



---

## EMS SYSTEM ADVISORY #2017-10/31

**TO:** Riverside County EMS System

**FROM:** Trevor Douville, Senior EMS Specialist

**SUBJECT:** Ambulance Patient Offload Data

**DATE:** October 31, 2017

---

The following report contains updated information on ambulance patient offload time (APOT) and ambulance patient offload delays (APOD) for Quarter 1 and Quarter 2 of 2017. The information provided represents a departure—in both its appearance and in the data provided—from the monthly reports that Riverside County EMS Agency (REMSA) has previously published over the past several years. This new methodology and report format is in accordance with the California EMS Authority (EMSA) reporting requirements.

Prior to 2017, ambulance patient offload data was collected from the ambulance provider CAD (computer-aided dispatch) system, and APOT was measured from the time dispatch placed the ambulance unit on bed delay status until the time the ambulance cleared the hospital destination. Adhering to the 30-minute standard, all times beyond the first 30 minutes were aggregated and reported by REMSA.

On December 14, 2016, EMSA standardized the reporting requirements for APOT and introduced APOT-1 and APOT-2 specifications. EMSA requires all LEMSAs to report these values quarterly. APOT-1 specifies the reporting of the transfer of care times at the 90<sup>th</sup> percentile. This metric represents **all** patient offloads and marks the time for which 90% of the offload times are shorter. APOT-2 specifies the reporting of the transfer of care times in incremental percentages.

<http://www.emsa.ca.gov/Media/default/PDF/APOT-1.pdf>

<http://www.emsa.ca.gov/media/default/PDF/APOT-2.pdf>

Additionally, all data definitions for APOT have been standardized, and on January 1, 2017, REMSA began utilizing the ePCR (electronic patient care report) data system for all APOT and APOD data.

[http://www.emsa.ca.gov/media/default/PDF/APOT-Methodology\\_Guidance-2016.pdf](http://www.emsa.ca.gov/media/default/PDF/APOT-Methodology_Guidance-2016.pdf)

The report provided includes data for both Quarter 1 and Quarter 2. Going forward, REMSA will be publishing a monthly report, which will include the previous month and year-to date data, including the transports, APODs, and compliance metrics that have been historically included in our reports, and introducing APOT and APOT-1 aggregate times. REMSA will also be publishing quarterly reports in the format of the following report.





# Ambulance Patient Offload Delays Q1 & Q2 2017

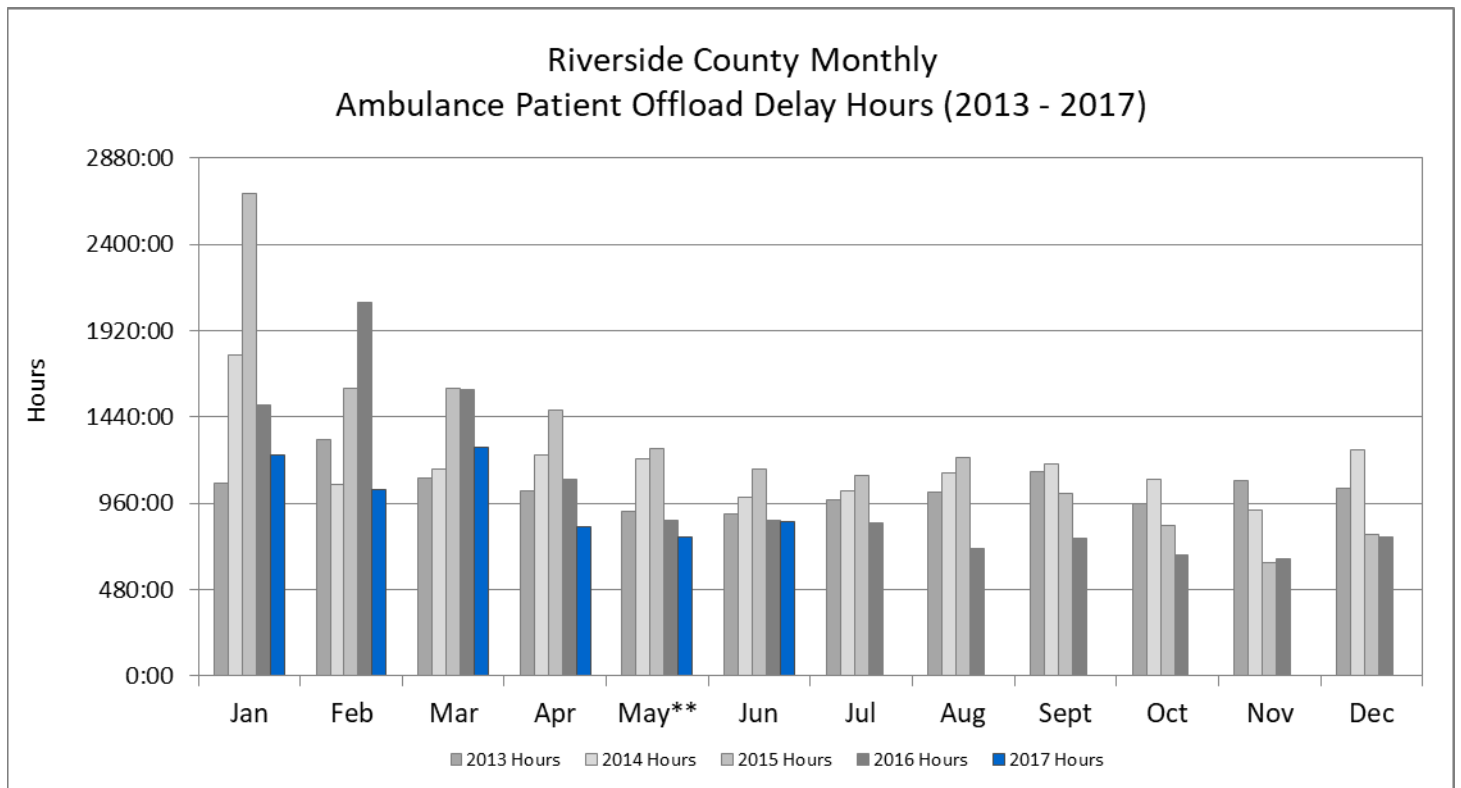
*Covering data January 2017 through June 2017*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

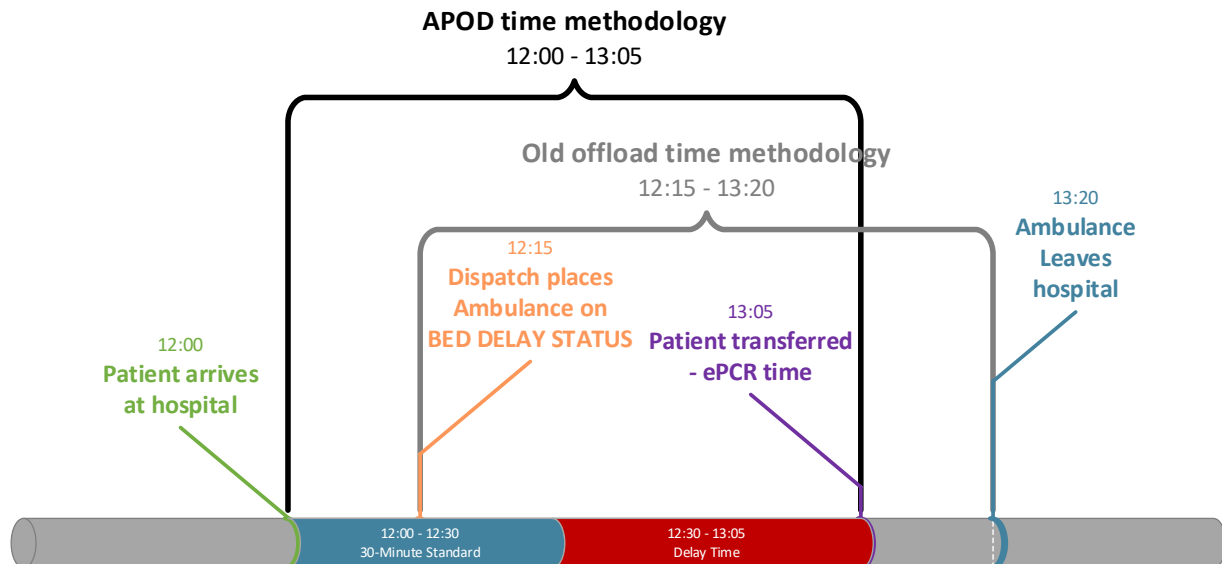
The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through June of 2017 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes, and only the time period after the first 30 minutes is summed.

Beginning January 2017, offload times represented are measured using time of patient arrival at hospital (eTimes.11) until the time of patient transfer (eTimes.12) as represented on the ePCR (electronic patient care report). This represents a different methodology in offload time measurement. Prior to January 2017, offload times were calculated using CAD times, beginning with the time that dispatch placed the ambulance on bed delay status until the time the ambulance left the hospital.

This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



\*\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.



# 1<sup>ST</sup> QUARTER AMBULANCE PATIENT OFFLOAD DELAYS BY HOSPITAL

## Q1 (January - March) by Month

Hospital	January			February			March		
	Total ALS Transports	APODs	APOD Hours	Total ALS Transports	APODs	APOD Hours	Total ALS Transports	APODs	APOD Hours
RCH	1,522	602	348:09:18	1,320	484	284:28:30	1,511	589	357:13:08
Kaiser	599	95	51:34:57	510	40	9:44:17	570	52	11:09:41
Parkview	524	170	123:33:40	481	177	156:01:36	544	171	110:42:34
RUHS	1,206	129	44:59:40	1,084	109	29:06:22	1,309	137	30:25:37
Corona	639	166	106:16:02	583	185	140:33:24	686	167	89:41:18
Moreno Valley	355	38	8:27:29	320	52	12:59:38	335	60	17:53:19
Menifee	388	60	33:44:24	365	72	34:43:44	441	105	56:06:43
LLUMC	527	200	139:36:32	442	114	65:13:10	551	185	145:30:00
Inland Valley	831	68	33:02:53	790	84	48:01:24	835	91	81:41:35
Rancho Springs	438	25	18:48:12	382	25	4:30:08	474	29	5:37:16
Temecula	543	60	22:47:28	490	29	4:04:16	534	28	4:42:52
Hemet	1,377	433	203:16:34	1,193	421	220:41:42	1,268	491	266:14:35
San Geronio	548	64	24:29:01	500	48	11:53:03	548	68	27:34:43
Eisenhower	351	7	12:05:20	326	7	1:55:27	351	2	0:23:10
Desert	949	44	30:07:25	823	38	5:46:10	1,011	60	62:17:21
JFK	335	21	29:56:59	301	14	4:00:34	340	13	2:00:04
<b>Totals</b>	<b>11,132</b>	<b>2,182</b>	<b>1230:55:54</b>	<b>9,910</b>	<b>1,899</b>	<b>1033:43:25</b>	<b>11,308</b>	<b>2,248</b>	<b>1269:13:56</b>

## Q1 Aggregate Totals

Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	4,353	2522:32:40	989:50:56	1,675	61.5%	1:15:00
Kaiser Hospital Riverside	1,679	505:58:59	72:28:55	187	88.9%	0:32:00
Parkview Community Hospital	1,549	898:00:25	390:17:50	518	66.6%	1:10:29
Riverside University Health System	3,599	928:43:31	104:31:39	375	89.6%	0:30:56
Corona Regional Med Ctr	1,908	931:58:14	336:30:44	518	72.9%	1:03:06
Moreno Valley Hospital	1,010	309:32:34	39:20:26	150	85.1%	0:35:59
Menifee Med Ctr	1,194	434:38:50	124:34:51	237	80.2%	0:45:00
Loma Linda Univ Med Ctr Mur	1,520	841:57:54	350:19:42	499	67.2%	1:14:00
Inland Valley Med Ctr	2,456	671:50:32	162:45:52	243	90.1%	0:30:00
Rancho Springs Med Ctr	1,294	303:39:40	28:55:36	79	93.9%	0:24:00
Temecula Valley Hospital	1,567	379:36:56	31:34:36	117	92.5%	0:27:06
Hemet Valley Hospital	3,838	1981:25:46	690:12:51	1,345	65.0%	1:06:00
San Geronio Mem Hospital	1,596	467:27:50	63:56:47	180	88.7%	0:32:00
Eisenhower Med Ctr	1,028	177:09:44	14:23:57	16	98.4%	0:17:32
Desert Regional Med Ctr	2,783	625:59:46	98:10:56	142	94.9%	0:23:02
JFK Hospital	976	194:53:52	35:57:37	48	95.1%	0:20:27
<b>Totals</b>	<b>32,350</b>	<b>12175:27:13</b>	<b>3533:53:15</b>	<b>6,329</b>	<b>80.4%</b>	<b>0:45:33</b>

Key: High Low/Best

## 2<sup>ND</sup> QUARTER AMBULANCE PATIENT OFFLOAD DELAYS BY HOSPITAL

### Q2 (April – June) by Month

Hospital	April			May			June		
	Total ALS Transports	APODs	APOD Hours	Total ALS Transports	APODs	APOD Hours	Total ALS Transports	APODs	APOD Hours
RCH	1,400	383	161:15:38	1,493	387	141:00:22	1,470	476	156:52:47
Kaiser	460	49	10:52:35	560	67	30:18:43	554	78	19:14:38
Parkview	501	105	45:20:32	461	91	40:30:12	460	79	38:38:59
RUHS	1,308	199	41:22:16	1,219	115	25:26:41	1,179	203	50:51:24
Corona	740	223	129:04:48	726	203	94:15:21	692	198	101:50:31
Moreno Valley	353	28	6:01:22	350	48	14:27:22	309	50	21:37:14
Menifee	410	91	66:40:35	434	116	48:36:37	368	75	38:37:27
LLUMC	485	115	47:33:55	498	155	76:20:29	521	140	76:46:05
Inland Valley	859	112	43:45:24	880	160	63:04:04	881	112	37:40:16
Rancho Springs	402	21	6:19:07	459	43	20:13:34	392	15	2:16:10
Temecula	440	33	4:52:47	492	37	7:20:55	516	70	17:49:31
Hemet	1,298	499	241:40:07	1,200	424	182:24:13	1,232	637	256:46:06
San Geronio	551	74	13:51:50	566	50	11:15:43	570	111	23:25:28
Eisenhower	315	1	0:14:22	331	5	0:52:20	296	5	0:34:36
Desert	910	36	7:23:36	937	53	11:31:49	909	55	13:59:45
JFK	363	8	1:31:17	351	15	7:31:42	314	15	4:16:24
<b>Totals</b>	<b>10,795</b>	<b>1,977</b>	<b>827:50:11</b>	<b>10,957</b>	<b>1,969</b>	<b>775:10:07</b>	<b>10,663</b>	<b>2,319</b>	<b>861:17:21</b>

### Q2 Aggregate Totals

Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	4,363	1907:25:30	459:08:47	1,246	71.4%	0:48:00
Kaiser Hospital Riverside	1,574	483:26:33	60:25:56	194	87.7%	0:33:28
Parkview Community Hospital	1,422	540:34:45	124:29:43	275	80.7%	0:45:13
Riverside University Health System	3,706	1154:42:20	117:40:21	517	86.0%	0:34:25
Corona Regional Med Ctr	2,158	1038:47:53	325:10:40	624	71.1%	1:00:02
Moreno Valley Hospital	1,012	312:10:28	42:05:58	126	87.5%	0:34:00
Menifee Med Ctr	1,212	490:09:09	153:54:39	282	76.7%	0:51:48
Loma Linda Univ Med Ctr Mur	1,504	669:25:55	200:40:29	410	72.7%	0:56:13
Inland Valley Med Ctr	2,620	748:51:30	144:29:44	384	85.3%	0:36:33
Rancho Springs Med Ctr	1,253	283:59:38	28:48:51	79	93.7%	0:25:00
Temecula Valley Hospital	1,448	363:38:29	30:03:13	140	90.3%	0:30:00
Hemet Valley Hospital	3,730	2037:51:33	680:50:26	1,560	58.2%	1:05:53
San Geronio Mem Hospital	1,687	499:09:26	48:33:01	235	86.1%	0:33:21
Eisenhower Med Ctr	942	151:18:46	1:41:18	11	98.8%	0:17:33
Desert Regional Med Ctr	2,756	590:01:53	32:55:10	144	94.8%	0:24:01
JFK Hospital	1,028	174:52:59	13:19:23	38	96.3%	0:20:00
<b>Totals</b>	<b>32,415</b>	<b>11446:26:47</b>	<b>2464:17:39</b>	<b>6,265</b>	<b>80.7%</b>	<b>0:42:21</b>

Key: High Low/Best

## 2017 YEAR-TO-DATE TOTALS

The totals represented below include information for January through June 2017

Hospital	2017 Year-to-Date					
	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	8,716	4429:58:10	1448:59:43	2,921	66.5%	1:00:00
Kaiser Hospital Riverside	3,253	989:25:32	132:54:51	381	88.3%	0:32:58
Parkview Community Hospital	2,971	1438:35:10	514:47:33	793	73.3%	1:02:00
Riverside University Health System	7,305	2083:25:51	222:12:00	892	87.8%	0:32:59
Corona Regional Med Ctr	4,066	1970:46:07	661:41:24	1,142	71.9%	1:01:42
Moreno Valley Hospital	2,022	621:43:02	81:26:24	276	86.4%	0:34:28
Menifee Med Ctr	2,406	924:47:59	278:29:30	519	78.4%	0:48:49
Loma Linda Univ Med Ctr Mur	3,024	1511:23:49	551:00:11	909	69.9%	1:04:27
Inland Valley Med Ctr	5,076	1420:42:02	307:15:36	627	87.6%	0:34:00
Rancho Springs Med Ctr	2,547	587:39:18	57:44:27	158	93.8%	0:25:00
Temecula Valley Hospital	3,015	743:15:25	61:37:49	257	91.5%	0:28:02
Hemet Valley Hospital	7,568	4019:17:19	1371:03:17	2,905	61.6%	1:05:59
San Gorgonio Mem Hospital	3,283	966:37:16	112:29:48	415	87.4%	0:32:59
Eisenhower Med Ctr	1,970	328:28:30	16:05:15	27	98.6%	0:17:31
Desert Regional Med Ctr	5,539	1216:01:39	131:06:06	286	94.8%	0:23:40
JFK Hospital	2,004	369:46:51	49:17:00	86	95.7%	0:20:01
<b>Totals</b>	<b>64,765</b>	<b>23621:54:00</b>	<b>5998:10:54</b>	<b>12,594</b>	<b>80.6%</b>	<b>0:44:00</b>

## UNDERSTANDING APOD AND APOT

### Ambulance Patient Offload Time (APOT)

The Time interval between the arrival of an ambulance patient at an ED and the time the patient is transferred to the ED gurney, bed, chair, or other acceptable location and the emergency department assumes the responsibility for care of the patient.<sup>1</sup> The Clock Start (eTimes.11) is the time of patient arrival at the destination (hospital), and the Clock Stop (eTimes.12) is time the care of the patient is transferred.<sup>2</sup> REMSA obtains both times from the ePCR.

### APOT -1 Specifications

Criteria: All 911 transports to a hospital emergency department for which the patient arrival and transfer dates and times are “logical and present.”<sup>3</sup>

Method: Aggregate of all transfer times and reported at the 90<sup>th</sup> percentile (the value for which 90% of the times are shorter).

### Ambulance Patient Offload Delay (APOD)

Any delay in ambulance patient offload time (APOT) that exceeds the local ambulance patient offload time standard of 25/30 minutes (Riverside County EMS Agency applies a 30-minute standard). This shall also be synonymous with “non-standard patient offload time” as referenced in the Health and Safety Code.<sup>4</sup> If the transfer of care and patient offloading from the ambulance gurney exceeds the 30 minute standard, it will be documented and tracked as APOD.<sup>5</sup>

<sup>1</sup> Health and Safety Code Division 2.5, Chapter 3, Article 1, Section 1797.120(b)

<sup>2</sup> Ambulance Patient Offload Time (APOT) Standardized Methods for Data Collection and Reporting, approved by EMS Commission 12/14/2016.

<sup>3</sup> Ibid. APOT-1 Specifications.

<sup>4</sup> REMSA Policy 9101.6. <http://www.remsa.us/policy/9101.pdf>

<sup>5</sup> REMSA Policy 4204, Transfer of Patient Care. <http://www.remsa.us/policy/4204.pdf>