



San Joaquin County Emergency Medical Services Agency



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

Mailing Address
PO Box 220
French Camp, CA 95231

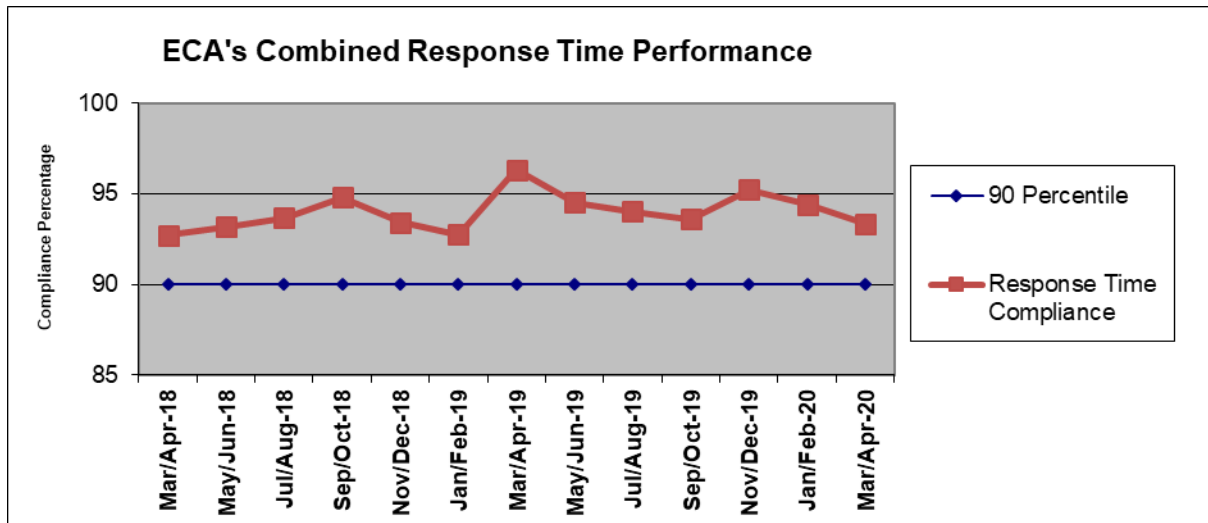
Health Care Services Complex
Benton Hall
500 W. Hospital Rd.
French Camp, CA 95231

Phone Number
(209) 468-6818

Memorandum

TO: All Interested Parties
FROM: Tina Shahani, EMS Analyst
DATE: July 1, 2020
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 2020, 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 response time compliance exceeded the 90th percentile standard set by the County for March with 96.30% and April with 90.38%. The combined two-month percentile with 106 responses for March and April 2020 was 93.34%. The complete compliance report for March and April 2020 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems

Due to the potential impacts of the current Coronavirus (COVID-19) outbreak and based on the County's Declaration of Local Health Emergency on March 12, 2020, and subsequent Health Order on March 21, 2020, as well as Governor Newsom's Executive Order N-33-20 of March 19, 2020, the County issued EMS Policy Memorandum No. 2020-17 (Revised) waiving the imposition and collection of response compliance penalties and fines included in the exclusive operating area (EOA) agreements from March through May, 2020. This waiver is in an attempt to avoid a negative financial impact caused by the imposition of penalties and fines on exclusive emergency ambulance service providers that may limit an EOA provider's ability to meet the increased and prolonged demands the COVID-19 pandemic response requires.

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

Response Time Compliance Report by 31 Day Rolling Period

March 1, 2020 through March 31, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	31	2	93.55%	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		54	2	96.30%	3	0

Response Time Compliance Report by 30 Day Rolling Period

April 1, 2020 through April 30, 2020						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	35	4	88.57%		X
SJ ZONE F SUBRUBAN	20:00	12	1	91.67%	X	
SJ ZONE F RURAL	20:00	5	0	100.00%	X	
All Zones Combined		52	5	90.38%	2	1

Fines and Penalties Report

Type of Penalty	March 2020	April 2020
Late response minutes	\$20	\$150
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	\$20	\$150

Weekly Unit Hour Staffing Report

	March 2020	April 2020
SJ ZONE F	219	198
Total	219	198

*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 2020			April 2020		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	31	2	93.55%	35	4	88.57%
Suburban 20:00	11	0	100.00%	12	1	91.67%
Rural 20:00	12	0	100.00%	5	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	54	2	96.30%	52	5	90.38%

Zone Assist Incidents

March 2020			April 2020		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE F RURAL	2	MDAS	SJ ZONE F RURAL	2
MDAS	SJ ZONE F SUBURBAN	1	MDAS	SJ ZONE F SUBURBAN	1
			MDAS	SJ ZONE F URBAN	3
Total		3			6

Detailed Response Time Analysis March 2020

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	31	2:38	10:52	5:24	1:49	7:36
SJ ZONE F SUBURBAN	11	4:31	15:50	8:30	3:21	10:45
SJ ZONE F RURAL	12	5:02	22:34	11:31	5:04	16:44
All Urban Compliance Areas	31	2:38	10:52	5:24	1:49	7:36
All Suburban Compliance Areas	11	4:31	15:50	8:30	3:21	10:45
All Rural Compliance Areas	12	5:02	22:34	11:31	5:04	16:44
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis April 2020

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	0:12	13:44	5:46	2:33	9:06
SJ ZONE F SUBURBAN	12	3:09	21:06	10:33	4:48	15:46
SJ ZONE F RURAL	5	9:42	18:17	13:04	3:09	18:17
All Urban Compliance Areas	35	0:12	13:44	5:46	2:33	9:06
All Suburban Compliance Areas	12	3:09	21:06	10:33	4:48	15:46
All Rural Compliance Areas	5	9:42	18:17	13:04	3:09	18:17
All Wilderness Compliance Areas	0					

**Exemption Request Report
March 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
03/02/2020	20033327	F RURAL	Adjusted time based on call audit		Exempt
03/12/2020	20038724	F URBAN	Train		Exempt

**Exemption Request Report
April 2020**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
04/20/2020	20057144	F URBAN	Delays in Transferring Care at ED		Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	Monthly Average
F URBAN	93%	89%	86%	94%	91%	85%	97%	89%	92%	92%	94%	89%	90.8%
F SUBURBAN	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	92%	99.0%
F RURAL	100%	100%	100%	100%	100%	95%	100%	100%	100%	93%	100%	100%	98.5%
All Zones	95%	94%	92%	96%	95%	91%	98%	93%	94%	94%	96%	90%	94.2%

Out of County Mutual Aid

Date	Compliance Zone	Provider	EMD
3/7/2020	SJ ZONE F	AMR Stanislaus	Unk Problem (Man Down)

Failure to Provide Data

Event Type	March 2020	April 2020
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

