



**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-Lori Lopez

Cathedral City Fire Department  
5-Robert Williams

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

County Fire Chiefs' Non-Transport ALS Provide  
10-Vacant

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

Desert Regional Medical Center  
1-Joel Stillings, D.O  
4-Kristie Borba

Eisenhower Medical Center  
1-Frank Domzalski, MD  
4-Tasha Anderson

EMT / EMT-P Training Programs  
6-Maggie Robles

EMT-at-Large  
13 David Olivas

Paramedic-at-Large  
14-Sarah Coonan

Hemet Valley Medal 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- Phi Lam

Kaiser Permanente Riverside  
1-Jonathan Dyreyes, MD  
4-Carol Fuste

**The Next Meeting of PMAC is on:**

**Monday, January 23, 2017**

**9:00 AM to 10:30 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)**  
Zeke Foster, MD (Chair)
- 4. APPROVAL OF MINUTES (3 Minutes)**  
October 24, 2016 Minutes— Zeke Foster, MD (Attachment A)
- 5. DISCUSSION ITEMS, UNFINISHED & NEW BUSINESS (20 Minutes)**
  - 5.1. REMSA Medical Director Position—Bruce Barton**
  - 5.2. APOD Policy—Bruce Barton (Attachment B)**
  - 5.3. MCI Workgroup Update—Dan Bates**
- 6. REPORTS (30 minutes)**
  - 6.1. CQILT—Lisa Madrid (Attachment C)**
  - 6.2. Policy Changes / Updates—Misty Plumley (Attachment D)**
  - 6.3. Training / Education—Misty Plumley (Attachment E)**
  - 6.4. Trauma System—Shanna Kissel (Attachment F)**
  - 6.5. Stroke System— Shanna Kissel (Attachment G)**
  - 6.6. STEMI System— Shanna Kissel (Attachment H)**
  - 6.7. ImageTrend Elite—Trevor Douville (Attachment I)**
  - 6.8. APOD—Misty Heyden (Attachment J)**

Loma Linda University Med. Center Murrieta

1-Kevin Flaig, MD  
4-Mike Staylor

Menifee Valley Medical Center

1-Todd Hanna, MD  
4-Janny Nelsen

Kaiser Permanente Moreno Valley

1-George Salameh, MD  
4-Katherine Heichel-Casas

Palo Verde Hospital

1-David Sincavage, MD  
4-Camelita Aquines

Parkview Community Hospital

1-Chad Clark, MD  
4-Guillean Estrada

Rancho Springs Medical Center

1- Zeke Foster, MD (Chair)  
4-Marie Dempster

Riverside Community Hospital

1-Stephen Patterson, MD  
4-Sabrina Yamashiro

Riverside County Fire Department

5-Scott Visyak  
8-Tim Buckley

Riverside County Police Association

7-Vacant

Riverside University Health System Med. Center

1-Melanie Randall, MD  
4-Kay Schulz

San Geronio Memorial Medical Center

1-Richard Preci, MD  
4-Trish Ritarita

Temecula Valley Hospital

1-Pranav Kachhi, MD  
4-Jacquelyn Ramirez

Trauma Audit Comm. & Trauma Program Managers

2-Frank Ercoli, MD  
3-Shane McMurphy

Ex-officio Members:

1-Cameron Kaiser, MD, Public Health Officer  
2-Reza Vaezazizi, MD, REMSA Interim Medical Director  
3-Bruce Barton, REMSA Director  
4-Brian MacGavin, REMSA Assistant Director (Sergeant-at-Arms)  
5-Jan Remm, Hospital Association of Southern California  
6-Jeff Grange, MD, LLUMC  
6-Phong Nguyen, MD, Redlands Community Hospital  
6-Rodney Borger, MD, Arrowhead Regional Medical Center

\*\*\*Members are requested to please sit at the table with name plates in order to identify members for an accurate count 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](http://www.rivcoems.org). Meeting minutes are audio recorded to facilitate dictation for minutes.

**7. ANNOUNCEMENTS (15 Minutes)**

This is the time/place in which 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.

**8. NEXT MEETING / ADJOURNMENT (1 Minute)**

April 17, 2017—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) Observation of time limits
- 2) Provide positive feedback and avoid criticisms or offering unsolicited advice
- 3) Avoid interruptions and allow everyone an opportunity to speak.
- 4) Avoid side conversations or multiple people speaking at the same time
- 5) Allow the chairperson or facilitator to coordinate the flow of discussion
- 6) Claims to supporting information, e.g., books, articles, etcetera must be available for review before the meeting

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TOPIC	PRESENTATION / DISCUSSION	PMAC ACTION
1. CALL TO ORDER	<p>Brian MacGavin commenced the meeting at 9:00 AM and announced housekeeping items.</p> <p>Laura Wallin presented a performance excellence recognition to Paramedic Brandy Long.</p>	Information only.
2. PLEDGE OF ALLEGIANCE	Brian MacGavin led PMAC in the Pledge of Allegiance.	Information only.
3. ROUNDTABLE INTRODUCTIONS	Self-introductions were facilitated by Brian MacGavin.	Information only.
4. APPROVAL OF MINUTES	Phil Rawlings presented July 25, 2016 PMAC minutes for PMAC's approval.	July 25, 2016 PMAC meeting minutes were approved with no changes.
5. Nominations/Elections (Attachment B)		
5.1 Chairperson Nominations/Elections Brian MacGavin	Dr. Zeke Foster was nominated for the PMAC Chair for 2017 & 2018.	The nomination was approved by PMAC vote.
5.2 Vice Chairperson Nominations/ Elections -Brian MacGavin	Phil Rawlings was nominated for the PMAC Vice Chair for 2017 & 2018.	The nomination was approved by PMAC vote.
5.3 EMT-at-large Nominations/ Elections –Brian MacGavin	David Olivas nominated for PMAC EMT-at-large for 2017 & 2018.	The nomination was approved by PMAC vote.
5.4 Paramedic-at-large Nominations/ Elections –Brian MacGavin	Paul Duenas was nominated for Paramedic-at-large but was not present. Nominated members are required to be present. A motion was approved to proceed with the election rather than wait until the next PMAC meeting when Paul Duenas could be present. The nominees were Sarah Coonan and Chuck Clements.	Sarah Coonan was elected to be the Paramedic-at-large for 2017 & 2018.
5.5 Prehospital Provider Rep. to EMCC Nominations/Elections Brian MacGavin	Bret Offutt and Kristen Clements were nominated for PMAC Prehospital Provider EMCC Representative. Bret was not present during meeting.	Kristen Clements was elected to be the Prehospital Provider EMCC Representative.
6. Discussion Items, Unfinished & New Business		
6.1 REMSA Medical Director Position Bruce Barton	Bruce Barton stated that Dr. Vaezazizi has been REMSA's interim Medical Director since March 2016. Bruce announced that REMSA is moving forward with a regional medical direction model with ICEMA. Bruce explained the advantages of having a regional medical direction model. A contract is being processed with a possible start date in November 2016.	Information only.

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<p><b>6.2 MCI Workgroup</b> <b>Bruce Barton</b></p>	<p>Bruce Barton discussed the formation of a MCI workgroup for revision of the MCI policy that will be consistent with the State's statewide patient movement plan and address the concerns from TAC regarding patient triage and transportation destination decisions. Dan Bates from EMD Operations will be providing leadership over the workgroup and Lisa Madrid from REMSA will assist. Brian MacGavin suggested anyone interested in participating on this workgroup to notify Dan Bates after the meeting.</p>	<p>Information only.</p>
<p><b>6.3 Policy Changes / Updates</b> <b>Misty Plumley (Attachment C)</b></p>	<p>Bruce Barton announced that the Ambulance Patient Offload Delay (APOD) Policy will be implemented on December 1, 2016 and not on April 1, 2017. He explained the application of this policy and its development process.</p> <p>Changes were proposed for STEMI Receiving Centers (Policy 5401) and Data Security (Policy 7703) at the July PMAC meeting. Those policies were drafted, reviewed and release for stakeholder comment. The policies have been finalized and incorporated into our current 2016 policy manual.</p> <p>Charlie Hendra stated that the changes to the Universal Patient Protocol Policy for spinal stabilization are not consistent with TAC's recommendation. Bruce Barton said REMSA would confirm with Dr. Vaezazizi on his understanding of TAC's recommendation regarding this change to the policy. There was further discussion on the training and application of this policy.</p> <p>Misty presented discussion that occurred at CQILT meeting regarding the Calculation Chart (Policy 4103). The policy has been modified for using of Epinephrine 1:10,000 in cardiac arrest to be used every 5 minutes for a total of five times only. The policy was also been modified to allow Zofran to be repeated twice without a base hospital order. There was further discussion from PMAC concerning the possibility of high doses of Zofran being administered if allowed to be given three times in the field. The policy was modified to state Epinephrine 1:1000 IM for anaphylaxis. The reference to allergies and subcutaneous injection has been removed from the protocol. Tube feeding</p>	<p>Information only.</p> <p>PMAC voted to support the changes to the Universal Patient Policy. The motion passed without opposition.</p>

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	<p>tubes are to be clamped for interfacility transports. There was clarification in the policy allowing EMTs to use pulse oximetry for interfacility transports.</p>	
<p><b>7. REPORTS</b></p>		
<p><b>7.1 Training / Education</b> <b>Misty Plumley -Attachment D</b></p>	<p>ImageTrend Elite, End-of-life Care, and the first quarter 2017-Protocol Updates are trainings currently being provided by REMSA.</p> <p>ImageTrend Elite train-the-trainer trainings start in October. Protocol update education will focus on:</p> <ul style="list-style-type: none"> <li>• Spinal stabilization</li> <li>• End-of-life Care</li> <li>• MCI definition change, and associated implication for patient transport</li> <li>• Policy changes/modifications proposed cardiac arrest, calculation chart, IFT</li> </ul>	<p>Information only.</p>
<p><b>7.2 Trauma System—Attachment E</b> <b>Shanna Kissel</b></p>	<p>The TXA trial study has been extended by 18 months ending in March 2018. To date, Riverside County has had 114 appropriate administrations, 14 patients met criteria but did not get TXA and 11 patients received TXA not meeting inclusion criteria (fallouts).</p> <p>REMSA Policy 5301-Trauma Triage Indicators and Destination and Policy 5302-Continuation of Trauma Patient Care have been sent out to non-trauma centers to help them better identify those trauma patients that should be sent to the trauma centers.</p> <p>Riverside County trauma centers will be going through their American College of Surgeons consultations/verifications beginning the second Quarter of 2017.</p> <p>There is a regional Trauma System Advisory Committee (TSAC) prior to Trauma Audit Committee (TAC) that is open to all field providers and hospitals representatives to attend. Please send any trauma items/ issues you would like to discuss at TSAC for placement on the agenda to Shanna Kissel at: <a href="mailto:shkissel@rivco.org">shkissel@rivco.org</a>.</p> <p>Governor Brown signed Assembly Bill 2007, youth sports concussion protocols into law on September 23, 2017. AB 2007 provides sports concussion safety requirements for community based sports</p>	<p>Information only.</p>

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	<p>programs. The bill covers training for coaches, parents and players.</p>	
<p><b>7.3 Stroke System</b> <b>Laura Wallin –Attachment F</b></p>	<p>Stroke and STEMI diversion data is being tracked by REMSA and reported at the stroke and STEMI meetings. This data will not be available until after the next stroke and STEMI system meetings on November 15.</p> <p>REMSA will be meeting with all prehospital receiving centers in Riverside County to discuss the importance of collecting data from all hospitals, including data on all stroke patients. This will give us a better understanding of how our stroke system is serving stroke patients.</p> <p>Five additional hospitals have received REMSA's stroke center designation:</p> <ul style="list-style-type: none"> <li>• Arrowhead Regional Medical Center (San Bernardino County)</li> <li>• Kaiser Ontario Medical Center (San Bernardino County)</li> <li>• Loma Linda University Medical Center (San Bernardino County)</li> <li>• Redlands Community Hospital (San Bernardino County)</li> <li>• Loma Linda University Medical Center Murrieta (Riverside County)</li> </ul> <p>Patients who meet stroke center triage criteria may be directed by a Riverside County base hospital to the closest REMSA designated stroke center regardless if the closest designated stroke center is in San Bernardino or in Riverside County.</p>	<p>Information only.</p>
<p><b>7.4 STEMI System—Attachment G</b> <b>Laura Wallin</b></p>	<p>REMSA will be meeting with all prehospital receiving centers in Riverside County to discuss the importance of collecting data from all hospitals, including data on all STEMI patients. This will give us a better understanding of how our STEMI system is serving STEMI patients. Data collection for STEMI patients will be expanding in 2017 to include STEMI patients transported by EMS, walk-ins, interfacility transfers, and inpatients.</p>	<p>Information only.</p>
<p><b>7.5 ImageTrend Elite—Attachment H</b> <b>Trevor Douville</b></p>	<p>ImageTrend migration is ongoing. We have multiple agencies in the midst of integration and or CAD integration development. Train-the-trainer sessions for Elite have been scheduled starting in October, and will be scheduled into November and December as needed. Beta testing has been initiated by Riverside City FD and Pechanga FD.</p>	<p>Information only.</p>

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	<p>REMSA holds weekly implementation conference calls on Mondays from 10:30 AM to 11:30 AM to highlight the current progress of integrations and implementation. The conference Phone Number is: (888) 780-8948 Pass Code: 7608587.</p> <p>ImageTrend Elite Train-the-training dates are provided on Attachment H of the October 24, 2016 PMAC agenda. To register for a class contact Misty Plumley at: <a href="mailto:Mplumley@rivco.org">Mplumley@rivco.org</a>.</p>	
<p><b>7.6 APOD</b> <b>Misty Heyden- Attachment I</b></p>	<p>The current Ambulance Patient Offload Delay Report contains data through the end of September 2016. A month-by-month comparison of 2015 and 2016 is provided on pages 3 and 4. 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.</p>	<p>Information only.</p>
<p><b>8. ANNOUNCEMENTS</b></p>	<p>Trevor Douville announced that Desert Regional Medical Center will be working with REMSA to integrate a PDF of the Elite ePCR into their medical records system.</p> <p>Jan Remm announced there is trending of about a three percent decrease of APOD times from 2015. She has noticed that once a hospital reaches about a fifty percent compliance with FirstWatch's Transfer of Care (TOC) module there is about a fifty percent reduction in their APOD times. She encouraged hospitals to continue to adopt and use FirstWatch and other best practices to reduce APODs.</p> <p>Doug Key recognized Corona Regional Medical Center and Riverside Community Hospital for their efforts and results in reducing APOD times.</p> <p>Brian MacGavin reminded attendees to sign-in and or update contact info on sign-in sheet.</p> <p>Maggie Robles announced that Riverside County Office of Education (RCOE) will be participating at a Statewide high school level EMT competition for the first time. She also announced the passing of AB 1719 which requires all high school seniors, starting 2018 /2019 to pass CPR / AED requirement to graduate.</p>	<p>Information only.</p>

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	<p>Kay Schulz announced that Riverside University Health Care Systems Medical Center is hosting their annual Trauma Conference on October 27 and 28. The fee is forty dollars for one day and seventy dollars for both days.</p> <p>Charlie Hendra announced that Riverside University Health Care Systems Medical Center will be providing an ATLS ATCN course on November 19 and 20.</p> <p>Tim Buckley announced that there will be a cadaver lab training for IO, intubation and possibly needle thoracentesis on October 26, and 27 at the Ben Clark Training Center from 8 AM to 4 PM.</p>	
<b>9. NEXT MEETING / ADJORNMENT</b>	January 23, 2017 at 4210 Riverwalk Parkway in the first floor conference rooms.	Information only.

DRAFT



**DATE:** January 10, 2017  
**TO:** PMAC  
**FROM:** Bruce Barton, REMSA Director  
**SUBJECT:** APOD Policy and Data Reporting

The Ambulance Patient Offload Delay (APOD) Policy (REMSA Policy 4204) went into effect on December 15, 2016. At which time the ambulance redirect pilot program was discontinued. Effective January 1, 2017, the passing of AB 1223 added language to the Health and Safety Code 1797.120 requiring local EMS agencies to adopt policies and procedures for calculating and reporting ambulance patient offload times using guidelines established by EMSA. The following link is to the State EMS Authority's (EMSA) website for Standardized Methods for Data Collection and Reporting of Ambulance Patient Offload Time (APOT): [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)

**ACTION:** PMAC should be prepared to review and receive the information in order to provide feedback to the EMS Agency.

**DATE:** January 10, 2017  
**TO:** PMAC  
**FROM:** Lisa Madrid, EMS Specialist  
**SUBJECT:** CQILT

Indicators from the third quarter of 2016 remain the same for the fourth quarter of 2016. At the request of CQILT the pre-existing vascular access advisory was sent out via the following link: <http://remsa.us/documents/memos/20161110SystemAdvisoryPVAD.pdf>.

In 2017 first quarter CQILT will be learning to use ImageTrend's Report Writer for improved focus for the 2017 indicators.

**ACTION:** PMAC should be prepared to receive the information and provide feedback to the EMS Agency.

DATE: January 10, 2017  
TO: PMAC  
FROM: Misty Plumley, EMS Specialist  
SUBJECT: 2017 Protocol/Policy Training Update

Protocol and Policy Update Train-the-trainer classes will be on 1/11/17, 1/18/17 and 1/19/17. These classes are designed to aid EMS provider organization training staff in training EMS personnel. Training staff can register for the classes via email by contacting Misty Plumley at: [Mplumley@rivco.org](mailto:Mplumley@rivco.org).

Training curriculum will available at: <http://remsa.us/documents/programs/education/>. All Emergency Department (ED) staff from prehospital receiving centers should review the training materials. Additionally, ED staff are welcome to attend the above training classes.

Protocol Update Classes (PUC) consist of providing updates on the following policies: End-of-life care, spinal stabilization changes to Universal Patient (Policy 4102), Calculation Chart (Policy 4103), Nausea and/or Vomiting (Policy 4504), Allergies and/or Anaphylaxis (Policy 4601), Paramedic Accreditation (Policy 1206) and Paramedic Reverification (Policy 1207).

The following link will provide you with a draft 2017 REMSA Policies and Procedures: <http://www.remsa.us/policy/2017/>.

ACTION: Informational only, no action required.

DATE: January 10, 2017  
TO: PMAC  
FROM: Misty Plumley, EMS Specialist  
SUBJECT: Training and Education Update

ImageTrend Elite Implementation and the associated training is well underway with train-the-trainer classes in October and December 2016. Additional train-the-trainer classes are planned for February 2017.

Additional ImageTrend webinar trainings for CQI applications are starting on 1/10/17. These webinar trainings will introduce EMS provider CQI personnel to reporting basics, data set overview, and basic report access and construction. These are prerequisites for attending ImageTrend's Report Writer trainings which will be classroom type sessions conducted by ImageTrend staff focusing on report creation, editing and scheduling.

We encourage EMS system providers to actively participate in the implementation process. Please email any questions or concerns you have about your agency's ImageTrend Elite training and implementation to Misty Plumley at: [Mplumley@rivco.org](mailto:Mplumley@rivco.org).

**ACTION:** Informational only, no action required by PMAC. Providers should take action to create training plans and their internal implementation schedule, this information and share this info with REMSA.

## FOR CONSIDERATION BY PMAC

DATE: January 10, 2017

TO: PMAC

FROM: Shanna Kissel, Assistant Nurse Manager

SUBJECT: Trauma System

1. TXA trial study has officially been extended for an additional 18 months with final report due to EMSA June 1, 2018. To date, Riverside County has:
  - 120 appropriate administrations
  - 19 patients that met criteria but did not get TXA (missed)
  - 13 patients that received TXA, but did not meet inclusion criteria (fallouts)
2. All four of Riverside County Trauma centers will be going through their American College of Surgeons consults/ verifications beginning quarter 2, 2017.
3. Reminder there is a regional Trauma System Advisory Committee (TSAC) prior to Trauma Audit Committee (TAC) that is open for field providers and hospitals to attend. Please send any trauma items/ issues you would like to place on the agenda to discuss at TSAC to: [shkissel@rivco.org](mailto:shkissel@rivco.org). The next TSAC and TAC are February 1, 2017 at ICEMA from 4-5pm.

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

**FOR CONSIDERATION BY PMAC**

Date: January 10, 2017  
TO: PMAC  
FROM: Shanna Kissel, Assistant Nurse Manager  
SUBJECT: Stroke System

- Stroke diversion by hospital will continue to be tracked by REMSA and reported at the Stroke System meetings.
- REMSA has been reviewing and commenting on the draft stroke regulations that were sent out on December 9, 2016. REMSA will be looking at aligning the stroke system program with the State's.
- The next Stroke System meeting will be held at REMSA on February 16, 2017

Action: PMAC should be prepared to receive the information and provide feedback to the EMS Agency.

**FOR CONSIDERATION BY PMAC**

Date: January 10, 2017  
TO: PMAC  
FROM: Shanna Kissel, Assistant Nurse Manager  
SUBJECT: STEMI System

- REMSA has been reviewing and commenting on the Draft STEMI System regulations that were sent out on December 16, 2016 and REMSA will be looking at aligning our STEMI System program with the State's.
- As a reminder, data collection for STEMI patients will include: EMS transported, walk-ins, inter-facility transfers, and inpatient STEMIs. No additional elements will be added to the spreadsheet at this time. REMSA is looking into a STEMI registry.
- The STEMI meeting scheduled for January 19, 2017 was canceled and the next meeting will be on April 20, 2017.

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

## FOR CONSIDERATION BY PMAC

DATE: January 10, 2017  
TO: PMAC  
FROM: Trevor Douville, Senior EMS Specialist  
SUBJECT: ImageTrend Elite – Implementation

### ImageTrend Elite Implementation - CONFERENCE CALLS:

Every Monday Morning	<b>10:30 AM – 11:30 AM</b>
Conference Phone Number:	<b>(800) 867-2581</b>
Pass Code:	<b>3587103</b>

The Monday morning conference calls are continuing to be an effective tool to discuss implementation, training, and technical issues. To date, the ImageTrend Elite electronic patient care report (ePCR) system, is implemented at Corona Fire Department, Riverside City Fire Department, Pechanga Fire Department, Mission Ambulance, PMT Ambulance, Murrieta Fire Department, and Cathedral City Fire Department. Since going live the abovementioned EMS providers have created over 5000 ePCRs.

While the ePCR project thus far has been heavily focused on data system configuration, training and data collection, we are now preparing for the improved reporting functions of ImageTrend Elite and on January 10, 2017 a Basic Report Writer training will be conducted to improve our capabilities for the next phase of data management – Meaningful Use.

Riverside County is officially submitting data into CEMSIS and as new users are added to Elite they too will automatically become compliant with CEMSIS reporting. A standardized report will be created to demonstrate the quality and quantity of data that is being exported/ submitted to CEMSIS.

Lastly, the Health EMS, (Sansio) contract will be terminated and the Sansio ePCR application will be turned off on **June 30, 2017**. All EMS providers still on the Sansio system must be off this system no later than April 30, 2016 to allow time for the final export of the legacy data out of Sansio.

Please contact Trevor Douville at (951) 538-3101 or [tdouville@rivco.org](mailto:tdouville@rivco.org) if your organization has any questions about the ePCR migration.

ACTION: Informational only, no action required.



**FOR CONSIDERATION BY PMAC**

DATE: January 10, 2017

TO: PMAC

FROM: Misty Heyden, REMSA

SUBJECT: Ambulance Patient Offload Delay (APOD) Report

The current APOD Report contains data through December 31, 2016 and compares 2016 data to 2015 to data for the same time frames (pages 3 and 4). Data by month for the last three months is available for each hospital on the last page of the report.

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

Attachment: APOD Report five pages following this cover page.

Graphs and analytical methods may change based on system changes and on-going analysis of APOD data.



# AMBULANCE PATIENT OFFLOAD DELAYS

January 5, 2017

*Report covers data YTD through December 31, 2016.*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

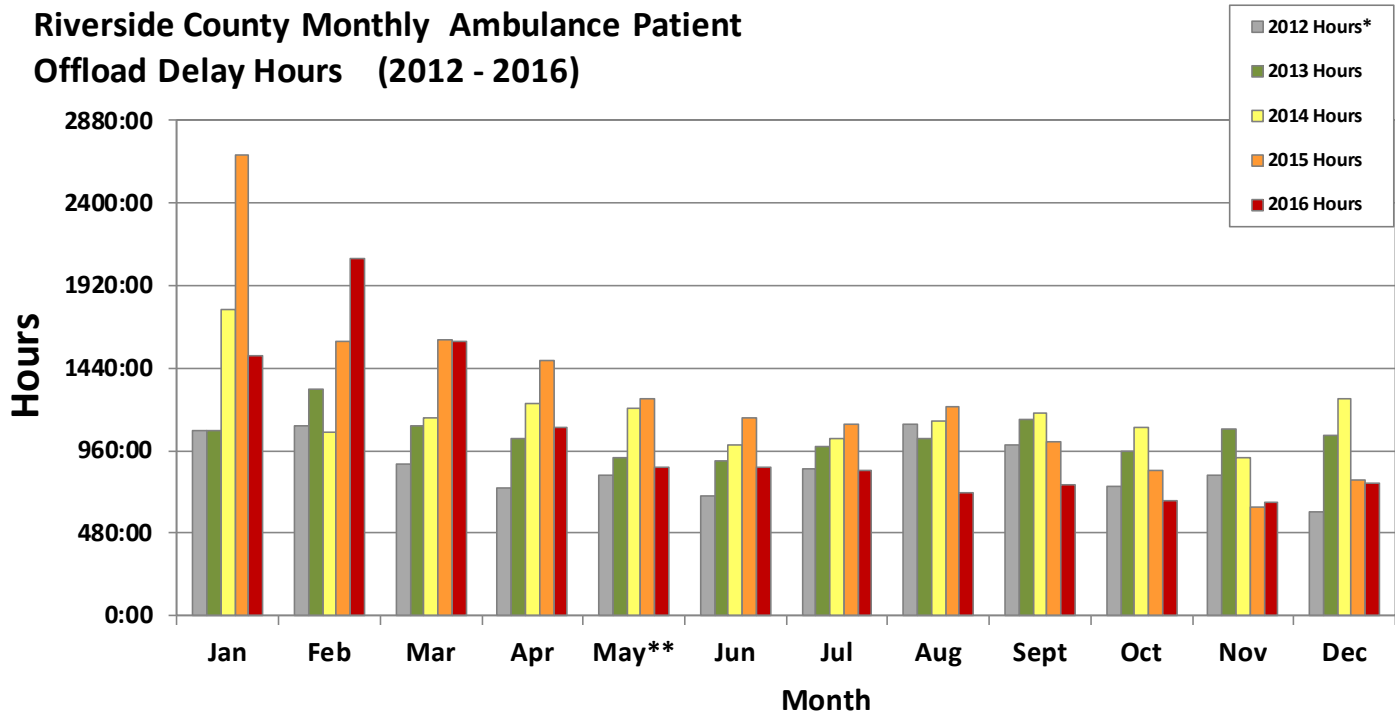
## Historical Data

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2012 through the present month of 2016 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes (years 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.

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

### Riverside County Monthly Ambulance Patient Offload Delay Hours (2012 - 2016)



Key: High Low/Best

### Total Annual Hours\* and Ambulance Patient Offload Delays by hospital: 2012 to 2015

Hospital	2012		2013		2014		2015	
	Total Hours	Offload Delays	Total Hours	Offload Delays	Total Hours	Offload Delays	Total Hours	Offload Delays
RCH	2198:41:11	3953	2712:32:25	5978	2984:29:25	7488	2773:05:19	6613
Kaiser	151:16:22	472	196:02:59	496	201:38:58	748	338:51:33	1048
Parkview	1881:03:47	2833	1171:41:25	2037	1694:56:01	2887	1408:38:48	2361
RUHS (RCRMC)	892:20:22	2276	1107:06:11	2375	1007:19:37	2547	1051:28:27	2819
Corona	1694:56:09	2803	1717:47:56	2522	1845:33:25	2912	2652:21:07	3227
Moreno Valley	268:19:32	809	420:59:39	888	545:55:06	1259	451:34:23	1147
Menifee	322:28:21	791	725:38:26	1158	733:35:51	1383	824:27:25	1332
LLUMC- Murrieta	265:40:04	675	888:15:15	1411	963:34:24	1756	946:18:08	1732
Inland Valley	949:05:59	2134	643:33:09	1307	432:21:44	1112	714:29:18	1709
Rancho Springs	136:57:10	417	137:27:11	326	76:31:30	247	79:13:52	255
Temecula Valley	<i>Opened August 2013</i>		10:07:03	28	139:03:35	446	411:05:43	1090
Hemet	1081:16:55	2720	2535:17:35	4151	3112:04:15	5387	3153:42:33	5013
San Gorgonio	222:07:47	595	127:45:02	298	157:47:22	483	374:17:20	1072
Eisenhower	64:56:15	320	54:56:39	241	24:15:55	149	39:07:26	205
Desert	233:06:47	788	68:47:04	347	40:12:27	213	50:21:13	315
JFK	81:16:43	337	58:37:55	252	79:52:57	337	116:46:03	387
<b>Totals</b>	<b>10443:33:24</b>	<b>21,923</b>	<b>12576:35:54</b>	<b>23,815</b>	<b>14039:12:32</b>	<b>29,354</b>	<b>15385:48:38</b>	<b>30,325</b>

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

\*\*Temecula Valley 2013 totals represented for a partial year.

# AMBULANCE PATIENT OFFLOAD DELAYS AND COMPLIANCE COMPARISON

This data compares 2016 YTD to 2015 *YTD same period* (apples-to-apples) for: Ambulance Patient Offload Delays (APODs), 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.

Key: High Low/Best

## APOD Data, 2016 Year-to-Date: Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	1787:26:55	4094:26:55	19484	4614	76.3%	0:53:15
Kaiser	465:33:00	930:33:00	6274	930	85.2%	1:00:02
Parkview	1134:19:15	2018:49:15	6373	1769	72.2%	1:08:28
RUHS (RCRMC)	1123:05:32	2491:35:32	15590	2737	82.4%	0:54:37
Corona	1075:15:51	1857:15:51	7638	1564	79.5%	1:11:15
Moreno Valley	430:15:55	883:45:55	3820	907	76.3%	0:58:28
Menifee	500:34:37	938:34:37	4805	876	81.8%	1:04:17
LLUMC –Murrieta	1168:23:51	2127:53:51	5939	1919	67.7%	1:06:32
Inland Valley	1071:04:04	1944:04:04	10046	1746	82.6%	1:06:48
Rancho Springs	205:36:23	471:36:23	5168	532	89.7%	0:53:11
Temecula Valley	379:14:24	935:44:24	5933	1113	81.2%	0:50:27
Hemet	2318:48:58	4645:18:58	15549	4653	70.1%	0:59:54
San Geronio	424:02:30	938:02:30	7195	1028	85.7%	0:54:45
Eisenhower	20:21:13	89:21:13	4053	138	96.6%	0:38:51
Desert	220:54:58	639:54:58	11275	838	92.6%	0:45:49
JFK	95:17:21	250:47:21	3970	311	92.2%	0:48:23
<b>Totals</b>	<b>12420:14:47</b>	<b>25257:44:47</b>	<b>133,112</b>	<b>25,675</b>	<b>80.7%</b>	<b>0:59:01</b>

\* 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).



## 2015 Year-to-Date Same Period Comparison (Apples-to-Apples)

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2773:05:19	6079:35:19	18111	6613	63.5%	0:55:10
Kaiser	338:51:33	862:51:33	6060	1048	82.7%	0:49:24
Parkview	1408:38:48	2589:08:48	6161	2361	61.7%	1:05:48
RUHS (RCRMC)	1051:28:27	2460:58:27	14341	2819	80.3%	0:52:23
Corona	2652:21:07	4265:51:07	6968	3227	53.7%	1:19:19
Moreno Valley	451:34:23	1025:04:23	3500	1147	67.2%	0:53:37
Menifee	824:27:25	1490:27:25	4594	1332	71.0%	1:07:08
LLUMC –Murrieta	946:18:08	1812:18:08	5717	1732	69.7%	1:02:47
Inland Valley	714:29:18	1568:59:18	9929	1709	82.8%	0:55:05
Rancho Springs	79:13:52	206:43:52	4571	255	94.4%	0:48:39
Temecula Valley	411:05:43	956:05:43	4952	1090	78.0%	0:52:38
Hemet	3153:42:33	5660:12:33	14614	5013	65.7%	1:07:45
San Geronio	374:17:20	910:17:20	6970	1072	84.6%	0:50:57
Eisenhower	39:07:26	141:37:26	4775	205	95.7%	0:41:27
Desert	50:21:13	207:51:13	10124	315	96.9%	0:39:35
JFK	116:46:03	310:16:03	3498	387	88.9%	0:48:06
<b>Totals</b>	<b>15385:48:38</b>	<b>30548:18:38</b>	<b>124,885</b>	<b>30,325</b>	<b>75.7%</b>	<b>1:00:27</b>

Apples-to-Apples grid provides comparison data for the same Year-to-Date period in 2015 as 2016 Year-to-Date.

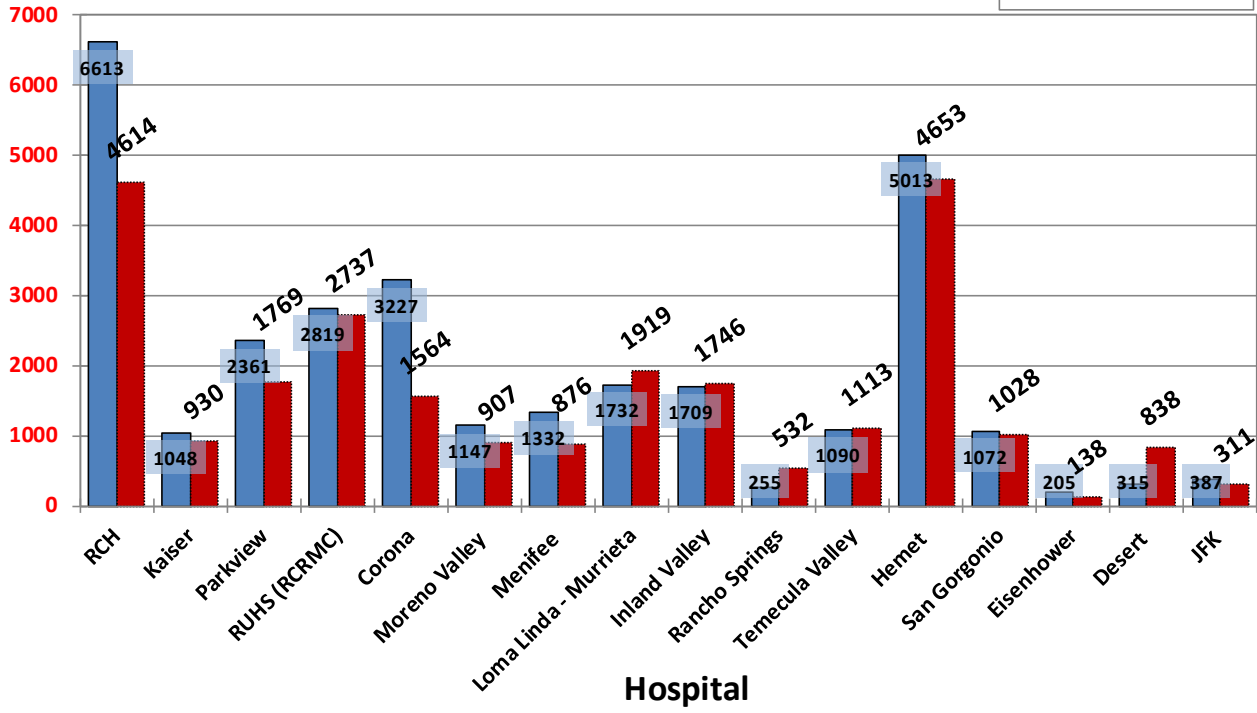
\* Includes the first 30 minutes of each Offload Delay.

\*\* 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 by Hospital Comparing 2016 YTD to 2015 YTD Same Period (Apples-to-Apples)



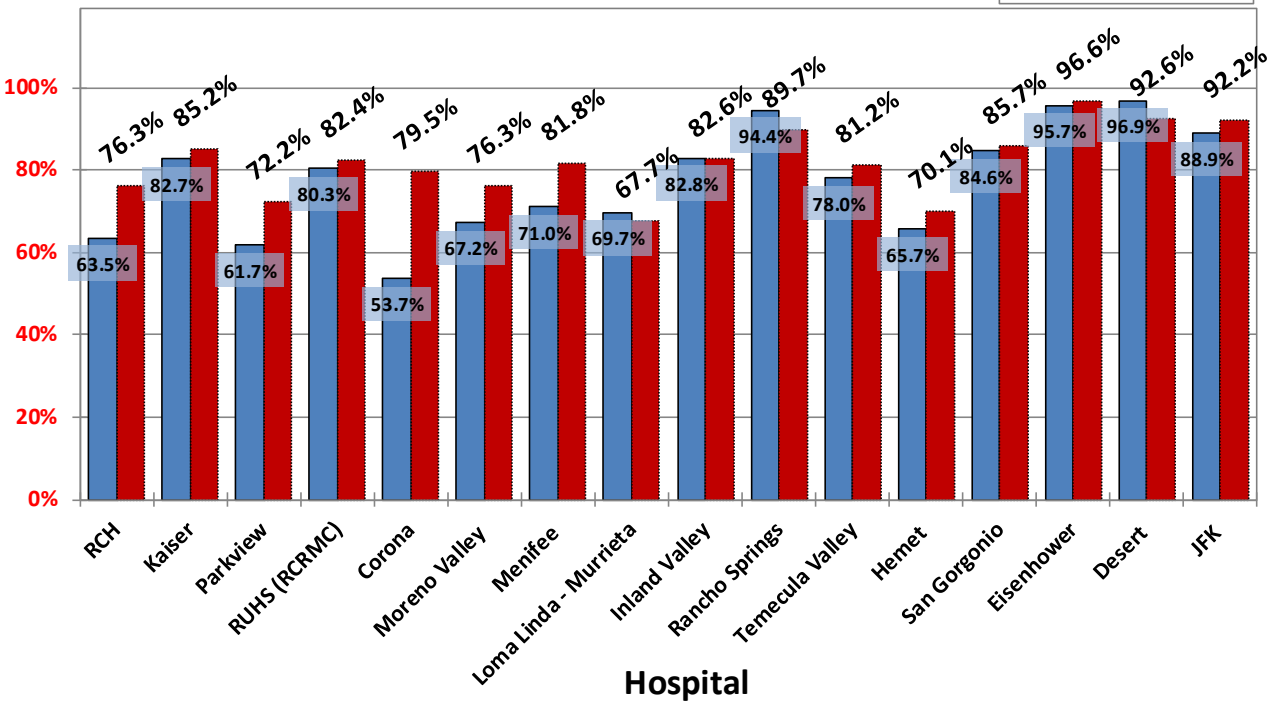
■ 2015 YTD Offload Delay Occurrences Same Period  
■ 2016 YTD Offload Delay Occurrences



### Riverside County Overall Compliance by Hospital Comparing 2016 YTD to 2015 YTD Same Period (Apples-to-Apples)



■ 2015 YTD Overall Compliance Same Period  
■ 2016 YTD Overall Compliance



## 2016 3-MONTH AMBULANCE PATIENT OFFLOAD DELAYS BY HOSPITAL

This data shows the last three months' Total Delay Hours, Total 9-1-1 Transports, and Total Ambulance Patient Offload Delays by hospital.

Key: High Low/Best

### Offload Delay Time\* and Occurrences by hospital: October 2016 through December 2016

Hospital	Oct '16 Delay Hours	ALS 9-1-1 Trans.	Oct '16 Offload Delays	Nov '16 Delay Hours	ALS 9-1-1 Trans.	Nov '16** Offload Delays	Dec '16 Delay Hours	ALS 9-1-1 Trans.	Dec '16 Offload Delays
RCH	91:24:15	1739	301	105:01:11	1519	367	218:36:23	1653	525
Kaiser	8:30:30	497	35	13:26:32	498	51	22:44:28	578	61
Parkview	48:20:06	492	103	37:43:23	497	106	45:56:06	529	101
RUHS (RCRMC)	85:27:25	1291	200	61:38:25	1204	176	54:01:27	1239	140
Corona	49:46:46	574	93	43:45:02	662	86	40:39:21	656	91
Moreno Val.	6:43:38	298	25	10:52:00	282	38	14:21:41	332	49
Menifee	43:42:33	381	80	35:20:33	384	66	27:07:44	392	59
LLUMC –Murrieta	79:10:30	486	136	119:02:37	509	167	116:57:41	553	184
Inland Valley	41:59:56	855	89	34:07:56	769	77	30:08:53	800	74
Rancho Spgs.	8:50:40	413	29	9:30:09	385	34	12:09:16	454	43
Temecula Val.	20:25:05	505	58	27:35:30	540	95	27:17:17	532	90
Hemet	153:34:57	1272	336	131:49:57	1293	298	126:11:20	1392	337
San Geronio	12:48:09	517	50	9:37:08	555	40	16:05:12	641	63
Eisenhower	0:45:13	322	6	0:47:19	290	6	1:25:26	359	12
Desert	9:13:00	888	49	10:00:27	874	44	12:01:18	956	55
JFK	8:56:57	339	26	4:37:43	323	18	3:37:05	342	17
<b>Totals</b>	<b>669:39:40</b>	<b>10,869</b>	<b>3,225</b>	<b>654:55:52</b>	<b>10,584</b>	<b>1,669</b>	<b>769:20:38</b>	<b>11,408</b>	<b>1,901</b>

\*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.