32:14	19:09	7:00	32:14
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,401	0:00	19:23	4:52	2:04	7:16
All Suburban Compliance Areas	55	0:07	15:18	6:58	3:14	12:16
All Suburban-Moderate Compliance Areas	12	5:46	15:56	11:10	2:47	14:32
All Rural Compliance Areas	120	0:02	22:01	9:56	4:42	15:23
All Wilderness Compliance Areas	11	8:20	32:14	17:37	6:41	24:07

**Exemption Request Report
November 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/01/2013	13138159	B-5	Road Construction		Exempt
11/02/2013	13138952	C-3	Not Listed		Not Exempt
11/04/2013	13139650	B-2	False Report of Emergency		Exempt
11/05/2013	13140217	B-1	Road Construction		Exempt
11/08/2013	13141241	B-1	False Report of Emergency		Exempt
11/08/2013	13141482	B-1	Delays in Transferring Care at ED		Exempt
11/08/2013	13141483	B-2	Delays in Transferring Care at ED		Exempt
11/08/2013	13141512	B-2	Traffic Secondary to Call		Exempt
11/10/2013	13142334	A-2	False Report of Emergency		Exempt
11/11/2013	13142480	A-2	Location Change		Exempt
11/11/2013	13142501	A-2	False Report of Emergency		Exempt
11/11/2013	13142550	A-2	Poor Location Information from RP		Exempt
11/11/2013	13142684	B-2	Delays in Transferring Care at ED		Exempt
11/13/2013	13143371	B-2	Location Change		Exempt
11/13/2013	13143565	B-1	Delays in Transferring Care at ED		Exempt
11/15/2013	13144597	C-3	Location Change		Exempt
11/16/2013	13144745	B-2	False Report of Emergency		Exempt
11/18/2013	13145789	B-2	False Report of Emergency		Exempt
11/19/2013	13145874	B-1	Train		Exempt
11/19/2013	13146295	B-2	False Report of Emergency		Exempt
11/20/2013	13146441	A-2	Location Change		Exempt
11/21/2013	13147082	C-3	Location Change		Exempt
11/21/2013	13147093	B-1	Delays in Transferring Care at ED		Exempt
11/21/2013	13147092	B-2	Delays in Transferring Care at ED		Exempt
11/21/2013	13147095	B-1	Delays in Transferring Care at ED		Exempt
11/25/2013	13148768	B-5	False Report of Emergency		Exempt

**Exemption Request Report
November 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
11/26/2013	13148819	A-2	False Report of Emergency		Exempt
11/26/2013	13148971	B-5	Delays in Transferring Care at ED		Exempt
11/27/2013	13149307	B-1	Traffic Secondary to Call		Exempt
11/27/2013	13149394	B-1	Location Change		Exempt
11/27/2013	13149581	B-2	Location Change		Exempt
11/30/2013	13150752	B-2	Location Change		Exempt

**Exemption Request Report
December 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/01/2013	13150889	C-3	Unit Dispatched and Responded Code 2		Exempt
12/02/2013	13151273	B-2	Traffic Secondary to Call		Exempt
12/03/2013	13151678	C-2	Road Construction		Exempt
12/03/2013	13151893	B-5	Traffic Secondary to Call		Exempt
12/04/2013	13152092	B-2	Train		Exempt
12/05/2013	13152497	B-2	Dispatch Error		Exempt
12/05/2013	13152506	B-2	Train		Exempt
12/05/2013	13152522	B-2	Traffic Secondary to Call		Exempt
12/05/2013	13152557	B-2	Traffic Secondary to Call		Exempt
12/06/2013	13153263	B-5	False Report of Emergency		Exempt
12/10/2013	13154874	B-2	Delays in Transferring Care at ED		Exempt
12/10/2013	13154901	B-1	Traffic Secondary to Call		Exempt
12/10/2013	13154915	B-1	Traffic Secondary to Call		Exempt
12/13/2013	13156043	B-4	Traffic Secondary to Call		Exempt
12/17/2013	13157748	B-1	False Report of Emergency		Exempt
12/18/2013	13158274	B-2	Delays in Transferring Care at ED		Exempt
12/18/2013	13158275	B-2	Delays in Transferring Care at ED		Exempt
12/18/2013	13158339	B-1	Delays in Transferring Care at ED		Exempt
12/18/2013	13158369	B-2	Delays in Transferring Care at ED		Exempt
12/21/2013	13159467	A-2	Location Change		Exempt
12/21/2013	13159475	B-1	Location Change		Exempt
12/24/2013	13160822	B-1	Adjusted time based on call audit		Exempt
12/27/2013	13162075	B-1	Delays in Transferring Care at ED		Exempt
12/27/2013	13162078	B-1	Delays in Transferring Care at ED		Exempt
12/28/2013	13162597	A-1	Train		Exempt

**Exemption Request Report
December 2013**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	Agency Action
12/30/2013	13163572	B-2	Delays in Transferring Care at ED		Exempt
12/31/2013	13163902	B-2	Delays in Transferring Care at ED		Exempt
12/31/2013	13163908	B-1	Delays in Transferring Care at ED		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 13	Feb 13	Mar 13	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Monthly Average
A-1	97%	94%	97%	96%	96%	97%	97%	96%	98%	95%	98%	97%	96.4%
A-2	91%	87%	91%	86%	90%	87%	86%	89%	89%	91%	91%	94%	89.3%
A-3	93%	96%	93%	98%	94%	93%	89%	94%	92%	89%	96%	91%	93.2%
B-1	90%	89%	91%	95%	94%	93%	93%	90%	90%	90%	90%	89%	91.2%
B-2	93%	92%	92%	92%	91%	92%	92%	91%	92%	93%	93%	95%	92.3%
B-3	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	99.3%
B-4	88%	93%	94%	91%	91%	88%	89%	90%	86%	91%	82%	91%	89.5%
B-5	75%	73%	76%	81%	75%	78%	76%	77%	74%	85%	84%	94%	79.2%
C-1	94%	95%	94%	92%	96%	94%	96%	95%	96%	96%	97%	97%	95.4%
C-2	95%	92%	98%	100%	93%	92%	97%	98%	94%	88%	95%	89%	93.9%
C-3	98%	100%	95%	98%	96%	93%	98%	91%	93%	92%	91%	92%	94.5%
All Zones	92%	91%	92%	93%	93%	92%	93%	91%	92%	92%	92%	93%	92.1%

Failure to Provide Data

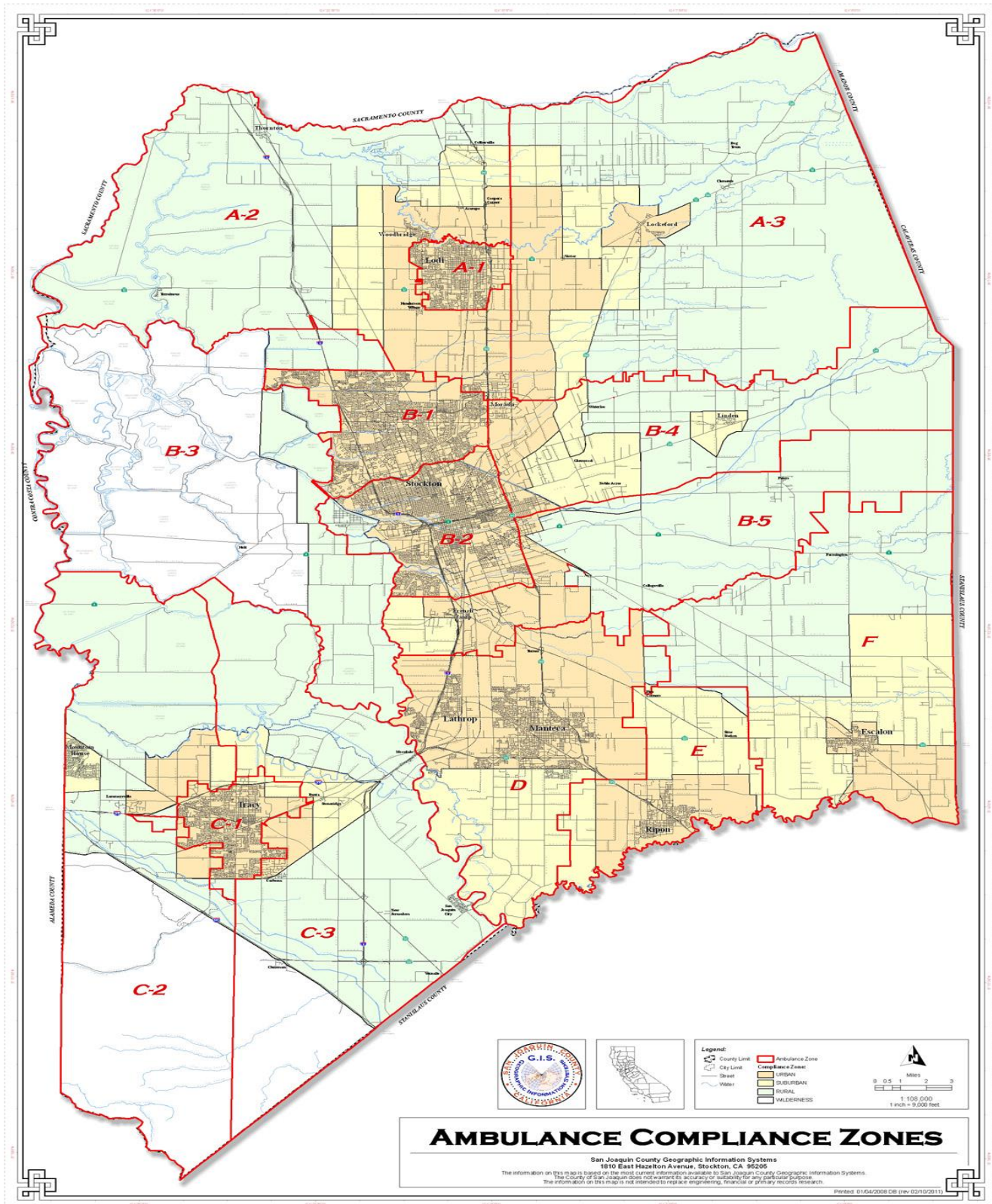
Event Type	November 2013	December 2013
N/A		

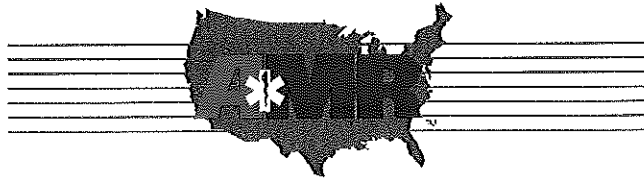
Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





O

Community Outreach Monthly Summary Report

November 2013

Activities		
Contact Name	Title	Activity Outline
Business Educators Alliance	A small adjunct of the Chamber of Commerce	Met with the BEA at a luncheon event – promoting outreach and getting school students involved in the community.
Jennifer Winters	Lincoln Unified Trustee Member (for the Lodi Regional School District)	Met with Ms. Winter's as she wanted to have AMR as a partner; donating first aide for a regional High School Band review held in the Lodi Area. Requesting a paramedic bike team and first aide stand.
CHP PIO Officer James Smith	Public Information Officer and deputy for our local Highway Patrol	Met to discuss upcoming 'Every 15 Minutes' Programs coming up in 2014. First one set for January 2014.
Chief Tiutavuki	Waterloo Morada Fire	Met to welcome the new incoming chief for WMFD, and also to brainstorm efforts for an 'open house style CPR Saturday'
Captain David Cardoza	Montezuma Fire Department	Met to offer seasonal flu shots to Montezuma Fire Department, and set up the dates/times. This then grew into being open to all departments.
Denise Rizzo	Reporter for the Tracy Press, Tracy, CA	Met to discuss an upcoming news story in the Tracy Press regarding AMR moving their current station into a new location.

Events		
Event Name	Location	Event Outline
Ambulance Demo / First Aide Standby, November 2, 2013 0700-2100	Lodi Grape Festival Grounds, Lodi, CA	Provide a donation of an ambulance and crew as well as a paramedic bike crew to participate in a regional high school band review. Provide first aid as needed, but also show ambulance, speak about paramedic bike teams, and give hand outs. Promote safety and education. Approximately 2000 participants.
Seasonal Flu Shot Clinic, November 8, 2013 1200-1900	AMR Stockton Operations	Provide an open forum clinic for employees, allied agencies, and related public entities to tour our facility and received their annual seasonal flu shot shots. 1 of 2 classes/clinics we provided as outreach. Approx. 10 participants each day.
Seasonal Flu Shot Clinic, November 8, 2013 1200-1900	AMR Stockton Operations	Provide an open forum clinic for employees, allied agencies, and related public entities to tour our facility and received their annual seasonal flu shot shots. 1 of 2 classes/clinics we provided as outreach. Approx. 10 participants each day.
Hands only CPR class, November 13, 2013 1400-1600	Stockton Arena, Downtown Stockton	Meet with arena management and provide a Hands Only CPR course for them - - this is to demonstrate what AMR San Joaquin is going to provide as an outreach project at the upcoming 'Hockey for Heart' event. Approx. 15 participants.
Ambulance Demo, November 28, 2012 0700-1200	Stockton Arena, Downtown Stockton	Provide an ambulance and staff to provide medical aid if needed for the annual Thanksgiving Day Run, sponsored by the Emergency Food Bank. We also donated a Paramedic Bike team. Approx. 5000participants.

Classes		
Class Name	Location	Class Outline

<p>MCI Drill, November 2, 2013 0800-1600</p>	<p>Kingdon Drag Raceway, Lodi, CA</p>	<p>Participate in a multi-agency MCI drill involving allied agencies and members of a local school's EMS Academy. Two evolutions during this time with a simulated DUI crash involving a school bus versus two other vehicles. Air Ambulance also participated. This was helped organized by Chief Butler at Woodbridge Fire, in accordance to helping a local high school ROP class senior project. CE units given to all participants. Approximately 60 participants.</p>
<p>Ambulance Demo, November 11, 2013 1230-1400</p>	<p>Caesar Chavez High School, Stockton, CA</p>	<p>Provide an ambulance and staff to provide a presentation on the human body and CPR. Hands only CPR was taught. Show ambulance, show equipment, and speak about patient assessment, and the circulatory system. Approx. 30 participants.</p>
<p>Infrequent Skills Lab, November 12, 2013 0900-1500</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>Provide an open forum for EMT's and Paramedics to have their infrequent skills shown and signed off for reaccreditation. Open to all providers. Approx. 12 participants.</p>
<p>MCI drill training / help, November 19, 2013 1400-2200</p>	<p>Clements Fire Station, Clements, CA</p>	<p>Lending Clements fire about 10 of our full size mannequins for their monthly EMS drill. Tonight's drill will be based on MCI's and we can assist by lending equipment, and or volunteer participation. Approx. 20 participants.</p>
<p>CPR refresher, November 20, 2013 1000-1500</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>Provide a BLS refresher course to renew CPR cards for those expiring. Mainly for employees, but open to outside providers as well. Approx. 10 participants.</p>

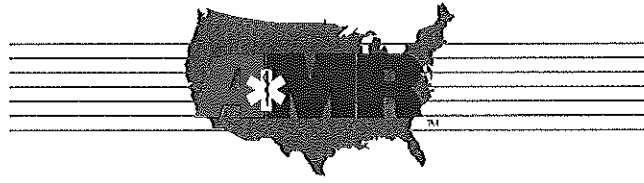
<p>Ambulance Demo, November 26, 2013 1100-1330</p>	<p>Bear Creek High School, Stockton, CA</p>	<p>Provide an ambulance and staff to participate in an outreach event for a health sciences class for a local high school. This was set up by one of the High School students I am mentoring. Speak about EMS, safety, careers in EMS, show equipment, give hand outs, show ambulance. Approximately 40 participants.</p>
<p>Infrequent Skills Lab, November 18-29, 2013 0900-1500</p>	<p>AMR San Joaquin Operations, Stockton, CA</p>	<p>Having a couple of light duty medics available daily at our operations center allows us to provide skills training daily during these hours on weekdays. During these approximate 10 days, we have seen and signed off skills will approximately 50 participants.</p>

<p>Current Projects / Studies</p>	<p>Meetings Attended</p>
<p>Working with two local high schools, I am undertaking mentoring 2 local high school students for their senior projects. This involves them coming to our office to work, but also going to these schools and doing EMS presentations for the whole class.</p>	<p>Attended quarterly Field Training Officer Meeting (FTO Meeting). These are quarterly updates for our FTO staff, which in turn then have folks they mentor and get information out to. Agenda items included: MCI protocols, New Trauma Center and associated policies, and some outreach programs that are starting and ongoing.</p>
<p>The MCI drill that we had been working on planning came to fruition in early November 2014. It was a great training opportunity, but also brought forth some 'lessons learned', that are now leading to new training programs based on MCI / Radio Reports.</p>	<p>Had a member of AMR San Joaquin attend the monthly CAHF meeting, which is a group of mostly administrators for short/long term care facilities. Good networking opportunity as well as getting information back and forth between facilities and AMR as a transportation and emergency responder.</p>
<p>AMR San Joaquin is working on a joint venture with one of our local fire departments to set up a series of 'CPR Saturdays'. This started with a phone call from Waterloo Morada Fire, but can be seen rolled out to most other agencies during 2014. The first of this series is being hosted at Waterloo Morada Fire Station 1, on January 4, 2014, from 0900-1200. This is open to all public and interested parties.</p>	<p>Met with Captain Todd Luke with the Lodi Fire Department a few times. Starting Early December 2014, AMR will be providing joint training courses to Lodi Fire, covering topics such as the Trauma Triage, Trauma Destination, and related policies to recent updates.</p>
<p>Working with local Public Health, we able to get our healthcare staff completed with their seasonal flu shots, or signed declination forms. We also were able to reach out and help out some local allied agencies by getting them attend our open clinics, promoting interagency relationships.</p>	<p>Went to the monthly 'Stroke Awareness Luncheon' sponsored by 'Healings in Motion'. This is a very progressive group of caregivers and healthcare providers who meet monthly for guest speakers, to hear advances in stroke care, and find out about ways to educate our public on basic signs and symptoms to reduce fatalities and grave disabilities.</p>

<p>As our 'Community Para-medicine' study/project is starting to become a reality and a possible pilot program, we have our 'Community Para-medicine' Coordinator working with local EMSA, State of California EMSA, and other local agencies/hospitals to get this program up and running. It was announced this month that our proposal looked good, and we are going to be doing some informational CE courses on this topic to discuss possibilities, requirements, state regulations, hospital status, etc. This is a very proactive program, and we are proud to be a part of this.</p>	<p>Had representatives attend all monthly required EMS and required meetings, including CQI, JRUG, STEMI program meetings, TRAUMA coordination meetings, Transportation Committee meetings, etc, just to name a few.</p>
---	--

During November 2013 we at AMR also had 2 media inquiries that were published by the Tracy Press, and also had a very gracious patient who came down to meet the crew who saved her toddler son's life.

One Bike Team Event listed in Bold Print – approximately 7 unit hours (14 man hours).



Community Services
San Joaquin County

Monthly Summary December 2013

Activities		
Contact Name	Title	Activity Outline
Captain Evan Luke, Lodi Fire	Captain, Lodi Fire Department.	Met with Captain Luke to discuss the training programs AMR will be providing for Lodi Fire during the month of December 2013.
Gary Prost	Field Representative for Congressman Jerry McNerny	Met and spoke with Mr. Prost in regards to EMS in San Joaquin County, and also spoke of the involvement of AMR in the many Veterans' Events we support.
Stephen Reid	Legislative Assistant to Board of Supervisors member, Larry Rhustaller, San Joaquin County	Spoke with Mr. Reid in an attempt to have him extend an offer for a ride-a-long with local AMR supervisors.
Brian Hickerson	Outreach Coordinator / Trainer for REACH Air Ambulance	Met Mr. Hickerson during a training exercise and took time to meet post event, to discuss aircraft landing sites and air ambulance operations, as well as possibly having him come to AMR San Joaquin and provide some in house training.
Les Fong	President, Ken Fong Associates	Mr. Fong is a marketing and media design and advertiser. We meet on occasion at various events and look at ways AMR can do outreach for the community and possibly obtain the best possible attendance and marketing ideas.
Frank Ramirez	Lieutenant, Waterloo Morada Fire	Met to discuss AMR providing some CPR training for the staff at his respective Fire Agency.

Events		
Event Name	Location	Event Outline
Ambulance Demo, December 5, 2013 1300-1500	Bear Creek High School, Stockton, CA	Provide an ambulance and crew to participate in a local high school's ROP health care program. Show equipment, give hand outs, and speak about education, safety, and job opportunities. Approximately 35 participants.
Ambulance Demo / BIKE TEAM donation, December 5, 2013 1600-2300	Central and Downtown Lodi, Lodi, CA	Provide an ambulance and 2 paramedic bike teams to participate and provide free standby medical aid as needed for the annual 'Parade of Lights' event in Lodi, CA. Show ambulances, give hand outs, promote safety. Over 3000 participants at this event.
EMS outreach/ Ambulance Demo, December 6, 2013 0930-1200	Arbor Senior Apartments, Lodi, CA	Part of a Holiday Luncheon event, an ambulance was brought to the facility for show and tell and basic ems information given out. Hand out's given. Approx. 30 participants.
Ambulance Demo / EMS Outreach, December 8, 2013 1300-1600	Linden Fire Station, Linden, CA	Provide an ambulance and staff to participate in the annual 'Christmas Open House' held at Linden Fire Station. Show equipment, give hand outs, and speaks about safety and EMS. Approximately 200 participants.
EMS outreach / County Support, December 17, 1100-1300 2013	Board of Supervisors offices, San Joaquin County, CA	Attend the annual Board of Supervisors Holiday Open House / Luncheon. Represent AMR and network with many prominent leaders of our county. Many community leaders present and I were able to speak to all in attendance. AMR was there to show support for our county leaders.

Classes		
Class Name	Location	Class Outline
Joint Fire Department Training, December 2, 2013 1300-1700	Lodi Fire Department, Station 1, Lodi, CA	Present an instructor led course on the topics of current SJ EMSA policies regarding current trauma standards, Trauma Destination, Air Ambulance Use, MICR CPR, C-spine policies, etc. This is the first of 3 courses on this topic for Lodi Fire. Approx. 25 participants. CE given.

<p>Community Paramedicine Course, December 3, 2013 1400-1500</p>	<p>AMR Stockton Operations, Classroom, Stockton</p>	<p>Instructor led course on the topic of Community Paramedicine. Open to all providers, and CE given for attendance. Approx. 15 participants.</p>
<p>Joint Fire Department Training, December 3, 2013 1300-1700</p>	<p>Lodi Fire Department, Station 1, Lodi, CA</p>	<p>Present an instructor led course on the topics of current SJ EMSA policies regarding current trauma standards, Trauma Destination, Air Ambulance Use, MICR CPR, C-spine policies, etc. This is the 2nd of 3 courses on this topic for Lodi Fire. Approx. 25 participants. CE given.</p>
<p>Joint Training with REACH Air Ambulance and Waterloo Morada Fire, December 9, 2013 0900-1100</p>	<p>Waterloo Morada Fire Station 1, Waterloo, CA</p>	<p>Participation with REACH Air Ambulance and Waterloo Fire in a training program about helicopter safety. Classroom time and skills loading /unloading helicopter were included. Approx. 30 participants. CE issued by REACH Air Ambulance.</p>
<p>ALS / BLS Infrequent Skills Labs, December 10, 2013 0900-1500</p>	<p>AMR Stockton Ops</p>	<p>Open forum for EMT's and Paramedics to come down and perform infrequent skills to get signed off for reaccreditation. Focus topics were: ALS airway procedures and environmental emergencies. Open to all providers / agencies. Approx. 10 participants.</p>
<p>CPR refresher course, December 17, 2013 1000-1500</p>	<p>AMR Stockton Operations, Classroom, Stockton</p>	<p>This is the monthly CPR refresher for employees as well as outside agencies. Approx. 20 participants.</p>
<p>Joint Fire Department Training, December 18, 2013 1300-1700</p>	<p>Lodi Fire Department, Station 1, Lodi, CA</p>	<p>Present an instructor led course on the topics of current SJ EMSA policies regarding current trauma standards, Trauma Destination, Air Ambulance Use, MICR CPR, C-spine policies, etc. This is the 2nd of 3 courses on this topic for Lodi Fire. Approx. 25 participants. CE given.</p>

ALS / BLS Infrequent Skills Labs, December 19, 2013 0900-1500	AMR Stockton Operations, Stockton, CA	Open forum for EMT's and Paramedics to come down and perform infrequent skills to get signed off for reaccreditation. Focus topics were: BLS airway procedures and environmental emergencies. Open to all providers / agencies. Approx. 10 participants.
Policy Review Training Course, December 31, 2013 0800-1300	AMR Stockton Operations, Stockton, CA	Hosted a policy review course with the topic being the most current policies released by the SJ EMS agency (topics of: Trauma Triage, Trauma Destination, MICR CPR, C-spine, Air Ambulance usage). Open to all and CE given for participation. 1 participant.

Current Projects / Studies	Meetings Attended
December 2013 saw the culmination of our community outreach program for the holidays. AMR San Joaquin was able to 'adopt' a family, and surprise them with an ambulance full of clothes, food, and some holiday gifts for the kids. This program was inspired and done entirely by our field personnel.	Met with many of our local rural fire departments this month. Either with the Chief, or with other officers. Just touching base and working on setting up any training that AMR might be able to provide for them for free.
OPERATION: 'Umbrella' began in December 2013 – which is where employees of AMR San Joaquin had been collecting and donating umbrellas to hand out to the homeless during the incimate weather. This project saw many units stopping to hand out free umbrellas to many of those that were homeless during December 2014. Employee driven program.	Monthly CAHF meeting was attended by an AMR representative. This is important as CAHF is a group comprised of a lot of the head staff of local SNF's and assisted living facilities. This gives us a chance to touch base and find out how we can better serve them, as well as any patients we might respond to at their respective facilities.
New training calendars were created and distributed to all. Creation of a CPR schedule for 2014, quarterly skills days for 2014, etc., were all done and submitted to our local allied agencies, as these events are open to them also. These schedules were also sent to the local EMS Agency, so they could post the information on their website, as we provide these training days for our public also.	Met with most of my media contacts this month – mostly just to touch base and keep good relations up, but also to work on pitching some positive press things that we have working.
Working with the Stockton Thunder Ice Hockey Team and Administration for an upcoming event called 'Hockey with Heart', where AMR will set up a booth at a game, and provide free, hands only cpr training to those who would like it. Also working getting an ambulance to the arena that day for show and tell, and support. Working with Deb Bachle.	Attended the "Stroke Awareness Day" Planning meeting – were members of the community came together to brainstorm about this year's 'Stroke Awareness Day' event that will happen in May 2014.

- As a note, I received 2 compliments for service
- As a note, I had not received any complaints for the month of December 2013.
- Donation of approximately 8 Bike Team Hours