



San Joaquin County Emergency Medical Services Agency



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

A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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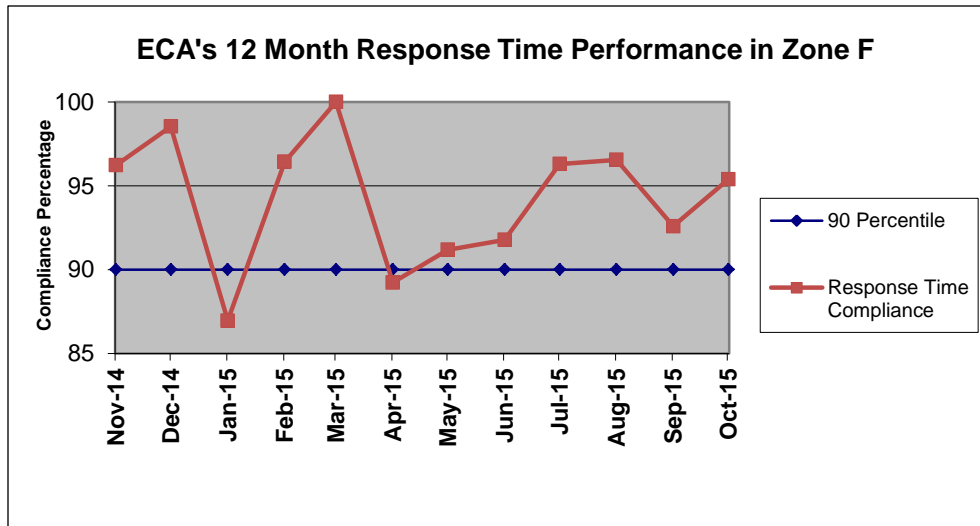
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Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: March 8, 2015

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of September and October 2015 provides an in-depth review of ECA's performance. The County's contract with ECA establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on ECA's operational, clinical, and administrative performance.



ECA's September and October 2015 compliance met the 90th percentile standard with 92.59% in September and 95.38% in October.

The complete compliance report for September and October 2015 may be viewed or downloaded from the EMS Agency's

website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance**

Response Time Compliance Report by 30 Day Rolling Period

September 1, 2015 through September 30, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	54	5	90.74%	X	
SJ ZONE F SUBRUBAN	20:00	17	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	1	90.00%	X	
All Zones Combined		81	6	92.59%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2015 through October 31, 2015						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	46	3	93.48%	X	
SJ ZONE F SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE F RURAL	20:00	7	0	100.00%	X	
All Zones Combined		65	3	95.38%	3	0

Fines and Penalties Report

Type of Penalty	September 2015	October 2015
Late response minutes	\$220	\$110
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	\$220	\$110

Weekly Unit Hour Staffing Report

	September 2015	October 2015
SJ ZONE F	236.4	238.5
Total	236.4	238.5

*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	September 2015			October 2015		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	54	5	90.74%	46	3	93.48%
Suburban 20:00	17	0	100.00%	12	0	100.00%
Rural 20:00	10	1	90.00%	7	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	81	6	92.59%	65	3	95.38%

Mutual Aid Incidents

September 2015			October 2015		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	3	Oak Valley Amb	SJ ZONE F URBAN	1
MDAS	SJ ZONE F URBAN	1			
Oak Valley Amb	SJ ZONE F URBAN	4			
Total		8			1

Detailed Response Time Analysis September 2015

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	54	0:06	16:45	5:39	2:57	10:01
SJ ZONE F SUBURBAN	17	0:02	12:44	6:31	3:16	12:07
SJ ZONE F RURAL	10	5:50	21:30	12:51	4:14	16:14
All Urban Compliance Areas	54	0:06	16:45	5:39	2:57	10:01
All Suburban Compliance Areas	17	0:02	12:44	6:31	3:16	12:07
All Rural Compliance Areas	10	5:50	21:30	12:51	4:14	16:14
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 2015

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	46	0:14	14:43	4:51	2:17	6:34
SJ ZONE F SUBURBAN	12	0:02	23:18	8:13	5:09	10:20
SJ ZONE F RURAL	7	7:37	17:23	11:35	2:00	17:23
All Urban Compliance Areas	46	0:14	14:43	4:51	2:17	6:34
All Suburban Compliance Areas	12	0:02	23:18	8:13	5:09	10:20
All Rural Compliance Areas	7	7:37	17:23	11:35	2:00	17:23
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/04/2015	15128279	F URBAN	Adjusted time based on call audit		Exempt
09/14/2015	15133723	F URBAN	Delayed Reporting on Scene		Exempt
09/21/2015	15137179	F URBAN	Delayed Reporting on Scene		Exempt
09/23/2015	15138328	F URBAN	False Report of Emergency		Exempt
09/30/2015	15142302	F RURAL	Out of County	Inside Zone F	Not Exempt

**Exemption Request Report
October 2015**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/31/2015	15157631	F SUBURBAN	Adjusted time based on call audit		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Monthly Average
F URBAN	94%	98%	79%	94%	100%	84%	88%	88%	95%	97%	91%	93%	91.4%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
F RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	90%	100%	98.1%
All Zones	96%	99%	87%	96%	100%	89%	91%	92%	96%	97%	93%	95%	94.3%

Failure to Provide Data

Event Type	September 2015	October 2015
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

