



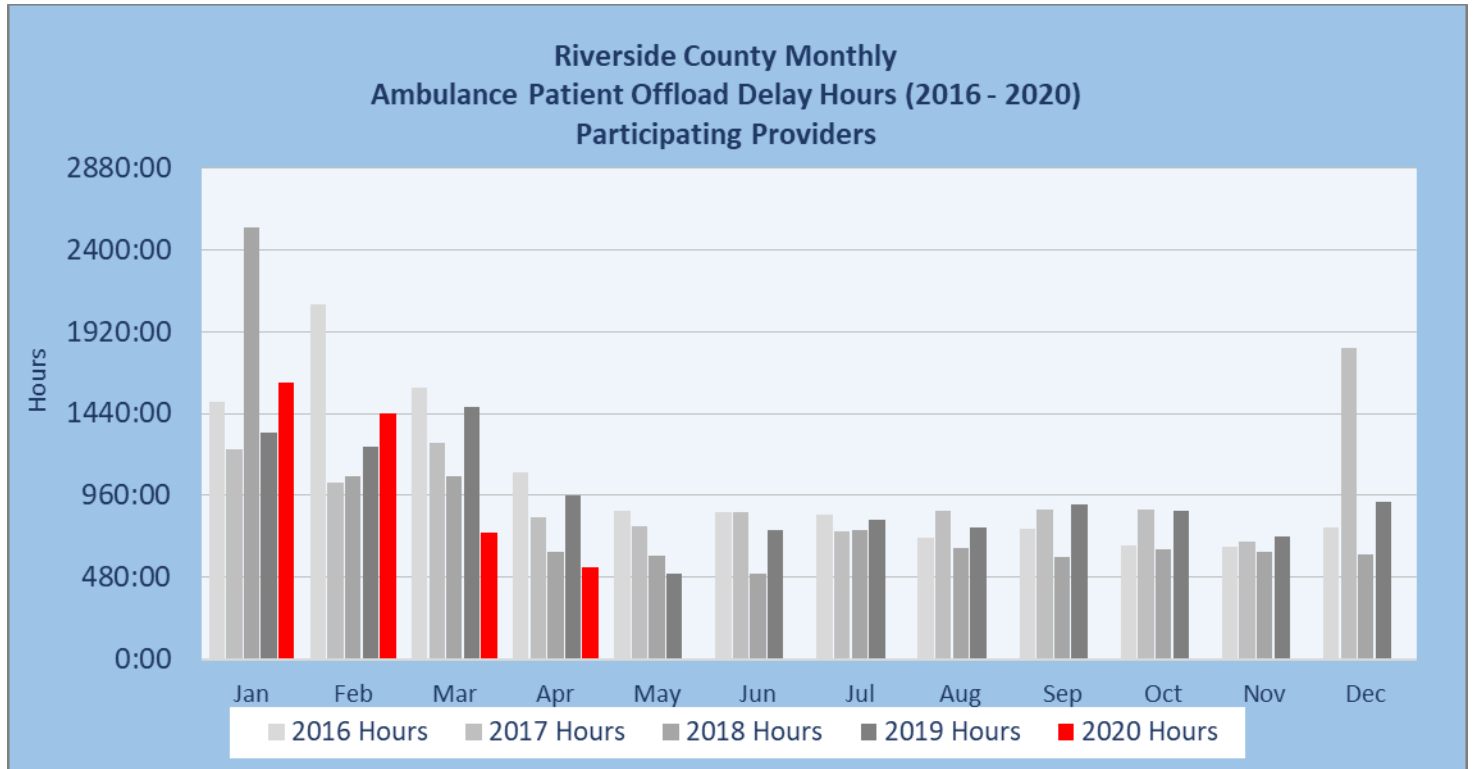
Ambulance Patient Offload Time

April 2020

*Monthly
Report*

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

These charts represent total ambulance patient offload times (APOT) and delays (APOD) from hospitals within Riverside County. APOD includes delays greater than 30 minutes, and only the time after the first 30 minutes has passed.



APOD times for 2016 were measured using a different methodology. See page 6 for details.

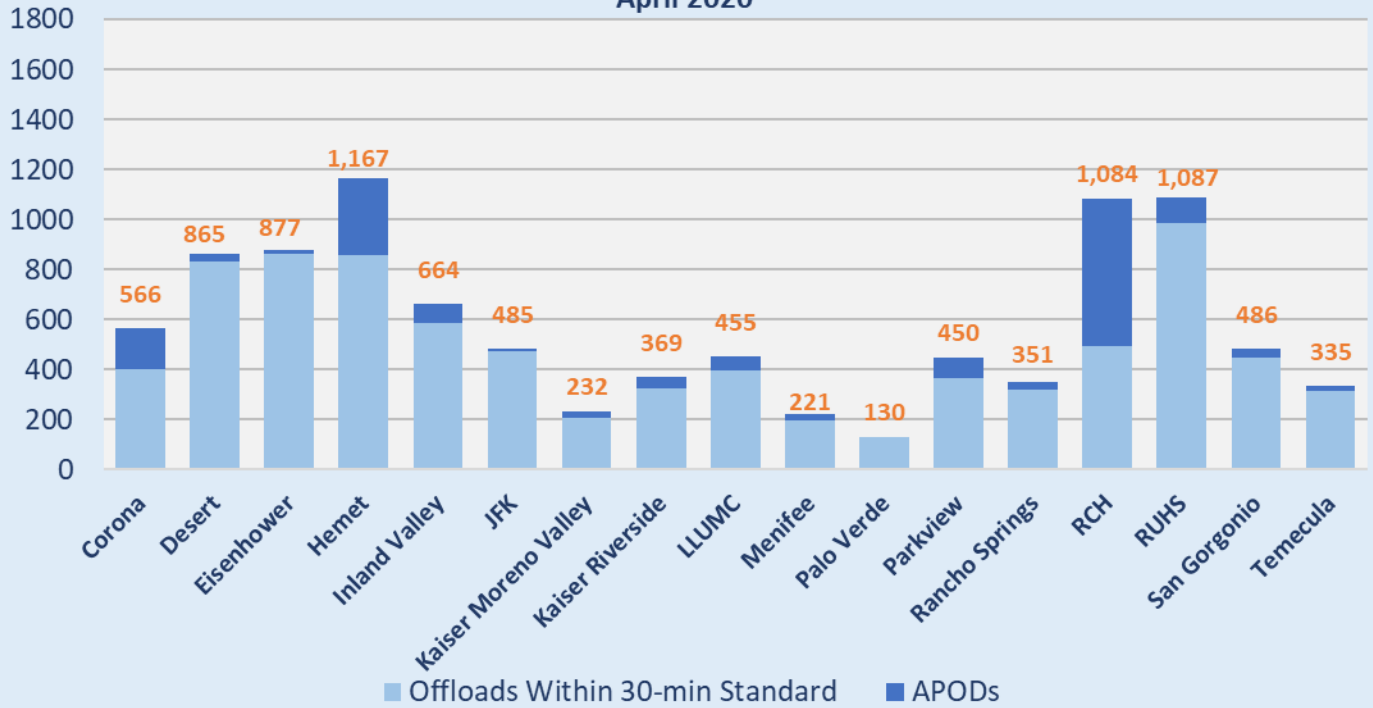
*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

**Beginning August 2017, times represented include all participating providers. Prior to August, data included AMR responses only.

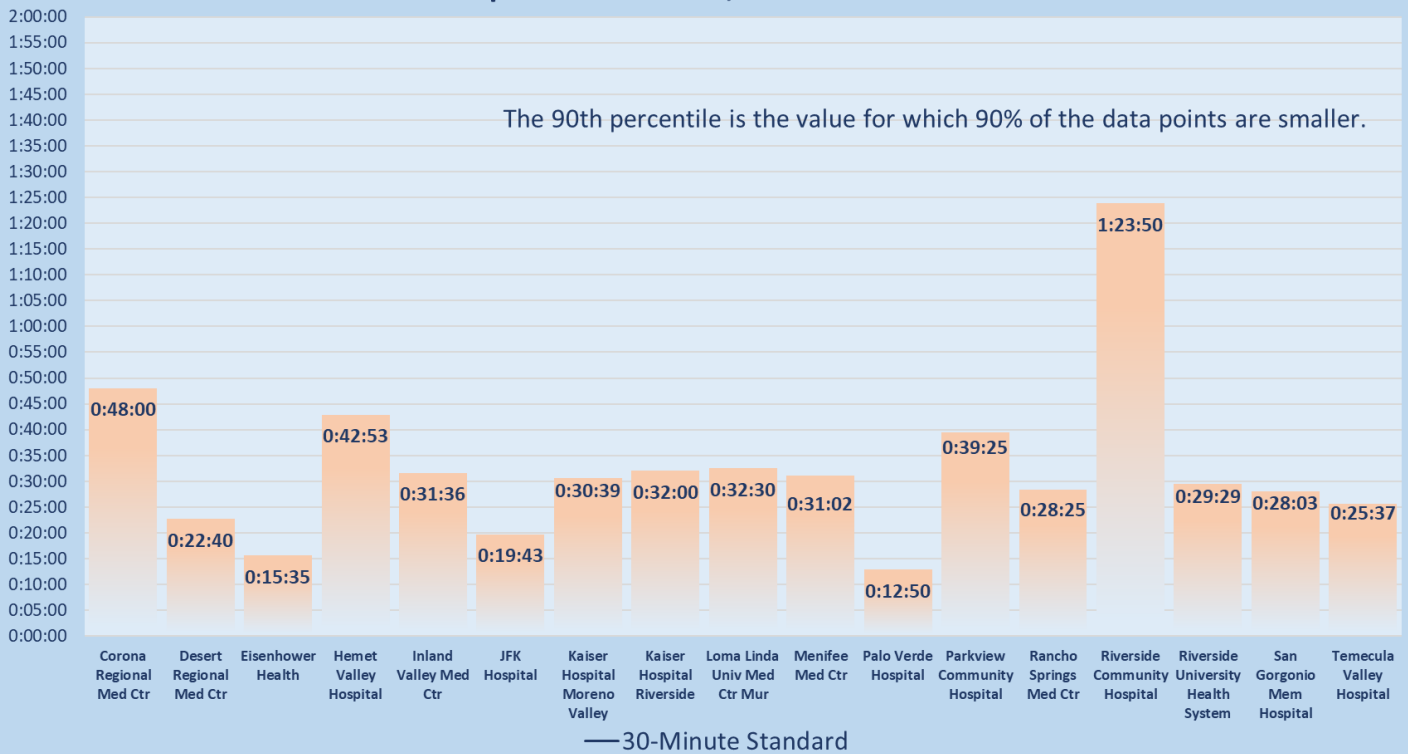
| April 2020 | | | | | | |
|------------------------------------|----------------|-------------------|------------------|--------------|-----------------|----------------|
| | ALS Transports | APOT | APOD Hours | APODs | APOD Compliance | APOT - 1 |
| Corona Regional Med Ctr | 566 | 238:37:14 | 45:23:44 | 166 | 70.7% | 0:48:00 |
| Desert Regional Med Ctr | 865 | 176:40:28 | 8:48:38 | 35 | 96.0% | 0:22:40 |
| Eisenhower Health | 877 | 141:05:08 | 3:10:06 | 13 | 98.5% | 0:15:35 |
| Hemet Valley Hospital | 1,167 | 463:56:54 | 66:18:22 | 311 | 73.4% | 0:42:53 |
| Inland Valley Med Ctr | 664 | 188:22:34 | 15:25:54 | 78 | 88.3% | 0:31:36 |
| JFK Hospital | 485 | 76:34:47 | 1:25:55 | 11 | 97.7% | 0:19:43 |
| Kaiser Hospital Moreno Valley | 232 | 64:42:20 | 9:57:49 | 25 | 89.2% | 0:30:39 |
| Kaiser Hospital Riverside | 369 | 104:15:13 | 8:46:03 | 44 | 88.1% | 0:32:00 |
| Loma Linda Univ Med Ctr Mur | 455 | 141:46:27 | 9:32:10 | 59 | 87.0% | 0:32:30 |
| Menifee Med Ctr | 221 | 68:05:45 | 3:34:56 | 26 | 88.2% | 0:31:02 |
| Palo Verde Hospital | 130 | 13:28:00 | 0:00:00 | 0 | 100.0% | 0:12:50 |
| Parkview Community Hospital | 450 | 156:54:18 | 18:52:25 | 83 | 81.6% | 0:39:25 |
| Rancho Springs Med Ctr | 351 | 93:50:37 | 6:42:21 | 30 | 91.5% | 0:28:25 |
| Riverside Community Hospital | 1,084 | 754:39:44 | 312:50:40 | 590 | 45.6% | 1:23:50 |
| Riverside University Health System | 1,087 | 320:25:42 | 15:29:08 | 99 | 90.9% | 0:29:29 |
| San Geronio Mem Hospital | 486 | 130:48:07 | 5:29:22 | 39 | 92.0% | 0:28:03 |
| Temecula Valley Hospital | 335 | 78:46:11 | 3:31:09 | 21 | 93.7% | 0:25:37 |
| Grand Total | 9,824 | 3212:59:29 | 535:18:42 | 1,630 | 83.4% | 0:38:23 |

Key High Low

Riverside County Hospitals Transports and APODs April 2020



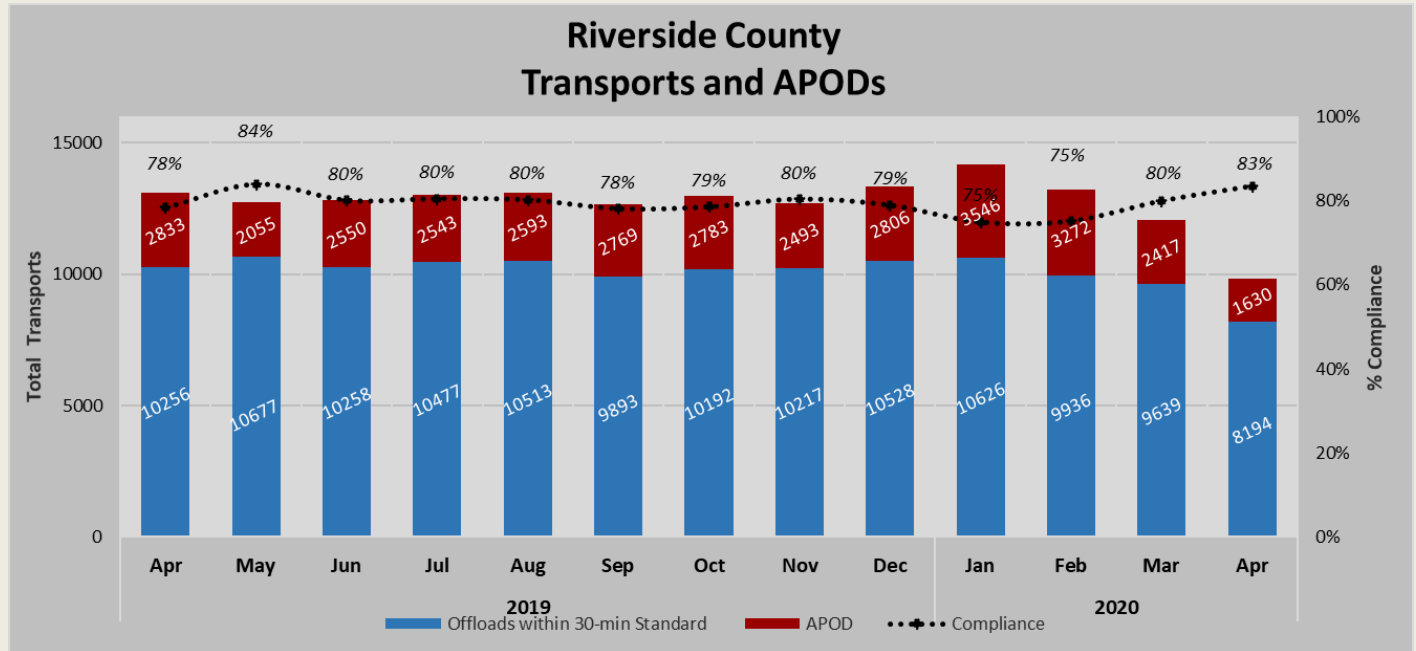
April 2020 APOT 1, 90th Percentile



Data for this report has been collected from ePCRs (electronic patient care records) via FirstWatch® and are available after they have been completed by the provider. There is, therefore, an inherent latency to the availability of these records. Due to this latency, subsequent reports may feature higher aggregate numbers than earlier reports for the same reporting period. The difference is insignificant (averaging less than .07%) and does not impact overall compliance.

APOT AND APOD TRENDS: ROLLING ANNUAL REVIEW

The first chart represents Riverside County's total number of ambulance 9-1-1 transports, patient offload delay (APOD), and percent compliance for the current month and a rolling 12 months prior.



APOD hours only include the time after the 30-minute standard has elapsed.

TRANSPORT VOLUME. Transport volume for each hospital over a 12 month period compared to the current month is described below. Each hospital can be categorized as a low to high volume facility relative to all facilities in the county. Hospitals are color coded ranging from low to high based on an average transports of the last 12 months.

| Hospital | Transport Volume | | | | | | | | | | | | Avg | |
|-------------------------------|------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|
| | 2019 | | | | | | | | | | | 2020 | | |
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | |
| Corona Regional Med Ctr | 710 | 705 | 771 | 819 | 802 | 780 | 790 | 753 | 799 | 821 | 797 | 700 | 566 | 755 |
| Desert Regional Med Ctr | 1193 | 1083 | 1098 | 1138 | 1137 | 1052 | 1079 | 1152 | 1151 | 1275 | 1180 | 1029 | 865 | 1,110 |
| Eisenhower Health | 1389 | 1293 | 1276 | 1218 | 1139 | 1240 | 1250 | 1353 | 1378 | 1564 | 1467 | 1198 | 877 | 1,280 |
| Hemet Valley Hospital | 1487 | 1416 | 1375 | 1465 | 1435 | 1429 | 1501 | 1380 | 1472 | 1535 | 1348 | 1287 | 1167 | 1,407 |
| Inland Valley Med Ctr | 836 | 829 | 851 | 895 | 913 | 886 | 894 | 919 | 844 | 972 | 902 | 785 | 664 | 861 |
| JFK Hospital | 737 | 597 | 638 | 685 | 627 | 580 | 627 | 688 | 659 | 699 | 663 | 582 | 485 | 636 |
| Kaiser Hospital Moreno Valley | 322 | 328 | 338 | 341 | 367 | 330 | 317 | 283 | 317 | 353 | 311 | 292 | 232 | 318 |
| Kaiser Hospital Riverside | 507 | 515 | 535 | 506 | 515 | 542 | 511 | 485 | 542 | 556 | 506 | 482 | 369 | 505 |
| Loma Linda Univ Med Ctr Mur | 604 | 623 | 627 | 637 | 594 | 599 | 561 | 583 | 588 | 594 | 565 | 502 | 455 | 579 |
| Menifee Med Ctr | 329 | 319 | 338 | 343 | 377 | 311 | 299 | 280 | 336 | 334 | 350 | 328 | 221 | 320 |
| Palo Verde Hospital | 182 | 169 | 162 | 154 | 192 | 166 | 153 | 133 | 152 | 163 | 165 | 168 | 130 | 161 |
| Parkview Community Hospital | 519 | 454 | 480 | 554 | 572 | 510 | 513 | 489 | 594 | 688 | 610 | 524 | 450 | 535 |
| Rancho Springs Med Ctr | 453 | 431 | 454 | 448 | 463 | 440 | 499 | 456 | 470 | 564 | 524 | 431 | 351 | 460 |
| Riverside Comm Hospital | 1388 | 1472 | 1461 | 1366 | 1470 | 1351 | 1451 | 1380 | 1381 | 1292 | 1381 | 1415 | 1084 | 1,376 |
| Riverside Univ Health System | 1275 | 1337 | 1255 | 1314 | 1377 | 1381 | 1440 | 1284 | 1438 | 1487 | 1378 | 1329 | 1087 | 1,337 |
| San Gorgonio Mem Hospital | 594 | 588 | 563 | 587 | 542 | 563 | 560 | 547 | 585 | 657 | 528 | 488 | 486 | 561 |
| Temecula Valley Hospital | 564 | 573 | 586 | 550 | 584 | 502 | 530 | 545 | 628 | 618 | 533 | 516 | 335 | 543 |
| Riverside County Total | 13089 | 12732 | 12808 | 13020 | 13106 | 12662 | 12975 | 12710 | 13334 | 14172 | 13208 | 12056 | 9824 | 12746 |

COMPLIANCE. Compliance is a frequency comparison between the total number of transports and those resulting in APOD. The table below shows compliance by hospital for the last 12 months compared to the current month.

| | Compliance | | | | | | | | | | | | | Avg |
|------------------------------------|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | APOT % Compliance by Hospital for the last 12 months | | | | | | | | | | | | | |
| | 2019 | | | | | | 2020 | | | | | | | |
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | |
| Corona Regional Med Ctr | 75% | 76% | 74% | 67% | 72% | 66% | 69% | 70% | 75% | 68% | 69% | 76% | 71% | 71% |
| Desert Regional Med Ctr | 95% | 97% | 94% | 95% | 89% | 90% | 94% | 87% | 89% | 83% | 83% | 90% | 96% | 91% |
| Eisenhower Health | 98% | 99% | 99% | 98% | 99% | 98% | 98% | 99% | 99% | 98% | 98% | 99% | 99% | 98% |
| Hemet Valley Hospital | 62% | 68% | 64% | 62% | 72% | 65% | 70% | 71% | 66% | 59% | 55% | 63% | 73% | 65% |
| Inland Valley Med Ctr | 83% | 85% | 81% | 80% | 84% | 82% | 81% | 82% | 88% | 74% | 76% | 87% | 88% | 82% |
| JFK Hospital | 98% | 98% | 99% | 99% | 99% | 98% | 99% | 99% | 99% | 98% | 98% | 98% | 98% | 99% |
| Kaiser Hospital Moreno Valley | 78% | 88% | 83% | 88% | 80% | 78% | 81% | 82% | 80% | 79% | 72% | 85% | 89% | 82% |
| Kaiser Hospital Riverside | 80% | 83% | 80% | 89% | 84% | 78% | 75% | 71% | 79% | 71% | 73% | 82% | 88% | 79% |
| Loma Linda Univ Med Ctr Mur | 55% | 68% | 65% | 74% | 73% | 72% | 71% | 73% | 70% | 70% | 75% | 80% | 87% | 72% |
| Menifee Med Ctr | 74% | 76% | 71% | 76% | 78% | 77% | 66% | 75% | 72% | 75% | 71% | 75% | 88% | 75% |
| Palo Verde Hospital | 98% | 99% | 100% | 99% | 100% | 100% | 99% | 100% | 99% | 97% | 98% | 98% | 100% | 99% |
| Parkview Community Hospital | 73% | 86% | 81% | 83% | 83% | 78% | 84% | 86% | 74% | 63% | 68% | 72% | 82% | 78% |
| Rancho Springs Med Ctr | 92% | 89% | 93% | 91% | 93% | 90% | 89% | 90% | 91% | 88% | 89% | 89% | 91% | 90% |
| Riverside Community Hospital | 55% | 76% | 60% | 54% | 50% | 52% | 55% | 63% | 49% | 41% | 44% | 51% | 46% | 54% |
| Riverside University Health System | 76% | 84% | 84% | 87% | 84% | 75% | 73% | 77% | 82% | 80% | 78% | 84% | 91% | 81% |
| San Geronio Mem Hospital | 86% | 89% | 85% | 89% | 89% | 92% | 90% | 86% | 89% | 90% | 93% | 92% | 92% | 89% |
| Temecula Valley Hospital | 76% | 81% | 78% | 82% | 82% | 85% | 77% | 79% | 71% | 67% | 75% | 82% | 94% | 79% |
| Riverside County Compliance | 78% | 84% | 80% | 80% | 80% | 78% | 79% | 80% | 79% | 75% | 75% | 80% | 83% | 79% |

APOT-1. APOT-1 is an Ambulance Patient Offload Time interval measure of the 90th percentile. This metric is a continuous variable measured in hours and minutes then aggregated and reported at the 90th percentile. The table below illustrates APOT-1 by hospital for the last 12 months compared to the current month.

| Hospital | APOT-1 for the last 12 Months | | | | | | | | | | | | | Avg |
|------------------------------------|-------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | APOT-1 | | | | | | | | | | | | | |
| | 2019 | 2020 | | | | | | | | | | | | |
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | APOT-1 |
| Corona Regional Med Ctr | 0:43 | 0:46 | 0:51 | 1:04 | 0:48 | 1:05 | 0:58 | 0:54 | 0:49 | 1:00 | 1:00 | 0:47 | 0:48 | 0:53 |
| Desert Regional Med Ctr | 0:22 | 0:20 | 0:24 | 0:22 | 0:31 | 0:30 | 0:26 | 0:34 | 0:32 | 0:40 | 0:40 | 0:31 | 0:23 | 0:28 |
| Eisenhower Health | 0:19 | 0:17 | 0:17 | 0:17 | 0:16 | 0:18 | 0:17 | 0:17 | 0:16 | 0:19 | 0:18 | 0:17 | 0:16 | 0:17 |
| Hemet Valley Hospital | 0:54 | 0:46 | 0:50 | 0:52 | 0:45 | 0:50 | 0:44 | 0:45 | 0:45 | 0:59 | 1:09 | 0:49 | 0:43 | 0:50 |
| Inland Valley Med Ctr | 0:39 | 0:38 | 0:43 | 0:39 | 0:37 | 0:39 | 0:42 | 0:42 | 0:32 | 0:54 | 0:49 | 0:33 | 0:32 | 0:39 |
| JFK Hospital | 0:17 | 0:15 | 0:17 | 0:17 | 0:17 | 0:16 | 0:16 | 0:16 | 0:15 | 0:16 | 0:16 | 0:18 | 0:20 | 0:16 |
| Kaiser Hospital Moreno Valley | 0:42 | 0:33 | 0:43 | 0:35 | 0:42 | 0:47 | 0:54 | 0:46 | 0:43 | 0:51 | 1:16 | 0:38 | 0:31 | 0:44 |
| Kaiser Hospital Riverside | 0:43 | 0:36 | 0:42 | 0:31 | 0:36 | 0:49 | 0:51 | 0:55 | 0:46 | 1:09 | 1:00 | 0:40 | 0:32 | 0:45 |
| Loma Linda Univ Med Ctr Mur | 1:05 | 0:48 | 0:48 | 0:43 | 0:43 | 0:43 | 0:47 | 0:44 | 0:51 | 0:45 | 0:42 | 0:37 | 0:33 | 0:45 |
| Menifee Med Ctr | 0:54 | 0:46 | 0:55 | 0:46 | 0:46 | 0:45 | 1:10 | 0:45 | 0:54 | 0:55 | 0:56 | 0:46 | 0:31 | 0:49 |
| Palo Verde Hospital | 0:14 | 0:12 | 0:10 | 0:12 | 0:13 | 0:11 | 0:09 | 0:12 | 0:12 | 0:13 | 0:13 | 0:13 | 0:13 | 0:12 |
| Parkview Community Hospital | 0:46 | 0:35 | 0:41 | 0:38 | 0:38 | 0:46 | 0:37 | 0:34 | 0:41 | 1:15 | 0:55 | 0:51 | 0:39 | 0:44 |
| Rancho Springs Med Ctr | 0:28 | 0:31 | 0:28 | 0:29 | 0:27 | 0:30 | 0:32 | 0:30 | 0:29 | 0:33 | 0:32 | 0:30 | 0:28 | 0:29 |
| Riverside Comm Hospital | 1:10 | 0:40 | 0:54 | 1:03 | 1:08 | 1:06 | 0:58 | 0:48 | 1:10 | 1:33 | 1:23 | 1:03 | 1:24 | 1:06 |
| Riverside Univ Health System | 0:41 | 0:35 | 0:35 | 0:32 | 0:36 | 0:41 | 0:45 | 0:40 | 0:35 | 0:38 | 0:42 | 0:37 | 0:29 | 0:37 |
| San Geronio Mem Hospital | 0:33 | 0:31 | 0:35 | 0:31 | 0:31 | 0:29 | 0:31 | 0:33 | 0:31 | 0:31 | 0:26 | 0:28 | 0:28 | 0:30 |
| Temecula Valley Hospital | 0:47 | 0:39 | 0:42 | 0:35 | 0:40 | 0:35 | 0:43 | 0:41 | 0:51 | 0:55 | 0:43 | 0:36 | 0:26 | 0:41 |
| Riverside County Compliance | 0:43 | 0:36 | 0:40 | 0:40 | 0:40 | 0:43 | 0:43 | 0:39 | 0:41 | 0:50 | 0:50 | 0:41 | 0:38 | 0:42 |

APOD AMBULANCE REDIRECTION

On October 1, 2019, Riverside County EMS Agency activated Policy 6104 (<http://www.remsa.us/policy/6104.pdf>) to allow redirection of ambulances from hospitals that have extended Ambulance Patient Offload Delay (APOD) to the closest most appropriate hospital that does not have extended APOD. Extended APOD is a patient remaining on an ambulance gurney for 90 minutes or greater after arrival at a hospital. The table below shows the total number of ambulance redirections that occurred since activation of the provisional policy for the current month and a rolling 12 months prior.

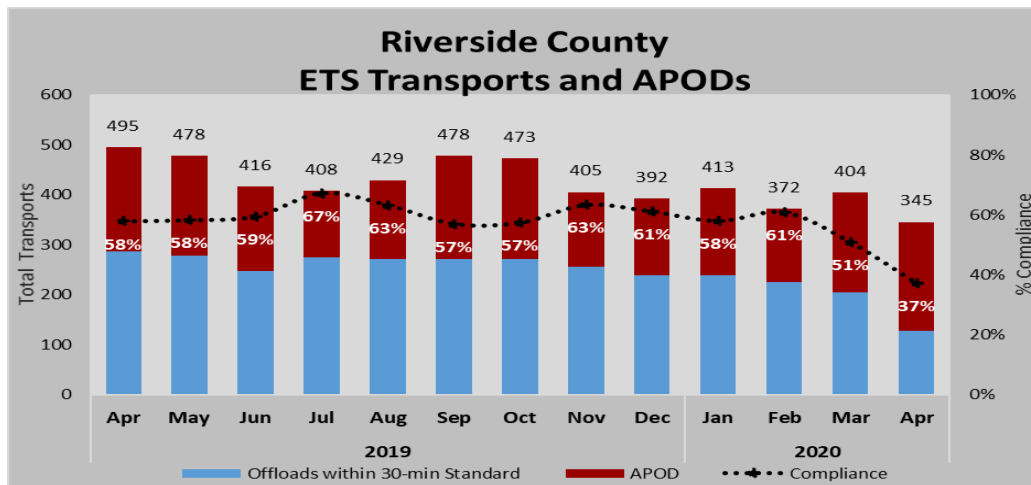
| | 2019 | | | | | | 2020 | | | | | | Total Redirection | |
|------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|-----------|-------------------|------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | Apr |
| Corona Regional Medical Center | 3 | 4 | 3 | 10 | | 10 | 12 | 9 | 6 | 18 | 11 | 5 | 1 | 92 |
| Desert Regional Medical Center | | | | | | | | 2 | 2 | 3 | 9 | 2 | | 18 |
| Hemet Valley Medical Center | 5 | 2 | | 2 | 2 | 2 | 2 | 1 | | 5 | 21 | 1 | | 43 |
| Inland Valley Medical Center | 3 | 2 | | 2 | 2 | | 6 | 5 | | 10 | 7 | 1 | | 38 |
| Kaiser Hospital Moreno Valley | | | 1 | | | 4 | 12 | 2 | 1 | 4 | 12 | | 1 | 37 |
| Kaiser Hospital Riverside | 1 | | | | | 4 | 2 | 5 | 5 | 10 | 8 | 1 | | 36 |
| Loma Linda Univ Med Ctr Murrieta | 15 | 1 | 5 | 1 | 3 | 2 | 12 | 2 | 7 | 7 | 10 | 1 | | 66 |
| Menifee Valley Medical Center | 5 | | 4 | 3 | 3 | 4 | 8 | 1 | 2 | 4 | 6 | 1 | | 41 |
| Parkview Community Hospital | 1 | | | | | 2 | | | 1 | 17 | 8 | 4 | | 33 |
| Rancho Springs Medical Center | | | | | | 2 | | | | 1 | | 1 | | 4 |
| Riverside Community Hospital | 21 | 1 | 6 | 21 | 21 | 38 | 10 | | 16 | 45 | 36 | 7 | 20 | 242 |
| Riverside University Health System | 1 | | 1 | | 1 | | 14 | | | | 2 | | | 19 |
| Temecula Valley Hospital | 2 | | 2 | | | | | 1 | 1 | 2 | | | | 8 |
| Total Redirection | 57 | 10 | 22 | 39 | 32 | 68 | 78 | 28 | 41 | 126 | 130 | 24 | 22 | 677 |

EMERGENCY TREATMENT SERVICES

Transports to Emergency Treatment Services (ETS) comprise over 3% of overall transports. This is significant enough to impact the EMS system and, therefore, warrants reporting. However, transports to ETS do not meet the EMSA definitions for APOT (see page 6); therefore, they are not included with the previous APOT aggregates.

| April 2020 - Emergency Treatment Services | | | | | |
|---|-------------------|-----------|------------|-------|-----------------|
| | Total Offload | | | | APOD Compliance |
| | Transports to ETS | Time | APOD Hours | APODs | |
| Emergency Treatment Services | 345 | 296:50:14 | 146:34:33 | 217 | 37.1% |

The chart below represents Riverside County's total number of ETS ambulance transports, patient offload delay (APOD), and percent compliance for the current month and a rolling 12 months prior.



APOT AND APOD DEFINITIONS

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.¹ 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.² 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."³

Method: Aggregate of all transfer times and reported at the 90th 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.⁴ 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.⁵

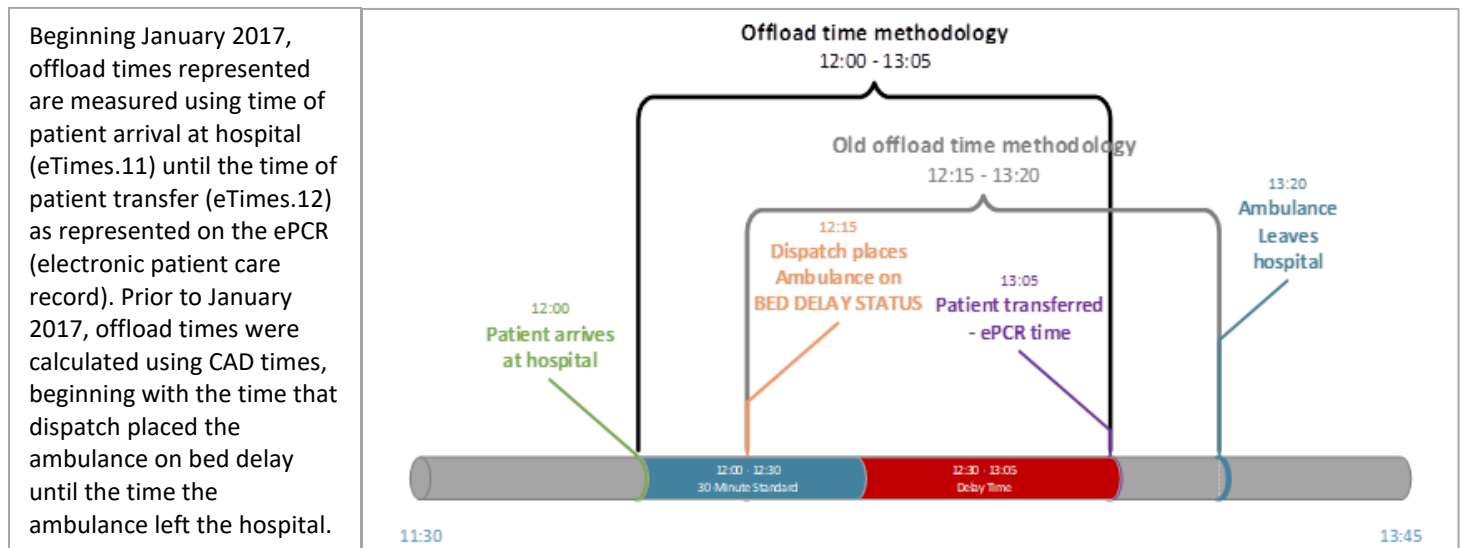
APOD Compliance

A frequency comparison between the total number of transports and those resulting in APOD.

Data Definitions

Data in this report includes all transports to the 17 hospitals monitored by REMSA in the respective month relative to the date and time the incident originates (eTimes.03--Dispatch Notified Date/Time). For example, if an incident originates on June 30, and the patient is subsequently transferred to the care of an emergency department on July 1, that incident will be included in the month of June.

Canceled calls, calls for which both arrival and transfer times are not present, and calls with erroneous/negative offload times are excluded. Certain incidents with offload times exceeding six hours and 12 hours are verified for accuracy, and incidents are excluded if the timeline cannot be validated.



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

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

³ Ibid., APOT-1 Specifications.

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

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