



Ambulance Patient Offload Time

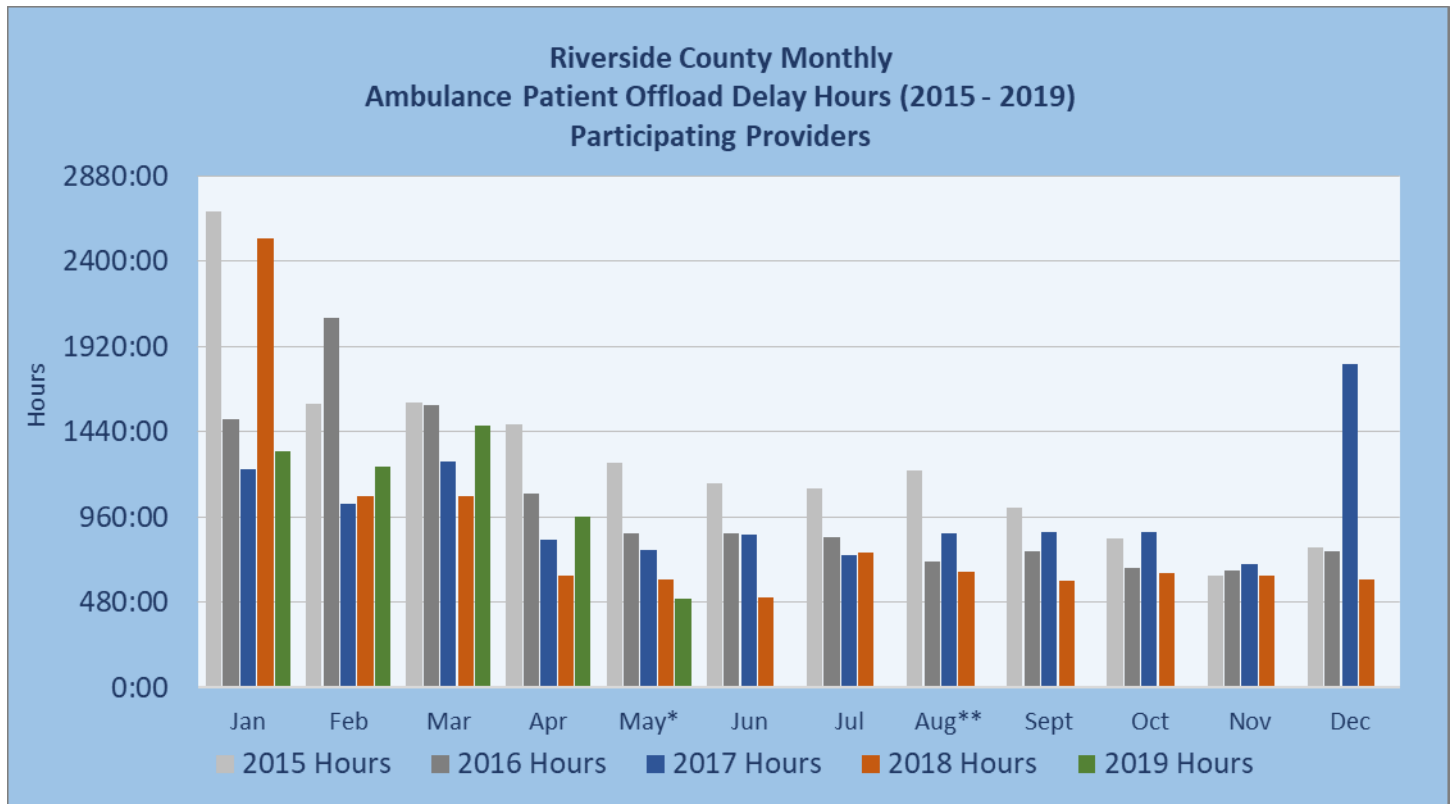
May 2019

*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.

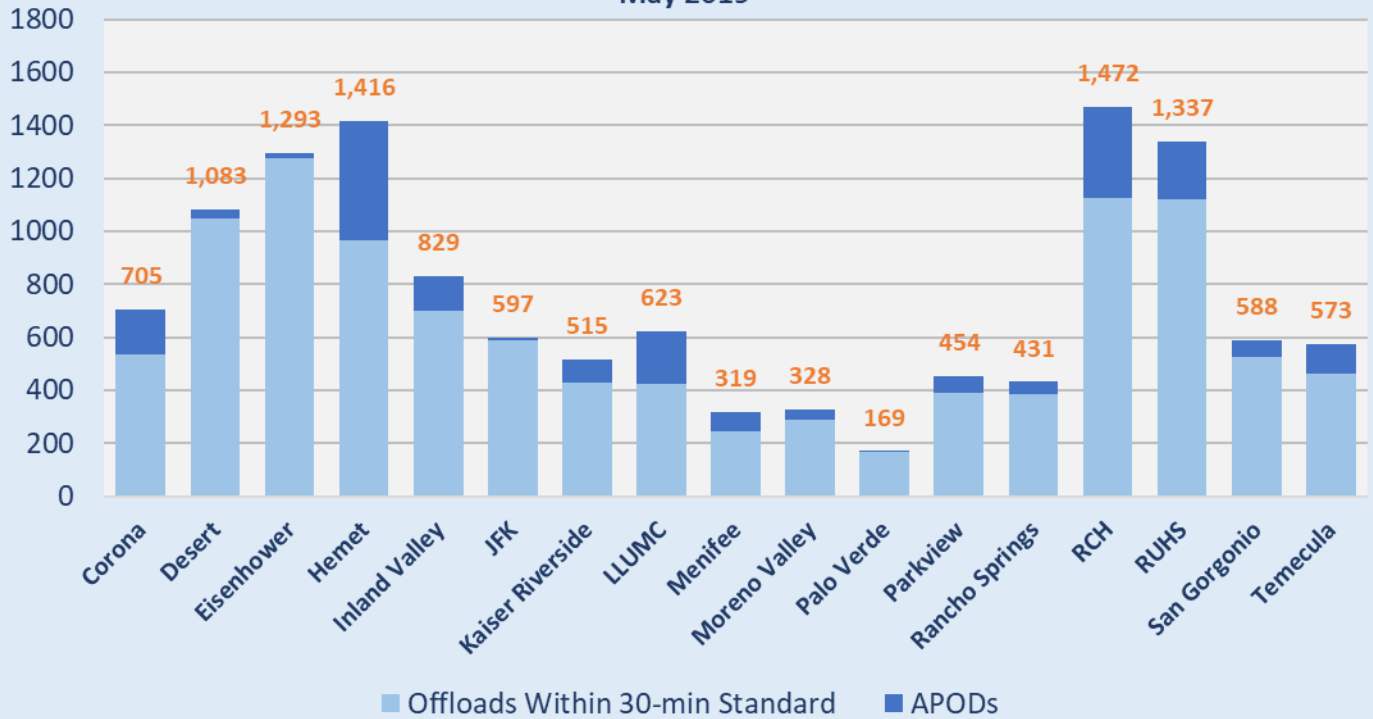
*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

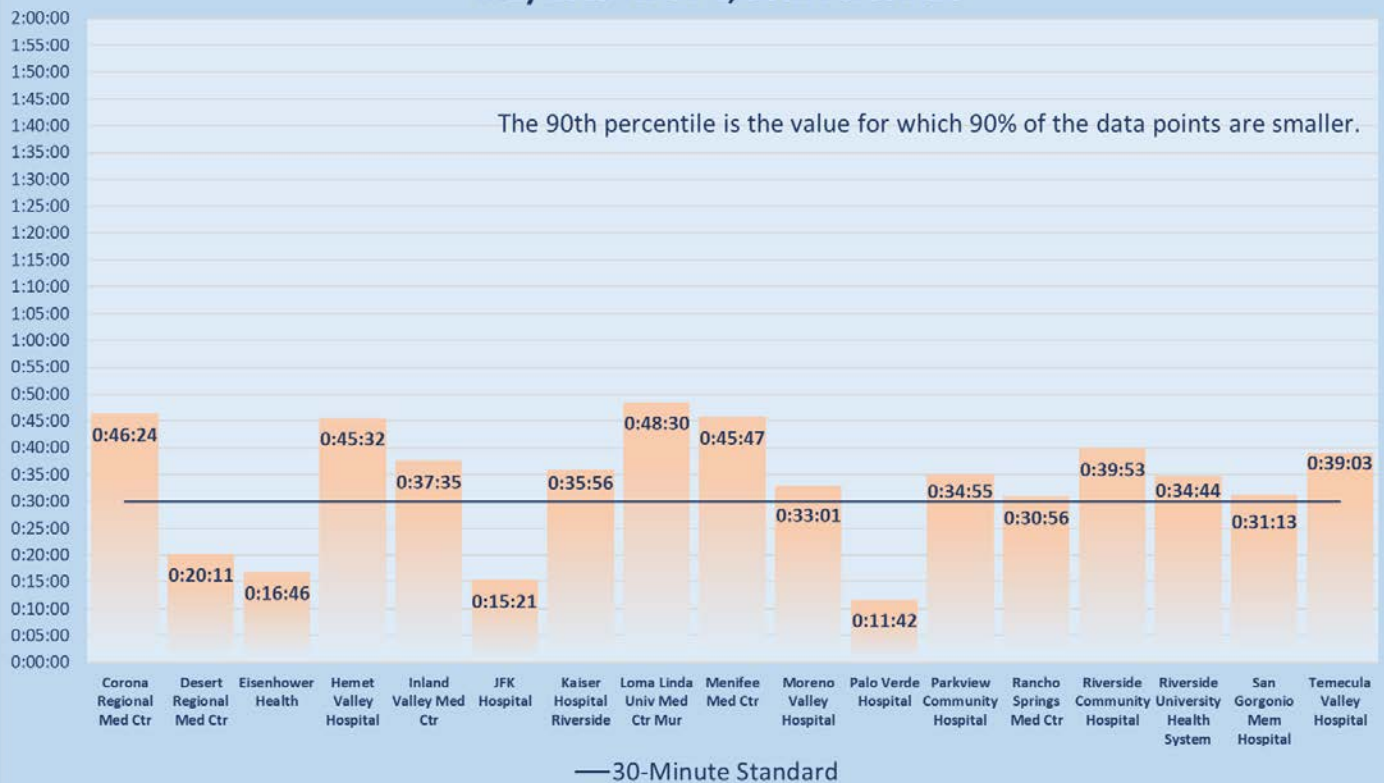
	May 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	705	275:22:27	57:38:57	170	75.9%	0:46:24
Desert Regional Med Ctr	1,083	216:29:12	6:48:27	33	97.0%	0:20:11
Eisenhower Health	1,293	209:54:38	2:32:36	15	98.8%	0:16:46
Hemet Valley Hospital	1,416	610:33:32	105:24:58	452	68.1%	0:45:32
Inland Valley Med Ctr	829	265:56:42	37:36:48	128	84.6%	0:37:35
JFK Hospital	597	80:35:37	0:39:16	9	98.5%	0:15:21
Kaiser Hospital Riverside	515	168:31:45	22:38:18	86	83.3%	0:35:56
Loma Linda Univ Med Ctr Mur	623	284:40:26	62:16:39	198	68.2%	0:48:30
Menifee Med Ctr	319	118:12:33	22:11:19	76	76.2%	0:45:47
Moreno Valley Hospital	328	93:55:29	9:59:19	39	88.1%	0:33:01
Palo Verde Hospital	169	15:49:42	0:17:59	2	98.8%	0:11:42
Parkview Community Hospital	454	144:47:41	14:50:40	64	85.9%	0:34:55
Rancho Springs Med Ctr	431	117:45:22	7:02:32	46	89.3%	0:30:56
Riverside Community Hospital	1,472	574:58:19	71:51:11	346	76.5%	0:39:53
Riverside University Health System	1,337	457:22:21	38:02:46	216	83.8%	0:34:44
San Geronio Mem Hospital	588	180:17:54	12:42:15	65	88.9%	0:31:13
Temecula Valley Hospital	573	207:12:25	29:56:16	110	80.8%	0:39:03
Grand Total	12,732	4022:26:05	502:30:16	2,055	83.9%	0:36:35

Key High Low

Riverside County Hospitals Transports and APODs May 2019



May 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: **June 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* from March 2019 through the end of the present month.

	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	729	318:21:24	79:36:02	207	143	310
Desert Regional Med Ctr	1,088	248:27:59	14:16:42	57	33	112
Eisenhower Health	1,284	222:51:58	3:10:52	23	10	61
Hemet Valley Hospital	1,367	599:59:09	122:07:38	444	341	565
Inland Valley Med Ctr	859	258:58:26	35:04:40	113	56	167
JFK Hospital	573	85:19:09	1:17:59	9	3	22
Kaiser Hospital Riverside	515	166:09:50	20:47:35	73	41	128
Loma Linda Univ Med Ctr Mur	622	313:33:45	90:22:34	212	110	304
Menifee Med Ctr	318	121:40:25	28:05:56	65	35	84
Moreno Valley Hospital	330	105:28:30	14:20:40	49	29	72
Palo Verde Hospital	160	15:37:56	1:12:18	3	0	7
Parkview Community Hospital	471	181:28:48	36:28:43	97	62	157
Rancho Springs Med Ctr	440	120:07:26	9:54:40	41	17	80
Riverside Community Hospital	1,471	848:53:13	278:09:07	632	346	806
Riverside University Health System	1,269	482:36:38	63:02:49	271	211	423
San Geronio Mem Hospital	565	164:46:21	10:55:32	60	39	97
Temecula Valley Hospital	534	170:37:29	16:31:34	79	53	137

	Transports and APODs: 3-Month Comparison								
	Mar. 2019			Apr. 2019			May 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Corona Regional Med Ctr	804	310	130:57:22	710	180	47:25:08	705	170	57:38:57
Desert Regional Med Ctr	1,274	110	35:17:36	1,193	55	11:30:11	1,083	33	6:48:27
Eisenhower Health	1,518	61	8:58:04	1,389	24	2:42:17	1,293	15	2:32:36
Hemet Valley Hospital	1,374	476	151:17:50	1,487	565	178:03:56	1,416	452	105:24:58
Inland Valley Med Ctr	899	167	65:00:40	836	145	48:43:01	829	128	37:36:48
JFK Hospital	678	15	2:52:14	737	12	1:12:27	597	9	0:39:16
Kaiser Hospital Riverside	575	128	46:18:55	507	101	38:13:16	515	86	22:38:18
Loma Linda Univ Med Ctr Mur	655	283	123:09:47	604	269	128:19:57	623	198	62:16:39
Menifee Med Ctr	296	70	43:51:06	329	84	36:29:03	319	76	22:11:19
Moreno Valley Hospital	392	63	25:02:35	322	70	21:16:44	328	39	9:59:19
Palo Verde Hospital	151	1	0:38:31	182	3	2:18:50	169	2	0:17:59
Parkview Community Hospital	550	157	63:28:03	519	139	37:50:03	454	64	14:50:40
Rancho Springs Med Ctr	481	80	21:32:17	453	36	6:55:47	431	46	7:02:32
Riverside Community Hospital	1,323	785	595:48:59	1,388	618	272:21:03	1,472	346	71:51:11
Riverside University Health System	1,344	423	129:20:21	1,275	309	67:54:45	1,337	216	38:02:46
San Geronio Mem Hospital	598	97	18:28:20	594	86	13:40:39	588	65	12:42:15
Temecula Valley Hospital	492	72	12:56:19	564	137	43:27:41	573	110	29:56:16
TOTAL	13,404	3,298	1474:58:59	13,089	2,833	958:24:48	12,732	2,055	502:30:16

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 May 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	4
Hemet Valley Medical Center	2
Inland Valley Medical Center	2
Loma Linda University Medical Center--Murrieta	1
Riverside Community Hospital	1
Grand Total	10

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.

May 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	478	251:01:02	61:24:53	200	58.2%

Transports and APODs at ETS: 3-Month Comparison									
	Mar. 2019			Apr. 2019			May 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	505	245	78:56:28	495	209	76:38:42	478	200	61:24:53

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

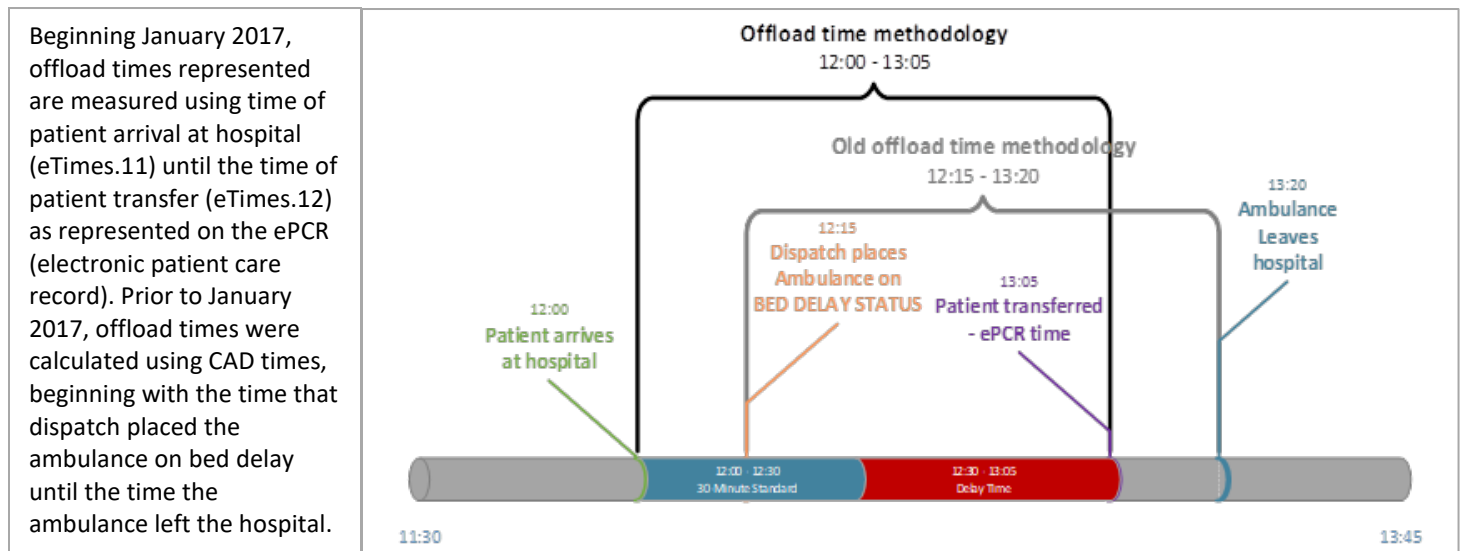
Ambulance Patient Offload Delay (APOD)

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>