



San Joaquin County Emergency Medical Services Agency



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

A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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

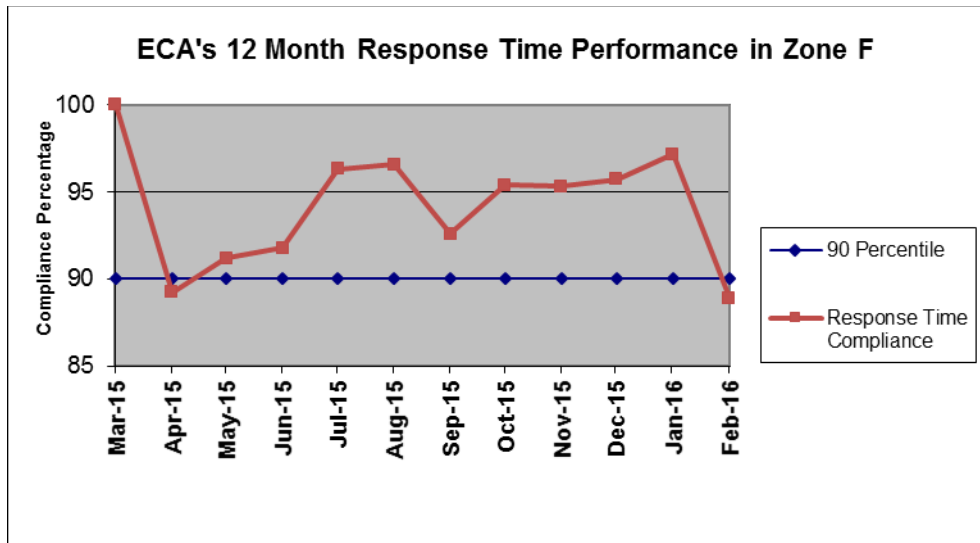
Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: August 22, 2016

SUBJECT: Report on Exclusive Emergency Ambulance Provider Contract Compliance

The EMS Agency Report on the Exclusive Emergency Ambulance Provider Contract Compliance for Escalon Community Ambulance (ECA) for the months of January and February 2016 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 January and February compliance met the 90th percentile standard with 97.14% in January, but dropped below the 90th percentile in February with 88.89%. As illustrated by the chart, ECA is consistently above the 90th percentile, but occasionally drops below the standard

due to statistical probability related to a monthly call volume of less than 100.

The complete compliance report for January and February 2016 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

January 1, 2016 through January 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	49	3	93.88%	X	
SJ ZONE F SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE F RURAL	20:00	10	0	100.00%	X	
All Zones Combined		70	3	95.71%	3	0

Response Time Compliance Report by 29 Day Rolling Period

February 1, 2016 through February 29, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	43	6	86.05%		X
SJ ZONE F SUBRUBAN	20:00	11	0	100.00%	X	
SJ ZONE F RURAL	20:00	9	1	88.89%		X
All Zones Combined		63	7	88.89%	1	2

Fines and Penalties Report

Type of Penalty	January 2016	February 2016
Late response minutes	\$130	\$300
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	\$130	\$300

Weekly Unit Hour Staffing Report

	January 2016	February 2016
SJ ZONE F	0	0
Total	0	0

*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 2016			February 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	49	3	93.88%	43	6	86.05%
Suburban 20:00	11	0	100.00%	11	0	100.00%
Rural 20:00	10	0	100.00%	9	1	88.89%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	70	3	95.71%	63	7	88.89%

Mutual Aid Incidents

January 2016			February 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE F URBAN	1	AMR San Joaquin	SJ ZONE F RURAL	1
			AMR Stanislaus	SJ ZONE F URBAN	1
			MDAS	SJ ZONE F URBAN	1
			Oak Valley Amb	SJ ZONE F URBAN	2
Total		1			5

Detailed Response Time Analysis January 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 F URBAN	49	0:02	14:33	4:23	2:40	7:10
SJ ZONE F SUBURBAN	11	0:04	8:55	5:44	2:48	7:51
SJ ZONE F RURAL	10	0:02	15:39	10:12	4:21	13:25
All Urban Compliance Areas	49	0:02	14:33	4:23	2:40	7:10
All Suburban Compliance Areas	11	0:04	8:55	5:44	2:48	7:51
All Rural Compliance Areas	10	0:02	15:39	10:12	4:21	13:25
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis February 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 F URBAN	43	0:01	15:25	5:19	3:15	9:58
SJ ZONE F SUBURBAN	11	4:21	13:15	7:39	2:37	10:17
SJ ZONE F RURAL	9	5:34	24:04	11:11	5:09	24:04
All Urban Compliance Areas	43	0:01	15:25	5:19	3:15	9:58
All Suburban Compliance Areas	11	4:21	13:15	7:39	2:37	10:17
All Rural Compliance Areas	9	5:34	24:04	11:11	5:09	24:04
All Wilderness Compliance Areas	0					

**Exemption Request Report
January 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
01/18/2016	16008466	F URBAN	Train	No AVL	Not Exempt

**Exemption Request Report
February 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
02/29/2016	16030036	F RURAL	Other	No AVL	Not Exempt

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Monthly Average
F URBAN	100%	84%	88%	88%	95%	97%	91%	93%	93%	96%	94%	86%	91.8%
F SUBUBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
F RURAL	100%	100%	100%	100%	100%	90%	90%	100%	100%	89%	100%	89%	96.1%
All Zones	100%	89%	91%	92%	96%	97%	93%	95%	95%	96%	96%	89%	94.0%

Failure to Provide Data

Event Type	January 2016	February 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

