



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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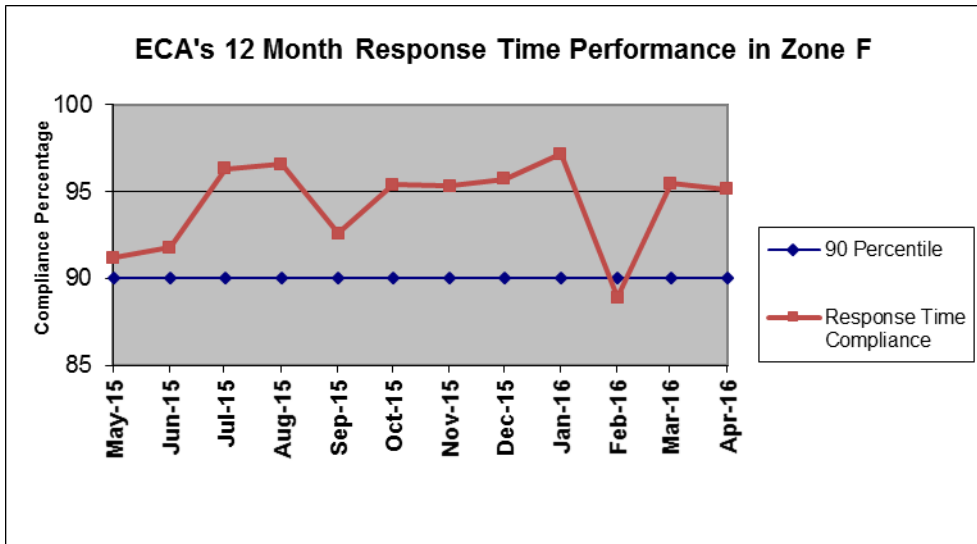
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: October 4, 2016

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 March and April 2016 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 March and April compliance met the 90th percentile standard with 95.45% in March, and 95.12 in April. As illustrated by the chart, ECA is consistently above the 90th percentile, but occasionally drops below the standard due to statistical probability related to a monthly call volume of less than 100.

The complete compliance report for March and April 2016 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 31 Day Rolling Period

March 1, 2016 through March 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	41	2	95.12%	X	
SJ ZONE F SUBRUBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	1	90.00%	X	
All Zones Combined		66	3	95.45%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2016 through April 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	49	4	91.84%	X	
SJ ZONE F SUBRUBAN	20:00	23	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
All Zones Combined		82	4	95.12%	3	0

Fines and Penalties Report

Type of Penalty	March 2016	April 2016
Late response minutes	\$60	\$90
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	\$60	\$90

Weekly Unit Hour Staffing Report

	March 2016	April 2016
SJ ZONE F	241	238
Total	241	238

*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 2016			April 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	41	2	95.12%	49	4	91.84%
Suburban 20:00	15	0	100.00%	23	0	100.00%
Rural 20:00	10	1	90.00%	10	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	66	3	95.45%	82	4	95.12%

Mutual Aid Incidents

March 2016			April 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	1	AMR San Joaquin	SJ ZONE F RURAL	1
Oak Valley Amb	SJ ZONE F RURAL	1	MDAS	SJ ZONE F RURAL	1
			MDAS	SJ ZONE F SUBURBAN	1
Total		2			3

Detailed Response Time Analysis March 2016

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	41	0:04	11:10	4:52	2:07	6:57
SJ ZONE F SUBURBAN	15	0:30	11:20	6:36	2:41	11:05
SJ ZONE F RURAL	10	5:21	20:13	11:27	4:38	15:19
All Urban Compliance Areas	41	0:04	11:10	4:52	2:07	6:57
All Suburban Compliance Areas	15	0:30	11:20	6:36	2:41	11:05
All Rural Compliance Areas	10	5:21	20:13	11:27	4:38	15:19
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 2016

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	49	0:03	11:50	4:34	2:38	8:19
SJ ZONE F SUBURBAN	23	0:01	17:57	7:07	3:48	11:50
SJ ZONE F RURAL	10	0:04	20:00	12:06	6:54	19:44
All Urban Compliance Areas	49	0:03	11:50	4:34	2:38	8:19
All Suburban Compliance Areas	23	0:01	17:57	7:07	3:48	11:50
All Rural Compliance Areas	10	0:04	20:00	12:06	6:54	19:44
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
No exemptions requested					

**Exemption Request Report
April 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/18/2016	16055814	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	Monthly Average
F URBAN	88%	88%	95%	97%	91%	93%	93%	96%	94%	86%	95%	92%	92.2%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
F RURAL	100%	100%	100%	90%	90%	100%	100%	89%	100%	89%	90%	100%	95.2%
All Zones	91%	92%	96%	97%	93%	95%	95%	96%	96%	89%	95%	95%	94.1%

Failure to Provide Data

Event Type	March 2016	April 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

