



Ambulance Patient Offload Time

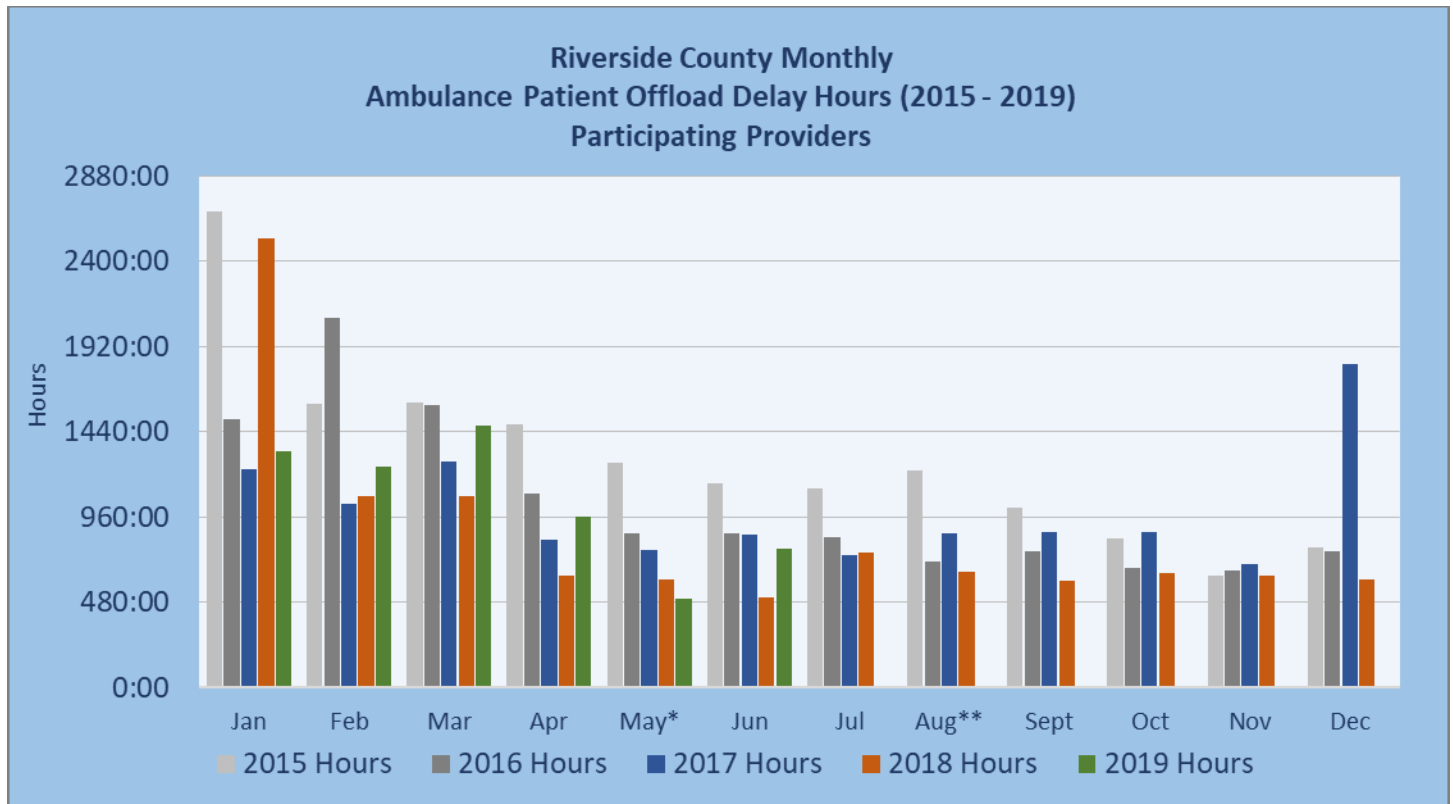
June 2019

*Monthly
Report*

UPDATED AND REDESIGNED FOR 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.

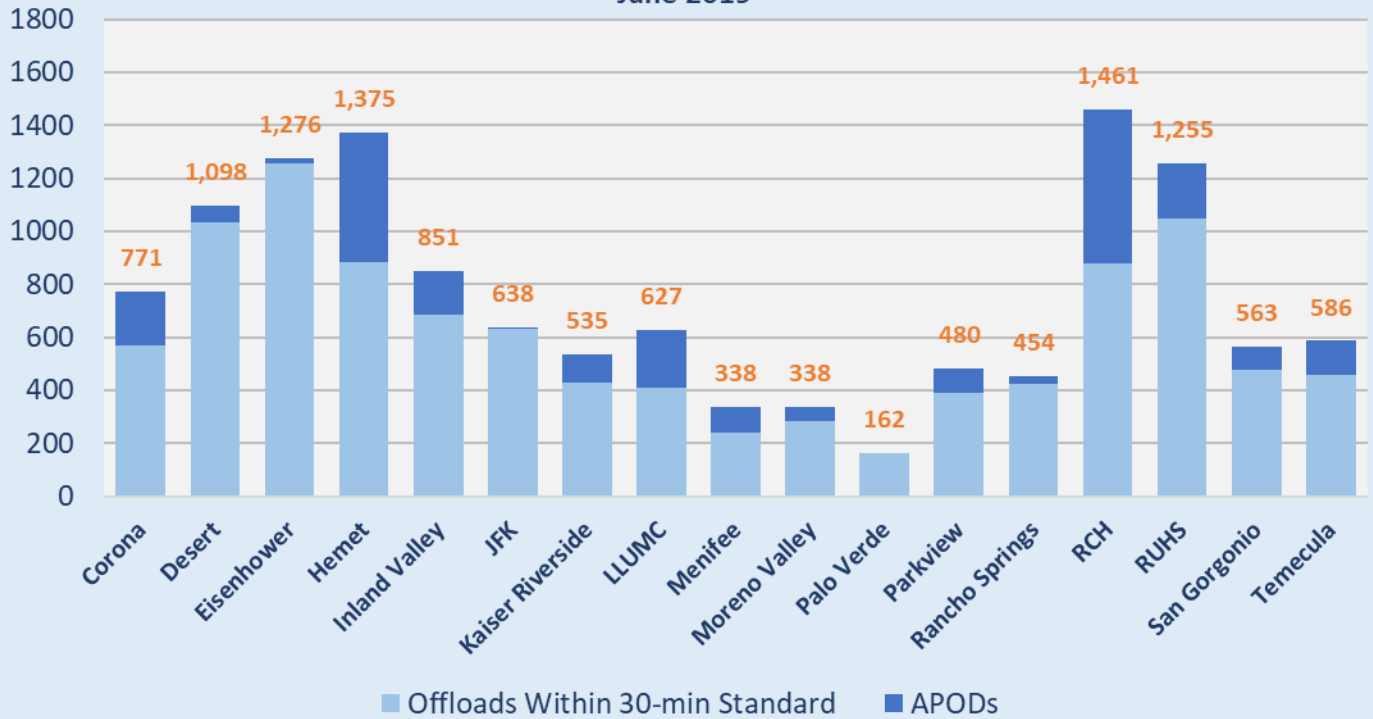
*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

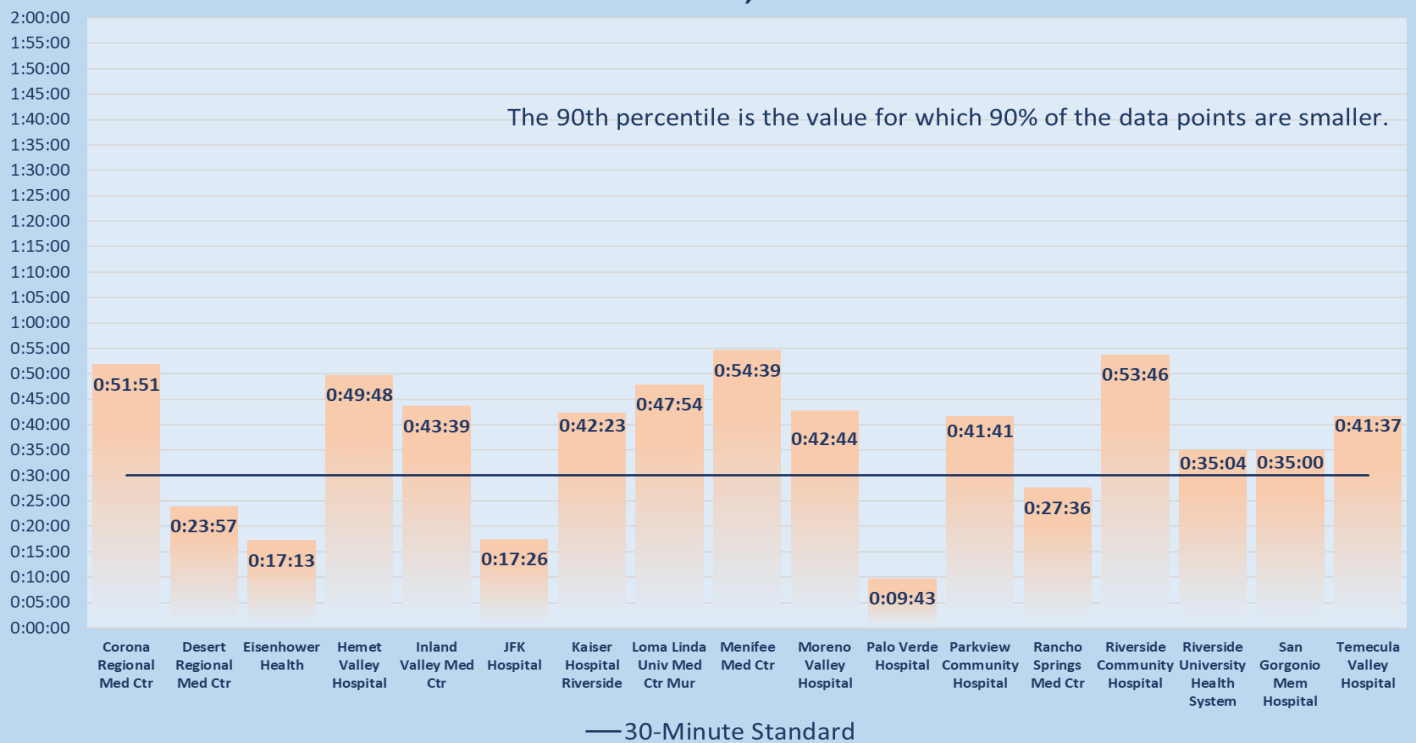
	June 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	771	323:31:00	81:10:46	202	73.8%	0:51:51
Desert Regional Med Ctr	1,098	250:08:35	14:59:18	65	94.1%	0:23:57
Eisenhower Health	1,276	213:16:56	2:55:59	18	98.6%	0:17:13
Hemet Valley Hospital	1,375	646:26:08	138:53:10	492	64.2%	0:49:48
Inland Valley Med Ctr	851	323:20:39	77:08:18	165	80.6%	0:43:39
JFK Hospital	638	94:52:09	1:28:45	6	99.1%	0:17:26
Kaiser Hospital Riverside	535	195:31:03	32:55:41	108	79.8%	0:42:23
Loma Linda Univ Med Ctr Mur	627	289:23:25	64:41:45	218	65.2%	0:47:54
Menifee Med Ctr	338	152:14:56	41:20:26	98	71.0%	0:54:39
Moreno Valley Hospital	338	116:32:34	23:25:49	56	83.4%	0:42:44
Palo Verde Hospital	162	11:35:54	0:00:00	0	100.0%	0:09:43
Parkview Community Hospital	480	169:49:05	31:02:45	92	80.8%	0:41:41
Rancho Springs Med Ctr	454	120:20:48	6:48:04	31	93.2%	0:27:36
Riverside Community Hospital	1,461	733:37:17	175:38:20	580	60.3%	0:53:46
Riverside University Health System	1,255	425:06:17	34:22:00	205	83.7%	0:35:04
San Gorgonio Mem Hospital	563	177:34:31	17:33:37	86	84.7%	0:35:00
Temecula Valley Hospital	586	221:38:26	34:29:18	128	78.2%	0:41:37
Grand Total	12,808	4464:59:43	778:54:01	2,550	80.1%	0:40:44

Key High Low

Riverside County Hospitals Transports and APODs June 2019



June 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: **July 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 APOT		Avg APOD	Min of	Max of
	Transports	Avg APOT	Hours	Avg APODs	APODs	APODs
Corona Regional Med Ctr	735	323:40:16	82:55:40	212	152	310
Desert Regional Med Ctr	1,094	250:33:53	15:02:41	60	33	112
Eisenhower Health	1,294	223:43:10	3:17:30	23	10	61
Hemet Valley Hospital	1,377	611:45:21	127:28:06	454	341	565
Inland Valley Med Ctr	857	262:50:22	38:20:13	116	56	167
JFK Hospital	582	87:04:18	1:19:24	9	3	22
Kaiser Hospital Riverside	523	171:19:50	22:42:47	78	41	128
Loma Linda Univ Med Ctr Mur	625	317:23:39	91:22:31	218	110	304
Menifee Med Ctr	320	125:54:28	30:02:41	69	35	98
Moreno Valley Hospital	333	106:50:40	15:07:39	50	29	72
Palo Verde Hospital	160	15:22:46	1:02:01	3	0	7
Parkview Community Hospital	474	183:39:49	37:40:55	100	62	157
Rancho Springs Med Ctr	443	122:09:55	10:02:11	42	27	80
Riverside Community Hospital	1,469	850:41:02	280:22:55	634	346	806
Riverside University Health System	1,271	481:11:18	61:59:51	271	205	423
San Geronio Mem Hospital	565	166:32:27	11:03:48	62	39	97
Temecula Valley Hospital	541	176:50:34	18:30:28	85	57	137

	Transports and APODs: 3-Month Comparison								
	Apr. 2019			May 2019			June 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	710	180	47:25:08	705	170	57:38:57	771	202	81:10:46
Desert Regional Med Ctr	1,193	55	11:30:11	1,083	33	6:48:27	1,098	65	14:59:18
Eisenhower Health	1,389	24	2:42:17	1,293	15	2:32:36	1,276	18	2:55:59
Hemet Valley Hospital	1,487	565	178:03:56	1,416	452	105:24:58	1,375	492	138:53:10
Inland Valley Med Ctr	836	145	48:43:01	829	128	37:36:48	851	165	77:08:18
JFK Hospital	737	12	1:12:27	597	9	0:39:16	638	6	1:28:45
Kaiser Hospital Riverside	507	101	38:13:16	515	86	22:38:18	535	108	32:55:41
Loma Linda Univ Med Ctr Mur	604	269	128:19:57	623	198	62:16:39	627	218	64:41:45
Menifee Med Ctr	329	84	36:29:03	319	76	22:11:19	338	98	41:20:26
Moreno Valley Hospital	322	70	21:16:44	328	39	9:59:19	338	56	23:25:49
Palo Verde Hospital	182	3	2:18:50	169	2	0:17:59	162	0	
Parkview Community Hospital	519	139	37:50:03	454	64	14:50:40	480	92	31:02:45
Rancho Springs Med Ctr	453	36	6:55:47	431	46	7:02:32	454	31	6:48:04
Riverside Community Hospital	1,388	618	272:21:03	1,472	346	71:51:11	1,461	580	175:38:20
Riverside University Health System	1,275	309	67:54:45	1,337	216	38:02:46	1,255	205	34:22:00
San Geronio Mem Hospital	594	86	13:40:39	588	65	12:42:15	563	86	17:33:37
Temecula Valley Hospital	564	137	43:27:41	573	110	29:56:16	586	128	34:29:18
	13,089	2,833	958:24:48	12,732	2,055	502:30:16	12,808	2,550	778:54:01

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 June 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	3
Loma Linda University Medical Center--Murrieta	5
Menifee Valley Medical Center	4
Riverside Community Hospital	6
Kaiser Permanente Moreno Valley Medical Center	1
Riverside University Health System	1
Temecula Valley Hospital	2
Grand Total	22

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.

June 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	416	207:12:47	44:11:36	169	59.4%

Transports and APODs at ETS: 3-Month Comparison									
	Apr. 2019			May 2019			June 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	495	209	76:38:42	478	200	61:24:53	416	169	44:11:36

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).

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

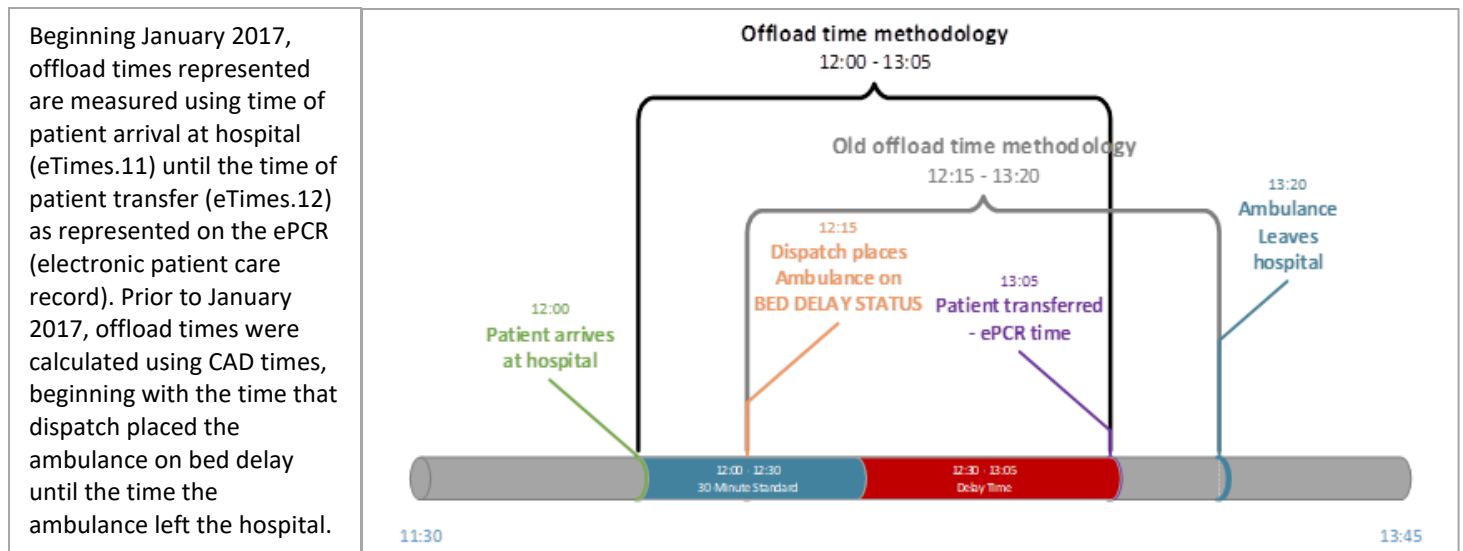
Ambulance Patient Offload Delay (APOD)

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 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 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>