

AMERICAN MEDICAL RESPONSE ANNUAL COMPLIANCE REPORT

REPORTING PERIOD: 2005 - 2009

SUBMITTED BY: Dave Schierman

#	RESPONSE DATA				ACTUAL % COMPLIANCE		COMMENTS
			YES	NO	2005	2006	
1	ALL ZONE GROUPS	Contractor will be deemed to be in compliance with response time standards if ninety percent (90%) or more of all Code 3 and Code 2 medical incidents in which a transport ambulance arrives on scene, measured monthly, meet the specified response times per EMS response zones.			2005	95.66	
					2006	93.11	
					2007	94.46	
					2008	93.88	
					2009	95.58	
CONTRACT DELIVERABLES			YES	NO	RECOMMENDATIONS		
2	Compliance with this agreement		X				AMR has remained 100% compliant in all aras of the contract as supported by the minutes of the Contract Compliance Committee.
3	Operational and Financial areas		X				All required reports have specific periodic timeframes for submittal. AMR has submitted all monthly, quarterly and annual fininacial and operational reports on time and has remained below contractual caps for profit margine.
4	Effectiveness of Contractor's Quality Improvement Program in achieving demonstratable improvements in the performance and effeciency of the system.		X				AMR's QI program continues to have record success in mainitaining and/or improving the clinical excelence of our crews. This includes one of the highest recorded ROSC rates in the Nation.
5	Cooperation of management in assisting the EMS agency with system operation and enhancements.		X				AMR has participated in field medicine studies sponsored by the EMS agency (12 lead, Zophran, Theraputic Hypothermia, Interosious IV Infusion) and continues its history of close support of Emergency Medical Services and the Public Health Department. Most notable in disaster response is the Isla Vista Halloween incident managment and logistical support during the Zaca, Gap, Tea and Jesusita Fires.
6	Number of substatiated complaints filed against Contractor and the manner in which contractor handled them.		X				AMR has received less than five complaints per year and handles all complaints either internally or through our Patient Advocacy Department. We are an "A" rated member of the BBB.

AMERICAN MEDICAL RESPONSE ANNUAL COMPLIANCE REPORT

#	RESPONSE DATA			ACTUAL % COMPLIANCE	COMMENTS
7	Extent of contractors community involvement	X			AMR has provided thousands of hours of community service during this reporting period in addition to our community CPR program where we strive to train 1000 community members a year in CPR at no cost.
8	Consistency in maintaining and/or improving its professional image.	X			AMR continues to uphold our stringent expectations of professional and ethical conduct by our team.
9	Integration of community and employee input.	X			AMR has fully integrated both employee and community involvement in all appropriate areas of our operation.

SIGNED: Nancy Lapolla

TITLE: EMS Director

DATE: 02/19/2009

APPROVED BY CCC: See Minutes

DATE: 02-19-2009
