



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

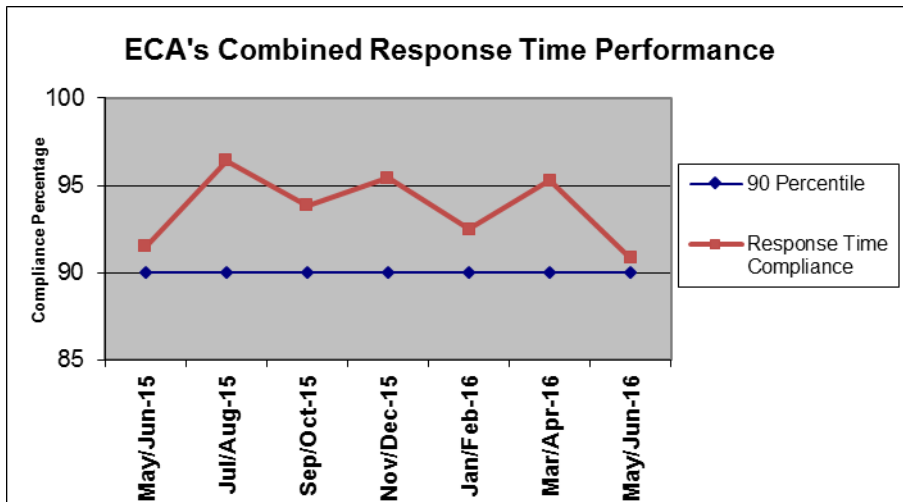
Fax Number
(209) 468-6725

Memorandum

TO: All Interested Parties
FROM: Rick Jones, EMS Analyst
DATE: January 3, 2017

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 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 May and June compliance was at 93.51% in May, and 87.04% in June for a combined two-month compliance of 90.84% based on 131 responses. As illustrated by the chart, ECA is consistently above the 90th percentile when months are combined to increase statistical relevance.

The complete compliance report for May and June 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

May 1, 2016 through May 31, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	54	5	90.74%	X	
SJ ZONE F SUBRUBAN	20:00	12	0	100.00%	X	
SJ ZONE F RURAL	20:00	11	0	100.00%	X	
All Zones Combined		77	5	93.51%	3	0

Response Time Compliance Report by 30 Day Rolling Period

June 1, 2016 through June 30, 2016						
Compliance Zone	Response Time Standard	Total Responses	Non-compliant, Non-exempted Responses	Compliance Percentage	Yes	No
SJ ZONE F URBAN	8:00	26	6	76.92%		X
SJ ZONE F SUBRUBAN	20:00	15	0	100.00%	X	
SJ ZONE F RURAL	20:00	13	1	92.31%	X	
All Zones Combined		54	7	87.04%	2	1

Fines and Penalties Report

Type of Penalty	May 2016	June 2016
Late response minutes	\$250	\$150
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	\$250	\$150

Weekly Unit Hour Staffing Report

	May 2016	June 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	May 2016			June 2016		
	Number of Responses	Number of Non-Compliant Responses	Percent Compliant	Number of Responses	Number of Non-Compliant Responses	Percent Compliant
Urban 8:00	54	5	90.74%	26	6	76.92%
Suburban 20:00	12	0	100.00%	15	0	100.00%
Rural 20:00	11	0	100.00%	13	1	92.31%
Wilderness ASAP	0	0	100.00%	0	0	100.00%
Total	77	5	93.51%	54	7	87.04%

Mutual Aid Incidents

May 2016			June 2016		
Mutual Aid Provider	Response Area	Number of Responses	Mutual Aid Provider	Response Area	Number of Responses
AMR Stanislaus	SJ ZONE F RURAL	1	MDAS	SJ ZONE F RURAL	1
MDAS	SJ ZONE F URBAN	3	MDAS	SJ ZONE F SUBURBAN	2
			MDAS	SJ ZONE F URBAN	1
Total		4			4

Detailed Response Time Analysis May 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	54	0:04	15:55	4:59	3:28	8:51
SJ ZONE F SUBURBAN	12	1:04	11:05	5:43	2:43	8:36
SJ ZONE F RURAL	11	0:05	16:19	10:04	4:32	14:55
All Urban Compliance Areas	54	0:04	15:55	4:59	3:28	8:51
All Suburban Compliance Areas	12	1:04	11:05	5:43	2:43	8:36
All Rural Compliance Areas	11	0:05	16:19	10:04	4:32	14:55
All Wilderness Compliance Areas	0					

Detailed Response Time Analysis June 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	26	2:22	14:41	6:03	2:37	8:45
SJ ZONE F SUBURBAN	15	2:49	18:47	7:44	4:15	14:16
SJ ZONE F RURAL	13	7:05	20:14	12:14	2:00	14:47
All Urban Compliance Areas	26	2:22	14:41	6:03	2:37	8:45
All Suburban Compliance Areas	15	2:49	18:47	7:44	4:15	14:16
All Rural Compliance Areas	13	7:05	20:14	12:14	2:00	14:47
All Wilderness Compliance Areas	0					

**Exemption Request Report
May 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
05/31/2016	16078589	F URBAN	Delayed Reporting on Scene		Exempt

**Exemption Request Report
June 2016**

Date	Incident Number	Zone	Type of Exemption Requested	Exemption Denied Reason	EMS Agency Action
No exemptions requested					

Contract 1 Year Cumulative Performance Summary

Response Time Compliance													
Zone	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Monthly Average
F URBAN	100%	100%	100%	93%	93%	96%	94%	86%	95%	92%	91%	77%	91.5%
F SUBURBAN	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.0%
F RURAL	100%	100%	100%	100%	100%	89%	100%	89%	90%	100%	100%	92%	95.2%
All Zones	100%	100%	100%	95%	95%	96%	96%	89%	95%	95%	94%	87%	95.2%

Failure to Provide Data

Event Type	May 2016	June 2016
N/A		

Mechanical Report

Event Type	Date	Preventable
N/A		

Community Service Report

Event Type
See Appendix A.

