RIVERSIDE COUNTY EMS AGENCY

PREHOSPITAL MEDICAL ADVISORY COMMITTEE MEETING AGENDA (PMAC)

PMAC MEMBERS PER POLICY 8202:

Air Transport Provider Representative
11-Kent McCurdy

American Medical Response
5-Douglas Key

BLS Ambulance Service Representative
12-Tammy Messmer

Cathedral City Fire Department
5-Robert Williams

Corona Regional Medical Center
1-James Rhee, MD
4-Sharon Salle

County Fire Chiefs' Non-Transport ALS Providers
10-Art Durbin

County Fire Chiefs' Non-Transport BLS Providers
9-Phil Rawlings (Vice Chair)

Desert Regional Medical Center
1-Joel Stillings, D.O
4-Jessica Voigt

Eisenhower Medical Center
1-Frank Domzalski, MD
4-Shellee Fetters

EMT / EMT-P Training Programs
6-Maggie Robles

EMT-at-Large
13 David Olivas

Paramedic-at-Large
14-Paul Duenas

Hemet Valley Medical Center
1-Todd Hanna, MD
4-Victoria Moor

Idyllwild Fire Protection District
5-Patrick Reitz

Inland Valley Regional Medical Center
1-Reza Vaezazizi, MD
4-Daniel Sitar

JFK Memorial Hospital
1-Troy Cashatt, MD
4- Andy Billings

Kaiser Permanente Riverside
1-Jonathan Dyreyes, MD
4-Victoria Montiel

The Next Meeting of PMAC is on:
Monday, November 9, 2015
9:00 AM to 11:30 AM
The Towers of Riverwalk
4210 Riverwalk Parkway, Riverside
First Floor Conference Rooms

1. **CALL TO ORDER & HOUSEKEEPING (3 Minutes)**
   Brian MacGavin (Sergeant-at-Arms)

2. **PLEDGE OF ALLEGIANCE (1 Minute)**
   Brian MacGavin

3. **ROUNDTABLE INTRODUCTIONS (5 Minutes)**
   Brian MacGavin

4. **APPROVAL OF MINUTES (3 Minutes)**
   September 21, 2015 Minutes—Dr. van Stralen (Attachment A)

5. **UNFINISHED / NEW BUSINESS (10 Minutes)**
   5.1. PMAC Prehospital Representative on EMCC—Brian MacGavin
   5.2. 2016 PMAC meeting Dates—Brian MacGavin (Attachment B)

6. **MEDICAL DIRECTOR'S VISION & TOPICS FOR DISCUSSION (30 Minutes)**
   6.1. Medical Director's Vision: "Doing Better" (15 mins)
   6.2. Feedback Topic: PMAC discussion on the feedback topics (15 Mins)

7. **REPORTS & DISCUSSION (30 Minutes)**
   7.1. EMCC—Brian MacGavin (Attachment C)
   7.2. Training / Education—Misty Plumley (Attachment D)
   7.3. Trauma System—Misty Plumley (Attachment E)
   7.4. CQILT—Laura Wallin
   7.5. Stroke System—Laura Wallin

8. **BREAK (10 Minutes)**
   Refreshments will be provided in the break room. The meeting will recommence promptly after 10 minutes or by 10:45 depending on the availability of time. A two minute notice and the restarting of the meeting will be announced by the Sergeant-at-Arms.

9. REPORTS & DISCUSSION CONTINUED (30 Minutes)

9.1. Data System—Scott Moffatt (Attachment F)
9.2. Mask Ventilation Training—Dr. van Stralen (Attachment G)
9.3. Comments for ECG Monitor Specifications—Misty Plumley (Handout)
9.4. Comments for Policy Changes—Misty Plumley (Handout)
9.5. APOD Report—Patrice Shepherd (Attachment H)

10. ANNOUNCEMENTS (5 Minutes)

This is the time/place that committee members and non-committee members can speak on items not on the agenda but within the purview of PMAC. Each announcement should be limited to two minutes unless extended by the PMAC Chairperson

11. NEXT MEETING / ADJOURNMENT (1 Minute)

January 25, 2016—4210 Riverwalk Parkway First Floor Conference Rooms

Purpose of Discussion and Ground Rules:
Purpose: For EMS participants to articulate personal knowledge and experience while developing discussion skills

The Sergeant-at-Arms will display a yellow colored sign visible to the speaker indicating a two minute warning and a red colored sign indicates the speaker needs to stop talking. The Sergeant-at-Arms may have to remind participants of the ground rules.

All participants should ensure the following ground rules are observed:
1) Adhering to the time limits
2) No criticisms or offering advice
3) No interruptions—only one person speaks at a time
4) Explanations are accepted, not excuses
5) Ask or explain with "what, how or when" but not "why"
6) Speak from personal knowledge and experience; use anecdotes
7) Claims to supporting information, e.g., books, articles, etcetera must be available for review before the meeting

***Members need to sit at the table with name plates in order to identify members and ensure accurate counts of votes

Please come prepared to discuss the agenda items. If you have any questions or comments, call or email Brian MacGavin at (951) 358-5029 / bmacgavin@rivcocha.org. PMAC Agendas with attachments are available at: www.rivcoems.org. Meeting minutes are audio recorded to facilitate dictation for minutes.

TOPIC	DISCUSSION	ACTION
1. **CALL TO ORDER & HOUSEKEEPING**	The meeting was called to order and housekeeping items were announced by the Sergeant-at-Arms--Brian MacGavin	Information.
2. **PLEDGE OF ALLEGIANCE Brian MacGavin**	Tammy Messmer led the Pledge of Allegiance.	
3. **ROUNDTABLE INTRODUCTIONS**	Brian MacGavin initiated self-introductions.	
4. **APPROVAL OF MINUTES**	Item 12 Announcements: Two HEMS transports needs to be changed to 102 HEMS transports	September 21, 2015 PMAC meeting minutes were approved with this change.
5. **UNFINISHED BUSINESS**		
5.1 **PMAC Prehospital Representative to EMCC**	Brian MacGavin requested for nominations to fill the PMAC Prehospital representative vacancy on EMCC. Phil Rawlings nominated Brett Offutt.	REMSA will be accepting nominations until the November PMAC meeting when elections will be held.
5.2 **ECG Monitor Specifications**	Misty Plumley outlined REMSA's requirements / options for ECG monitors for Riverside County EMS providers. A matrix on the comments will be available for the next PMAC. The final results will be reflected in Policy 3301 for implementation on January 1, 2016.	A report will be given at the next PMAC meeting in November.
6. **MEDICAL DIRECTOR'S VISION & TOPICS FOR DISCUSSION**		Information.
6.1. **Medical Director's Vision Dr. van Stralen**	Dr. van Stralen addressed concerns of reported dissatisfaction. He provided background on his experience and how he has applied this to his current approach and programs. He invited people with questions or criticisms to contact him directly.	Information.
6.2 **Topic Dr. van Stralen**	Some individuals provided information on their experience on the topic of: "The flaw of first impression and how ambiguity can mislead us".	Information.
7. **REPORTS & DISCUSSION**		
7.1 **CQILT--Laura Wallin**	CQILT, STEMI and stroke system meetings will be held quarterly and separately. The CQILT meetings will be interactive and based on data and case reviews. The next meeting is October 22 from 10:00 to noon. There will no longer be a conference line available due to case reviews.	Information.
7.2. **Stroke System**	The stroke policy has been updated to remove any references to stroke ready hospitals. These policies will be submitted to a 30-day comment period.	Laura Wallin will send out a list of current stroke receiving centers.
7.3. **STEMI System**	Laura Wallin reviewed the 2015 STEMI System Report presented in Attachment D to the September 21, 2015	Information.

	agenda. The report compares the number of STEMI cases and survival rates year-by-year since 2011. Additionally, it provides the number of EMS STEMI cases received by each hospital and door –to-balloon times.	
	There have been changes to the STEMI Receiving Center policy so that it better integrates with ICEMA's policy for a regional STEMI system. Laura Wallin reviewed the changes to the policy which will be sent out for a 30-day comment period. There was some discussion on regionalizing with Orange County because the west end of Corona can be closer / quicker to transport to Anaheim Regional Medical Center or Anaheim Global Medical Center.	REMSA will ensure that the STEMI policy includes allowing for STEMI patients to be transported to the quickest STEMI Receiving Center regardless of County boundaries.
	Laura Wallin discussed the draft Mechanical Circulatory Support Devices (MCS) Policy. This policy has been updated to include the State's clinical guidelines.	
7.4. Ambulance Patient Offload Report	July's APOD hours for 2015 are slightly down from June's. The aggrade data does not show improvement because some hospitals are performing much worse while others like Riverside Community Hospital has shown significant improvement.	Information.
	Brian MacGavin and Doug Key gave reports on the APOD Regional Task Force activities and the rollout of FirstWatch Transfer of Care (TOC) Module.	
Trauma System Report	TAC has not met since the last PMAC meeting.	Information.
	The TXA trial study has been in effect for almost four months with 46 documented cases of TXA use for Riverside County. ICEMA has 200 patients enrolled. There are no updates for education at this time.	
7.5. REMSA Credentialing Program	REMSA's online credentialing program will be starting on October 1, 2015. For the remainder of the month, starting today (September 21, 2015), REMSA will not be accepting applications during the transfer of data to the new online system. REMSA issued credentials expiring during this timeframe will be extended until October 15, 2015 and late fees will be waived. Online credit card payments will not be available until mid-October. Until that time money order payments will have to be mailed to REMSA or credit cards payments can be processed over the phone. Employer batching will not be available but employers will be able to check the status of their employees' credentials. EMS personnel will have to ensure their profiles are up to date while attaining their credentials online. Anyone needing assistance with completing an online	Information.

	credential can contact REMSA. Updated policies will be available online on October 1, 2015. Paramedics and MICNs will no longer receive REMSA cards.	
BREAK – 10 Minutes		Information.
10. Reports & Discussion		
10.1. Data System Update	ImageTrend's License Management System (LMS), Elite (NEMSIS 3 ePCR), and additional ImageTrend modules such as Hospital Hub and the NFIRS tabs are being prepared for system wide implementation. Contact Dana Diaz at REMSA to officially identify your organization's single point of contact for EMS data system implementation.	Information.
10.2. Training Update	REMSA is sponsoring a series of continuing education workshops following each PMAC meeting. The next workshop is Monday, November 9, 2015 from 1230-1530. REMSA is working with EMS stakeholders to present topics related to clinical information, new research trends, and topics to aid clinical practice. Each workshop will last three hours and will be held at the same location as the PMAC meetings.	Information.
10.3 EMCC Report	Dr. Patterson gave the following update on reports given at the last EMCC meeting on July 1, 2015: The EMS System-wide Strategic Plan implementation was reviewed. The EMCC's annual report to the Board of Supervisors (BOS) was approved and submitted to the BOS. Updates on EMD / REMSA's reorganization and on SB 287 requiring AEDs in newly constructed buildings were given.	Information.
10.4. EMSC Report	EMSC program feedback so far has included an increased emphasis on injury prevention, health promotion programs and a focus on education for clinicians in dealing with parent/family interactions.

State EMSC is continuing to work on guidelines for pediatric education requirements for clinicians. Additional feedback for this topic should be sent to Misty Plumley. | Information. |
10.5. Airway Management	Dr. van Stralen discussed the airway management hand ventilation training program that he has been providing to EMS personnel.	Information.
11. Research Papers	No research papers were submitted for this PMAC meeting.	Information.
12. Announcements	Riverside County Regional Medical Center will be hosting their annual Trauma Conference on October 15th and 16th 2015. This two day conference will highlight research and trends in both adult and pediatric trauma patients. On October 15th the focus will be on pediatric trauma and the October 16th the focus will be on adult trauma.	Information.

| | | CA EMSA's EMSC Committee is hosting the annual Fall Education Forum on November 5, 2015. Speakers will present information about newborn care, communicable diseases, pain management, pediatric falls and other pediatric topics. This event will be held in Sacramento, breakfast & lunch are included, along with seven hours of CE for EMS or BRN. | |
| **13.** | **Next Meeting Adjournment** | November 9, 2015 4210 Riverwalk Parkway first floor conference rooms. | Information. |

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Brian MacGavin, REMSA Assistant Director

SUBJECT: Proposed PMAC 2016 Meeting Dates:

Monday, January 25, 2016, 9:00 AM – 11:30 AM – Lemon and orange

Monday, April 25, 2016, 9:00 AM – 11:30 AM – Lemon and orange

Monday, July 25, 2016, 9:00 AM – 11:30 AM – Lemon and orange

Monday, October 24, 2016, 9:00 AM – 11:30 AM – Lemon and orange

All meetings will be held at The Riverwalk Parkway Building, Riverside, CA 92505

Orange and Lemon First Floor Conference Rooms

ACTION: To determine if the above meeting dates / times are satisfactory for the PMAC membership and direct REMSA staff to schedule these dates or any modifications as approved by the PMAC membership

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Brian MacGavin, REMSA Assistant Director

SUBJECT: EMCC Meeting Report

The following items were presented / Discussed at the last EMCC on October 7, 2015:

- REMSA presented a letter from the State EMS Authority (EMSA), dated May 15, 2015, regarding Riverside County's 2013 EMS Plan update deficiencies. EMSA's approval of Local EMS Agency's (LEMSA) EMS plans has become contentious which has extended the approval process. REMSA has concerns over some of EMSA's requested changes pending their approval of Riverside County's 2013 EMS Plan update. REMSA will prepare a response to EMSA and share this with EMCC by their next meeting in January 6, 2016.

- REMSA presented the current EMS System Strategic Plan Implementation Matrix which can be accessed at the following link:
  http://remsa.us/documents/systemevaluation/

- Pursuant to the EMS System Strategic REMSA submitted a draft of their current advisory group model for stakeholder input at EMCC.

- Updates were given on Riverside County Emergency Management Department activities.

- An update on SB 287 was given.   This bill was approved by the Governor on October 2, 2015 requiring AEDs to be placed into new commercial buildings after January 1, 2017.

- The next EMCC meeting will be on January 6, 2016.

ACTION: PMAC should be prepared to receive the above information for feedback to REMSA

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Misty Plumley, EMS Specialist

SUBJECT: Upcoming Education Opportunities

REMSA is sponsoring a series of continuing education workshops after each PMAC meeting. The next workshop is on Monday November 9, 2015 from 1230-1530. REMSA is working with EMS stakeholders to present topics related to clinical information, new research trends, and topics to aid in clinical practice. Each workshop will last three hours following PMAC meetings at the same location. Please email topic ideas for the 2016 calendar year to Mplumley@rivcocha.org.

There are multiple TEEX course offerings coming to Riverside County in 2016. There will be Intermediate ICS-300, Advanced ICS-400, and MGT-361: Managing Critical Incidents for Higher Education Institutions. Courses are at the following web link, and filter by CA.
https://teex.org/Pages/Class-Calendar.aspx

ACTION: Informational only, please share with constituents.

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Shanna Kissel, REMSA Trauma Nurse Coordinator

SUBJECT: Trauma Program

1. TXA Study Update- 53 patients in the paramedic group of the study. No new education at this time. Continue to have crews document – pre, during, and post vitals.

2. TAC/TPM update-

    - Discussed American College of Surgeons (ACS) Orange book (effective July 2015), Trauma centers going through verification will have to meet these standards.

    - Loma Linda held the face-to face South East Regional Trauma Coordinating Committee- Discussed Trauma PI and benchmarking with other hospital measures, the future of geriatric trauma, TXA, Forensic Pediatrics

ACTION: PMAC should be prepared to receive the information and provide feedback to REMSA.

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Scott Moffatt, EMS Specialist

SUBJECT: EMS Data System

ImageTrend's License Management System (LMS) has been implemented for credentialing purposes at:

> https://ca.emsbridge.com/remsa/

Elite (NEMSIS 3 ePCR), and additional ImageTrend modules such as Hospital Hub and the NFIRS tabs are being prepared for system wide implementation. Please see the County's contract with ImageTrend at:

> http://rivcocob.org/proceeds/2015/p2015_06_16_files/03-39001.pdf

A month-to-month extension of the Sansio contract can be viewed at:

> http://rivcocob.org/proceeds/2015/p2015_06_16_files/03-38001.pdf

If your organization agency/service/hospital)(has not already done so, please identify a single point of contact for your that is able to coordinate communications regarding: prehospital personnel and their credentials, prehospital vehicles, CAD integration with ePCR, ePCR hardware/training/use/administration, critical care transport ePCR needs, and use of EMS data for reporting and CQI purposes. This person should establish communication with Dana Diaz at the EMS Agency.

ACTIONS:

Advise your staff to "Claim Your Account" (personnel that are or have been credentialed by REMSA) or "Create Account" (personnel that are new to REMSA) at https://ca.emsbridge.com/remsa/.

Contact Dana Diaz at REMSA to officially identify your organization's single point of contact for EMS data system implementation.

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Dr. van Stralen, EMS Medical Director

SUBJECT: Mask Ventilation Training

There have been two mask ventilation training workshops: One in September at AMR Palm Springs and the last one at Corona Fire Department on October 22, 2015. The following link provides more information about this workshop and airway management: http://remsa.us/documents/committees/pmac/attachments/1510AirwayVentObjectives.pdf

ACTION:
Contact REMSA to schedule a mask ventilation training workshop for your organization.

FOR CONSIDERATION BY PMAC

DATE: October 28, 2015

TO: PMAC

FROM: Patrice Shepherd, REMSA

SUBJECT: Ambulance Patient Offload Delay Report

ATTACHMENT: Ambulance Patient Offload Delay Report (the following five pages)

The current Ambulance Patient Offload Delay Report contains data through the end of September 2015. Data by month for the last three months is available for each hospital on the last page of the report. As the report continues to be refined and improved, some graphs and data analysis methods may change.

ACTION: PMAC should be prepared to receive the information and provide feedback to the EMS Agency.
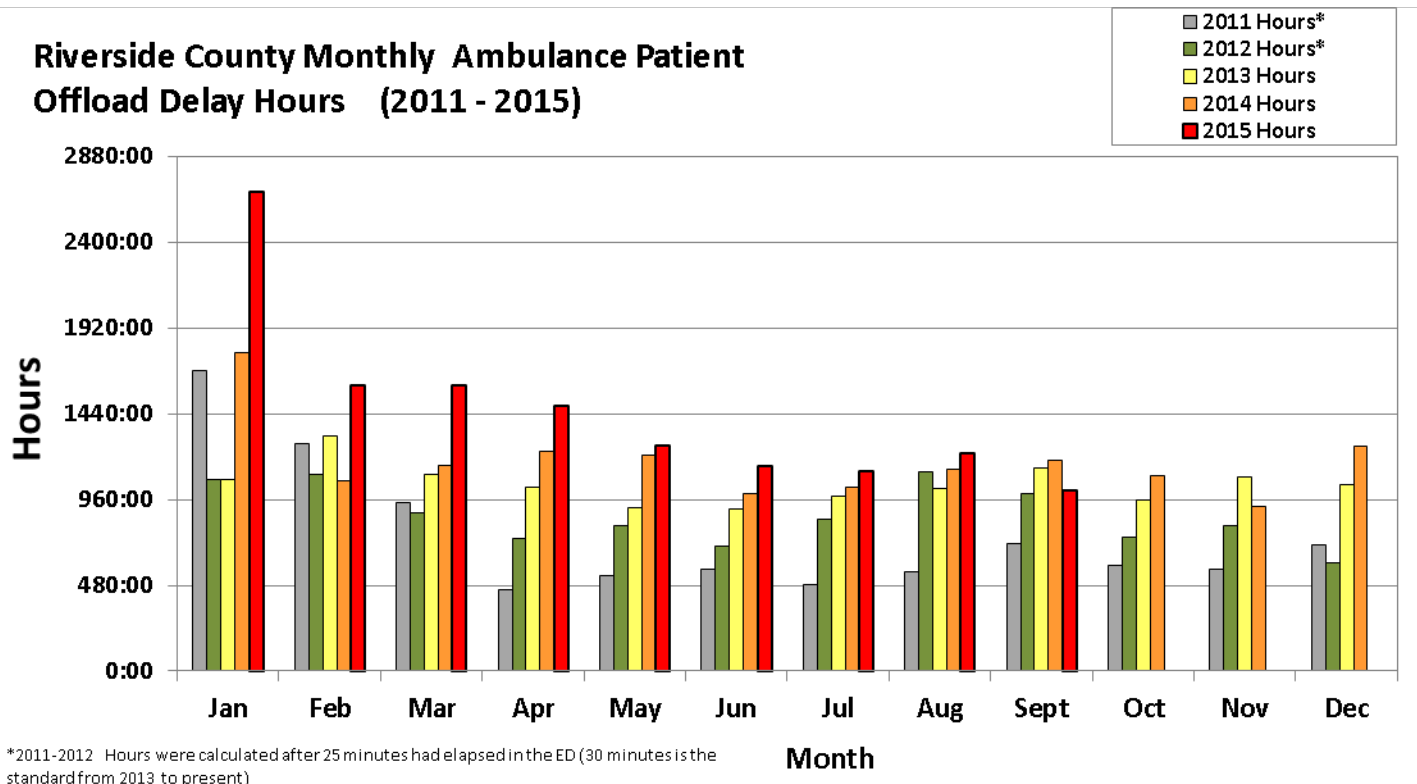
AMBULANCE PATIENT OFFLOAD DELAYS

October 8, 2015

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS
HISTORICAL COMPARISON

Data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2011-2015(present month) from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes (2013 and forward) and only the time period after the first 30 minutes is summed. Prior to 2013, offload delay data used a 25-minute standard.

Riverside County Monthly Ambulance Patient Offload Delay Hours   (2011 - 2015)

Legend: 2011 Hours*, 2012 Hours*, 2013 Hours, 2014 Hours, 2015 Hours

*2011-2012 Hours were calculated after 25 minutes had elapsed in the ED (30 minutes is the standard from 2013 to present)

Total Annual Hours* and Ambulance Patient Offload Delays by hospital, 2011 to 2014

Hospital	2011 Total Hours*	2011 Offload Delays	2012 Total Hours*	2012 Offload Delays	2013 Total Hours*	2013 Offload Delays	2014 Total Hours*	2014 Offload Delays
RCH	1571:42:46	3352	2198:41:11	3953	2712:32:25	5978	2984:29:25	7488
Kaiser	173:06:25	559	151:16:22	472	196:02:59	496	201:38:58	748
Parkview	1371:19:18	2435	1881:03:47	2833	1171:41:25	2037	1694:56:01	2887
RCRMC	545:44:19	1535	892:20:22	2276	1107:06:11	2375	1007:19:37	2547
Corona	1539:56:42	2550	1694:56:09	2803	1717:47:56	2522	1845:33:25	2912
Moreno Valley	285:04:10	824	268:19:32	809	420:59:39	888	545:55:06	1259
Menifee	568:04:22	1210	322:28:21	791	725:38:26	1158	733:35:51	1383
LLUMC- Murrieta	61:57:57	179	265:40:04	675	888:15:15	1411	963:34:24	1756
Inland Valley	879:15:32	1671	949:05:59	2134	643:33:09	1307	432:21:44	1112
Rancho Springs	577:15:19	1209	136:57:10	417	137:27:11	326	76:31:30	247
Temecula Valley					10:07:03	28	139:03:35	446
Hemet	1060:21:22	2980	1081:16:55	2720	2535:17:35	4151	3112:04:15	5387
San Gorgonio	215:17:12	568	222:07:47	595	127:45:02	298	157:47:22	483
Eisenhower	33:56:41	171	64:56:15	320	54:56:39	241	24:15:55	149
Desert	122:26:14	562	233:06:47	788	68:47:04	347	40:12:27	213
JFK	65:48:08	296	81:16:43	337	58:37:55	252	79:52:57	337
Totals	**9,071:16:27**	**20,101**	**10,443:33:24**	**21,923**	**12,576:35:54**	**23,815**	**14,039:12:32**	**29,354**

*Total Hours do not include the first 25 minutes of each offload delay (2011-2012), or the first 30 minutes (2013- present)

AMBULANCE PATIENT OFFLOAD DELAYS AND OVERALL COMPLIANCE

This data includes 2014 and 2015 Ambulance Patient Offload Delays, hours of delay, total time the ambulances and patients were delayed, ALS transports received by each hospital, compliance, and average delay time per occurrence. "Delay Hours" include any time after the initial 30 minutes in the ED have passed; "Total Delay Time" sums both the delay and the initial 30 minutes. "Compliance" represents the percentage of ALS ambulance transports that were not held on Offload Delay.

Ambulance Patient Offload Delay Data, 2015 Jan. – Sept. – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2440:50:19	5232:50:19	13437	5584	**58.4%**	0:56:14
Kaiser	292:23:06	732:23:06	4565	880	**80.7%**	0:49:56
Parkview	1294:34:59	2325:04:59	4656	2061	**55.7%**	1:07:41
RCRMC	835:48:02	1950:48:02	10583	2230	**78.9%**	0:52:29
Corona	2261:58:37	3589:58:37	5232	2656	**49.2%**	1:21:06
Moreno Valley	388:09:36	863:09:36	2639	950	**64.0%**	0:54:31
Menifee	736:06:20	1318:36:20	3545	1165	**67.1%**	1:07:55
LLUMC –Murrieta	769:46:10	1454:16:10	4341	1369	**68.5%**	1:03:44
Inland Valley	565:27:21	1229:27:21	7500	1328	**82.3%**	0:55:33
Rancho Springs	65:54:51	171:24:51	3452	211	**93.9%**	0:48:45
Temecula Valley	317:46:20	735:46:20	3651	836	**77.1%**	0:52:48
Hemet	2718:05:16	4753:35:16	10826	4071	**62.4%**	1:10:04
San Gorgonio	285:54:12	693:54:12	5234	816	**84.4%**	0:51:01
Eisenhower	28:27:46	108:27:46	3720	160	**95.7%**	0:40:40
Desert	39:52:12	161:22:12	7484	243	**96.8%**	0:39:51
JFK	82:19:46	229:19:46	2618	294	**88.8%**	0:46:48
Totals	**13,123:24:53**	**25,550:24:53**	**93,483**	**24,854**	**73.4%**	**1:01:41**

* Includes the first 30 minutes of each Offload Delay.
** Compliance % represents the percentage of ALS ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2984:29:25	6728:29:25	17358	7488	**56.9%**	0:53:55
Kaiser	201:38:58	575:38:58	5426	748	**86.2%**	0:46:11
Parkview	1694:56:01	3138:26:01	6100	2887	**52.7%**	1:05:14
RCRMC	1007:19:37	2280:49:37	12541	2547	**79.7%**	0:53:44
Corona	1845:33:25	3301:33:25	6866	2912	**57.6%**	1:08:02
Moreno Valley	545:55:06	1175:25:06	3478	1259	**63.8%**	0:56:01
Menifee	733:35:51	1425:05:51	4290	1383	**67.8%**	1:01:50
LLUMC –Murrieta	963:34:24	1841:34:24	5472	1756	**67.9%**	1:02:55
Inland Valley	432:21:44	988:21:44	9080	1112	**87.8%**	0:53:20
Rancho Springs	76:31:30	200:01:30	4289	247	**94.2%**	0:48:35
Temecula Valley	139:03:35	362:03:35	3907	446	**88.6%**	0:48:42
Hemet	3112:04:15	5805:34:15	15148	5387	**64.4%**	1:04:40
San Gorgonio	157:47:22	399:17:22	6389	483	**92.4%**	0:49:36
Eisenhower	24:15:55	98:45:55	3809	149	**96.1%**	0:39:46
Desert	40:12:27	146:42:27	10207	213	**97.9%**	0:41:20
JFK	79:52:57	248:22:57	3536	337	**90.5%**	0:44:13
Totals	**14,039:12:32**	**28,716:12:32**	**117,896**	**29,354**	**75.1%**	**0:58:42**

* Includes the first 30 minutes of each Offload Delay.
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).
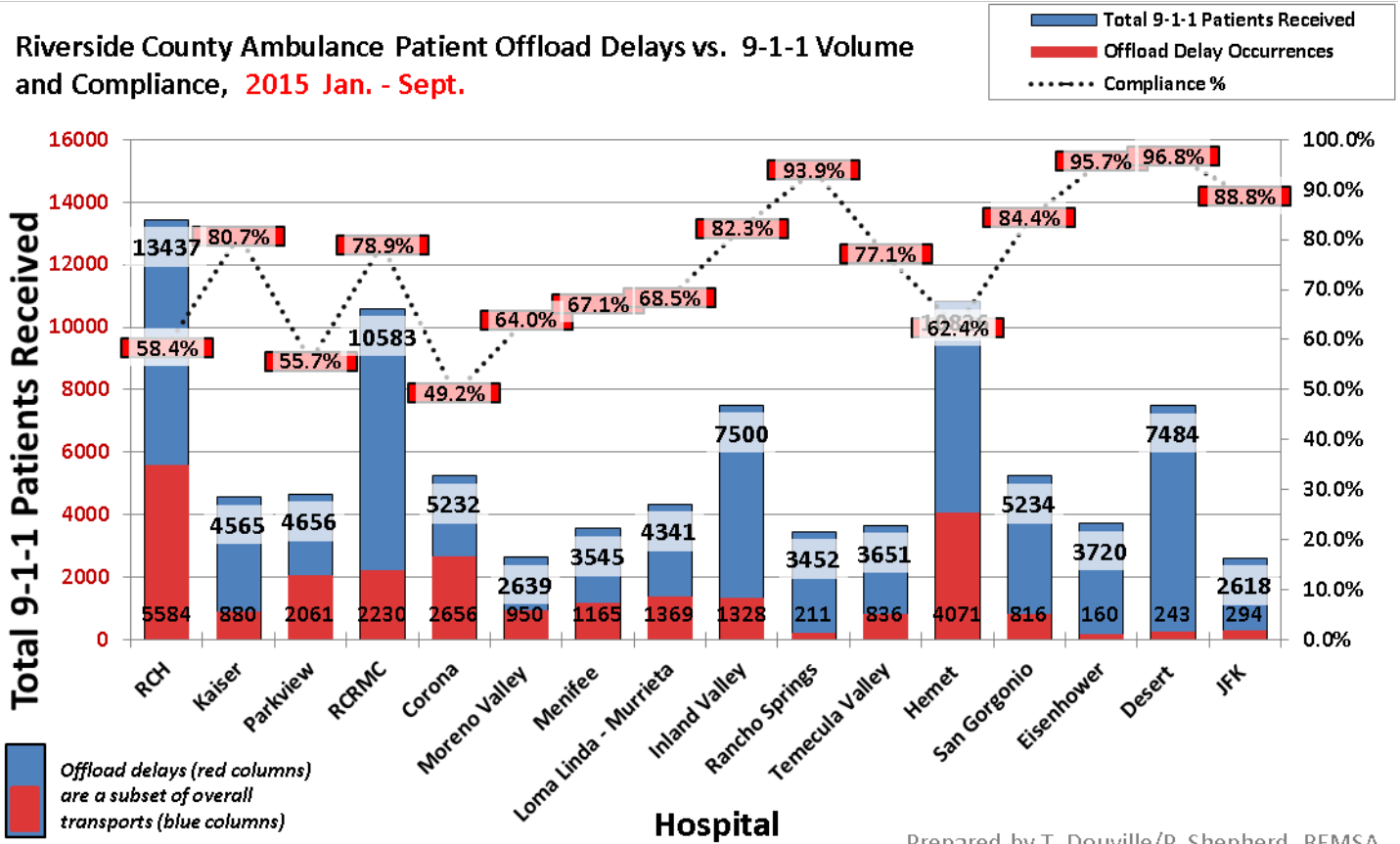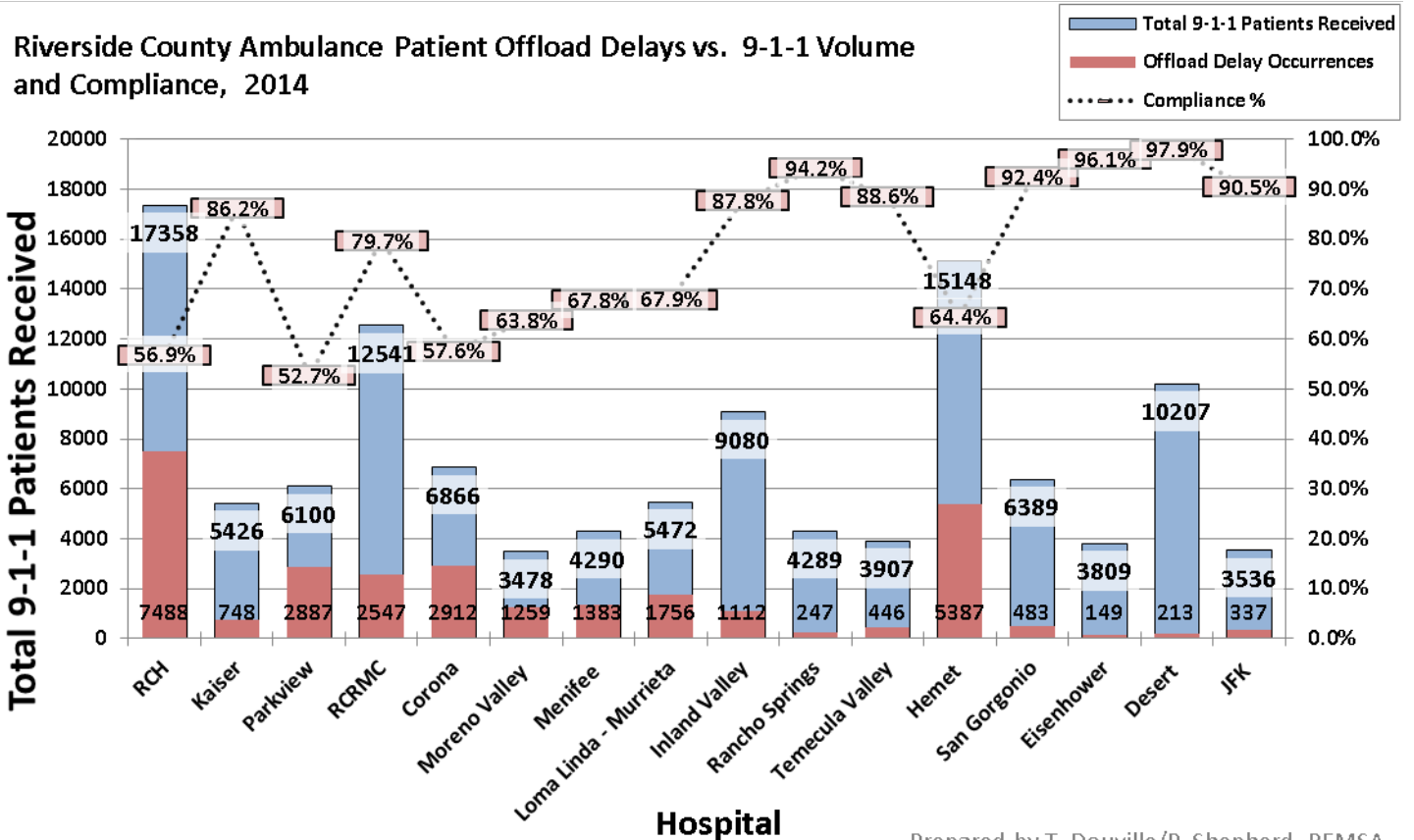
Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2015 Jan. - Sept.

Legend:
- Total 9-1-1 Patients Received
- Offload Delay Occurrences
- Compliance %

Offload delays (red columns) are a subset of overall transports (blue columns)

Hospital	Total 9-1-1 Patients Received	Offload Delay Occurrences	Compliance %
RCH	13437	5584	58.4%
Kaiser	4565	880	80.7%
Parkview	4656	2061	55.7%
RCRMC	10583	2230	78.9%
Corona	5232	2656	49.2%
Moreno Valley	2639	950	64.0%
Menifee	3545	1165	67.1%
Loma Linda - Murrieta	4341	1369	68.5%
Inland Valley	7500	1328	82.3%
Rancho Springs	3452	211	93.9%
Temecula Valley	3651	836	77.1%
Hemet	10583	4071	62.4%
San Gorgonio	5234	816	84.4%
Eisenhower	3720	160	95.7%
Desert	7484	243	96.8%
JFK	2618	294	88.8%

Prepared by T. Douville/P. Shepherd, REMSA

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2014

Legend:
- Total 9-1-1 Patients Received
- Offload Delay Occurrences
- Compliance %

Hospital	Total 9-1-1 Patients Received	Offload Delay Occurrences	Compliance %
RCH	17358	7488	56.9%
Kaiser	5426	748	86.2%
Parkview	6100	2887	52.7%
RCRMC	12541	2547	79.7%
Corona	6866	2912	57.6%
Moreno Valley	3478	1259	63.8%
Menifee	4290	1383	67.8%
Loma Linda - Murrieta	5472	1756	67.9%
Inland Valley	9080	1112	87.8%
Rancho Springs	4289	247	94.2%
Temecula Valley	3907	446	88.6%
Hemet	15148	5387	64.4%
San Gorgonio	6389	483	92.4%
Eisenhower	3809	149	96.1%
Desert	10207	213	97.9%
JFK	3536	337	90.5%

Prepared by T. Douville/P. Shepherd, REMSA

Ambulance Patient Offload Delays by Month: Offload Delay Time and Occurrences by hospital* - July – Sept. 2015

Hospital	July '15 Delay Hours	ALS 9-1-1 Trans.	July '15 Offload Delays	Aug. '15 Delay Hours	ALS 9-1-1 Trans.	Aug'15 Offload Delays	Sept. '15 Delay Hours	ALS 9-1-1 Trans.	Sept'15 Offload Delays
RCH	103:33:58	1451	374	163:18:08	1433	484	223:47:06	1514	528
Kaiser	11:59:12	464	57	23:47:01	472	61	38:48:12	530	98
Parkview	46:50:04	488	123	42:32:52	543	122	36:56:02	495	119
RCRMC	70:00:36	1229	183	65:35:25	1214	189	46:02:02	1225	148
Corona	147:16:26	573	219	226:38:48	568	253	189:15:54	549	234
Moreno Val.	24:33:43	294	81	30:40:04	310	83	48:05:38	307	87
Menifee	90:02:53	443	133	96:48:48	429	130	56:01:30	407	95
LLUMC –Murr.	104:12:28	522	175	69:44:02	483	138	59:03:19	480	103
Inland Valley	61:24:49	799	146	50:36:28	912	141	51:10:52	841	122
Rancho Spgs.	8:34:06	387	20	5:24:46	392	22	5:56:51	378	28
Temecula Val.	24:33:49	411	71	34:32:30	393	91	29:54:01	443	90
Hemet	391:45:29	1099	413	373:05:25	1178	454	177:49:20	1257	327
San Gorgonio	19:28:37	620	60	27:21:54	655	72	38:04:22	640	107
Eisenhower	4:48:37	775	27	1:01:44	296	6	1:24:26	320	9
Desert	1:22:49	325	4	2:17:02	945	23	4:20:15	832	31
JFK	7:03:04	262	27	5:02:05	267	30	6:06:43	265	18
Totals	1117:30:40	10,142	2,113	1218:27:02	10,490	2,299	1012:46:33	10,483	2,144

*Monthly Delay Time does not include the first 30 minutes of each Offload Delay occurrence.

Data for this report was provided by American Medical Response (AMR) to the Riverside County EMS Agency for review and analysis. The data represents only AMR 9-1-1 ALS resources and does not include any other ambulance companies or BLS-level service.