



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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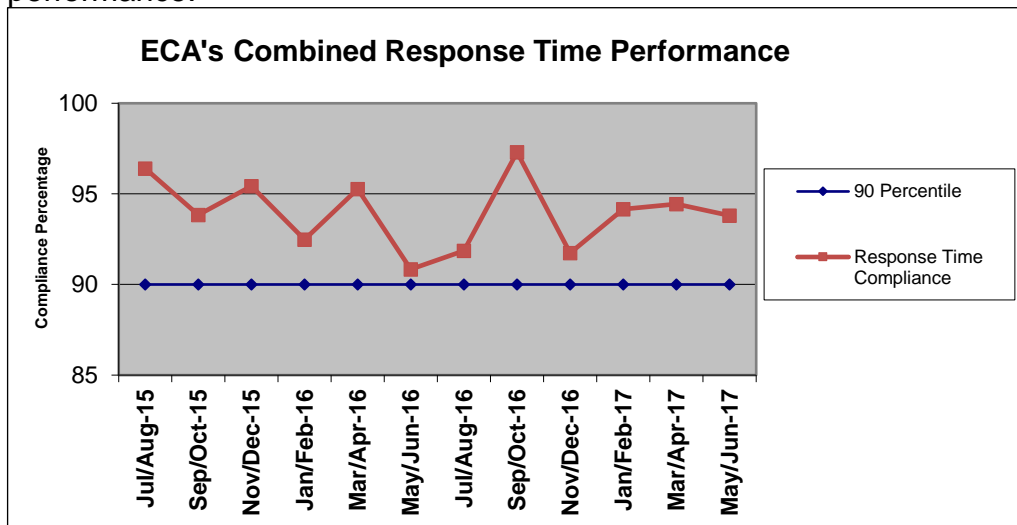
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Memorandum

TO: All Interested Parties
FROM: Shahloh Jones-Mitchell, EMS Analyst
DATE: August 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 May and June 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 May was 87.93%, and in June at 100.00%. The two-month combined compliance based on 113 responses was 93.81%. 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 May and June 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

| May 1, 2017 through May 31, 2017 | | | | | | |
|----------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 35 | 7 | 80.00% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 11 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 12 | 0 | 100.00% | X | |
| All Zones Combined | | 58 | 7 | 87.93% | 2 | 1 |

Response Time Compliance Report by 30 Day Rolling Period

| June 1, 2017 through June 30, 2017 | | | | | | |
|------------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 32 | 0 | 100.00% | X | |
| SJ ZONE F SUBRUBAN | 20:00 | 18 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 5 | 0 | 100.00% | X | |
| All Zones Combined | | 55 | 0 | 100.00% | 3 | 0 |

Fines and Penalties Report

| Type of Penalty | May 2017 | June 2017 |
|---|--------------|------------|
| Late response minutes | \$170 | \$0 |
| 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 | \$170 | \$0 |

Weekly Unit Hour Staffing Report

| | May 2017 | June 2017 |
|--------------|------------|------------|
| SJ ZONE F | 287 | 278 |
| Total | 287 | 278 |

*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 | May 2017 | | | June 2017 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 35 | 7 | 80.00% | 32 | 0 | 100.00% |
| Suburban 20:00 | 11 | 0 | 100.00% | 18 | 0 | 100.00% |
| Rural 20:00 | 12 | 0 | 100.00% | 5 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 58 | 7 | 87.93% | 55 | 0 | 100.00% |

Mutual Aid Incidents

| May 2017 | | | June 2017 | | |
|---------------------|-----------------|---------------------|---------------------|--------------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE F RURAL | 3 | MDAS | SJ ZONE F SUBURBAN | 2 |
| MDAS | SJ ZONE F RURAL | 1 | | | |
| MDAS | SJ ZONE F URBAN | 1 | | | |
| Total | | 5 | | | 2 |

Detailed Response Time Analysis May 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 | 35 | 0:13 | 12:56 | 5:21 | 2:52 | 9:46 |
| SJ ZONE F SUBURBAN | 11 | 2:38 | 15:26 | 8:38 | 4:03 | 13:45 |
| SJ ZONE F RURAL | 12 | 5:18 | 16:10 | 11:27 | 2:50 | 14:11 |
| All Urban Compliance Areas | 35 | 0:13 | 12:56 | 5:21 | 2:52 | 9:46 |
| All Suburban Compliance Areas | 11 | 2:38 | 15:26 | 8:38 | 4:03 | 13:45 |
| All Rural Compliance Areas | 12 | 5:18 | 16:10 | 11:27 | 2:50 | 14:11 |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis June 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 | 32 | 0:27 | 19:00 | 5:16 | 2:48 | 6:46 |
| SJ ZONE F SUBURBAN | 18 | 4:19 | 36:18 | 10:29 | 7:25 | 18:21 |
| SJ ZONE F RURAL | 5 | 9:13 | 16:03 | 12:16 | 2:31 | 16:03 |
| All Urban Compliance Areas | 32 | 0:27 | 19:00 | 5:16 | 2:48 | 6:46 |
| All Suburban Compliance Areas | 18 | 4:19 | 36:18 | 10:29 | 7:25 | 18:21 |
| All Rural Compliance Areas | 5 | 9:13 | 16:03 | 12:16 | 2:31 | 16:03 |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
May 2017**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|--------|-----------------|------|-----------------------------|-------------------------|-------------------|
| (None) | | | | | |

**Exemption Request Report
June 2017**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|------------|-----------------------------------|-------------------------|-------------------|
| 06/05/2017 | 17082952 | F URBAN | Adjusted time based on call audit | | Exempt |
| 06/23/2017 | 17093006 | F SUBURBAN | Adjusted time based on call audit | | Exempt |

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------------|
| Zone | Jul 16 | Aug 16 | Sep 16 | Oct 16 | Nov 16 | Dec 16 | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Monthly Average |
| F URBAN | 88% | 95% | 96% | 95% | 86% | 89% | 91% | 90% | 91% | 93% | 80% | 100% | 91.0% |
| F SUBUBAN | 93% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.4% |
| F RURAL | 75% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 97.2% |
| All Zones | 87% | 97% | 98% | 97% | 91% | 93% | 94% | 94% | 94% | 95% | 88% | 100% | 93.9% |

Failure to Provide Data

| Event Type | May 2017 | June 2017 |
|-------------------|-----------------|------------------|
| N/A | | |

Mechanical Report

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

Community Service Report

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