



A DIVISION OF
HEALTH CARE SERVICES
AGENCY

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

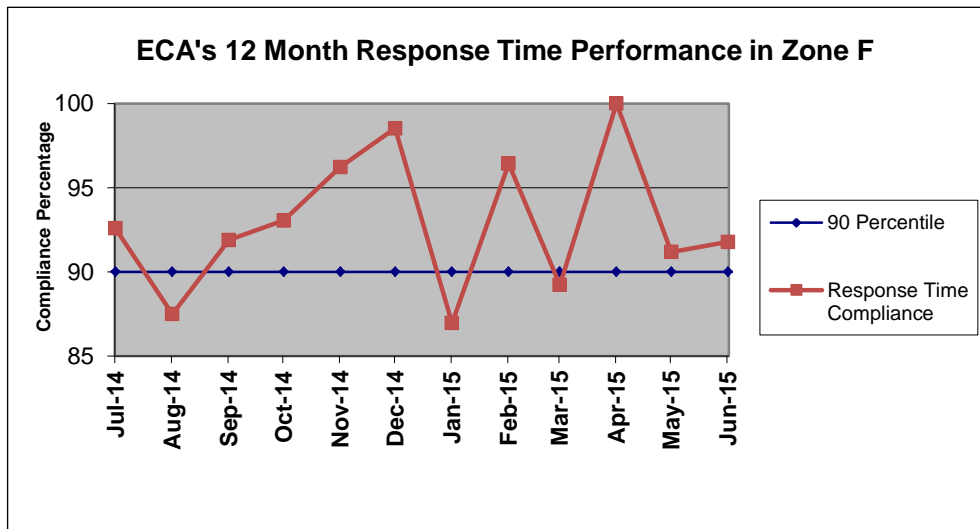
Phone Number
(209) 468-6818

Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Dan Burch, EMS Administrator
DATE: September 23, 2015
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 May and June 2015 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 AMR's operational, clinical, and administrative performance.



ECA's May and June 2015 compliance met the 90th percentile standard with 91.18% in May and 91.78% in June.

The complete compliance report for May and June 2015 may be viewed or downloaded from the EMS Agency's website:

www.sjgov.org/ems.

Note: Exemption requests for late calls meeting specific criteria were not calculated into the monthly response time compliance prior to November, 2014

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

Response Time Compliance Report by 31 Day Rolling Period

| May 1, 2015 through May 31, 2015 | | | | | | |
|----------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 48 | 6 | 87.50% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 13 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 7 | 0 | 100.00% | X | |
| All Zones Combined | | 68 | 6 | 91.18% | 2 | 1 |

Response Time Compliance Report by 30 Day Rolling Period

| June 1, 2015 through June 30, 2015 | | | | | | |
|------------------------------------|------------------------|-----------------|---------------------------------------|-----------------------|----------|----------|
| Compliance Zone | Response Time Standard | Total Responses | Non-compliant, Non-exempted Responses | Compliance Percentage | Yes | No |
| SJ ZONE F URBAN | 8:00 | 50 | 6 | 88.00% | | X |
| SJ ZONE F SUBRUBAN | 20:00 | 17 | 0 | 100.00% | X | |
| SJ ZONE F RURAL | 20:00 | 6 | 0 | 100.00% | X | |
| All Zones Combined | | 73 | 6 | 91.78% | 2 | 1 |

Fines and Penalties Report

| Type of Penalty | May 2015 | June 2015 |
|---|--------------|--------------|
| Late response minutes | \$180 | \$160 |
| 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 | \$180 | \$160 |

Weekly Unit Hour Staffing Report

| | May 2015 | June 2015 |
|--------------|--------------|------------|
| SJ ZONE F | 227.6 | 224 |
| Total | 227.6 | 224 |

*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 | May 2015 | | | June 2015 | | |
|---|---------------------|-----------------------------------|-------------------|---------------------|-----------------------------------|-------------------|
| | Number of Responses | Number of Non-Compliant Responses | Percent Compliant | Number of Responses | Number of Non-Compliant Responses | Percent Compliant |
| Urban 8:00 | 48 | 6 | 87.50% | 50 | 6 | 88.00% |
| Suburban 20:00 | 13 | 0 | 100.00% | 17 | 0 | 100.00% |
| Rural 20:00 | 7 | 0 | 100.00% | 6 | 0 | 100.00% |
| Wilderness ASAP | 0 | 0 | 100.00% | 0 | 0 | 100.00% |
| Total | 68 | 6 | 91.18% | 73 | 6 | 91.78% |

Mutual Aid Incidents

| May 2015 | | | June 2015 | | |
|---------------------|--------------------|---------------------|---------------------|--------------------|---------------------|
| Mutual Aid Provider | Response Area | Number of Responses | Mutual Aid Provider | Response Area | Number of Responses |
| AMR San Joaquin | SJ ZONE F RURAL | 1 | AMR San Joaquin | SJ ZONE F RURAL | 1 |
| AMR Stanislaus | SJ ZONE F URBAN | 1 | AMR Stanislaus | SJ ZONE F URBAN | 1 |
| MDAS | SJ ZONE F SUBURBAN | 2 | Oak Valley Amb | SJ ZONE F SUBURBAN | 3 |
| Oak Valley Amb | SJ ZONE F URBAN | 3 | Oak Valley Amb | SJ ZONE F URBAN | 3 |
| Total | | 7 | | | 8 |

Detailed Response Time Analysis May 2015

| 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 | 48 | 0:03 | 14:05 | 5:17 | 2:44 | 8:36 |
| SJ ZONE F SUBURBAN | 13 | 0:06 | 14:00 | 7:44 | 4:18 | 11:47 |
| SJ ZONE F RURAL | 7 | 0:01 | 17:13 | 7:26 | 5:27 | 17:13 |
| All Urban Compliance Areas | 48 | 0:03 | 14:05 | 5:17 | 2:44 | 8:36 |
| All Suburban Compliance Areas | 13 | 0:06 | 14:00 | 7:44 | 4:18 | 11:47 |
| All Rural Compliance Areas | 7 | 0:01 | 17:13 | 7:26 | 5:27 | 17:13 |
| All Wilderness Compliance Areas | 0 | | | | | |

Detailed Response Time Analysis June 2015

| 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 | 50 | 0:01 | 11:58 | 4:23 | 3:02 | 8:03 |
| SJ ZONE F SUBURBAN | 17 | 0:06 | 16:46 | 8:08 | 4:15 | 13:38 |
| SJ ZONE F RURAL | 6 | 1:17 | 14:57 | 9:59 | 4:42 | 14:57 |
| All Urban Compliance Areas | 50 | 0:01 | 11:58 | 4:23 | 3:02 | 8:03 |
| All Suburban Compliance Areas | 17 | 0:06 | 16:46 | 8:08 | 4:15 | 13:38 |
| All Rural Compliance Areas | 6 | 1:17 | 14:57 | 9:59 | 4:42 | 14:57 |
| All Wilderness Compliance Areas | 0 | | | | | |

**Exemption Request Report
May 2015**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------------|-----------------|---------|-----------------------------|-------------------------|-------------------|
| 05/03/2015 | 15063341 | F URBAN | Dispatch Error | Not an Error | Not Exempt |
| 05/06/2015 | 15064786 | F URBAN | Train | | Exempt |

**Exemption Request Report
June 2015**

| Date | Incident Number | Zone | Type of Exemption Requested | Exemption Denied Reason | EMS Agency Action |
|------|-----------------|------|-----------------------------|-------------------------|-------------------|
|------|-----------------|------|-----------------------------|-------------------------|-------------------|

Contract 1 Year Cumulative Performance Summary

| Response Time Compliance | | | | | | | | | | | | | |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|------------------------|
| Zone | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Apr 15 | May 15 | Jun 15 | Monthly Average |
| F URBAN | 95% | 83% | 90% | 92% | 94% | 98% | 79% | 94% | 100% | 84% | 88% | 88% | 89.9% |
| F SUBURBAN | 100% | 91% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99.3% |
| F RURAL | 78% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98.0% |
| All Zones | 93% | 88% | 92% | 93% | 96% | 99% | 87% | 96% | 100% | 89% | 91% | 92% | 92.9% |

Failure to Provide Data

| Event Type | May 2015 | June 2015 |
|-------------------|-----------------|------------------|
| N/A | | |

Mechanical Report

| Event Type | Date | Preventable |
|-------------------|-------------|--------------------|
| N/A | | |

Community Service Report

| Event Type |
|-------------------|
| See Appendix A. |

