



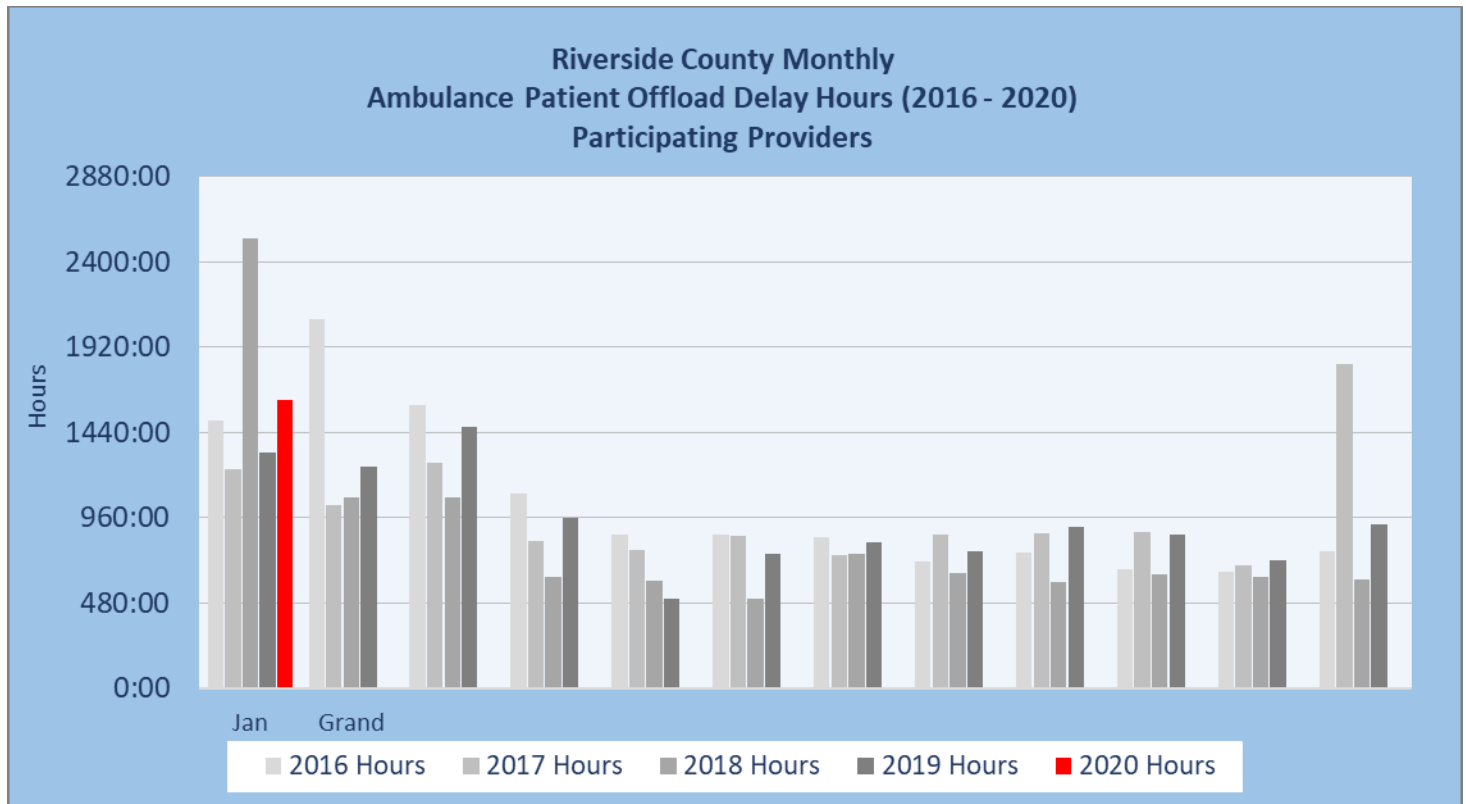
# Ambulance Patient Offload Time

January 2020

*Monthly  
Report*

# 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 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.

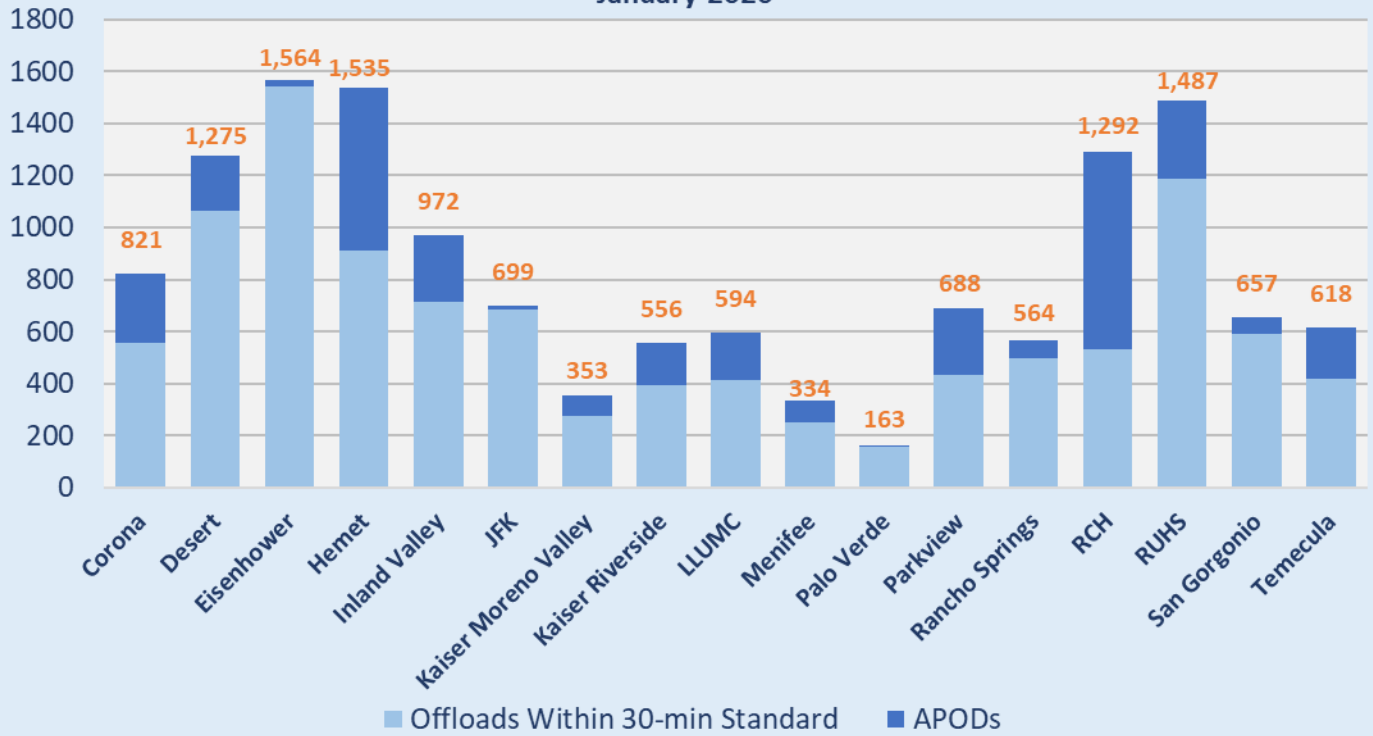
	January 2020					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	821	402:12:55	130:54:29	263	68.0%	1:00:09
Desert Regional Med Ctr	1,275	401:09:56	67:11:44	211	83.5%	0:40:15
Eisenhower Health	<b>1,564</b>	260:34:06	3:22:11	24	<b>98.5%</b>	0:18:35
Hemet Valley Hospital	1,535	804:20:45	229:27:29	624	59.3%	0:59:15
Inland Valley Med Ctr	972	423:26:44	115:56:38	257	73.6%	0:53:52
JFK Hospital	699	94:37:39	1:36:06	12	98.3%	0:16:21
Kaiser Hospital Moreno Valley	353	149:22:51	42:08:32	75	78.8%	0:50:50
Kaiser Hospital Riverside	556	286:51:38	101:42:10	162	70.9%	1:09:04
Loma Linda Univ Med Ctr Mur	594	277:09:57	64:45:57	178	70.0%	0:45:09
Menifee Med Ctr	334	157:18:39	45:34:29	85	74.6%	0:54:36
Palo Verde Hospital	<b>163</b>	<b>17:25:24</b>	<b>0:50:01</b>	<b>5</b>	96.9%	<b>0:12:57</b>
Parkview Community Hospital	688	411:02:20	165:53:50	254	63.1%	1:15:13
Rancho Springs Med Ctr	564	176:43:55	28:31:21	68	87.9%	0:33:00
Riverside Community Hospital	1,292	<b>995:45:22</b>	<b>468:05:46</b>	<b>761</b>	<b>41.1%</b>	<b>1:33:04</b>
Riverside University Health System	1,487	562:17:20	74:41:51	298	80.0%	0:38:27
San Geronio Mem Hospital	657	204:56:36	13:22:41	68	89.6%	0:30:37
Temecula Valley Hospital	618	289:38:53	65:52:41	201	67.5%	0:55:16
<b>Grand Total</b>	<b>14,172</b>	<b>5914:55:00</b>	<b>1619:57:56</b>	<b>3,546</b>	<b>75.0%</b>	<b>0:50:37</b>

Key

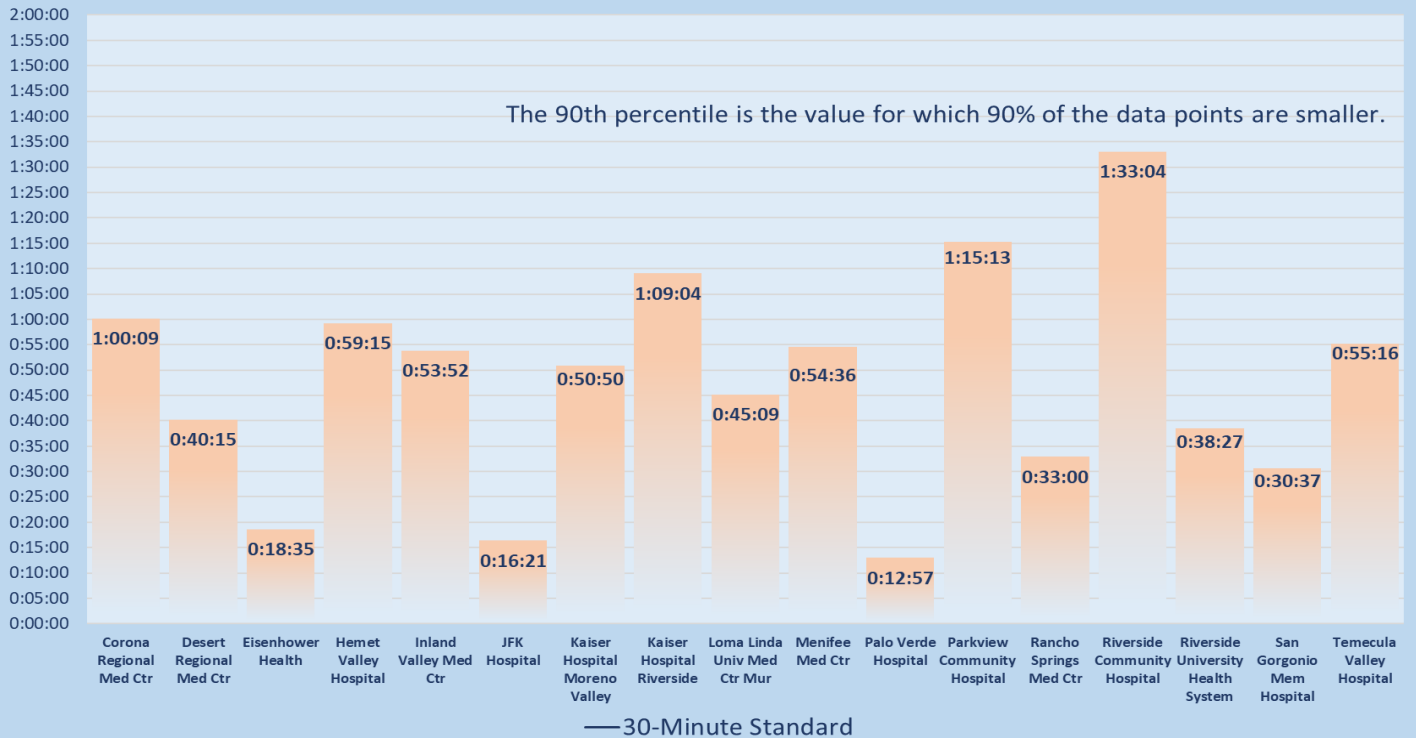
High

Low

### Riverside County Hospitals Transports and APODs January 2020



### January 2020 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: **February 2019 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	Max of	
	Transports	Avg APOT	Hours	APODs	APODs	
Corona Regional Med Ctr	769	349:10:12	96:14:41	234	170	310
Desert Regional Med Ctr	1,138	289:13:31	28:00:20	102	33	211
Eisenhower Health	1,328	224:56:31	3:26:07	24	15	61
Hemet Valley Hospital	<b>1,426</b>	644:47:40	130:31:23	480	341	624
Inland Valley Med Ctr	879	305:57:50	53:08:42	158	98	257
JFK Hospital	651	95:37:14	1:37:14	10	5	17
Kaiser Hospital Moreno Valley	338	120:21:08	23:09:51	62	39	75
Kaiser Hospital Riverside	522	200:50:48	43:26:10	109	55	162
Loma Linda Univ Med Ctr Mur	607	291:21:52	73:09:10	199	160	283
Menifee Med Ctr	321	138:33:50	36:10:15	82	65	103
Palo Verde Hospital	<b>160</b>	<b>14:46:48</b>	<b>0:28:27</b>	<b>2</b>	<b>0</b>	<b>5</b>
Parkview Community Hospital	533	207:47:47	45:18:05	121	64	254
Rancho Springs Med Ctr	469	132:46:35	11:48:28	49	31	80
Riverside Community Hospital	1,388	<b>852:18:01</b>	<b>306:42:38</b>	<b>647</b>	<b>346</b>	<b>785</b>
Riverside University Health System	1,349	508:33:29	66:32:19	292	167	423
San Geronio Mem Hospital	578	177:35:56	12:26:18	70	47	97
Temecula Valley Hospital	558	207:54:00	32:01:07	122	72	201

Transports and APODs: 3-Month Comparison									
	Nov. 2020			Dec. 2020			Jan. 2020		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	753	223	95:43:18	799	202	73:23:17	821	263	130:54:29
Desert Regional Med Ctr	1,152	147	46:49:15	1,151	132	37:05:06	1,275	211	67:11:44
Eisenhower Health	1,353	20	2:56:16	1,378	20	3:02:54	<b>1,564</b>	24	3:22:11
Hemet Valley Hospital	<b>1,380</b>	402	99:07:36	<b>1,472</b>	495	109:17:53	1,535	624	229:27:29
Inland Valley Med Ctr	919	163	72:46:30	844	98	23:18:45	972	257	115:56:38
JFK Hospital	688	8	<b>1:01:34</b>	659	7	0:52:55	699	12	1:36:06
Kaiser Hospital Moreno Valley	283	52	31:20:00	317	64	20:51:48	353	75	42:08:32
Kaiser Hospital Riverside	485	139	57:27:34	542	116	55:31:50	556	162	101:42:10
Loma Linda Univ Med Ctr Mur	583	160	49:17:01	588	174	78:43:35	594	178	64:45:57
Menifee Med Ctr	280	71	20:57:39	336	94	45:10:43	334	85	45:34:29
Palo Verde Hospital	<b>133</b>	<b>0</b>		<b>152</b>	<b>2</b>	<b>0:24:59</b>	<b>163</b>	<b>5</b>	<b>0:50:01</b>
Parkview Community Hospital	489	67	17:11:31	594	156	41:31:45	688	254	165:53:50
Rancho Springs Med Ctr	456	46	5:54:15	470	42	8:50:11	564	68	28:31:21
Riverside Community Hospital	<b>1,380</b>	<b>506</b>	<b>119:07:21</b>	1,381	<b>705</b>	<b>312:54:12</b>	1,292	<b>761</b>	<b>468:05:46</b>
Riverside University Health System	1,284	297	62:10:59	1,438	252	40:13:03	1,487	298	74:41:51
San Geronio Mem Hospital	547	75	9:26:50	585	66	11:26:45	657	68	13:22:41
Temecula Valley Hospital	545	117	26:36:57	628	181	58:45:17	618	201	65:52:41
	<b>12,710</b>	<b>2,493</b>	<b>717:54:36</b>	<b>13,334</b>	<b>2,806</b>	<b>921:24:58</b>	<b>14,172</b>	<b>3,546</b>	<b>1619:57:56</b>

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

Key

High	Low
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## APOD AMBULANCE REDIRECTION

On October 1, 2019, Riverside County EMS Agency activated Policy 6104 (<http://www.remsa.us/policy/6104.pdf>) to allow 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 December 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	18
Desert Regional Medical Center	3
Hemet Valley Medical Center	5
Inland Valley Medical Center	10
Kaiser Permanente Moreno Valley Medical Center	4
Kaiser Permanente Riverside Medical Center	10
Loma Linda University Medical Center--Murrieta	7
Menifee Valley Medical Center	4
Parkview Community Hospital	17
Rancho Springs Medical Center	1
Riverside Community Hospital	45
Temecula Valley Hospital	2
<b>Total Redirection</b>	<b>126</b>

## 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.

January 2020 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
<b>Emergency Treatment Services</b>	413	207:23:43	44:39:28	174	57.9%

Transports and APODs at ETS: 3-Month Comparison									
	Nov 2019			Dec 2019			Jan 2020		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
<b>Emergency Treatment Services</b>	405	149	39:06:58	392	153	42:44:34	413	174	44:39:28

# 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.<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).

## 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>4</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>5</sup>

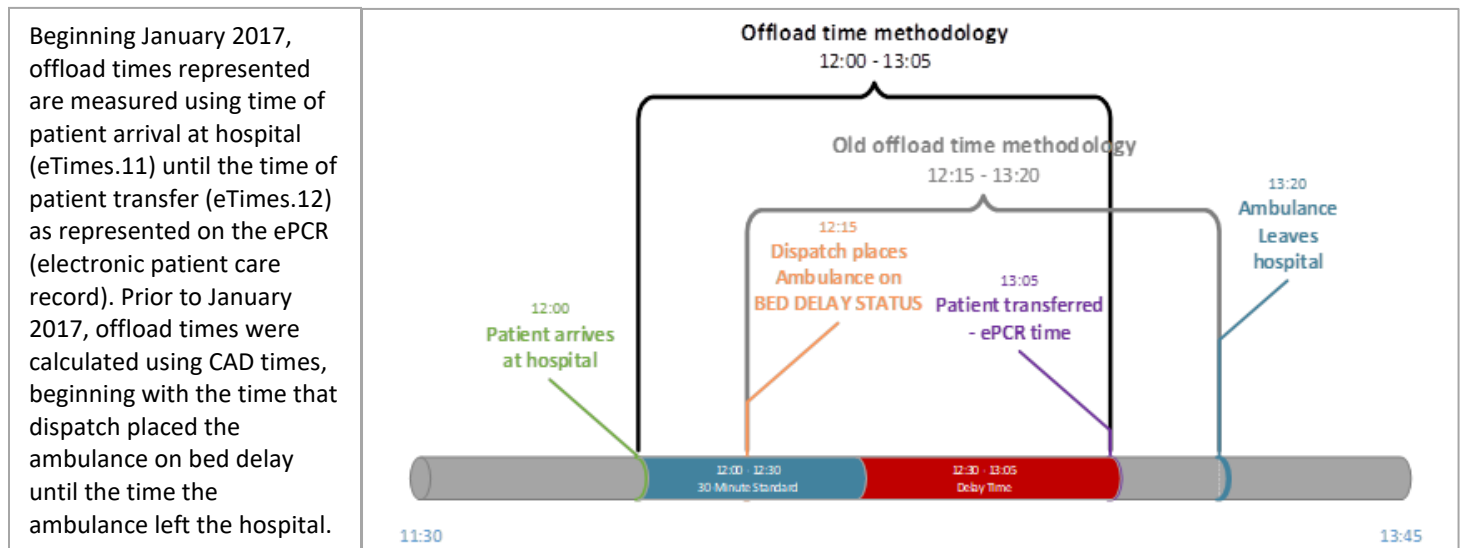
## APOD Compliance

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.



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

<sup>5</sup> REMSA Policy 4204, Transfer of Patient Care. <http://www.remsa.us/policy/4204.pdf>