



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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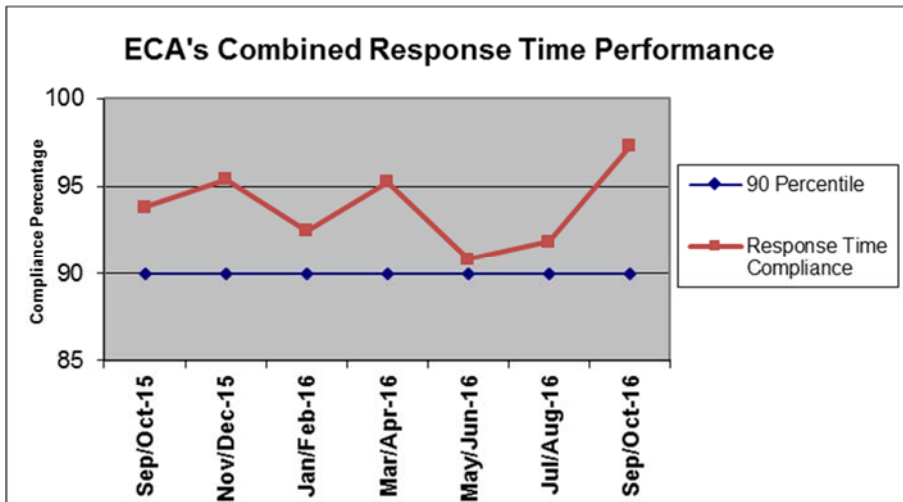
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Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: February 6, 2017

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 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 September and October compliance was at 98.00% in September and 96.83 in October for a combined two-month compliance of 97.30% based on 111 responses. As illustrated by the chart, ECA is consistently above the 90th percentile when months are combined to increase statistical relevance.

The complete compliance report for September and October 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 30 Day Rolling Period

September 1, 2016 through September 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	28	1	96.43%	X	
SJ ZONE F SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE F RURAL	20:00	8	0	100.00%	X	
All Zones Combined		50	1	98.00%	3	0

Response Time Compliance Report by 31 Day Rolling Period

October 1, 2016 through October 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	40	2	95.00%	X	
SJ ZONE F SUBRUBAN	20:00	9	0	100.00%	X	
SJ ZONE F RURAL	20:00	12	0	100.00%	X	
All Zones Combined		61	2	96.72%	3	0

Fines and Penalties Report

Type of Penalty	September 2016	October 2016
Late response minutes	\$10	\$130
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	\$130

Response time penalties were not applied to ambulance providers in October 2016 due to the increase in time-on-task related to the reduction in the catchment area causing patients to be transported outside of the county.

Weekly Unit Hour Staffing Report

	September 2016	October 2016
SJ ZONE F	0	0
Total	0	0

*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 2016			October 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	28	1	96.43%	40	2	95.00%
Suburban 20:00	14	0	100.00%	9	0	100.00%
Rural 20:00	8	0	100.00%	12	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	50	1	98.00%	61	2	96.72%

Mutual Aid Incidents

September 2016			October 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
None		0	MDAS	SJ ZONE F URBAN	2
Total		0			2

Detailed Response Time Analysis September 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	28	2:03	8:29	4:44	1:30	6:46
SJ ZONE F SUBURBAN	14	3:25	23:13	8:21	4:48	12:29
SJ ZONE F RURAL	8	6:37	16:55	11:07	3:12	16:55
All Urban Compliance Areas	28	2:03	8:29	4:44	1:30	6:46
All Suburban Compliance Areas	14	3:25	23:13	8:21	4:48	12:29
All Rural Compliance Areas	8	6:37	16:55	11:07	3:12	16:55
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis October 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	40	0:17	19:11	4:52	3:04	7:16
SJ ZONE F SUBURBAN	9	4:16	9:22	6:29	1:51	9:22
SJ ZONE F RURAL	12	0:00	19:21	12:35	5:25	18:49
All Urban Compliance Areas	40	0:17	19:11	4:52	3:04	7:16
All Suburban Compliance Areas	9	4:16	9:22	6:29	1:51	9:22
All Rural Compliance Areas	12	0:00	19:21	12:35	5:25	18:49
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/11/2016	16133670	F URBAN	Delayed Reporting on Scene		Exempt
09/25/2016	16140963	F SUBURBAN	Delayed Reporting on Scene		Exempt

**Exemption Request Report
October 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/11/2016	16148683	F URBAN	Train		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Monthly Average
F URBAN	93%	96%	94%	86%	95%	92%	91%	77%	88%	95%	96%	95%	91.9%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	99.4%
F RURAL	100%	89%	100%	89%	90%	100%	100%	92%	75%	100%	100%	100%	94.1%
All Zones	95%	96%	96%	89%	95%	95%	94%	87%	87%	97%	98%	97%	93.7%

Failure to Provide Data

Event Type	September 2016	October 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

