



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

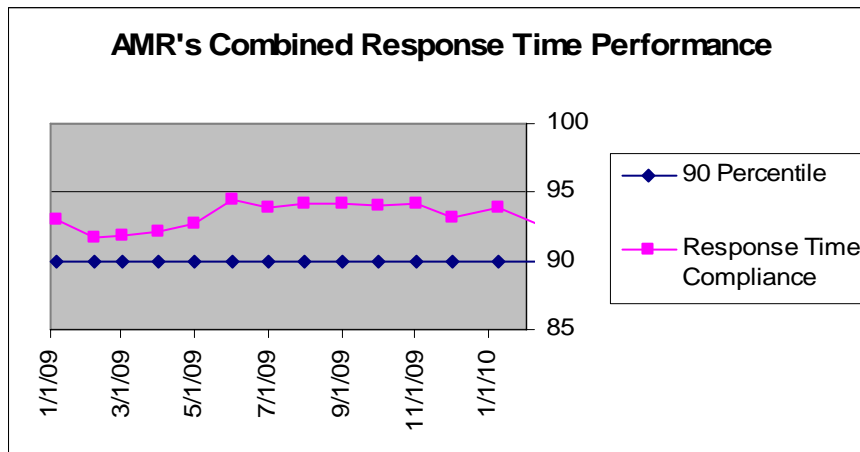
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: April 20, 2010

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for AMR for the months of January and February, 2010, represents the twenty-second opportunity to report on AMR's performance under the five year contract. The County's contract with AMR establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on AMR's operational, clinical, and administrative performance.



AMR's January and February 2010, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 93.84% for January and 92.75% for February.

AMR's ambulance sub zone performance early in 2010 continues to match compliance levels that were

routinely achieved during 2009. AMR achieved 90 percentile or better compliance in 20 of 22 compliance sub zones during January and February. AMR missed compliance in the 2 non-compliant sub zones by 4 calls combined.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for January and February 2010 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/ems.

**Exclusive Emergency Ambulance Provider
Contract Compliance
American Medical Response**

Response Time Compliance Report by 31 Day Rolling Period

January 1, 2010 through January 31, 2010					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	324	5	98.46%	X	
SJC Zone A-2	99	6	93.94%	X	
SJC Zone A-3	43	3	93.02%	X	
SJC Zone B-1	1,190	85	92.86%	X	
SJC Zone B-2	1,287	84	93.47%	X	
SJC Zone B-3	4	0	100.00%	X	
SJC Zone B-4	125	10	92.00%	X	
SJC Zone B-5	83	7	91.57%	X	
SJC Zone C-1	307	18	94.14%	X	
SJC Zone C-2	50	2	96.00%	X	
SJC Zone C-3	58	0	100.00%	X	
All Zones Combined	3,570	220	93.84%	11	0

Response Time Compliance Report by 28 Day Rolling Period

February 1, 2010 through February 28, 2010					
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJC Zone A-1	268	5	98.13%	X	
SJC Zone A-2	91	8	91.21%	X	
SJC Zone A-3	31	2	93.55%	X	
SJC Zone B-1	1,111	81	92.71%	X	
SJC Zone B-2	1,320	110	91.67%	X	
SJC Zone B-3	8	0	100.00%	X	
SJC Zone B-4	141	18	87.23%		X
SJC Zone B-5	81	9	88.89%		X
SJC Zone C-1	239	11	95.40%	X	
SJC Zone C-2	37	1	97.30%	X	
SJC Zone C-3	51	0	100.00%	X	
All Zones Combined	3,378	245	92.75%	9	2

Fines and Penalties Report

Type of Penalty	January 2010	February 2010
Out of compliance response districts	\$0	\$10,000
Late response minutes	\$5,170	\$5,070
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	\$5,170	\$15,070

Weekly Unit Hour Staffing Report

	RFP	January 2010	February 2010
Zone A	672	672	672
Zone B	1848	2002	2002
Zone B *non dedicated	0	359	376
Zone C	504	504	504
Total	3024	3537	3554

*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	January 2010			February 2010		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,381	216	93.61%	3,204	236	92.63%
Suburban 9:29	36	3	91.67%	35	7	80.00%
Rural 17:29	142	1	99.30%	136	2	98.53%
Wilderness 29:29	11	0	100.00%	3	0	100.00%
Total	3,570	220	93.84%	3,378	245	92.75%

Mutual Aid Incidents

January 2010			February 2010		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
Manteca District Amb.	SJ ZONE B-2 URBAN	1	Manteca District Amb.	SJ ZONE B-5 URBAN	4
Manteca District Amb.	SJ ZONE B-5 URBAN	1	Manteca District Amb.	SJ ZONE C-1 URBAN	3
Manteca District Amb.	SJ ZONE C-1 SUBURBAN	1	Manteca District Amb.	SJ ZONE C-3 RURAL	2
Manteca District Amb.	SJ ZONE C-1 URBAN	3	Manteca District Amb.	SJ ZONE C-3 URBAN	1
Manteca District Amb.	SJ ZONE C-2 RURAL	1			
Manteca District Amb.	SJ ZONE C-2 URBAN	1			
Manteca District Amb.	SJ ZONE C-3 RURAL	4			
Total		12			10

**Detailed Response Time Analysis
January 2010**

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	324	0:00	10:32	3:41	1:40	5:32
SJ ZONE A-2 URBAN	65	0:07	10:56	5:35	1:36	7:27
SJ ZONE A-3 URBAN	19	0:52	12:19	5:52	2:55	10:43
SJ ZONE B-1 URBAN	1,190	0:00	14:21	4:33	2:17	7:15
SJ ZONE B-2 URBAN	1,287	0:00	14:07	4:36	2:16	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	113	0:07	12:36	5:27	2:23	8:46
SJ ZONE B-5 URBAN	71	0:07	12:28	5:27	2:49	9:07
SJ ZONE C-1 URBAN	294	0:00	18:41	4:32	2:18	6:44
SJ ZONE C-2 URBAN	8	0:07	12:18	6:57	3:24	12:18
SJ ZONE C-3 URBAN	8	2:02	9:34	5:07	2:22	9:34
SJ ZONE A-2 SUBURBAN	7	0:06	11:54	7:40	3:33	11:54
SJ ZONE A-3 SUBURBAN	5	6:04	9:54	8:17	1:22	9:54
SJ ZONE B-4 SUBURBAN	6	3:12	12:37	7:31	3:49	12:37
SJ ZONE B-5 SUBURBAN	2	1:59	4:26	3:12	1:14	4:26
SJ ZONE C-1 SUBURBAN	9	0:09	14:03	5:23	3:50	14:03
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	7	0:06	11:12	5:24	3:08	11:12
SJ ZONE A-2 RURAL	27	5:08	20:18	11:20	3:43	15:13
SJ ZONE A-3 RURAL	19	0:10	20:37	8:05	4:53	19:05
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	4	2:03	15:31	9:30	5:56	15:31
SJ ZONE B-4 RURAL	6	3:32	10:13	6:59	2:31	10:13
SJ ZONE B-5 RURAL	10	6:28	13:22	8:29	1:51	9:32
SJ ZONE C-1 RURAL	2	3:47	3:56	3:51	0:05	3:56
SJ ZONE C-2 RURAL	31	3:26	24:00	10:52	3:50	15:32
SJ ZONE C-3 RURAL	43	0:03	15:16	6:19	5:07	12:18
SJ ZONE C-2 WILDERNESS	11	11:22	26:01	16:20	4:26	23:22
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,379	0:00	18:41	4:34	2:16	7:09
All Suburban Compliance Areas	36	0:06	14:03	6:28	3:35	11:53
All Rural Compliance Areas	142	0:03	24:00	8:44	4:48	14:35
All Wilderness Compliance Areas	11	11:22	26:01	16:20	4:26	23:22

**Detailed Response Time Analysis
February 2010**

Compliance Area	Responses	Response Time Interval Minimum	Response Time Interval Maximum	Response Time Interval Mean	Standard Deviation	Response Time Interval 90th Percentile
SJ ZONE A-1 URBAN	268	0:00	10:24	3:50	1:47	6:04
SJ ZONE A-2 URBAN	46	1:38	9:53	5:42	1:43	7:29
SJ ZONE A-3 URBAN	14	2:36	10:02	6:09	2:10	9:14
SJ ZONE B-1 URBAN	1,110	0:00	16:02	4:37	2:21	7:19
SJ ZONE B-2 URBAN	1,318	0:00	16:02	4:44	2:14	7:26
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	126	0:04	11:15	5:29	2:33	8:46
SJ ZONE B-5 URBAN	72	0:00	13:25	5:32	3:14	9:46
SJ ZONE C-1 URBAN	234	0:00	14:02	4:25	2:01	6:38
SJ ZONE C-2 URBAN	5	4:30	8:53	6:11	1:41	8:53
SJ ZONE C-3 URBAN	8	1:52	7:20	3:49	1:36	7:20
SJ ZONE A-2 SUBURBAN	12	0:11	11:03	7:59	2:46	11:00
SJ ZONE A-3 SUBURBAN	2	6:23	7:40	7:01	0:39	7:40
SJ ZONE B-4 SUBURBAN	11	2:42	16:13	8:58	4:49	14:41
SJ ZONE B-5 SUBURBAN	3	2:50	6:29	4:11	1:38	6:29
SJ ZONE C-1 SUBURBAN	3	5:03	7:43	6:16	1:06	7:43
SJ ZONE C-2 SUBURBAN	1	6:02	6:02	6:02	0:00	6:02
SJ ZONE C-3 SUBURBAN	3	5:16	7:08	6:26	0:50	7:08
SJ ZONE A-2 RURAL	33	0:30	18:38	10:38	4:11	15:49
SJ ZONE A-3 RURAL	15	0:06	16:11	9:06	3:52	14:05
SJ ZONE B-2 RURAL	1	8:53	8:53	8:53	0:00	8:53
SJ ZONE B-3 RURAL	8	4:33	14:48	8:47	3:09	14:48
SJ ZONE B-4 RURAL	4	6:56	11:02	8:51	1:37	11:02
SJ ZONE B-5 RURAL	6	6:05	19:43	11:46	4:26	19:43
SJ ZONE C-1 RURAL	1	7:09	7:09	7:09	0:00	7:09
SJ ZONE C-2 RURAL	28	0:07	15:22	9:34	4:11	14:19
SJ ZONE C-3 RURAL	40	0:04	15:51	6:43	4:58	13:01
SJ ZONE C-2 WILDERNESS	3	1:07	18:31	7:34	7:47	18:31
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,201	0:00	16:02	4:40	2:17	7:21
All Suburban Compliance Areas	35	0:11	16:13	7:34	3:30	13:06
All Rural Compliance Areas	136	0:04	19:43	8:57	4:34	14:26
All Wilderness Compliance Areas	3	1:07	18:31	7:34	7:47	18:31

**Exemption Request Report
January 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
01/02/2010	10000474	B-5	Fog	Distance not speed	Not Exempt
01/03/2010	10000983	C-2	Poor Location Information from CHP		Exempt
01/04/2010	10001128	B-4	Dispatch Error		Exempt
01/05/2010	10001857	B-4	Delays in Transferring Care at the Emergency	Delay criteria not met	Not Exempt
01/05/2010	10001869	B-4	Delays in Transferring Care at the Emergency Department		Exempt
01/05/2010	10001899	C-2	Delays in Transferring Care at the Emergency Department		Exempt
01/05/2010	10001910	B-1	Delays in Transferring Care at the Emergency Department		Exempt
01/06/2010	10001934	B-5	Fog	Distance not speed	Not Exempt
01/06/2010	10002365	B-5	Delays in Transferring Care at the Emergency Department		Exempt
01/07/2010	10002718	B-5	Delays in Transferring Care at the Emergency Department		Exempt
01/08/2010	10003098	A-3	Delays in Transferring Care at the Emergency Department		Exempt
01/08/2010	10003114	B-2	Delays in Transferring Care at the Emergency Department		Exempt
01/08/2010	10003125	B-2	Delays in Transferring Care at the Emergency Department		Exempt
01/08/2010	10003163	B-2	Delays in Transferring Care at the Emergency Department		Exempt
01/08/2010	10003168	B-1	Delays in Transferring Care at the Emergency Department		Exempt

**Exemption Request Report
January 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
01/08/2010	10003177	B-5	Delays in Transferring Care at the Emergency Department		Exempt
01/09/2010	10003240	C-3	Poor Location Information from CHP		Exempt
01/10/2010	10003652	C-2	Fog	Distance not time	Not Exempt
01/14/2010	10005126	A-3	Fog		Exempt
01/15/2010	10005758	B-2	Train		Exempt
01/15/2010	10005782	A-2	Delays in Transferring Care at the Emergency Department		Exempt
01/15/2010	10005870	C-3	Fog		Exempt
01/16/2010	10005906	B-5	Delays in Transferring Care at the Emergency Department		Exempt
01/16/2010	10006178	B-5	Fog		Exempt
01/18/2010	10006644	B-2	Unit Dispatched and		Exempt
01/18/2010	10006816	B-4	Delays in Transferring Care at the Emergency Department		Exempt
01/18/2010	10006933	A-3	Delays in Transferring Care at the Emergency Department		Exempt
01/20/2010	10007749	B-2	Poor Location		Exempt
01/21/2010	10008022	B-2	Heavy Rain	Distance not speed	Not Exempt
01/21/2010	10008024	B-1	Heavy Rain		Exempt
01/21/2010	10008040	B-1	Heavy Rain	Distance not speed	Not Exempt
01/21/2010	10008215	B-1	Heavy Rain		Exempt
01/27/2010	10010467	A-3	Fog		Exempt
01/27/2010	10010794	B-4	Delays in Transferring Care at the Emergency Department		Exempt
01/28/2010	10010852	B-5	Delays in Transferring Care at the Emergency Department		Exempt
01/28/2010	10010889	B-2	Fog		Exempt
01/28/2010	10011138	B-4	Traffic Secondary to Call		Exempt
01/29/2010	10011560	C-1	Poor Location Information from CHP		Exempt

Exemption Request Report (con't)
January 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
01/30/2010	10012020	B-4	Delays in Transferring Care at the Emergency Department		Exempt
01/30/2010	10012024	B-2	Delays in Transferring Care at the Emergency Department		Exempt
01/30/2010	10012026	B-1	Delays in Transferring Care at the Emergency Department		Exempt
01/30/2010	10012032	B-5	Delays in Transferring Care at the Emergency Department		Exempt
01/31/2010	10012104	A-2	Fog		Exempt

**Exemption Request Report
February 2010**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
02/01/2010	10012606	B-1	Delays in Transferring Care at the Emergency Department		Exempt
02/01/2010	10012684	B-2	Delays in Transferring Care at the Emergency Department		Exempt
02/02/2010	10012844	B-5	Fog		Exempt
02/02/2010	10012855	B-5	Train		Exempt
02/02/2010	10013058	B-4	False Report of Emergency		Exempt
02/03/2010	10013239	B-2	Train		Exempt
02/03/2010	10013376	B-5	Delays in Transferring Care at the Emergency Department		Exempt
02/03/2010	10013389	B-5	Delays in Transferring Care at the Emergency Department		Exempt
02/04/2010	10013845	B-1	Delays in Transferring Care at the Emergency Department		Exempt
02/04/2010	10013848	B-1	Delays in Transferring Care at the Emergency Department		Exempt
02/04/2010	10013854	B-1	Delays in Transferring Care at the Emergency Department		Exempt
02/04/2010	10013980	B-1	Delays in Transferring Care at the Emergency Department		Exempt
02/04/2010	10014027	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/05/2010	10014447	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/05/2010	10014544	B-2	Train		Exempt
02/08/2010	10015458	B-5	Delays in Transferring Care at the Emergency Department	< 60 min capture	Not Exempt

Exemption Request Report (con't)
February 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
02/10/2010	10016570	B-2	Poor Location Information from SFD		Exempt
02/11/2010	10016877	B-2	Unit Dispatched and Responded Code 2		Exempt
02/11/2010	10016882	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/12/2010	10017473	B-5	Delays in Transferring Care at the Emergency Department	< 60 min	Not Exempt
02/14/2010	10017995	A-1	Fog		Exempt
02/15/2010	10018407	B-2	Poor Location Information from SFD		Exempt
02/15/2010	10018565	A-2	Delays in Transferring Care at the Emergency Department		Exempt
02/16/2010	10018935	B-1	Unit Dispatched and Responded Code 2		Exempt
02/17/2010	10019452	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/17/2010	10019505	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/17/2010	10019660	B-5	Fog		Exempt
02/18/2010	10019712	B-4	Fog	Distance not fog	Not Exempt
02/19/2010	10020407	B-5	Delays in Transferring Care at the Emergency Department		Exempt
02/20/2010	10020606	B-5	Dispatch Error		Exempt
02/20/2010	10020867	B-2	Delays in Transferring Care at the Emergency Department		Exempt
02/21/2010	10021138	B-4	Poor Location Information from CHP		Exempt
02/22/2010	10021376	B-5	Delays in Transferring Care at the Emergency Department		Exempt
02/23/2010	10022039	B-4	Traffic Secondary to Call		Exempt

Exemption Request Report (con't)

February 2010

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency
02/24/2010	10022498	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/25/2010	10022628	B-2	Fog		Exempt
02/25/2010	10022637	B-1	Fog		Exempt
02/25/2010	10022997	B-2	Train		Exempt
02/26/2010	10023200	A-3	Delays in Transferring Care at the Emergency Department		Exempt
02/26/2010	10023223	B-4	Delays in Transferring Care at the Emergency Department		Exempt
02/28/2010	10023845	B-2	Train		Exempt
02/28/2010	10023846	B-1	Poor Location Information from SFD		Exempt

Contract 1 Year Cumulative Performance Summary**Response Time Compliance**

Zone	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Jan 10	Feb 10	Monthly Average
A-1	98%	97%	97%	99%	99%	99%	100%	100%	100%	98%	98%	98%	98.6%
A-2	90%	92%	87%	93%	95%	95%	91%	95%	95%	93%	94%	91%	92.7%
A-3	84%	84%	93%	90%	94%	96%	96%	92%	99%	85%	93%	94%	92.1%
B-1	90%	91%	92%	93%	91%	91%	93%	94%	96%	92%	93%	93%	92.8%
B-2	93%	92%	94%	94%	94%	94%	94%	92%	97%	93%	93%	92%	93.8%
B-3	71%	100%	94%	91%	91%	91%	100%	100%	100%	92%	100%	100%	94.3%
B-4	84%	85%	79%	90%	92%	95%	93%	89%	96%	90%	92%	87%	89.8%
B-5	82%	88%	79%	92%	90%	93%	89%	89%	93%	89%	92%	89%	88.7%
C-1	95%	97%	94%	99%	98%	99%	96%	98%	99%	97%	94%	95%	96.8%
C-2	94%	95%	95%	97%	100%	100%	98%	98%	97%	98%	96%	97%	97.1%
C-3	97%	100%	99%	98%	98%	100%	98%	98%	98%	100%	100%	100%	98.8%
All Zones	92%	92%	93%	94%	94%	94%	94%	94%	97%	93%	94%	93%	93.7%

Failure to Provide Data

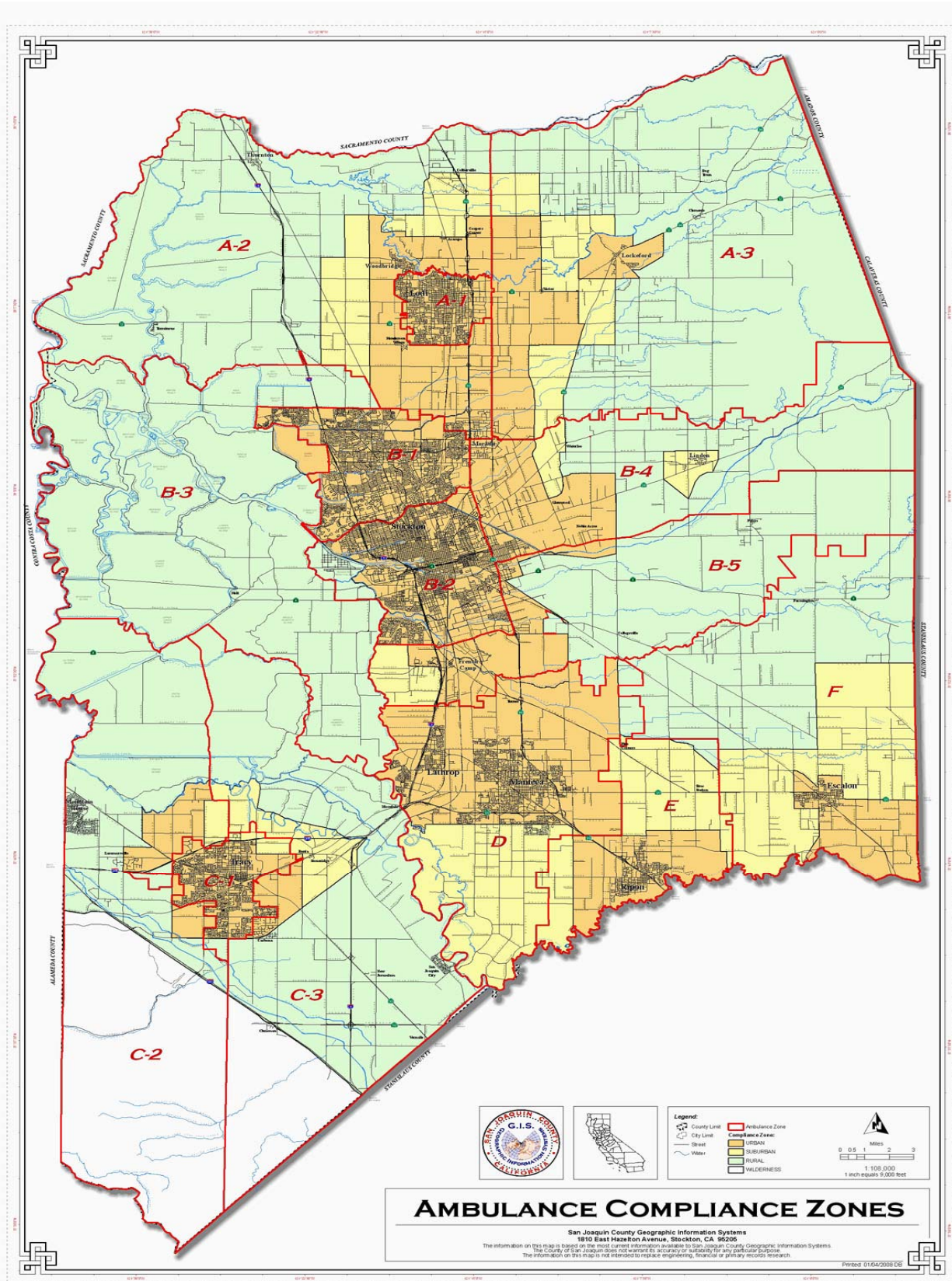
Event Type	January 2010	February 2010
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary January 2010 Monthly Summary

Activities		
Contact Name	Title	Activity Outline
Trisha Sales	Outreach Coordinator for University of Phoenix	Meeting to discuss Ms. Sales coming to present possible education opportunities for employees.
Frank Ramirez	Captain, Waterloo Morado Fire Department	Met with Captain Ramirez to organize ICS 300 and ICS 400 training for our employees.

Events		
Event Name	Location	Event Outline
H1N1 flu shot clinic, January 11, 2010, 1100-1400	Woodbridge Fire Department, Woodbridge, CA	Provide Swine Flu Vaccinations for a local Fire Department. SJEMSA and Public Health helped to organize this event. Approx. 25 participants.
Ambulance Demo / Fire Dept. Joint Training, January 11, 2010 1800-2000	Thornton Fire Department, Thornton, CA	Provide ambulance and crew to participate in a joint training session with a local FD. This was for ambulance orientation for some new recruits. Approx. 15 participants.
H1N1 flu shot clinic, January 12, 2010, 1300-1500	Montezuma Fire Department, Stockton, CA	Provide Swine Flu Vaccinations for a local Fire Department. SJEMSA and Public Health helped to organize this event. Approx. 15 participants.
H1N1 flu shot clinic, January 15, 2010, 1300-1500	Liberty Fire Department, Acampo, CA	Provide Swine Flu Vaccinations for a local Fire Department. SJEMSA and Public Health helped to organize this event. Approx. 10 participants.
H1N1 flu shot clinic, January 19, 2010, 1500-1700	Lodi Police Department, Lodi, CA	Provide Swine Flu Vaccinations for a local Police Department. SJEMSA and Public Health helped to organize this event. Approx. 15 participants.

Classes

Class Name	Location	Class Outline
New Hire Orientation, January 4-5, 2010, 0800-1700	AMR Stockton Ops	New hire orientation course for new VST positions. Includes County orientation, etc.
CPR Refresher, January 5, 2010, 1000-1200	LIFECOM Dispatch Center, Salida, CA	Provide a refresher CPR course for dispatch staff. Approx. 10 participants.
Inservice Program, January 6, 2010, 1400-1600	Vienna Convalescent, Lodi, CA	Provide an inservice program to give an overview of the dispatch center and process for a local SNF. Approx. 40 participants.
Inservice Program, January 11, 2010, 1400-1600	Hampton Rehab SNF, Stockton, CA	Provide an inservice program to give an overview of the required PCS form for non-emergent ambulance transportation. Approx. 30 participants.
Inservice Program, January 18, 2010, 1500-1630	Wagner Heights Convalescent, Stockton, CA	Provide an inservice program to give an overview of the required PCS form for non-emergent ambulance transportation. Approx. 30 participants.
Inservice Program, January 29, 2010, 1500-1630	Vienna Convalescent, Lodi, CA	Provide an inservice program to give an overview of the required PCS form for non-emergent ambulance transportation. Approx. 40 participants.
Inservice Program, January 20, 2010, 1430-1630	Manteca Care and Rehab SNF, Manteca, CA	Provide an inservice program to give an overview of the required PCS form for non-emergent ambulance transportation. Approx. 25 participants.
CPR refresher course, January 20, 2010 1500-1800	AMR Stockton Ops	Monthly CPR refresher for employees and outside agencies. Recertification class for Healthcare Provider level CPR. Approx. 12 participants.
Inservice Program, January 20, 2010, 1430-1630	Meadow Wood SNF, Stockton, CA	Provide an inservice program to give an overview of the required PCS form for non-emergent ambulance transportation. Approx. 25 participants.
ACLS Refresher, January 25, 2010, 0800-1800	AMR Stanislaus Operations	ACLS refresher course, hosted at AMR Stanislaus County. This was an NCTI course, open to employees and outside agencies who registered through NCTI. Approx. 12 participants.
Inservice Program, January 26, 2010, 1400-1530	Delta Care and Rehab, Stockton, CA	Provide an inservice program to give an overview of the required PCS form for non-emergent ambulance transportation. Approx. 15 participants.
Inservice Program, January 27, 2010, 1500-1630	Windsor Elmhaven SNF, Stockton, CA	Provide an inservice program to give an overview of the required

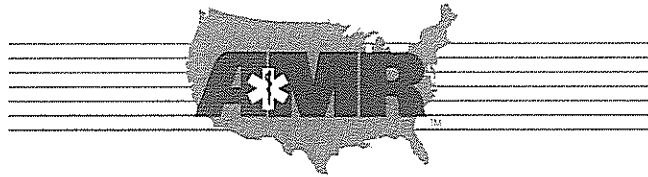
		PCS form for non-emergent ambulance transportation. Approx. 20 participants.
CPR refresher Course, January 28, 2010 1300-1600	Windsor Elmhaven SNF, Stockton, CA	CPR refresher course for local SNF staff. Open to employees or outside agencies if they preregistered. Approx. 12 participants.
Inservice Program, January 28, 2010, 1430-1600	Manteca Care and Rehab SNF, Manteca, CA	Provide an inservice program to give an overview of the dispatch center and process for a local SNF. Approx. 25 participants.

Current Projects / Studies	Meetings Attended
January 2010 was a month of outreach to our local SNF's. You can see by the amount of inservice programs, that we have done education for many staff members regarding the EMS system and ambulance service in San Joaquin County.	Attended the Board of Supervisors meeting, where the new Chairman for the San Joaquin Board was inaugurated.
H1N1 vaccinations are in full swing for our local responders. With assistance of SJEMSA and public health, AMR San Joaquin has been giving out Swine Flu Vaccinations to all responders who request it.	Attended an AHA instructor meeting at NCTI, Roseville. This was to get new updates for upcoming changes in AHA curriculum. Important for employees to be aware of new guidelines.
The current AMR San Joaquin Training Calendar for 2010 is complete. It has been forwarded to SJEMSA for advertisement on their website, as our courses are open to all providers. For upcoming months, we are going to be focusing on airway training, with the implementation of "King" airway training, specifically.	Attended various committee and training meetings throughout the month. We are working on more outreach projects to include: customer service, joint airway training (with our other providers), and increasing the number of inservice programs we offer to our local SNF's.

As a note, there were no complaints for the month of January 2010.

I have received 3 phone calls for great service, all of which have been passed on to the crew members involved.

There are a handful of thank you notes and kudos. They are in a separate attachment.



Community Services
San Joaquin County

Monthly Summary February 2010

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PIO for CHP, Stockton	Setting up the H1N1 Vaccination clinics for local CHP staff
Frank Ramirez	Training division for Waterloo Morada Fire Department	Captain Ramirez is offering to teach ICS 300 (through part of a Homeland Security Grant) for the county responders. Meeting was to outline the course and times.

Events		
Event Name	Location	Event Outline
Ambulance Demo, February 2, 2010, 1000-1200	Lodi, CA	Provide an ambulance and crew to do a 'show and tell' demo for school age children. Involved showing equipment, giving a tour of the ambulance, and providing hand outs. Approx. 60 participants.
H1N1 Vaccination clinic, February 2, 2010, 1100-1200	Waterloo Morada Fire Department, Morada, CA	Provide h1n1 vaccinations to local fire department staff. Made possible with help from SJ EMS and Public Health. Approx. 10 participants.
Ambulance Demo, February 3, 2010, 1830-1930	August Knodt School, Stockton, CA	Provide an ambulance and crew to participate in a local school's "math and science" night. Provided hand outs, tours of ambulance, and spoke about EMS and safety. Approx. 200 participants.
Ambulance Demo / Fire Department Joint Training, February 11, 2010, 1800-2000	Thornton Fire Department	Provide an ambulance and crew to participate in a joint training exercise for new employees at Thornton Fire Department. This involved getting new FD personnel oriented to our ambulances. Approx. 20 participants.

H1N1 Vaccination clinic, February 16, 2010, 0900-1100	CHP Office, Stockton	Provide h1n1 vaccinations to local CHP officers. Made possible with help from SJ EMS and Public Health. One of 2 days of vaccinations we did for them. Approx. 20 participants.
H1N1 Vaccination clinic, February 19, 2010, 0900-1100	CHP Office, Stockton	Provide h1n1 vaccinations to local CHP officers. Made possible with help from SJ EMS and Public Health. One of 2 days of vaccinations we did for them. Approx. 20 participants.
Ambulance Demo, February 24, 2010, 1400-1600	Tracy Learning Center, Tracy, CA	Provide an ambulance and staff to provide a demo and outreach to a local school. This was for kindergarteners and first graders. Provide handouts, tours of ambulance, and talk about calling 911. Approx. 60 participants.
Window On Your Future Career Event, February 24, 2010, 0700-1530	Lincoln High School, Stockton, CA	Provide EMS personnel to attend a career day at local high school. This event was designed to help interview students and get them ready for the job market. Approx. 500 participants.
Ambulance Demo, February 25, 2010, 1300-1530	Hamilton Elementary School, Stockton, CA	Provide an ambulance and crew to participate in the 'adopt a school' program. This was for a class of 5 th graders, and was focused on speaking about safety, education, and career opportunities. Tours of ambulance and handouts were given. Approx. 50 participants.

Classes		
Class Name	Location	Class Outline
Inservice Program, February 2, 2010, 1500-1700	Wagner Heights Convalescent, Stockton, CA	Provide an inservice program on the topic of Lifecom, the EMS dispatching center. Approx. 20 participants.
ITLS class, February 4, 2010, 0900-1800	AMR Stanislaus Operations	International Trauma Life Support course. Sponsored by NCTI, but hosted at AMR Stanislaus. We have local staff that teach this course, and is open to all providers, as long as they register through NCTI. Approx. 20 participants.
EMS Policy Update Course, February 4, 2010, 0900-1100	AMR Stockton Ops	SJ EMS staff taught a course covering new EMS policy

		updates. Open to all providers, just hosted at AMR San Joaquin. CE given for attendance. Approx. 15 participants.
Inservice Program, February 4, 2010, 1400-1500	Delta Rehabilitation, Stockton	Provide an inservice program on the topic of Lifecom, the EMS dispatching center. Approx. 20 participants.
EMT Skills Lab, February 5, 2010, 0900-1300	AMR Stockton OPS	Provide an opportunity for EMT's and first responders in our county to come in for reaccreditation skills sign off. Open to all providers. Approx. 5 participants.
Fire Department Inservice Program, February 5, 2010, 1700-1900	Collegeville Fire Department	Provide an inservice type of training for a local fire department on the topic of Airborne Pathogens and Responder Safety. CE was given for this course. Approx. 12 participants.
Fire Department EKG Training, February 8, 2010, 1000-1600	Lodi Fire Department	Provide an EKG training course for one of our local fire departments. This course is specifically for EMT's and first responders, and CE was given. This was one of 3 courses we provided for the same department. Approx. 20 participants.
EMS Policy Update Course, February 8, 2010, 0900-1100	AMR Stockton Ops	SJ EMS staff taught a course covering new EMS policy updates. Open to all providers, just hosted at AMR San Joaquin. CE given for attendance. Approx. 15 participants.
Fire Department EKG Training, February 9, 2010, 1000-1600	Lodi Fire Department	Provide an EKG training course for one of our local fire departments. This course is specifically for EMT's and first responders, and CE was given. This was one of 3 courses we provided for the same department. Approx. 20 participants.
EKG Training, February 11, 2010, 0900-1200	AMR Stockton Ops	Provide an EKG course for both employees and outside providers. Open to all, this is available for CE units. Approx. 10 participants.
Inservice Program, February 12, 2010, 1400-1530	Creekside Living SNF, Stockton	Provide an inservice program for a local SNF on the topic of 'choking and airway obstruction recognition'. Approx. 20

		participants.
EMS Policy Update Course, February 17, 2010, 0900-1100	AMR Stockton Ops	SJ EMS staff taught a course covering new EMS policy updates. Open to all providers, just hosted at AMR San Joaquin. CE given for attendance. Approx. 15 participants.
Inservice Program, February 19, 2010, 1400-1600	Manteca Care and Rehab Center	Provide an inservice program for a local SNF on the topics of respiratory and cardiac distress and recognition. Powerpoint, handouts, and interaction. Approx. 50 participants.
CPR Refresher Course, February 20, 2010, 1000-1300	AMR Stockton Ops	Provide a CPR refresher course for employees and outside agencies. This is the BLS for Healthcare Providers level course. Approx. 15 participants.
ICS 300 Training, February 22, 2010, 0900-1800	AMR Stockton Ops	ICS training provided by Waterloo Morada Fire Department. Hosted at AMR San Joaquin. Open to all agencies. This is a 3 day course, and teaches some intricacies of the Incident Command Process. Approx. 20 participants.
Fire Department EKG Training, February 23, 2010, 1000-1600	Lodi Fire Department	Provide an EKG training course for one of our local fire departments. This course is specifically for EMT's and first responders, and CE was given. This was one of 3 courses we provided for the same department. Approx. 20 participants.
Inservice Program, February 24, 2010, 1500-1600	Windsor Elmhaven Care Center, Stockton	Provide an inservice program on the topic of Lifecom, the EMS dispatching center. Approx. 20 participants.
Inservice Program, February 24, 2010, 1500-1600	Fairmont Rehab, Lodi, CA	Provide an inservice program on the topic of using the Physicians Certification Statement (PCS) form. Approx. 20 participants.

Current Projects / Studies	Meetings Attended
February 2010 saw 3 dates where a member of SJ EMS came to our operations and taught policy update courses. This helps both employees and the public by making sure that the current policies are being followed. It is appreciated that SJ EMS offers these courses.	Met with Chief Pennix, Training Chief for Lodi Fire, to work on some joint training opportunities for this staff. We did EKG training for his staff this month, and are working on some other courses in later months.

<p>As our STEMI project continues with St. Joseph's Hospital, our focus remains on great patient care. This month, we received 2 kudos from the staff at St. Joseph's Hospital for early recognition of M.I.'s. This allows the cardiac catheter lab to be ready by the time the paramedics arrive at the hospital, reducing time. Great news for patients and the public.</p>	<p>Met with many of our county fire departments this month. Working on joint training, the current EMS policy updates, and also scheduling H1N1 Vaccination clinics for them.</p>
<p>New Policies and airway styles were the focus this month, as we are getting ready to implement the King Airway. Lots of training for both staff and outside agencies, as this is a 'team concept', and will benefit our public greatly.</p>	

As a note, there were no complaints for the month of February 2010.

We received 2 emails of Thanks / Kudos from St. Joseph's Hospital regarding great patient care by our personnel.

Please find thank you notes attached separately.