



AMERICAN MEDICAL RESPONSE®

October 8, 2008

Santa Clara EMS Agency
645 S. Bascom Ave.
San Jose CA 95128
Attn: Josh Davies

2008 OCT 14 AM 11:45

SANTA CLARA COUNTY
EMS AGENCY

Dear Mr. Davies:

On August 28, 2008 the EMS Agency and AMR met to discuss the extension of the Santa Clara County 911 contract. During the discussions AMR had several take away items which in some cases required timely research. Following are the subject areas.

Dispatch of QRV in Sunnyvale

It was outlined in our meeting that there were several months in which AMR did not meet response time compliance in the city of Sunnyvale utilizing QRV units. AMR responded that negotiations were ongoing with Sunnyvale staff to resolve the issue with one of the components being dispatch selection of code two response for ambulance resources when the QRV was not available to respond to the call. To assure that Sunnyvale was working with AMR to resolve the issue EMS requested a meeting with all parties. In a later conversation with the Fire Liaison for AMR an update was given that Sunnyvale was working closely with AMR and the issue was resolved. Josh Davies was contacted and informed and it was decided that the meeting was not necessary.

AMR Performance Team, AMR and EMS meeting.

Issue was brought up during the meeting that the format and reporting of adjusted calls was not clear and appeared to show no adjustments for appealed calls. I met with the Performance Team staff to discuss these issues and they were more than willing to meet with the customer to improve the report and a meeting is scheduled for October 14, 2008.

Supervisor Class Participation

The EMS agency expressed concerns over the lack of attendance by AMR Supervisors at classes that were supported by grant monies. I was advised after the meeting that the Supervisors attendance was impacted by ongoing wild fires occurring in ours and adjacent counties they were assisting in managing the delivery of medical services. I advised the Operations Manager of the sensitivity to the issue of being absent to these classes and requested that attendance occur in the future.

Grant Applications

It was requested that AMR work more closely with the EMS agency to assure that maximizing available funding resources would occur. I advised my Operations Manager to work more closely and assure that applying for personnel funds occurred.

FRO Training

AMR was asked to contact all private providers in the county to determine what the cost of attending FRO classes would be for primary pay and backfill. Currently we have not received responses from two private providers.

Upgrade Urbanization Data

The EMS agency and AMR concurred that an update to the urbanization standards needed to occur and AMR was asked to develop an impact review. Preliminary data indicates that there would be little impact with the exception of Sub Zone 5. A finalized impact report will be presented at our meeting of next week for further discussion.

BLS utilization in the EMS system

It was communicated that some stakeholders believed that the utilization of BLS resources would solve the issue of extended response times to the Code 2 responses in the system. It was agreed that AMR and the EMS agency felt that the remedy to the issue of Code 2 response rested elsewhere.

Timeline Adherence

I brought the issue of timely response to request from the EMS agency with my staff. It was outlined that some issues took more time due to reliance on other agency or AMR departments. I communicated that the perception was not favorable in the eyes of the agency and more attention and heightened awareness need to occur.

System Monitoring

The EMS agency voiced a concern over the issue of communication policy violations occurring by AMR employees. The agency felt that AMR Supervisors needed to monitor the radio to assure compliance to policy. This has been brought to the attention of all fulltime and acting Supervisors.

COOP Program

The EMS agency requested that a COOP program be developed by AMR and presented to the Agency. This project has been assigned to Bob Cascone, CES Training and Exercise Coordinator. Mr. Cascone has significant experience in the area and will be attending a conference in Southern California to gain more experience in the month of October to help refine the report.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul W. Davis". The signature is written in a cursive style with a large initial "P".

Paul W. Davis
General Manager
Santa Clara County