



# Ambulance Patient Offload Time October 2017

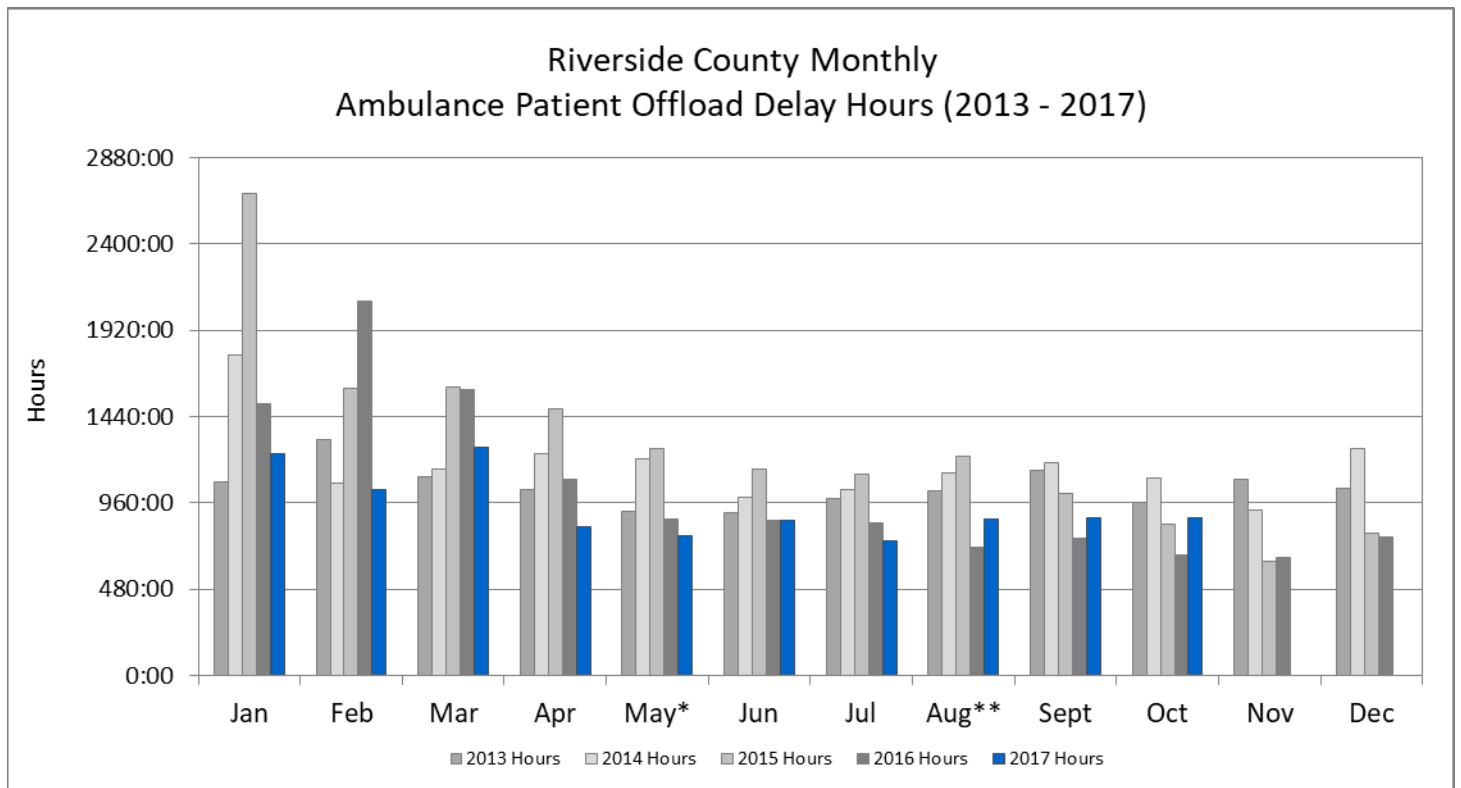
*Monthly  
Report*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through October 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.

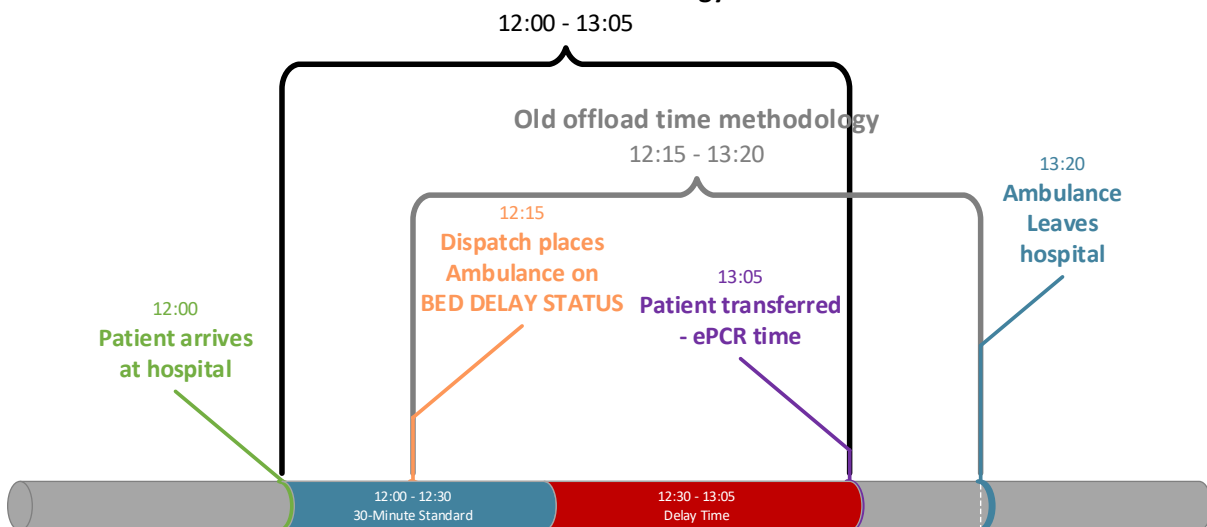
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



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

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

## Offload time methodology



## AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

October 2017 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	1,628	786:36:24	158:18:34	634	61.1%	0:50:00
Kaiser Hospital Riverside	494	169:56:40	23:20:16	100	79.8%	0:40:32
Parkview Community Hospital	510	246:32:07	72:27:23	160	68.6%	0:56:54
Riverside University Health System	1,236	450:31:09	45:24:36	241	80.5%	0:36:35
Corona Regional Med Ctr	668	346:40:39	106:28:35	240	64.1%	1:01:03
Moreno Valley Hospital	317	128:39:29	25:24:31	78	75.4%	0:46:13
Menifee Med Ctr	336	155:02:41	50:29:42	85	74.7%	1:00:03
Loma Linda Univ Med Ctr Mur	558	264:21:38	73:27:15	180	67.7%	0:55:49
Inland Valley Med Ctr	838	265:06:56	39:34:29	149	82.2%	0:38:16
Rancho Springs Med Ctr	370	89:15:16	3:50:48	29	92.2%	0:28:42
Temecula Valley Hospital	460	141:12:05	12:07:52	78	83.0%	0:34:43
Hemet Valley Hospital	1,274	732:34:56	246:19:13	541	57.5%	1:07:00
San Geronio Mem Hospital	488	116:05:48	9:13:32	38	92.2%	0:27:01
Eisenhower Med Ctr	1,160	215:45:05	4:10:43	24	97.9%	0:18:48
Desert Regional Med Ctr	1,009	217:22:01	5:03:59	36	96.4%	0:23:04
JFK Hospital	589	88:18:08	1:11:26	10	98.3%	0:17:16
<b>Totals</b>	<b>11,935</b>	<b>4414:01:02</b>	<b>876:52:54</b>	<b>2,623</b>	<b>78.0%</b>	<b>0:43:21</b>

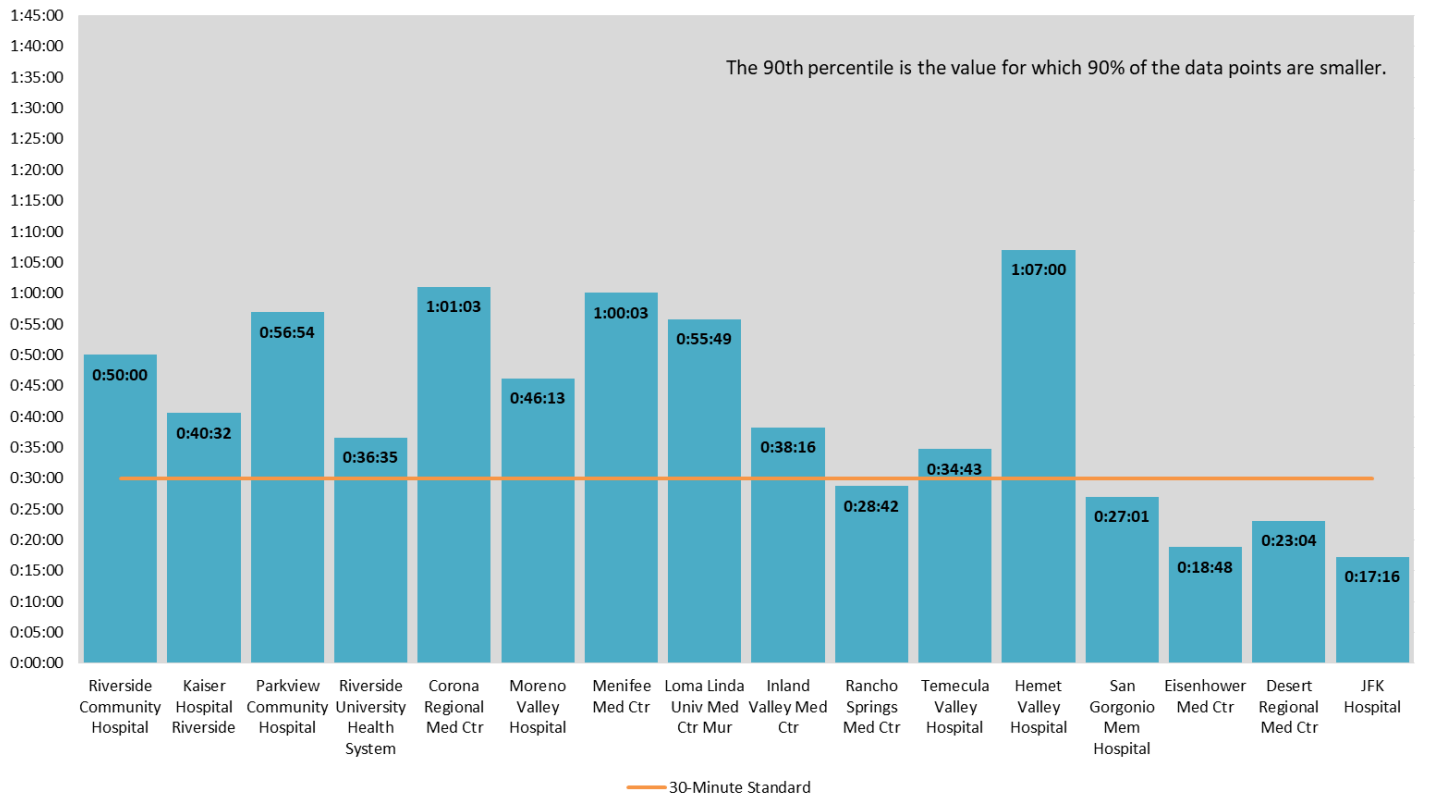
*APOD hours do not include the first 30 minutes of each offload delay occurrence.*

2017 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	14,734	7152:11:48	1957:09:09	4,972	66.3%	0:53:26
Kaiser Hospital Riverside	5,154	1612:48:46	201:00:27	691	86.6%	0:34:00
Parkview Community Hospital	4,978	2383:28:11	786:57:53	1,387	72.1%	0:59:05
Riverside University Health System	12,085	3848:32:49	425:17:48	1,850	84.7%	0:35:00
Corona Regional Med Ctr	6,801	3465:40:59	1184:14:11	2,148	68.4%	1:04:00
Moreno Valley Hospital	3,175	1081:43:38	173:02:10	566	82.2%	0:40:00
Menifee Med Ctr	3,805	1494:54:51	430:49:56	837	78.0%	0:48:00
Loma Linda Univ Med Ctr Mur	5,220	2526:32:54	842:29:12	1,563	70.1%	1:00:33
Inland Valley Med Ctr	8,314	2444:22:55	475:13:53	1,197	85.6%	0:36:00
Rancho Springs Med Ctr	4,109	992:46:38	88:23:44	302	92.7%	0:26:40
Temecula Valley Hospital	4,831	1305:54:40	125:25:33	543	88.8%	0:31:21
Hemet Valley Hospital	12,723	6934:40:43	2279:10:13	5,260	58.7%	1:04:20
San Geronio Mem Hospital	5,412	1536:04:28	164:17:13	661	87.8%	0:32:32
Eisenhower Med Ctr	5,537	971:46:16	24:55:33	84	98.5%	0:18:06
Desert Regional Med Ctr	9,368	2036:22:19	149:48:55	416	95.6%	0:23:06
JFK Hospital	3,983	660:14:01	54:45:30	127	96.8%	0:19:03
<b>Totals</b>	<b>110,229</b>	<b>40448:05:56</b>	<b>9363:01:20</b>	<b>22,604</b>	<b>79.5%</b>	<b>0:43:30</b>

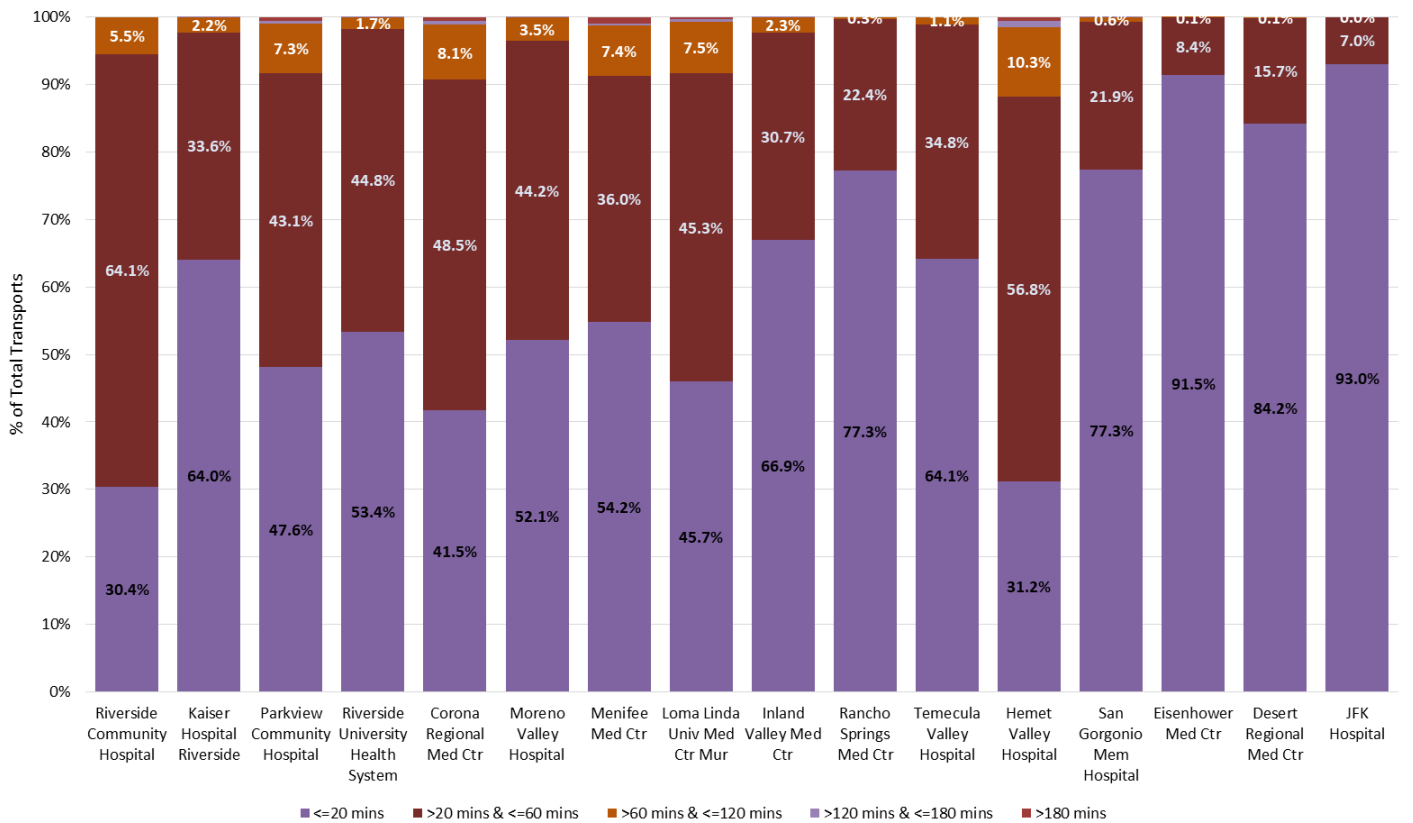
Key: High Low/Best

# AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL (CONT'D)

## October 2017 APOT 1, 90th Percentile



## October 2017 APOT 2



# 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).

## *APOT -2*

An ambulance patient offload time interval process measure. This metric demonstrates the incidence of ambulance patient offload times expressed as a percentage of total EMS patient transports within a twenty (20) minute target and exceeding that time in reference to 60, 120 and 180 minute time intervals.<sup>4</sup>

## *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>5</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>6</sup>

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<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> Ibid., Definitions.

<sup>5</sup> REMSA Policy 9101.6. <http://www.remsa.us/policy/9101.pdf>

<sup>6</sup> REMSA Policy 4204, Transfer of Patient Care. <http://www.remsa.us/policy/4204.pdf>