



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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Memorandum

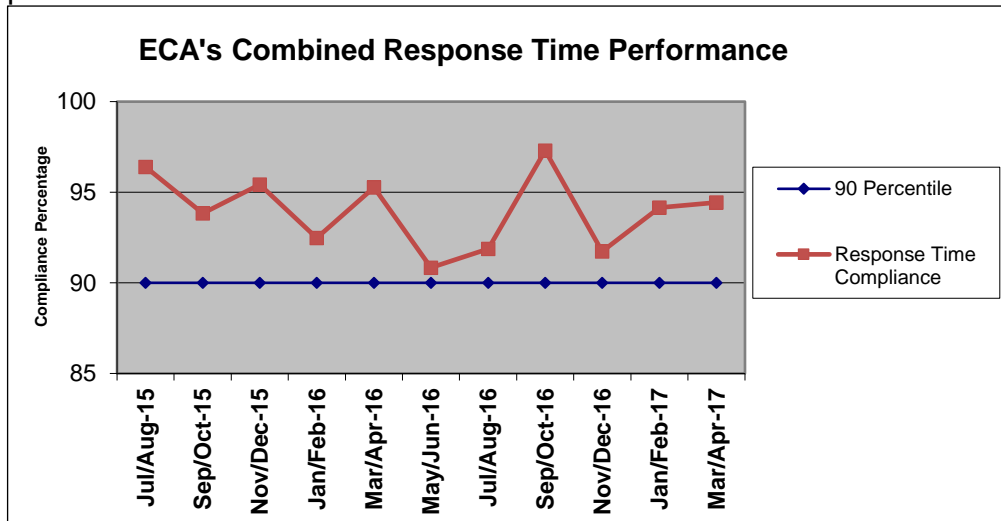
TO: All Interested Parties

FROM: Shahloh Jones-Mitchell, EMS Analyst

DATE: May 15, 2017

SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Contract

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of March and April 2017 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.



Compliance for ECA in March was 93.75%, and in April at 95.16%. The two-month combined compliance based on 126 responses was 94.44%. 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 March and April 2017 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, 2017 through March 31, 2017 | | | | | | |
|--------------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 45 | 4 | 91.11% | X | |
| SJ ZONE F SUBRUBAN | 20:00 | 9 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 10 | 0 | 100.00% | X | |
| All Zones Combined | | 64 | 4 | 93.75% | 3 | 0 |

Response Time Compliance Report by 30 Day Rolling Period

| April 1, 2017 through April 30, 2017 | | | | | | |
|--------------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 41 | 3 | 92.68% | X | |
| SJ ZONE F SUBRUBAN | 20:00 | 14 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 7 | 0 | 100.00% | X | |
| All Zones Combined | | 62 | 3 | 95.16% | 3 | 0 |

Fines and Penalties Report

| Type of Penalty | March 2017 | April 2017 |
|---|--------------|-------------|
| Late response minutes | \$180 | \$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 | \$180 | \$90 |

Weekly Unit Hour Staffing Report

| | March 2017 | April 2017 |
|--------------|------------|------------|
| SJ ZONE F | 289 | 289 |
| Total | 289 | 289 |

*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 2017 | | | April 2017 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 45 | 4 | 91.11% | 41 | 3 | 92.68% |
| Suburban 20:00 | 9 | 0 | 100.00% | 14 | 0 | 100.00% |
| Rural 20:00 | 10 | 0 | 100.00% | 7 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 64 | 4 | 93.75% | 62 | 3 | 95.16% |

Mutual Aid Incidents

| March 2017 | | | April 2017 | | |
|---------------------|-----------------|---------------------|---------------------|-----------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE F RURAL | 2 | AMR San Joaquin | SJ ZONE F RURAL | 2 |
| MDAS | SJ ZONE F URBAN | 2 | AMR San Joaquin | SJ ZONE F URBAN | 1 |
| | | | MDAS | SJ ZONE F URBAN | 2 |
| Total | | 4 | | | 5 |

Detailed Response Time Analysis March 2017

| 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 | 45 | 1:16 | 15:11 | 5:12 | 2:41 | 7:54 |
| SJ ZONE F SUBURBAN | 9 | 4:23 | 13:48 | 8:22 | 2:37 | 13:48 |
| SJ ZONE F RURAL | 10 | 3:58 | 19:41 | 13:30 | 4:41 | 18:26 |
| All Urban Compliance Areas | 45 | 1:16 | 15:11 | 5:12 | 2:41 | 7:54 |
| All Suburban Compliance Areas | 9 | 4:23 | 13:48 | 8:22 | 2:37 | 13:48 |
| All Rural Compliance Areas | 10 | 3:58 | 19:41 | 13:30 | 4:41 | 18:26 |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis April 2017

| 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 | 1:20 | 19:27 | 5:43 | 3:31 | 8:24 |
| SJ ZONE F SUBURBAN | 14 | 3:12 | 18:13 | 9:20 | 4:31 | 15:33 |
| SJ ZONE F RURAL | 7 | 7:00 | 13:52 | 12:05 | 2:16 | 13:52 |
| All Urban Compliance Areas | 41 | 1:20 | 19:27 | 5:43 | 3:31 | 8:24 |
| All Suburban Compliance Areas | 14 | 3:12 | 18:13 | 9:20 | 4:31 | 15:33 |
| All Rural Compliance Areas | 7 | 7:00 | 13:52 | 12:05 | 2:16 | 13:52 |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
March 2017**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|--------------------------|
|-------------|------------------------|-------------|------------------------------------|--------------------------------|--------------------------|

**Exemption Request Report
April 2017**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|-------------|------------------------|-------------|------------------------------------|--------------------------------|--------------------------|
| 04/01/2017 | 17048877 | F URBAN | Duplicate Record | | Exempt |
| 04/12/2017 | 17054834 | F URBAN | Delayed Reporting | | Exempt |
| 04/26/2017 | 17061584 | F URBAN | Delayed Reporting | | Exempt |

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------------|
| Zone | May 16 | Jun 16 | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | Dec 16 | Jan 17 | Feb 17 | Mar 17 | Apr 17 | Monthly Average |
| F URBAN | 91% | 77% | 88% | 95% | 96% | 95% | 86% | 89% | 91% | 90% | 91% | 93% | 90.4% |
| F SUBURBAN | 100% | 100% | 93% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.4% |
| F RURAL | 100% | 92% | 75% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 96.5% |
| All Zones | 94% | 87% | 87% | 97% | 98% | 97% | 91% | 93% | 94% | 94% | 94% | 95% | 93.3% |

Failure to Provide Data

| Event Type | March 2017 | April 2017 |
|------------|------------|------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|------------|------|-------------|
| N/A | | |

Community Service Report

| Event Type |
|-----------------|
| See Appendix A. |

