



Ambulance Patient Offload Time

August 2019

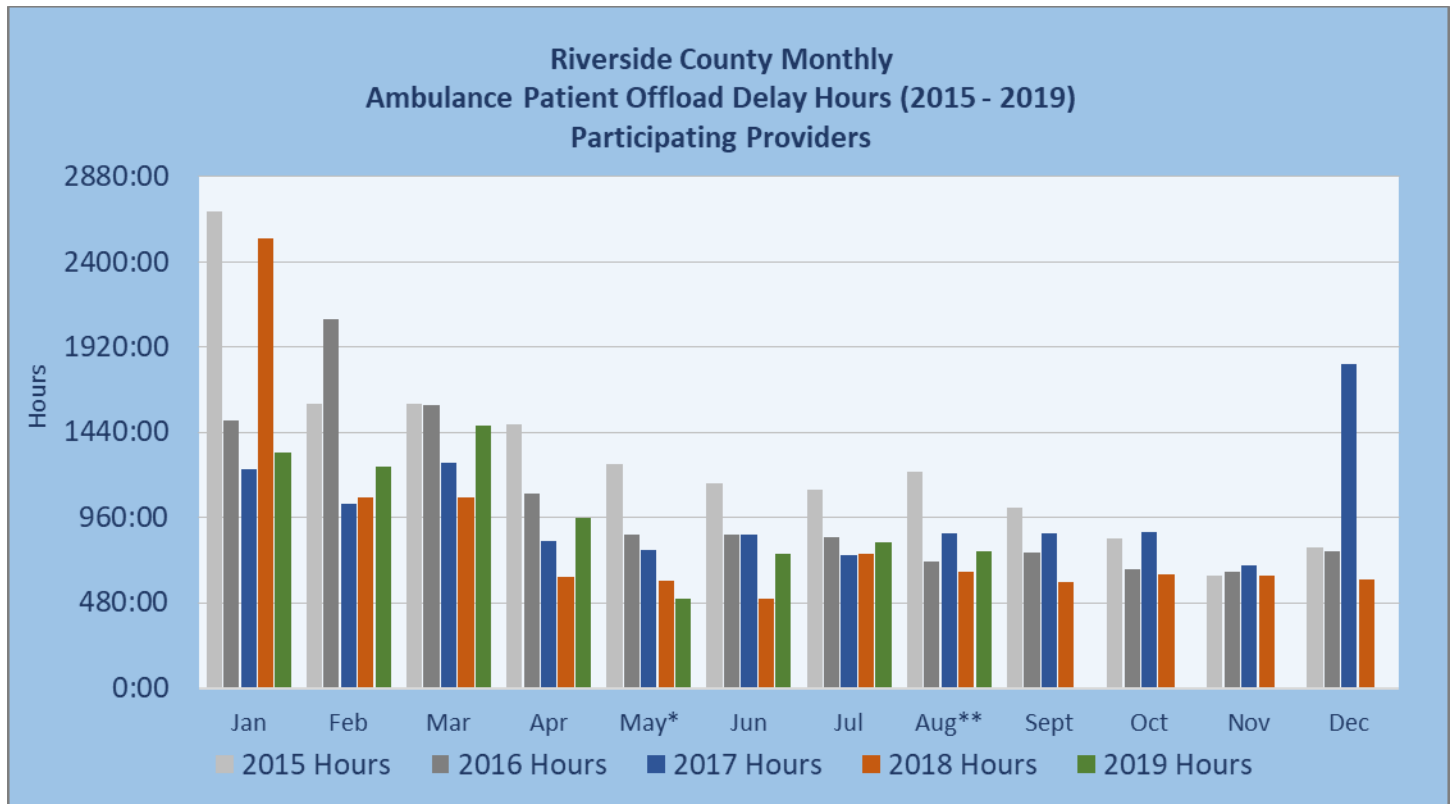
*Monthly
Report*

UPDATED AND REDESIGNED FOR 2019

Prepared by Sudha Mahesh, Riverside County EMS Agency – September 5, 2019

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

This chart represents total ambulance patient offload delay (APOD) time from hospitals within Riverside County. This chart includes only delays greater than 30 minutes, and only the time after the first 30 minutes is summed.



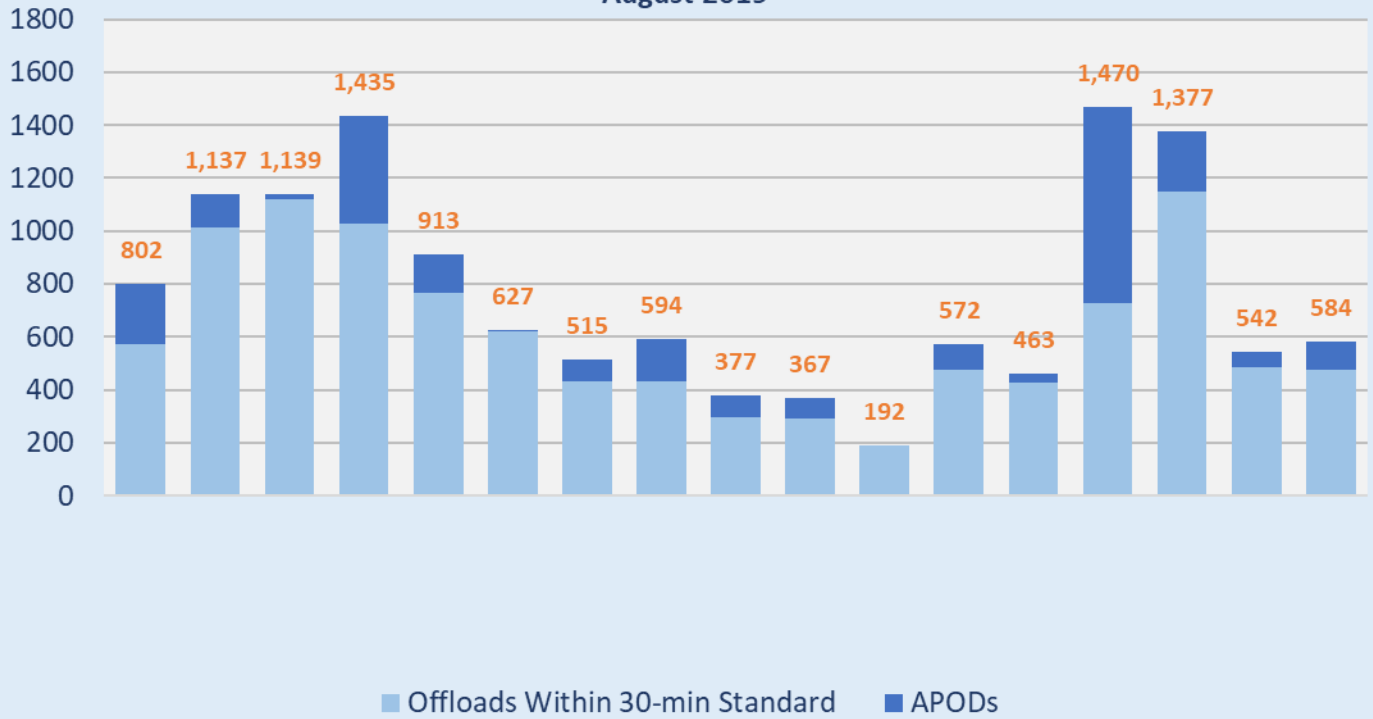
APOD times for years 2015 and 2016 (represented in grayscale) were measured using a different methodology. See page 6 for details.

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

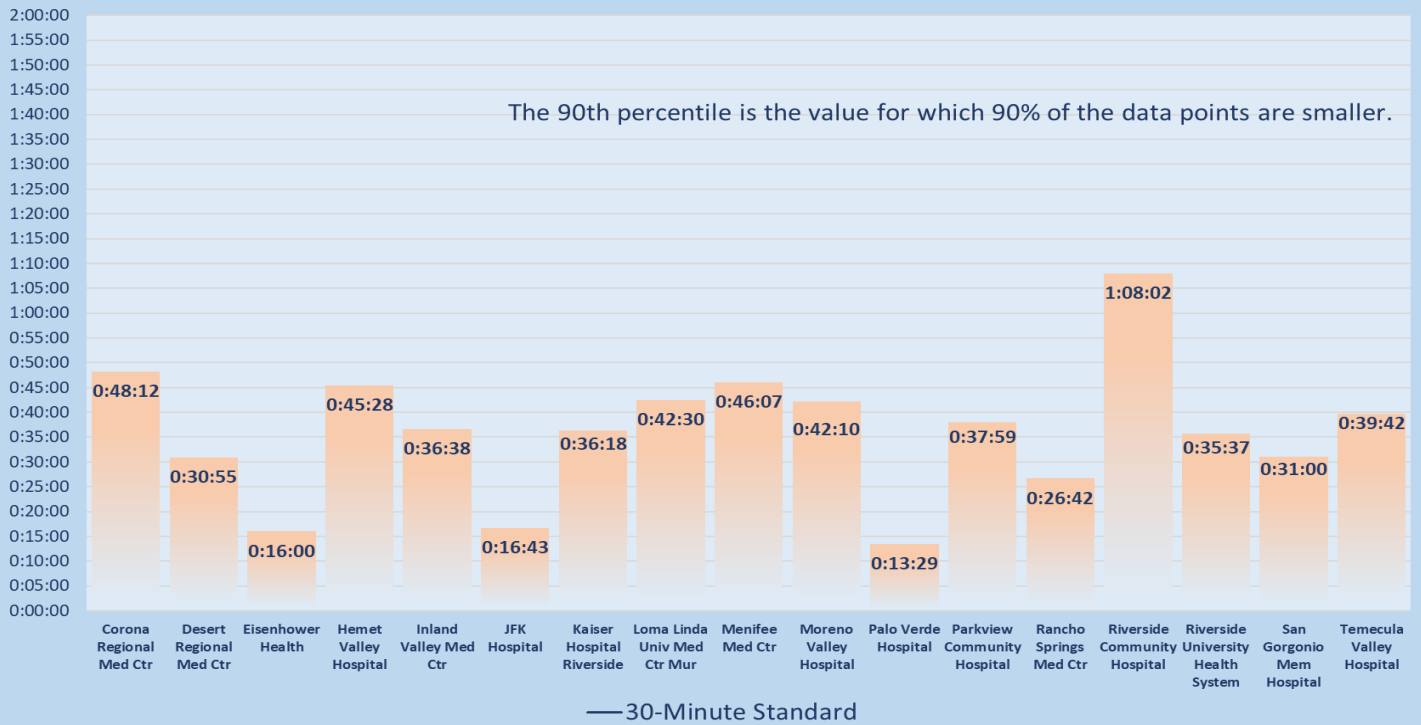
**Beginning August 2017, times represented include all participating providers. Prior to August, data included AMR responses only.

	August 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	802	319:58:06	66:55:08	227	71.7%	0:48:12
Desert Regional Med Ctr	1,137	311:06:20	33:02:11	123	89.2%	0:30:55
Eisenhower Health	1,139	180:42:22	1:25:19	17	98.5%	0:16:00
Hemet Valley Hospital	1,435	600:12:59	99:10:56	405	71.8%	0:45:28
Inland Valley Med Ctr	913	287:38:03	34:48:14	146	84.0%	0:36:38
JFK Hospital	627	88:41:17	0:48:20	8	98.7%	0:16:43
Kaiser Hospital Riverside	515	175:35:01	26:41:07	84	83.7%	0:36:18
Loma Linda Univ Med Ctr Mur	594	246:34:10	42:51:47	163	72.6%	0:42:30
Menifee Med Ctr	377	150:27:32	32:53:42	82	78.2%	0:46:07
Moreno Valley Hospital	367	130:54:36	22:51:00	75	79.6%	0:42:10
Palo Verde Hospital	192	18:42:06	0:00:00	0	100.0%	0:13:29
Parkview Community Hospital	572	185:54:22	23:33:00	95	83.4%	0:37:59
Rancho Springs Med Ctr	463	112:45:35	4:21:59	34	92.7%	0:26:42
Riverside Community Hospital	1,470	905:12:55	306:34:58	741	49.6%	1:08:02
Riverside University Health System	1,377	468:15:04	44:25:07	227	83.5%	0:35:37
San Geronio Mem Hospital	542	157:36:41	8:23:19	58	89.3%	0:31:00
Temecula Valley Hospital	584	193:07:02	24:07:15	108	81.5%	0:39:42
Grand Total	13,106	4533:24:11	772:53:22	2,593	80.2%	0:40:31

Riverside County Hospitals Transports and APODs August 2019



August 2019 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

The first table below shows the **monthly averages** in *Transports, APOT, APOD Hours, and APODs* for the previous 12 months: **August 2018 through the end of the present month**. Also included are the minimum and maximum APODs during the same 12-month period.

The bottom table shows a three-month comparison of **actuals** for *Transports, APODs, and APOD Hours*.

	Monthly Average over last 12 Months					
	Avg		Avg APOD		Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	742	328:23:32	85:38:26	217	152	310
Desert Regional Med Ctr	1,117	260:35:23	17:45:13	69	33	123
Eisenhower Health	1,304	223:06:19	3:20:30	24	15	61
Hemet Valley Hospital	1,394	616:46:39	124:37:56	452	341	565
Inland Valley Med Ctr	867	278:18:02	42:03:51	135	76	179
JFK Hospital	603	91:24:28	1:27:27	10	3	22
Kaiser Hospital Riverside	521	172:09:32	23:42:04	79	41	128
Loma Linda Univ Med Ctr Mur	630	320:42:50	89:49:03	226	163	304
Menifee Med Ctr	320	127:31:50	29:50:56	71	35	98
Moreno Valley Hospital	343	111:33:39	16:12:09	52	29	75
Palo Verde Hospital	160	15:07:00	0:35:19	2	0	6
Parkview Community Hospital	494	188:16:25	37:17:50	104	62	157
Rancho Springs Med Ctr	450	124:37:13	9:55:55	43	28	80
Riverside Community Hospital	1,431	873:41:23	311:47:59	647	346	806
Riverside University Health System	1,288	481:56:26	61:00:45	266	167	423
San Geronio Mem Hospital	561	166:55:22	11:22:46	65	39	97
Temecula Valley Hospital	545	183:35:22	21:04:10	94	57	137

Transports and APODs: 3-Month Comparison									
	June 2019			July 2019			August 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	771	202	81:10:46	819	273	141:54:28	802	227	66:55:08
Desert Regional Med Ctr	1,098	65	14:59:18	1,138	56	13:50:45	1,137	123	33:02:11
Eisenhower Health	1,276	18	2:55:59	1,218	21	2:39:46	1,139	17	1:25:19
Hemet Valley Hospital	1,375	492	138:53:10	1,465	561	156:25:30	1,435	405	99:10:56
Inland Valley Med Ctr	851	165	53:08:18	895	179	42:37:05	913	146	34:48:14
JFK Hospital	638	6	1:28:45	685	7	0:43:21	627	8	0:48:20
Kaiser Hospital Riverside	535	108	32:55:41	506	55	14:13:33	515	84	26:41:07
Loma Linda Univ Med Ctr Mur	627	218	64:41:45	637	165	36:02:30	594	163	42:51:47
Menifee Med Ctr	338	98	41:20:26	343	84	32:42:09	377	82	32:53:42
Moreno Valley Hospital	338	56	23:25:49	341	42	13:05:12	367	75	22:51:00
Palo Verde Hospital	162	0		154	2	0:01:49	192	0	
Parkview Community Hospital	480	92	31:02:45	554	95	21:59:44	572	95	23:33:00
Rancho Springs Med Ctr	454	31	6:48:04	448	40	6:02:12	463	34	4:21:59
Riverside Community Hospital	1,461	580	175:38:20	1,366	634	277:00:11	1,470	741	306:34:58
Riverside University Health System	1,255	205	34:22:00	1,314	167	29:34:58	1,377	227	44:25:07
San Geronio Mem Hospital	563	86	17:33:37	587	62	11:17:24	542	58	8:23:19
Temecula Valley Hospital	586	128	34:29:18	550	100	18:14:38	584	108	24:07:15
	12,808	2,550	754:54:01	13,020	2,543	818:25:15	13,106	2,593	772:53:22

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

Key

High	Low
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APOD AMBULANCE REDIRECTION

On March 20, 2019, Riverside County EMS Agency activated Provisional Policy 6104 (<http://www.remsa.us/policy/6104.pdf>) to allow provisional 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 ambulance diversions that occurred during the month of July 2019.

	Occurrences of APOD Redirection
Loma Linda University Medical Center--Murrieta	3
Menifee Valley Medical Center	3
Riverside Community Hospital	21
Riverside University Health System	1
Inland Valley Medical Center	2
Hemet Valley Medical Center	2
Grand Total	32

EMERGENCY TREATMENT SERVICES

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

August 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	429	205:17:38	40:24:59	158	63.2%

Transports and APODs at ETS: 3-Month Comparison									
	June 2019			July 2019			August 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	416	169	44:11:36	408	134	33:40:53	429	158	40:24:59

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

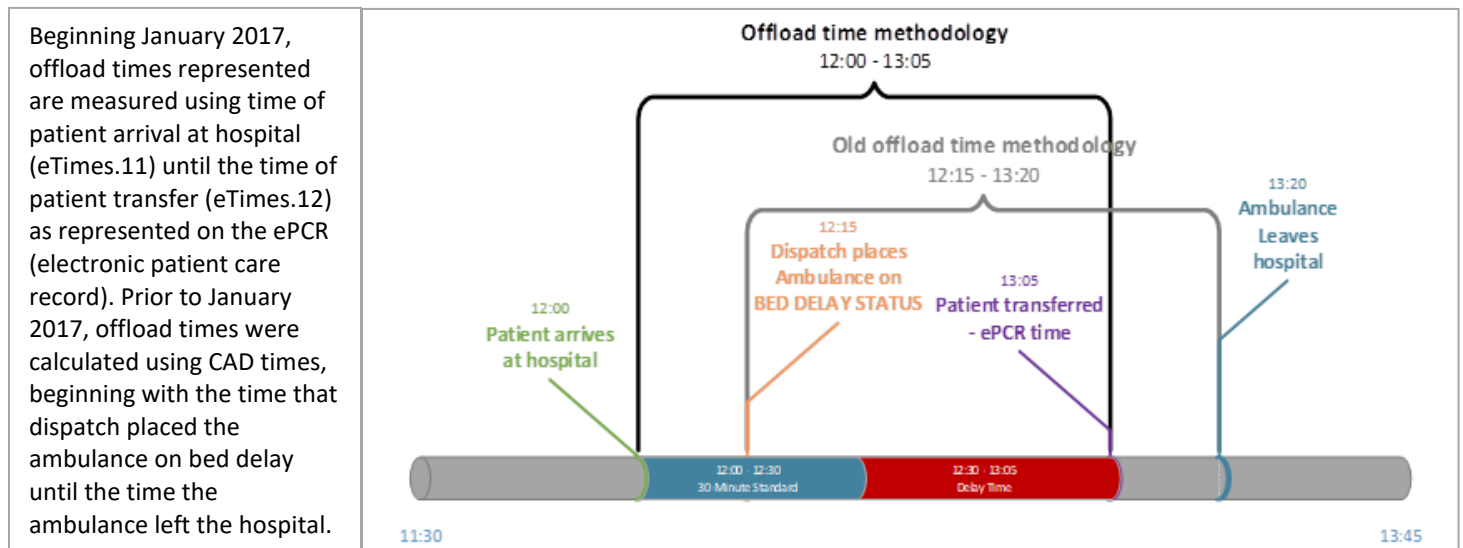
APOD Compliance

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>