



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



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

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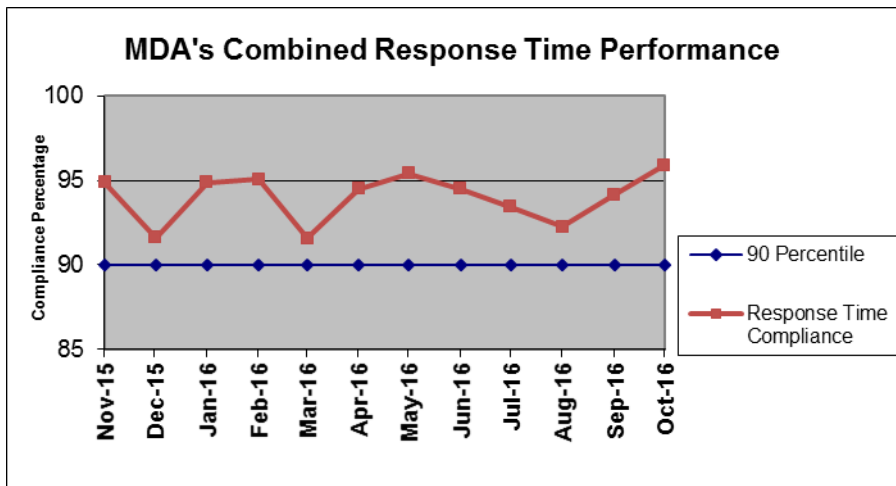
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Memorandum

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 Manteca District Ambulance (MDA) for the months of September and October, 2016, provides an in-depth review of MDA's performance. The County's contract with MDA establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on MDA's operational, clinical, and administrative performance.



MDA's September and October 2016, response time compliance met or exceeded the 90th percentile standard set by the County with 94.14 % for September and 95.92% for October.

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
Manteca District Ambulance Service Provider**

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 D URBAN	8:00	447	27	93.96%	X	
SJ ZONE D SUBRUBAN	20:00	14	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		461	27	94.14%	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 D URBAN	8:00	449	19	95.77%	X	
SJ ZONE D SUBRUBAN	20:00	17	0	100.00%	X	
SJ ZONE D RURAL	20:00	0	0	100.00%	X	
All Zones Combined		466	19	95.92%	3	0

Fines and Penalties Report

Type of Penalty	September 2016	October 2016
Late response minutes	\$610	\$450
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	\$610	\$450

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 D	0	722
Total	0	722

*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	447	27	93.96%	449	19	95.77%
Suburban 20:00	14	0	100.00%	17	0	100.00%
Rural 20:00	0	0	100.00%	0	0	100.00%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	461	27	94.14%	466	19	95.92%

Mutual Aid Incidents

September 2016			October 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR San Joaquin	SJ ZONE D URBAN	11	AMR San Joaquin	SJ ZONE D URBAN	11
Escalon	SJ ZONE D URBAN	1	Escalon	SJ ZONE D URBAN	4
Total		12			15

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 D URBAN	447	0:46	24:05	5:21	2:18	8:02
SJ ZONE D SUBURBAN	14	4:23	14:59	7:31	2:00	13:20
SJ ZONE D RURAL	0					
All Urban Compliance Areas	447	0:46	24:05	5:21	2:18	8:02
All Suburban Compliance Areas	14	4:23	14:59	7:31	2:00	13:20
All Rural Compliance Areas	0					
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 D URBAN	449	0:07	17:54	5:19	2:08	7:42
SJ ZONE D SUBURBAN	17	2:41	12:46	7:08	2:45	11:59
SJ ZONE D RURAL	0					
All Urban Compliance Areas	449	0:07	17:54	5:19	2:08	7:42
All Suburban Compliance Areas	17	2:41	12:46	7:08	2:45	11:59
All Rural Compliance Areas	0					
All Wilderness Compliance Areas	0					

**Exemption Request Report
September 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
09/02/2016	16129078	D URBAN	Zone Assist		Exempt
09/05/2016	16130249	D URBAN	Delays in Transferring Care at ED		Exempt
09/06/2016	16130816	D URBAN	Delays in Transferring Care at ED		Exempt
09/09/2016	16132324	D URBAN	Delays in Transferring Care at ED		Exempt
09/09/2016	16132615	D URBAN	Zone Assist		Exempt
09/09/2016	16132744	D URBAN	False Report of Emergency		Exempt
09/11/2016	16133408	D URBAN	Zone Assist		Exempt
09/12/2016	16134014	D URBAN	False Report of Emergency		Exempt
09/13/2016	16134423	D URBAN	Delays in Transferring Care at ED		Exempt
09/13/2016	16134678	D URBAN	Location Change		Exempt
09/15/2016	16135350	D URBAN	Poor Location Information from RP		Exempt
09/15/2016	16135666	D URBAN	Freeway Access		Exempt
09/17/2016	16136677	D URBAN	Zone Assist		Exempt
09/21/2016	16138593	D URBAN	Freeway Access		Exempt
09/26/2016	16141328	D URBAN	False Report of Emergency		Exempt
09/27/2016	16141833	D URBAN	Zone Assist		Exempt
09/27/2016	16141843	D URBAN	Zone Assist		Exempt
09/28/2016	16142225	D URBAN	Zone Assist		Exempt
09/28/2016	16142283	D URBAN	Staged		Exempt

**Exemption Request Report
October 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
10/01/2016	16143942	D URBAN	False Report of Emergency		Exempt
10/02/2016	16144388	D URBAN	Delays in Transferring Care at ED		Exempt
10/03/2016	16144914	D URBAN	Location Change		Exempt
10/04/2016	16145274	D URBAN	Delays in Transferring Care at ED		Exempt
10/04/2016	16145379	D URBAN	Location Change		Exempt
10/04/2016	16145410	D URBAN	Delays in Transferring Care at ED		Exempt
10/04/2016	16145523	D URBAN	False Report of Emergency		Exempt
10/06/2016	16146181	D URBAN	Delays in Transferring Care at ED		Exempt
10/08/2016	16147260	D URBAN	Location Change		Exempt
10/08/2016	16147265	D URBAN	Freeway Access		Exempt
10/10/2016	16148552	D URBAN	Dispatch Error		Exempt
10/12/2016	16149515	D URBAN	False Report of Emergency		Exempt
10/14/2016	16150557	D URBAN	Zone Assist		Exempt
10/18/2016	16152234	D URBAN	False Report of Emergency		Exempt
10/18/2016	16152417	D URBAN	Coding Error by SFD CAD		Exempt
10/23/2016	16154732	D URBAN	Coding Error by SFD CAD		Exempt
10/24/2016	16155331	D URBAN	False Report of Emergency		Exempt
10/24/2016	16155346	D URBAN	Zone Assist		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
D URBAN	95%	91%	95%	95%	91%	94%	95%	94%	93%	92%	94%	96%	93.7%
D SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
D RURAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
All Zones	95%	92%	95%	95%	92%	95%	95%	94%	93%	92%	94%	96%	94.0%

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.

