



Ambulance Patient Offload Time July 2018

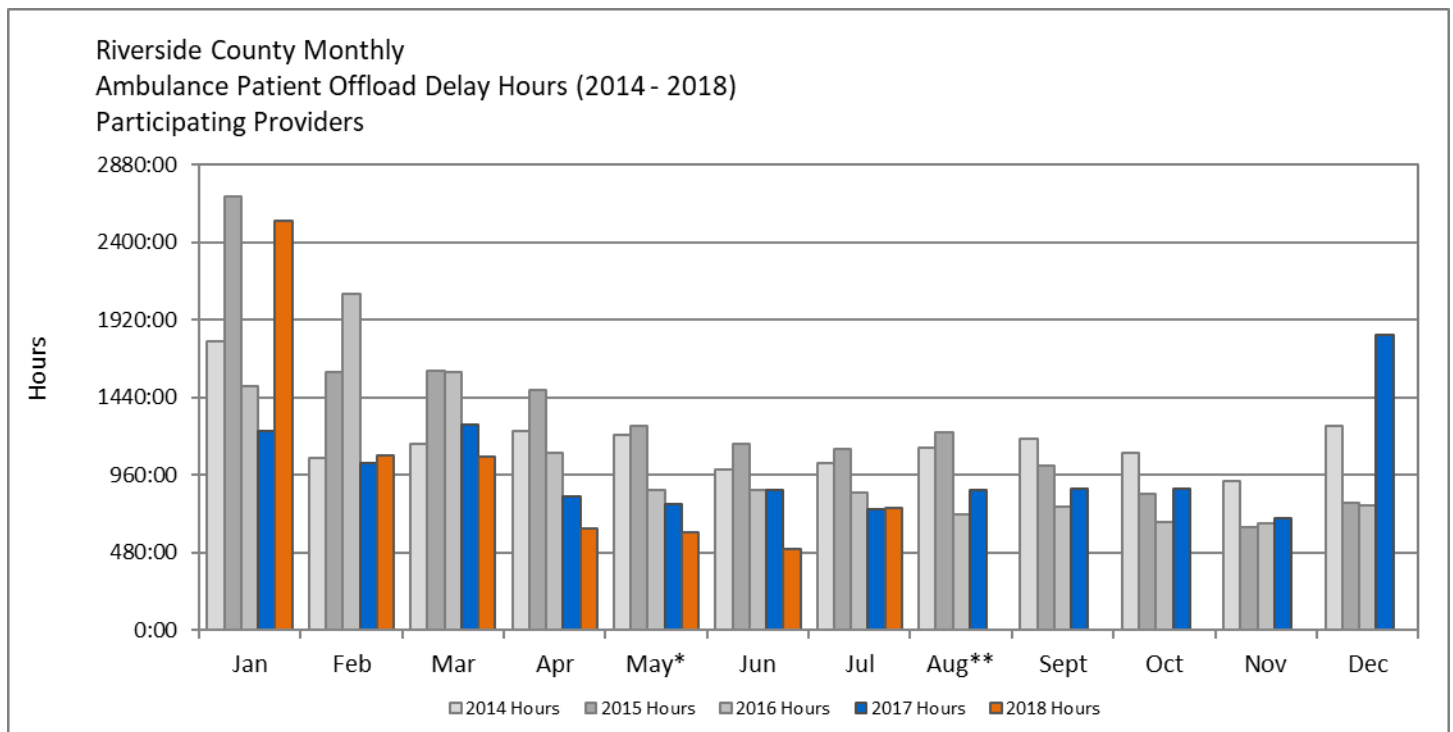
*Monthly
Report*

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2014 through July 2018 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. **As of August 2017, data represented includes all participating providers (previously AMR only).**

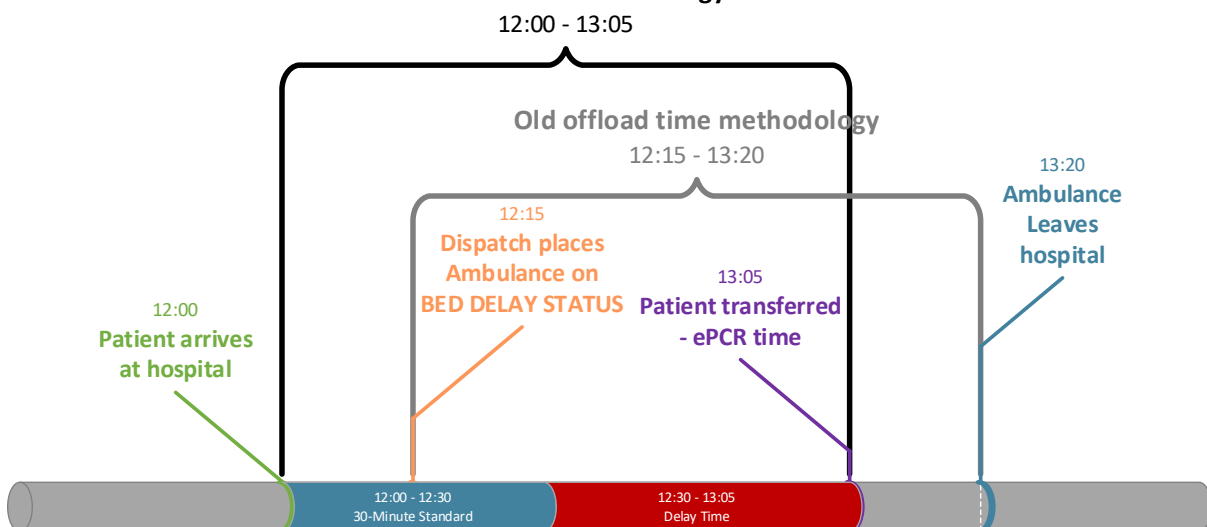
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



*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

July 2018 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	792	367:09:41	106:00:18	243	69.3%	0:57:58
Desert Regional Med Ctr	1,114	263:02:17	16:46:57	62	94.4%	0:24:03
Eisenhower Health	1,144	199:27:28	1:53:27	16	98.6%	0:18:20
Hemet Valley Hospital	1,360	605:52:49	135:43:35	500	63.2%	0:48:49
Inland Valley Med Ctr	872	247:21:35	33:36:03	90	89.7%	0:30:19
JFK Hospital	584	81:53:31	0:13:48	3	99.5%	0:16:32
Kaiser Hospital Riverside	557	179:18:39	23:23:18	85	84.7%	0:34:47
Loma Linda Univ Med Ctr Mur	581	252:08:45	59:57:18	151	74.0%	0:52:17
Menifee Med Ctr	376	145:23:56	36:07:01	75	80.1%	0:47:43
Moreno Valley Hospital	313	94:51:17	10:37:36	42	86.6%	0:34:51
Parkview Community Hospital	460	168:07:50	28:56:15	84	81.7%	0:38:44
Rancho Springs Med Ctr	411	105:21:28	8:40:46	27	93.4%	0:25:18
Riverside Community Hospital	1,608	830:37:13	203:23:32	673	58.1%	0:53:58
Riverside University Health System	1,243	477:45:43	69:07:17	274	78.0%	0:41:05
San Geronio Mem Hospital	579	160:24:05	9:40:44	54	90.7%	0:29:55
Temecula Valley Hospital	533	159:12:36	10:39:15	64	88.0%	0:31:39
Totals	12,527	4337:58:53	754:47:10	2,443	80.5%	0:40:44

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

2018 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	5,125	2632:26:12	879:23:13	1,652	67.8%	1:02:37
Desert Regional Med Ctr	7,768	2007:05:13	204:12:23	646	91.7%	0:27:53
Eisenhower Health	8,884	1632:26:35	26:32:19	168	98.1%	0:19:33
Hemet Valley Hospital	9,226	4569:52:33	1183:16:09	3,728	59.6%	0:54:13
Inland Valley Med Ctr	6,090	2028:19:43	363:30:57	1,058	82.6%	0:40:00
JFK Hospital	4,039	597:29:55	10:50:37	60	98.5%	0:17:34
Kaiser Hospital Riverside	3,662	1306:46:30	222:33:12	671	81.7%	0:39:23
Loma Linda Univ Med Ctr Mur	4,202	2151:26:54	744:18:56	1,323	68.5%	1:03:04
Menifee Med Ctr	2,388	951:19:53	267:44:28	513	78.5%	0:48:01
Moreno Valley Hospital	2,309	888:43:46	208:27:09	494	78.6%	0:46:11
Parkview Community Hospital	3,344	1593:05:52	495:19:09	930	72.2%	0:55:55
Rancho Springs Med Ctr	3,104	916:19:47	140:18:40	336	89.2%	0:31:06
Riverside Community Hospital	10,886	5923:21:42	1692:48:11	4,689	56.9%	0:58:38
Riverside University Health System	8,634	3280:46:40	453:10:29	1,921	77.8%	0:40:48
San Geronio Mem Hospital	4,086	1164:57:11	117:56:16	492	88.0%	0:32:31
Temecula Valley Hospital	3,680	1224:20:48	155:42:15	608	83.5%	0:37:46
Totals	87,427	32868:49:14	7166:04:23	19,289	77.9%	0:44:20

**APOT-1 is the offload time represented at the 90th percentile. See page 6 of this report for complete definitions.*

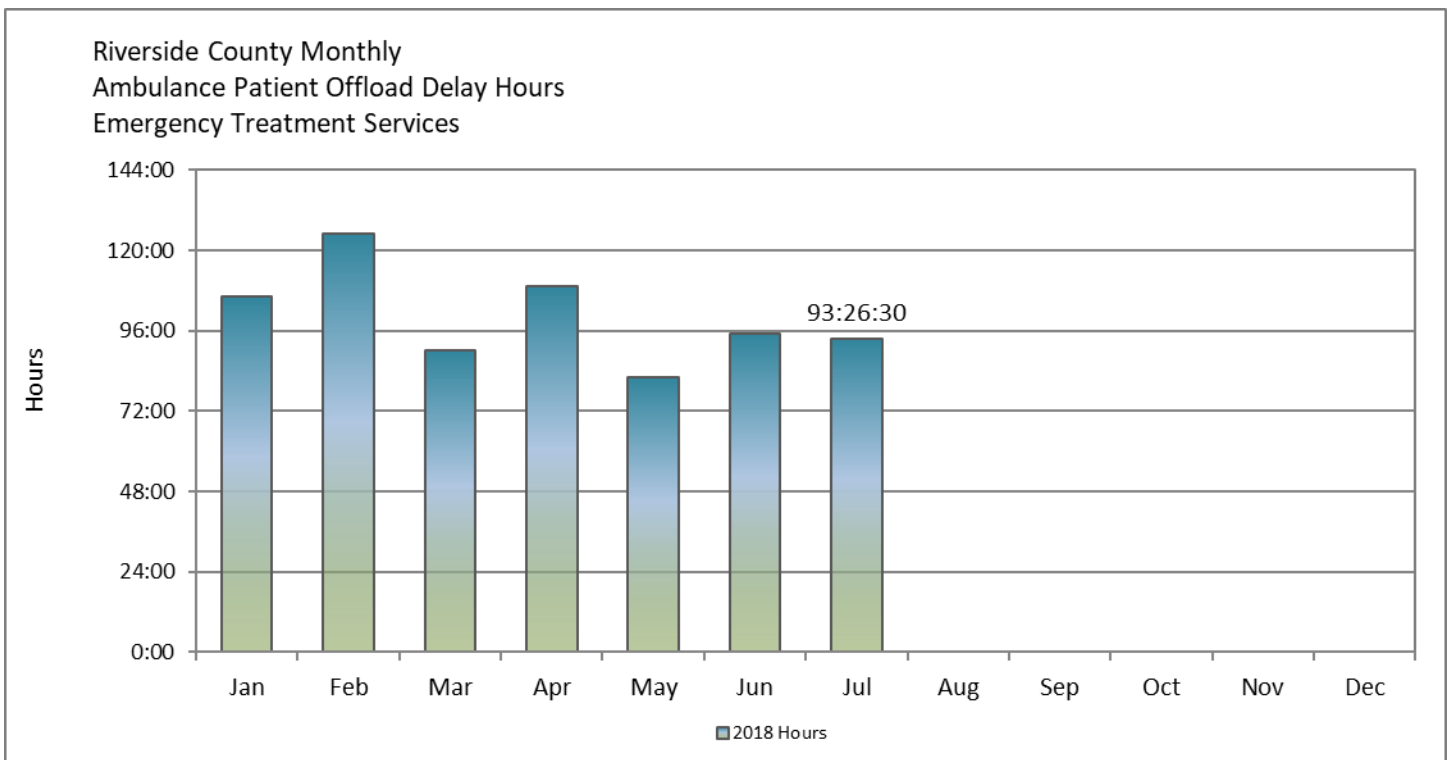
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EMERGENCY TREATMENT SERVICES

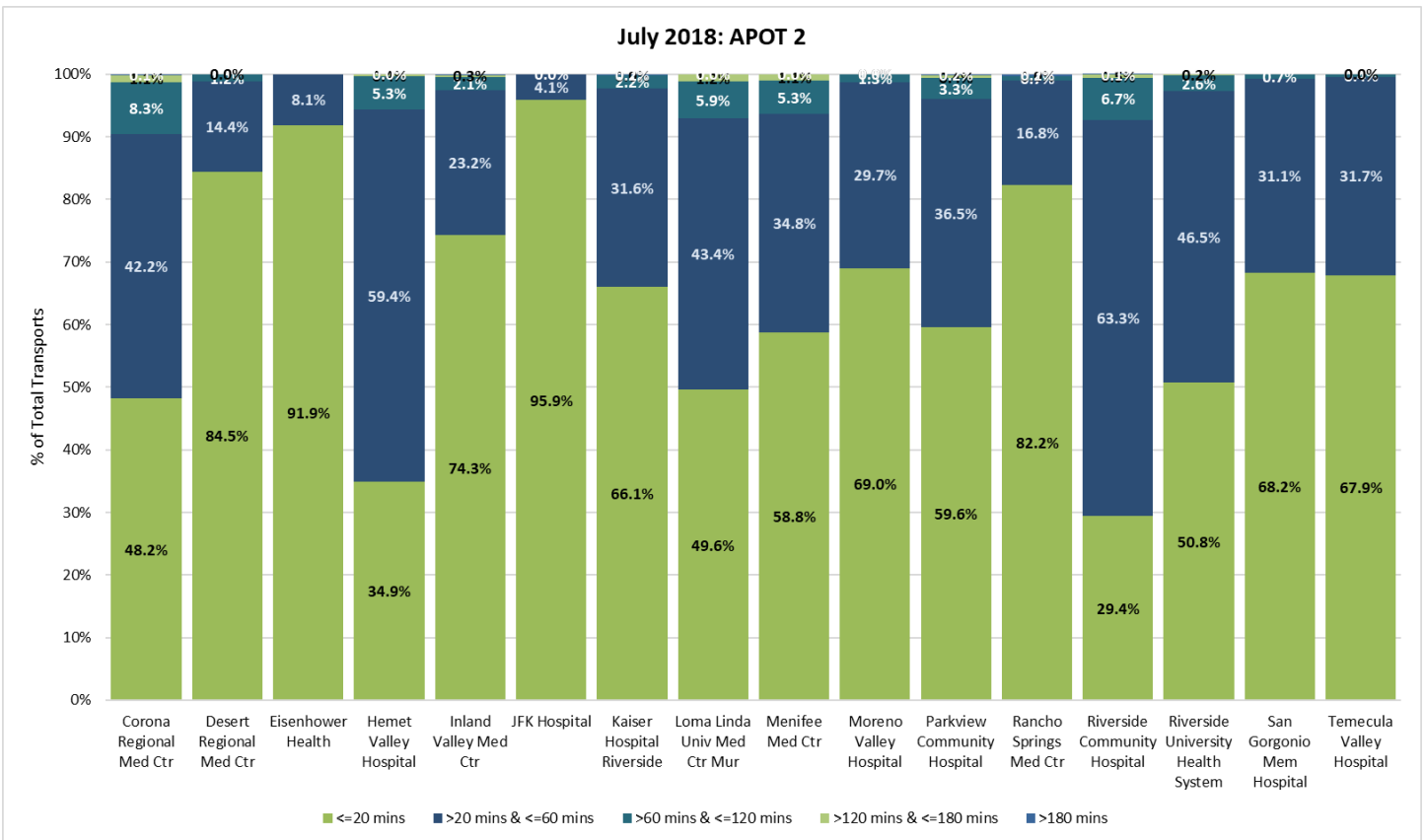
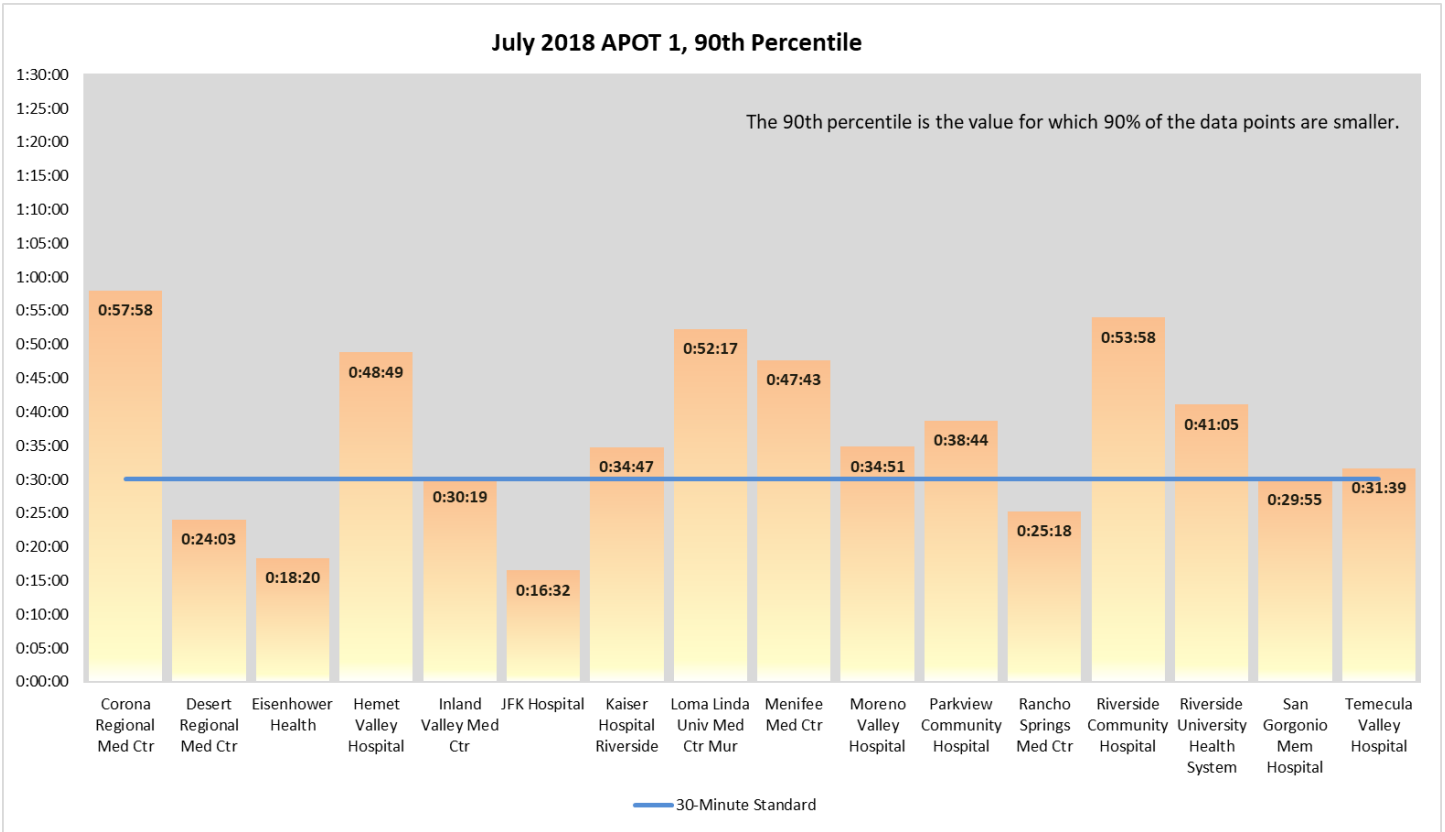
The following table includes all transports during July 2018 to Emergency Treatment Services (ETS). Since transports to ETS do not meet the EMSA definitions for APOT (see page 6 of this report), they are not being included with the APOT aggregates. Comprising nearly 4% of overall transports for the month of July, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

July 2018 ETS						
Destination	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	472	294:13:22	93:26:30	270	42.8%	1:04:41
Grand Total	472	294:13:22	93:26:30	270	42.8%	1:04:41

ETS 2018 Year-to-Date						
Destination	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	3,031	2000:56:33	701:06:55	1,731	42.9%	1:11:00
Grand Total	3,031	2000:56:33	701:06:55	1,731	42.9%	1:11:00



AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL (CONT'D)



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.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).

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.⁴

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.⁵ 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.⁶

Data for this report has been collected from ePCRs (electronic patient care reports), which 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.

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 Ibid., Definitions.

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

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