



San Joaquin County Emergency Medical Services Agency



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

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Memorandum

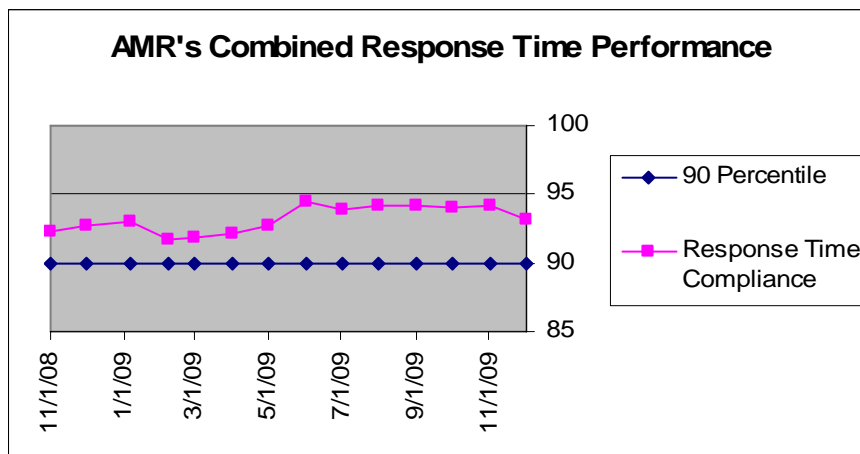
TO: Board of Supervisors
All Interested Parties

FROM: Dan Burch, EMS Administrator

DATE: February 2, 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 November and December, 2009, 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 November and December 2009, response time compliance for all ambulance zones met or exceeded the 90 percentile standard set by the County with 94.12% for November and 93.22% for December.

AMR's ambulance sub zone performance has improved markedly in 2009. AMR achieved compliance in 19 of

22 sub zones for November and December with the 3 out of compliance sub zones missing compliance by less than 4 responses combined.

The EMS Agency is continuing to monitor and assist AMR in analyzing the performance data for improvement opportunities. The complete compliance report for November and December 2009 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 30 Day Rolling Period

November 1, 2009 through November 30, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	351	3	99.15%	X		
SJC Zone A-2	104	10	90.38%	X		
SJC Zone A-3	50	1	98.00%	X		
SJC Zone B-1	1,188	93	92.17%	X		
SJC Zone B-2	1,264	73	94.22%	X		
SJC Zone B-3	14	0	100.00%	X		
SJC Zone B-4	113	8	92.92%	X		
SJC Zone B-5	77	9	88.31%			X
SJC Zone C-1	230	4	98.26%	X		
SJC Zone C-2	57	3	94.74%	X		
SJC Zone C-3	54	2	96.30%	X		
All Zones Combined	3,502	206	94.12%	10		1

Response Time Compliance Report by 31 Day Rolling Period

December 1, 2009 through December 31, 2009						
Compliance Zone	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No	
SJC Zone A-1	323	5	98.45%	X		
SJC Zone A-2	95	7	92.63%	X		
SJC Zone A-3	39	6	84.62%			X
SJC Zone B-1	1,107	88	92.05%	X		
SJC Zone B-2	1,311	96	92.68%	X		
SJC Zone B-3	12	1	91.67%	X		
SJC Zone B-4	122	12	90.16%	X		
SJC Zone B-5	93	10	89.25%			X
SJC Zone C-1	270	9	96.67%	X		
SJC Zone C-2	46	1	97.83%	X		
SJC Zone C-3	46	0	100.00%	X		
All Zones Combined	3,464	235	93.22%	9		2

Fines and Penalties Report

Type of Penalty	November 2009	December 2009
Out of compliance response districts	\$5,000	\$10,000
Late response minutes	\$4,070	\$5,060
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	\$9,070	\$15,060

Weekly Unit Hour Staffing Report

	RFP	November 2009	December 2009
Zone A	672	672	672
Zone B	1848	2036	2220
Zone B *non dedicated	0	469.7	520.8
Zone C	504	504	504
Total	3024	3681.7	3916.8

*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	November 2009			December 2009		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 7:29	3,302	204	93.82%	3,290	231	92.98%
Suburban 9:29	45	1	97.78%	40	3	92.50%
Rural 17:29	134	0	100.00%	121	1	99.17%
Wilderness 29:29	21	1	95.24%	13	0	100.00%
Total	3,502	206	94.12%	3,464	235	93.22%

**Detailed Response Time Analysis
November 2009**

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	351	0:00	10:57	3:43	1:29	5:30
SJ ZONE A-2 URBAN	68	0:32	14:31	5:51	2:06	8:09
SJ ZONE A-3 URBAN	24	0:05	8:55	5:09	2:14	7:45
SJ ZONE B-1 URBAN	1,188	0:00	19:15	4:39	2:21	7:25
SJ ZONE B-2 URBAN	1,264	0:00	14:16	4:37	2:07	7:13
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	96	0:13	11:59	5:53	2:22	9:36
SJ ZONE B-5 URBAN	72	0:01	14:42	4:45	3:30	9:06
SJ ZONE C-1 URBAN	224	0:04	9:11	4:13	1:39	6:29
SJ ZONE C-2 URBAN	8	3:41	13:37	6:47	3:00	13:37
SJ ZONE C-3 URBAN	7	2:20	8:36	5:15	2:07	8:36
SJ ZONE A-2 SUBURBAN	12	4:53	10:02	6:39	1:23	7:55
SJ ZONE A-3 SUBURBAN	6	3:45	8:38	6:11	1:33	8:38
SJ ZONE B-4 SUBURBAN	10	0:58	9:52	4:57	3:00	9:02
SJ ZONE B-5 SUBURBAN	0					
SJ ZONE C-1 SUBURBAN	6	1:52	7:03	4:41	1:34	7:03
SJ ZONE C-2 SUBURBAN	1	6:38	6:38	6:38	0:00	6:38
SJ ZONE C-3 SUBURBAN	10	4:20	9:22	6:55	1:47	9:06
SJ ZONE A-2 RURAL	24	4:02	17:28	11:40	4:25	17:07
SJ ZONE A-3 RURAL	20	0:42	17:25	7:22	3:46	11:51
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	14	3:00	18:57	9:31	4:40	16:23
SJ ZONE B-4 RURAL	7	3:45	21:56	11:02	5:18	21:56
SJ ZONE B-5 RURAL	5	4:11	18:37	10:48	4:57	18:37
SJ ZONE C-1 RURAL	0					
SJ ZONE C-2 RURAL	27	6:17	14:31	10:40	2:31	14:01
SJ ZONE C-3 RURAL	37	0:06	15:51	6:36	5:21	13:30
SJ ZONE C-2 WILDERNESS	21	1:39	32:59	12:14	7:59	24:41
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,302	0:00	19:15	4:35	2:13	7:15
All Suburban Compliance Areas	45	0:58	10:02	6:00	2:09	9:02
All Rural Compliance Areas	134	0:06	21:56	9:08	4:52	15:40
All Wilderness Compliance Areas	21	1:39	32:59	12:14	7:59	24:41

**Detailed Response Time Analysis
December 2009**

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	323	0:00	13:21	3:44	1:48	5:51
SJ ZONE A-2 URBAN	65	0:06	10:30	5:34	2:05	8:09
SJ ZONE A-3 URBAN	15	0:39	12:51	6:50	3:19	12:32
SJ ZONE B-1 URBAN	1,107	0:00	14:12	4:39	2:21	7:21
SJ ZONE B-2 URBAN	1,311	0:05	13:07	4:42	2:07	7:12
SJ ZONE B-3 URBAN	0					
SJ ZONE B-4 URBAN	106	0:06	13:30	6:00	2:14	9:08
SJ ZONE B-5 URBAN	82	0:04	16:39	4:31	3:20	8:42
SJ ZONE C-1 URBAN	264	0:06	12:55	4:22	1:54	6:36
SJ ZONE C-2 URBAN	9	4:00	7:38	5:46	1:18	7:38
SJ ZONE C-3 URBAN	6	2:01	7:07	4:03	1:41	7:07
SJ ZONE A-2 SUBURBAN	7	6:11	11:14	8:33	1:32	11:14
SJ ZONE A-3 SUBURBAN	11	5:32	12:32	8:38	2:22	12:05
SJ ZONE B-4 SUBURBAN	8	0:33	13:58	6:06	4:40	13:58
SJ ZONE B-5 SUBURBAN	4	1:46	5:16	3:11	1:19	5:16
SJ ZONE C-1 SUBURBAN	3	4:39	7:27	6:19	1:12	7:27
SJ ZONE C-2 SUBURBAN	0					
SJ ZONE C-3 SUBURBAN	6	3:46	8:33	6:48	1:45	8:33
SJ ZONE A-2 RURAL	23	4:06	17:46	10:11	3:52	14:45
SJ ZONE A-3 RURAL	13	4:05	14:37	9:18	2:39	12:08
SJ ZONE B-2 RURAL	0					
SJ ZONE B-3 RURAL	12	1:57	20:24	10:03	4:59	14:56
SJ ZONE B-4 RURAL	7	6:02	15:43	10:38	3:00	15:43
SJ ZONE B-5 RURAL	7	2:16	10:35	7:19	2:23	10:35
SJ ZONE C-1 RURAL	1	4:35	4:35	4:35	0:00	4:35
SJ ZONE C-2 RURAL	24	3:38	16:06	9:49	3:09	13:44
SJ ZONE C-3 RURAL	34	0:03	16:44	6:20	5:08	12:35
SJ ZONE C-2 WILDERNESS	13	1:26	33:26	13:22	6:46	15:43
SJ ZONE C-3 WILDERNESS	0					
All Urban Compliance Areas	3,288	0:00	16:39	4:37	2:15	7:14
All Suburban Compliance Areas	39	0:33	13:58	7:05	3:11	12:05
All Rural Compliance Areas	121	0:03	20:24	8:44	4:23	14:16
All Wilderness Compliance Areas	13	1:26	33:26	13:22	6:46	15:43

**Exemption Request Report
November 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/01/2009	9132406	B-3	Delays in Transferring Care at the Emergency		Exempt
11/01/2009	9132614	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/01/2009	9132662	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/01/2009	9132663	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/01/2009	9132735	B-5	Delays in Transferring Care at the Emergency Department		Exempt
11/02/2009	9133078	B-5	Delays in Transferring Care at the Emergency Department		Exempt
11/02/2009	9133095	B-2	Delays in Transferring Care at the Emergency Department		Exempt
11/02/2009	9133130	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/03/2009	9133308	B-1	Poor Location Information from SFD		Exempt
11/03/2009	9133469	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/03/2009	9133499	B-1	Train		Exempt
11/03/2009	9133521	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/03/2009	9133540	B-2	Delays in Transferring Care at the Emergency Department		Exempt

**Exemption Request Report (continued)
November 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/03/2009	9133545	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/04/2009	9133917	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/05/2009	9134234	B-4	Poor Location Information from CHP		Exempt
11/05/2009	9134255	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/06/2009	9134824	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/08/2009	9135397	B-2	Poor Location Information from CHP		Exempt
11/09/2009	9135738	B-5	Delays in Transferring Care at the Emergency Department		Exempt
11/09/2009	9135848	B-1	Traffic Secondary to Call		Exempt
11/09/2009	9135915	B-5	Delays in Transferring Care at the Emergency Department		Exempt
11/10/2009	9136446	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/11/2009	9136587	B-2	Train		Exempt
11/12/2009	9136946	B-1	Dispatch Error		Exempt
11/12/2009	9137132	B-2	Road Construction	Slowdown < 60	Not Exempt
11/12/2009	9137166	A-3	Delays in Transferring Care at the Emergency Department		Exempt
11/12/2009	9137167	A-3	Delays in Transferring Care at the Emergency Department		Exempt

**Exemption Request Report (continued)
November 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/12/2009	9137185	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/12/2009	9137186	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/12/2009	9137270	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/13/2009	9137705	B-5	Delays in Transferring Care at the Emergency Department		Exempt
11/14/2009	9138059	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/14/2009	9138064	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/17/2009	9138925	B-2	Delays in Transferring Care at the Emergency Department		Exempt
11/17/2009	9139027	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/17/2009	9139171	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/17/2009	9139185	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/17/2009	9139189	B-2	Delays in Transferring Care at the Emergency Department		Exempt
11/17/2009	9139209	B-2	Delays in Transferring Care at the Emergency Department		Exempt
11/18/2009	9139399	B-2	Train		Exempt

**Exemption Request Report (continued)
November 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
11/19/2009	9139880	B-2	Traffic Secondary to Call		Exempt
11/19/2009	9140069	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/19/2009	9140120	B-2	Delays in Transferring Care at the Emergency Department		Exempt
11/21/2009	9140819	B-2	Delays in Transferring Care at the Emergency Department		Exempt
11/21/2009	9140818	B-1	Delays in Transferring Care at the Emergency Department		Exempt
11/22/2009	9141210	B-5	Delays in Transferring Care at the Emergency Department		Exempt
11/25/2009	9142098	A-2	Poor Location Information from CHP		Exempt
11/27/2009	9143039	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/27/2009	9143222	B-1	Poor Location Information from RP		Exempt
11/29/2009	9143756	B-4	Delays in Transferring Care at the Emergency Department		Exempt
11/29/2009	9143927	B-2	Dispatch Error		Exempt

**Exemption Request Report
December 2009**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/03/2009	9145424	B-2	Fog		Exempt
12/04/2009	9145790	B-5	Train	Delay by Train < 3	Not Exempt
12/07/2009	9147087	B-4	Poor Location Information from		Exempt
12/08/2009	9147616	B-1	Delays in Transferring Care at the Emergency Department		Exempt
12/08/2009	9147655	B-2	Delays in Transferring Care at the Emergency Department		Exempt
12/08/2009	9147675	B-1	Delays in Transferring Care at the Emergency Department		Exempt
12/10/2009	9148567	B-4	Delays in Transferring Care at the Emergency Department		Exempt
12/12/2009	9149366	A-3	Delays in Transferring Care at the Emergency Department	Criteria for 3 delayed > 60 min	Not Exempt
12/14/2009	9150077	B-1	Delays in Transferring Care at the Emergency Department		Exempt
12/14/2009	9150084	B-1	Delays in Transferring Care at the Emergency Department		Exempt
12/16/2009	9150654	C-1	Heavy Rain		Exempt
12/16/2009	9150949	B-2	Train		Exempt
12/17/2009	9151040	B-1	Fog		Exempt
12/17/2009	9151107	B-4	Delays in Transferring Care at the Emergency Department		Exempt
12/17/2009	9151130	B-2	Unit Dispatched and Responded Code 2		Exempt
12/17/2009	9151270	B-2	Fog		Exempt
12/17/2009	9151302	B-4	Fog		Exempt
12/18/2009	9151335	A-3	Fog		Exempt
12/18/2009	9151634	B-2	Unit Dispatched and Responded Code 2		Exempt

Exemption Request Report (continued)
December 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/18/2009	9151644	B-4	Delays in Transferring Care at the Emergency Department		Exempt
12/19/2009	9151791	A-3	Delays in Transferring Care at the Emergency Department	< 3 units delayed	Not Exempt
12/19/2009	9152025	B-4	Delays in Transferring Care at the Emergency Department		Exempt
12/19/2009	9152060	B-1	Delays in Transferring Care at the Emergency Department	< 3 units delayed	Not Exempt
12/19/2009	9152124	B-2	Delays in Transferring Care at the Emergency Department		Exempt
12/20/2009	9152141	B-4	Delays in Transferring Care at the Emergency Department		Exempt
12/20/2009	9152149	B-2	Delays in Transferring Care at the Emergency Department		Exempt
12/20/2009	9152157	A-2	Delays in Transferring Care at the Emergency Department		Exempt
12/21/2009	9152587	A-3	Fog		Exempt
12/21/2009	9152910	A-2	Delays in Transferring Care at the Emergency Department		Exempt
12/22/2009	9153241	B-4	Traffic Secondary to Call		Exempt
12/24/2009	9153924	C-2	Off-Road Location		Exempt
12/25/2009	9154199	A-2	Delays in Transferring Care at the Emergency Department	Delayed < 60 minutes	Not Exempt
12/25/2009	9154399	B-4	Delays in Transferring Care at the Emergency Department	Delayed < 60 minutes	Not Exempt

Exemption Request Report (continued)
December 2009

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
12/25/2009	9154417	A-2	Delays in Transferring Care at the Emergency Department		Exempt
12/25/2009	9154423	B-2	False Report of Emergency		Exempt
12/28/2009	9155631	B-2	Heavy Rain	GPS shows unit speeds 70-80 mph	Not Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jan 09	Feb 09	Mar 09	Apr 09	May 09	Jun 09	Jul 09	Aug 09	Sep 09	Oct 09	Nov 09	Dec 09	Monthly Average
A-1	98%	98%	98%	97%	97%	99%	99%	99%	100%	100%	99%	98%	98.5%
A-2	94%	88%	90%	92%	87%	93%	95%	95%	91%	95%	90%	93%	91.9%
A-3	90%	85%	84%	84%	93%	90%	94%	96%	96%	92%	98%	85%	90.5%
B-1	90%	89%	90%	91%	92%	93%	91%	91%	93%	94%	92%	92%	91.7%
B-2	94%	93%	93%	92%	94%	94%	94%	94%	94%	92%	94%	93%	93.5%
B-3	100%	91%	71%	100%	94%	91%	91%	91%	100%	100%	100%	92%	93.3%
B-4	86%	83%	84%	85%	79%	90%	92%	95%	93%	89%	93%	90%	88.4%
B-5	84%	84%	82%	88%	79%	92%	90%	93%	89%	89%	88%	89%	87.2%
C-1	98%	98%	95%	97%	94%	99%	98%	99%	96%	98%	98%	97%	97.2%
C-2	92%	98%	94%	95%	95%	97%	100%	100%	98%	98%	95%	98%	96.4%
C-3	100%	98%	97%	100%	99%	98%	98%	100%	98%	98%	96%	100%	98.5%
All Zones	93%	92%	92%	92%	93%	94%	94%	94%	94%	94%	94%	93%	93.3%

Failure to Provide Data

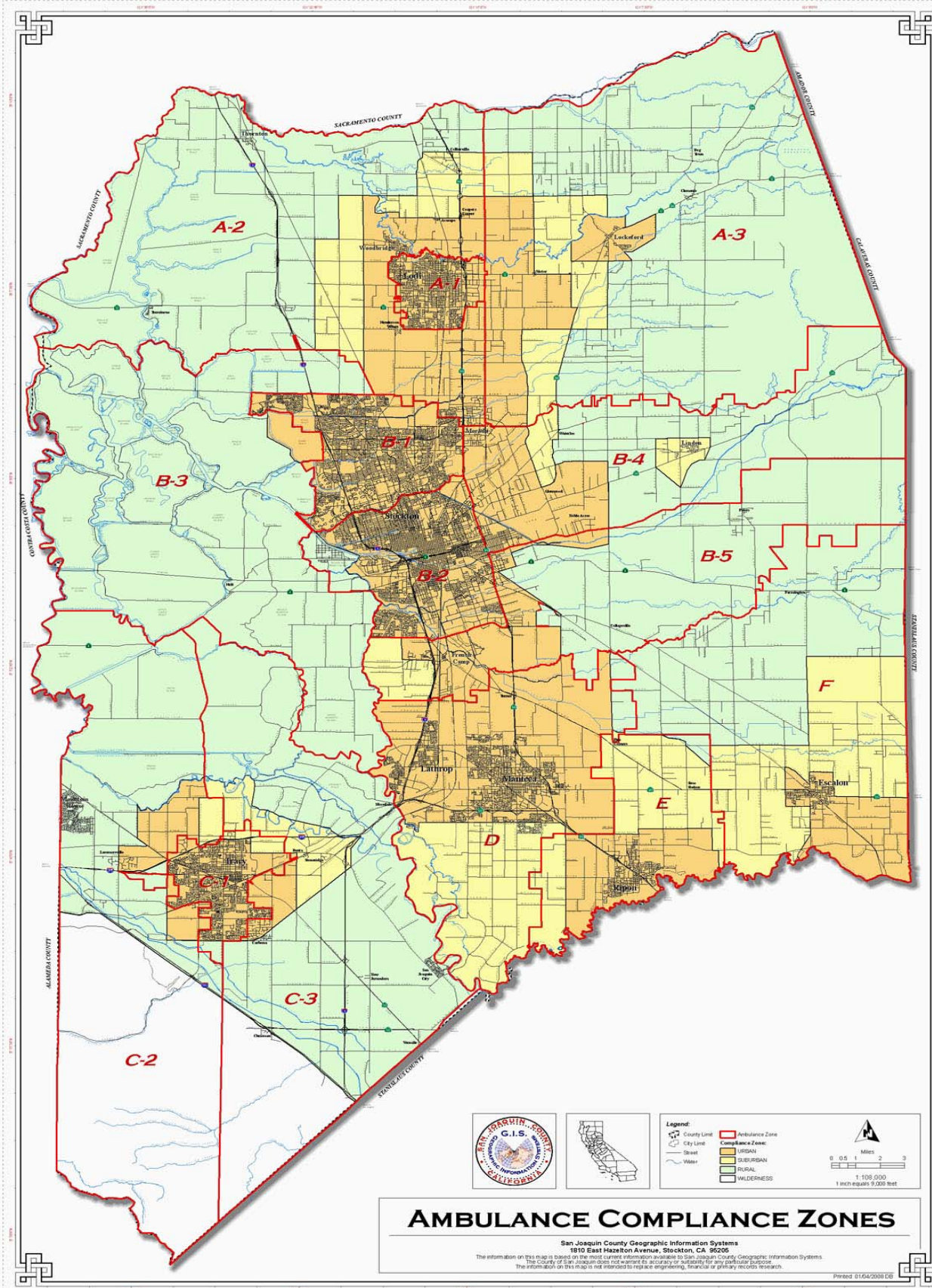
Event Type	November 2009	December 2009
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.





Community Services
San Joaquin County

Monthly Summary November 2009

Activities		
Contact Name	Title	Activity Outline
Chief Ron Penix	Chief of Training, Lodi Fire Department	Met with Chief Penix to discuss upcoming joint MCI training

Events		
Event Name	Location	Event Outline
Ambulance Demo, November 1, 2009 0800-1200	Clements FD, Clements, CA	Provide a demonstration of the ambulance and emergency equipment, including safety tips to school age children. This was held at Clements FD, and included REACH, CHP, and the FD. This event had media coverage. Approx. 200 participants. Handed out items to participants.
Ambulance Demo, November 2, 2009 0800-1200	Dameron Hospital ER, Stockton, CA	Provide an ambulance and crew to participate in local hospitals' MCI / Disaster training program. This event had media coverage, and was centered on a possible Swine Flu epidemic. Approx. 150 participants.
Ambulance Demo, November 3, 2009 1000-1430	McKinley School, Tracy, CA	Provide an ambulance and staff to show equipment, speak about EMS and safety, and give out handout items. Approx. 200 participants.
Every 15 Minutes Workshop, November 5, 2009 0800-1200	CHP office, Stockton, CA	Participation in the E15 planning process for the upcoming season. Members of CHP, local FD's, and local school administration were present. Approx. 40 participants.
EMS presentation, November 17, 2009 0800-1200	Weber Institute High School, Stockton, CA	Provide a presentation to high school students regarding EMS and careers in health care. This was part of a career day,

		and 2 presentations were given. Approx. 200 participants.
Ambulance demo, November 27, 2007 1030-1130	Lodi Memorial Hospital, Lodi, CA	Provide and ambulance and personnel to show and tell to elementary students about safety, and careers in EMS. Approx. 40 participants.

Classes		
Class Name	Location	Class Outline
Documentation Training Course, November 3, 2009 1000-1230	Ripon Fire Department, Ripon, CA	Provided a patient documentation course to a local FD. This course is part of our joint training outreach to other providers. Approx. 20 participants.
CPR Refresher, November 3, 2009 1300-1600	AMR San Joaquin Operations, Stockton, CA	This was a BLS refresher course for employees. Outside agencies are also welcome. Approx. 5 participants.
POLST in-service program, November 11, 1430-1630	Lincoln Square SNF, Stockton, CA	This was an in-service program for a local SNF regarding the "Physicians Orders for Life Sustaining Treatment" forms that are in use. Approx. 20 participants.
Airway Training Course, November 12, 0900-1200	Stockton Fire Department, Company 2, Stockton, CA	Airway training course put on by REACH air ambulance, but co-sponsored by Stockton Fire and AMR San Joaquin. This was one of 3 classes. Focus was on 'team' airway management. Approx. 30 participants.
Airway Training Course, November 16, 0900-1200	AMR San Joaquin Operations, Stockton, CA	Airway training course put on by REACH air ambulance, but co-sponsored by Stockton Fire and AMR San Joaquin. This was one of 3 classes. Focus was on 'team' airway management. Approx. 30 participants.
ACLS for EMT's – EKG interpretation course, November 16, 1000-1300	AMR San Joaquin Operations, Stockton, CA	EKG interpretation course. This course was open to all providers, and is specifically built to better our EMT's and First Responder understands of the EKG. Approx. 5 participants.
BLS / CPR course, November 17, 2009 1200-1700	Creek side SNF, Stockton, CA	Provide a full BLS for provider's course for the staff of a local SNF. Part of our in-service program. Approx. 10 participants.
EMT Skills Lab, November 19, 2009 0900-1200	AMR San Joaquin Operations, Stockton, CA	EMT skills lab for providers in the county to get recertified. This course was open to all

		providers. Approx. 5 participants.
Musculoskeletal Injury Management Course, November 19, 2009 1300-1500	AMR San Joaquin Operations, Stockton, CA	CE course offered on the topic of musculoskeletal injuries and their management. Open to all participants. Approx. 5 participants.
CPR course, November 21, 2009 0800-1300	Woodbridge Missionary Baptist Church, Woodbridge, CA	Provide a CPR course for members of a local church. This course was organized by one of our employees who work in the Woodbridge area and wanted to provide something back to the community. Approx. 30 participants.
MCI training program, November 24, 2009 0900-1200	AMR San Joaquin Operations, Stockton, CA	MCI course put on by our CES department. This was a joint training with all allied agencies. Information given in regards to agencies working together on MCI's, and START triage. This course had numerous allied agencies in attendance. Approx. 30 participants.
SIDS training program, November 24, 2009 1900-2100	West Side Assembly Church, Woodbridge, CA	Joint training effort with Woodbridge Fire Department on the topic of SIDS. This was an outreach program open to all. Taught by our CES department. Approx. 30 participants.
CPR Refresher, November 30, 2009 1000-1300	AMR San Joaquin Operations, Stockton, CA	CPR refresher course for employees and outside agencies. Approx. 10 participants.
Flu Prevention In-service Program, November 30, 2009 1300-1630	Vienna Convalescent, Lodi, CA	In-service program for a local SNF on the topic of flu prevention. During this time frame, 2 presentations were given. Approx. 60 participants.

Current Projects / Studies	Meetings Attended
November 2009 saw an increase in the number of requests for In-service programs requested by local SNF's. Most of these were asking for information on flu prevention, and some were scheduled for future dates.	This month had a handful of media covered events. One of the most notable was a patient who had survived a cardiac arrest 1 year prior, who wanted to come down and meet the crew who saved her. Lodi Fire was also involved, and was present for the meeting. There were articles in the Stockton Record, as well as the Lodi News Sentinel.
Airway training is an ongoing process. November saw 2 courses that were taught by REACH air ambulance. There will be an additional course in December 2009. These courses were co-sponsored by both Stockton Fire Department, and AMR. Focus was on the 'Team' Concept, and the upcoming changes to the SJ EMS policies regarding this.	Met with Chief Ron Penix from Lodi Fire Department. We are working on some upcoming joint training for our organizations, and planning a large scale MCI drill.

Continuing with our monthly training calendar, the process will continue through 2010. The training calendar, once completed, will be distributed to allied agencies, SJ EMS, and local SNF's. Our courses are open to all for CE.

There were some visitors from the Netherlands that toured our building, and spent some time learning about our business. These individuals work in EMS in their country and wanted some insight to how a successful system in the United States works.

As a note, there were no complaints received for the month of November. I have attached any thank yous as additional attachments.



Community Services
San Joaquin County

Monthly Summary December 2009

Activities		
Contact Name	Title	Activity Outline
Angel Arceo	PIO for CHP, San Joaquin County	Working on having Angel and CHP assist with our MCI training courses in December 2009

Events		
Event Name	Location	Event Outline
Annual Toy Drive , November, December 2009	San Joaquin County AMR	Annually, AMR San Joaquin County collects and distributes toys for those in need during the holiday season. This year, are teaming up with CHP and assisting with their donation program.
AED Donation Event, December 7, 2009 1800-2100	Dameron Hospital, Stockton, CA	Attending and giving information as needed to a community event where an AED was donated to each of 5 schools. Approx. 100 participants.
Holiday Open House Event, December 11, 2009 0900-1700	AMR Stockton, CA	AMR San Joaquin hosted an open house event for the community to come by, have lunch, and get to meet their local EMT's and Paramedics. We had numerous attendees.
Flu Shot Clinic, December 28-30, 2009 1330-1530	Lodi Fire Department, Lodi, CA	Provide H1N1 shots to local fire department personnel. Working with Public Health, we were able to start donating time and equipment to help out local responders. Approx. 40 participants over 3 days.

Classes		
Class Name	Location	Class Outline

King Airway Training Course, December 2, 2009 0900-1200	AMR Stockton Ops	This was an airway course taught by REACH and SJ EMSA. This course had multiple providers in attendance, and focused on the new style airway system we will be using. CE was issued for all providers. Approx. 35 participants.
PCS Inservice Program, December 4, 1430-1600	Golden Living Center SNF, Stockton, CA	Provide an Inservice Program regarding PCS forms for a local SNF. Approx. 15 participants.
CPR course, December 7, 2009 0630-1230	Dameron Hospital, Stockton, CA	Helping teach a CPR course for a local hospital and staff members. Approx. 20 participants.
PCS Inservice Program, December 7, 1500-1600	Whispering Hope Care Center, SNF, Stockton, CA	Provide an Inservice Program regarding PCS forms for a local SNF. Approx. 15 participants.
Infrequent skills lab, December 8-11, 2009 0900-1500	AMR Stockton Operations	Infrequent skills courses for both EMT's and Paramedics. These were done just about every day in December 2009 for employees and outside providers as needed. Approx. 20 participants per day.
MCI Training Course, December 10, 2009 1000-1200	AMR Stockton Ops	MCI Training program for all providers, hosted at AMR San Joaquin. This course covered the basic concepts of the ICS structure, and had many providers in attendance. CE was issued. Approx. 40 participants.
Dispatch InService Program, December 10, 2009 1500-1600	Whispering Hope Care Center, SNF, Stockton, CA	Inservice program for a local SNF on the topic of Lifecom Dispatch Center. Approx. 15 participants.
CPR Course, December 11, 2009 1230-1730	Dr. Bock's office, Stockton, CA	CPR course for the staff of a local Dr.'s office. This was a full course, and had approx. 8 participants.
Infrequent skills lab, December 14-18, 2009 0900-1500	AMR Stockton Operations	Infrequent skills courses for both EMT's and Paramedics. These were done just about every day in December 2009 for employees and outside providers as needed. Approx. 20 participants per day.
Documentation Training, Inservice, December 16, 2009 1800-2000	Lifecom Dispatch, Salida, CA	This course was for Ripon FD, hosted at Lifecom. Ripon had some new EMT's they were training and needed someone to teach a documentation module. Approx. 25 participants. SJ EMSA was in

		attendance also.
CPR refresher course, December 19, 2009 0800-1200	Whispering Hope SNF, Stockton, CA	Provide a local SNF with refresher CPR training. Approx. 8 participants.
PCS inservice program, December 28, 2009 1030-1130	Crestwood Manor SNF, Stockton, CA	Provide an Inservice Program regarding PCS forms for a local SNF. Approx. 15 participants.

Current Projects / Studies	Meetings Attended
December 2009 saw our annual Toy drive come to fruition. These items were donated to the CHP toy drive, to help those in need during the holiday season. Lifecom also did a toy drive for the Stanislaus area.	Attended a handful of meetings with various responders regarding the upcoming MCI training. Lodi Fire, CHP, and REACH. We had 2 classes regarding MCI's during December, and they were great for building relationships with other departments.
During December 2009, there was a course held at AMR for both AMR personnel and other responders, who will be assisting us in giving the H1N1 shots to others. We will be working with SJ Public Health to get people vaccinated. Lodi Fire Department was the first group to be done.	Most of the first few weeks of January was spent training our new employees on EMS policy, and local orientation. We have added 8 new EMT's to our staff.
AMR San Joaquin held infrequent skills classes almost every day of December 2009. These were mainly for employees, but we did offer, and have, some other responders show up. Covered items such as Needle Cric, Needle Decompression, Sager Splint, KED usage, etc.	

As a note, there were no complaints for the month of December 2009.