



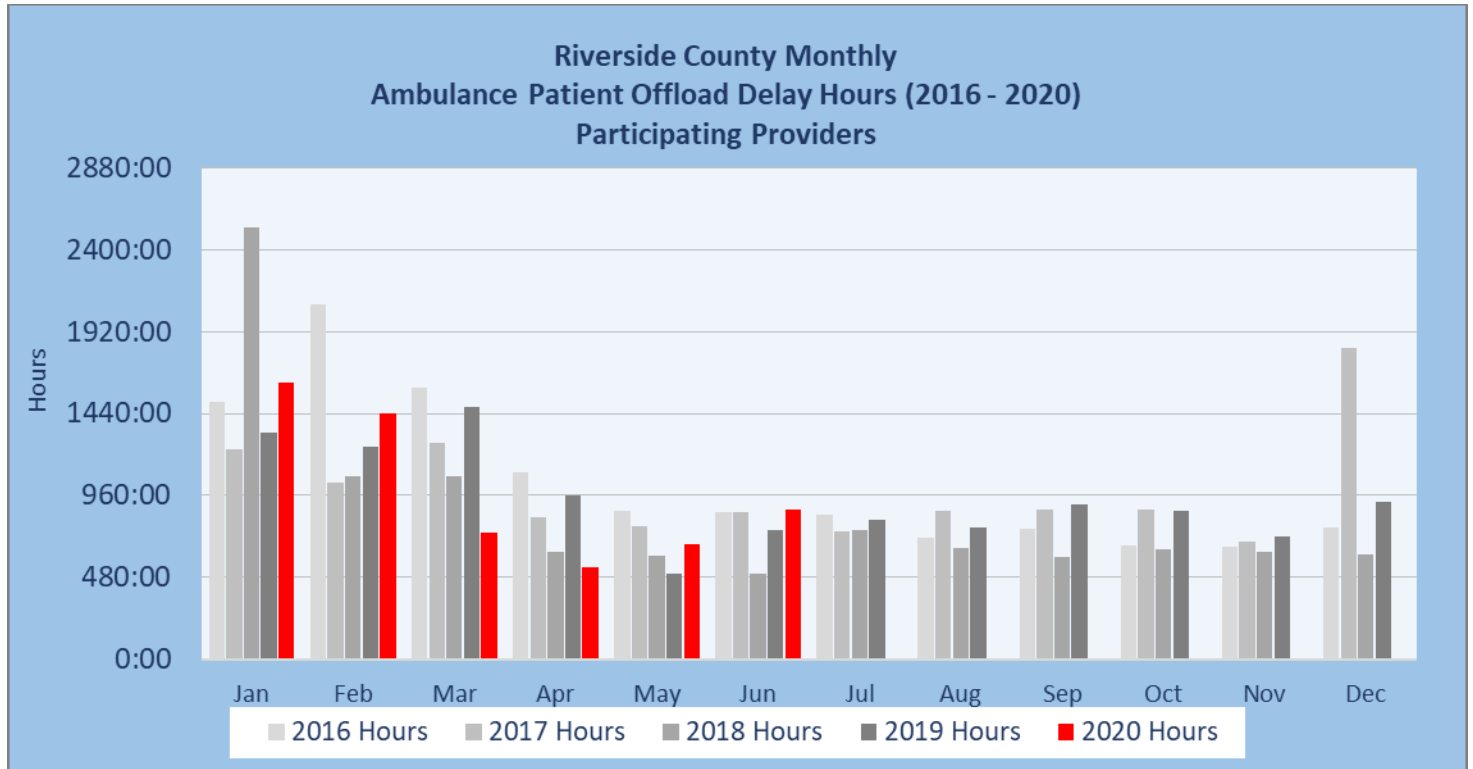
# Ambulance Patient Offload Time

June 2020

*Monthly  
Report*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

These charts represent total ambulance patient offload times (APOT) and delays (APOD) from hospitals within Riverside County. APOD includes delays greater than 30 minutes, and only the time after the first 30 minutes has passed.



APOD times for 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.

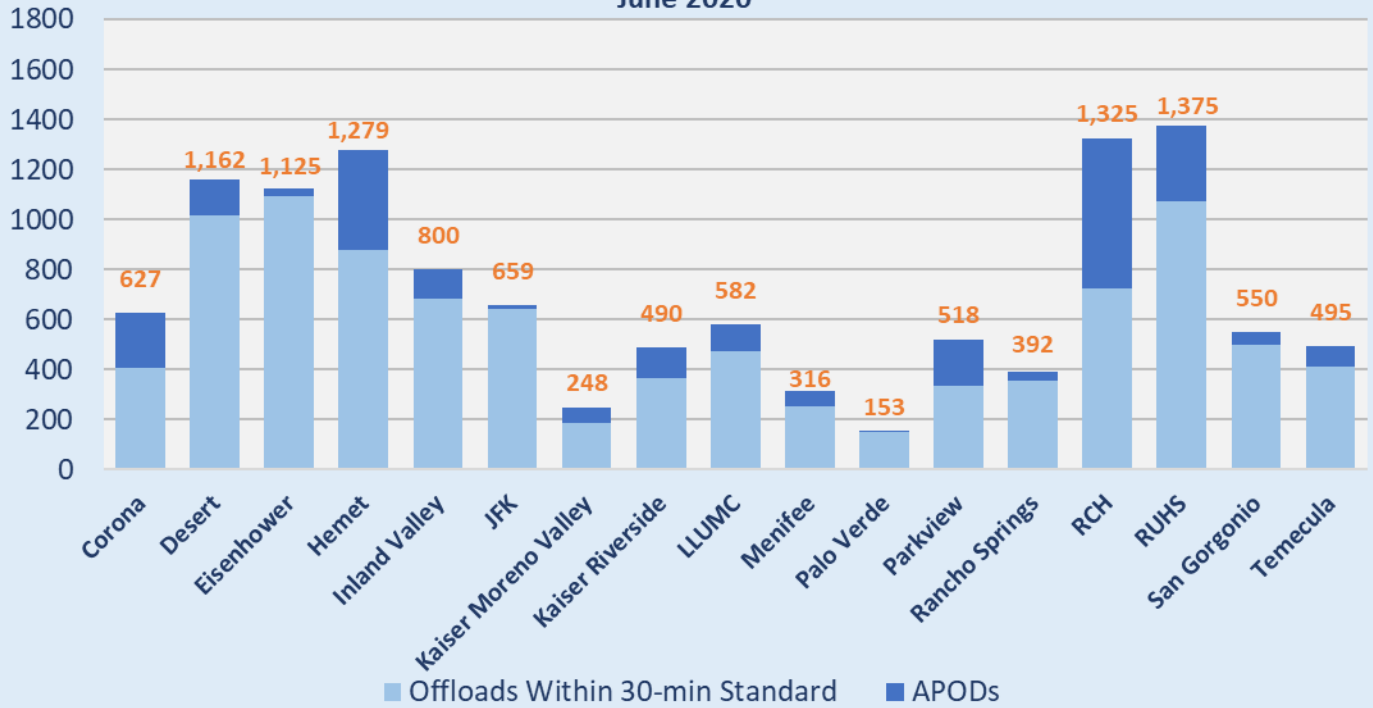
June 2020						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	627	305:51:49	82:29:14	218	65.2%	0:55:45
Desert Regional Med Ctr	1,162	327:50:50	58:17:31	147	87.3%	0:33:13
Eisenhower Health	1,125	208:46:37	18:10:49	30	97.3%	0:17:36
Hemet Valley Hospital	1,279	546:09:23	90:48:21	399	68.8%	0:44:49
Inland Valley Med Ctr	800	247:56:37	24:46:08	118	85.3%	0:34:56
JFK Hospital	659	109:13:25	3:15:54	19	97.1%	0:20:20
Kaiser Hospital Moreno Valley	248	107:40:17	31:54:36	63	74.6%	0:56:28
Kaiser Hospital Riverside	490	205:02:54	50:33:14	126	74.3%	0:53:44
Loma Linda Univ Med Ctr Mur	582	203:10:23	28:34:52	107	81.6%	0:37:51
Menifee Med Ctr	316	119:59:18	24:02:27	62	80.4%	0:41:06
Palo Verde Hospital	<b>153</b>	<b>15:26:00</b>	<b>0:23:49</b>	<b>2</b>	<b>98.7%</b>	<b>0:12:44</b>
Parkview Community Hospital	518	291:03:33	102:00:56	182	64.9%	<b>1:06:14</b>
Rancho Springs Med Ctr	392	112:45:59	6:22:25	38	90.3%	0:30:00
Riverside Community Hospital	1,325	<b>782:46:44</b>	<b>267:43:54</b>	<b>602</b>	<b>54.6%</b>	1:04:37
Riverside University Health System	<b>1,375</b>	510:25:52	63:48:40	303	78.0%	0:38:33
San Geronio Mem Hospital	550	164:51:58	9:56:09	50	90.9%	0:29:48
Temecula Valley Hospital	495	162:05:43	13:43:13	82	83.4%	0:35:28
<b>Grand Total</b>	<b>12,096</b>	<b>4421:07:22</b>	<b>876:52:12</b>	<b>2,548</b>	<b>78.9%</b>	<b>0:42:03</b>

Key

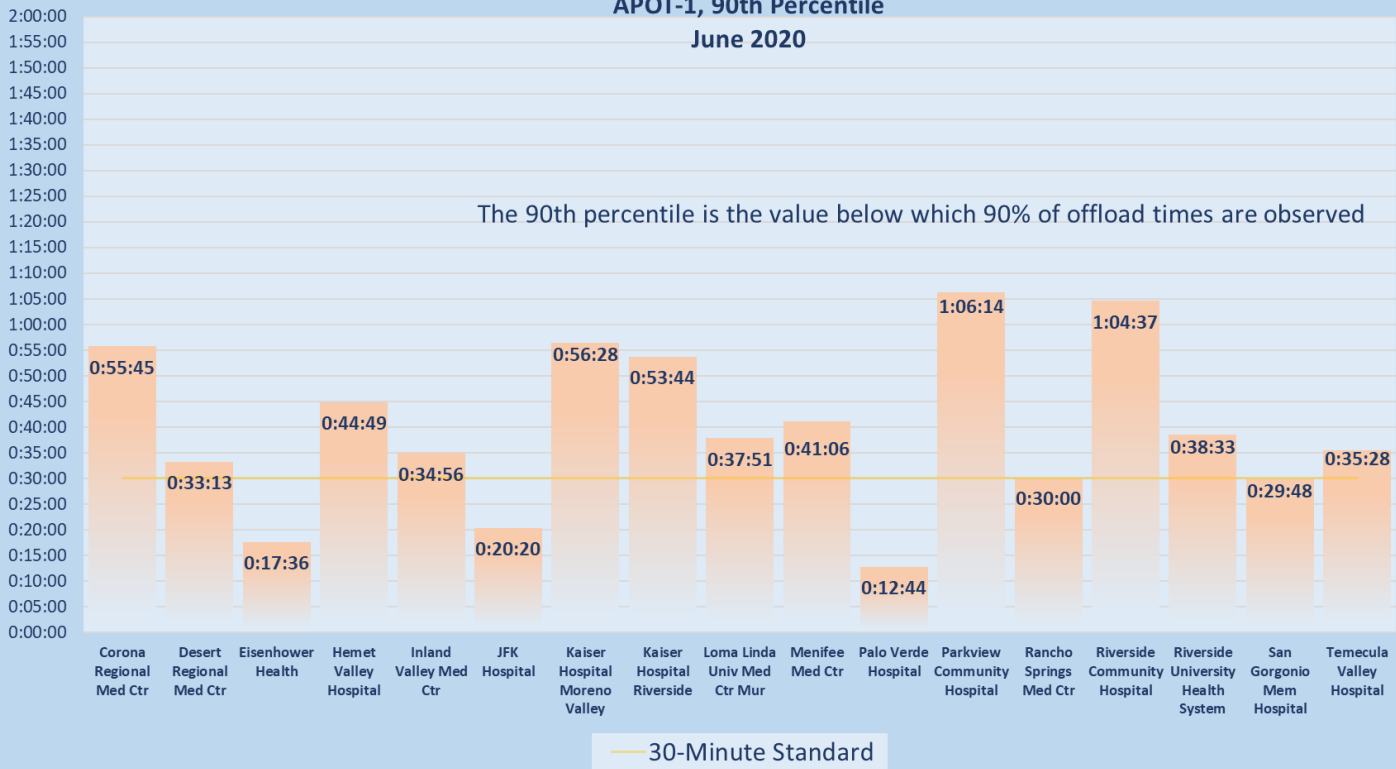
High

Low

### Riverside County Hospitals Transports and APODs June 2020



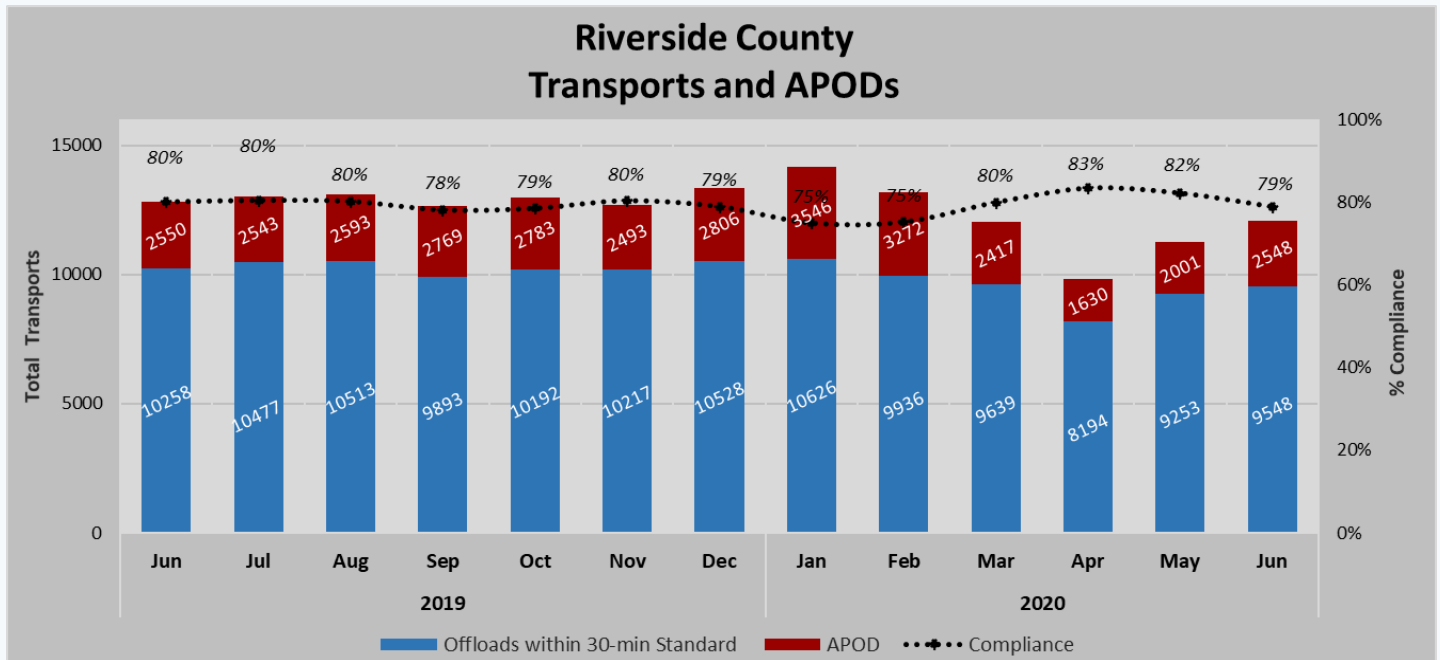
### Riverside County Hospitals APOT-1, 90th Percentile June 2020



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: ROLLING ANNUAL REVIEW

The first chart represents Riverside County's total number of ambulance 9-1-1 transports, patient offload delay (APOD), and percent compliance for the current month and a rolling 12 months prior.

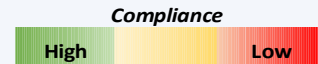


APOD hours only include the time after the 30-minute standard has elapsed.

**TRANSPORT VOLUME.** Transport volume for each hospital over a 12 month period compared to the current month is described below. Each hospital can be categorized as a low to high volume facility relative to all facilities in the county. Hospitals are color coded ranging from low to high based on an average transports of the last 12 months.

Hospital	Transport Volume												Monthly Avg	
	2019 Jun	2019 Jul	2019 Aug	2019 Sep	2019 Oct	2019 Nov	2019 Dec	2020 Jan	2020 Feb	2020 Mar	2020 Apr	2020 May		2020 Jun
Corona Regional Med Ctr	771	819	802	780	790	753	799	821	797	700	566	664	627	745
Desert Regional Med Ctr	1098	1138	1137	1052	1079	1152	1151	1275	1180	1029	865	1082	1162	1,108
Eisenhower Health	1276	1218	1139	1240	1250	1353	1378	1564	1467	1198	877	1119	1125	1,246
Hemet Valley Hospital	1375	1465	1435	1429	1501	1380	1472	1535	1348	1287	1167	1197	1279	1,375
Inland Valley Med Ctr	851	895	913	886	894	919	844	972	902	785	664	796	800	855
JFK Hospital	638	685	627	580	627	688	659	699	663	582	485	595	659	630
Kaiser Hospital Moreno Valley	338	341	367	330	317	283	317	353	311	292	232	239	248	305
Kaiser Hospital Riverside	535	506	515	542	511	485	542	556	506	482	369	435	490	498
Loma Linda Univ Med Ctr Mur	627	637	594	599	561	583	588	594	565	502	455	512	582	569
Menifee Med Ctr	338	343	377	311	299	280	336	334	350	328	221	259	316	315
Palo Verde Hospital	162	154	192	166	153	133	152	163	165	168	130	163	153	158
Parkview Community Hospital	480	554	572	510	513	489	594	688	610	524	450	464	518	536
Rancho Springs Med Ctr	454	448	463	440	499	456	470	564	524	431	351	363	392	450
Riverside Comm Hospital	1461	1366	1470	1351	1451	1380	1381	1292	1381	1415	1084	1218	1325	1,352
Riverside Univ Health System	1255	1314	1377	1381	1440	1284	1438	1487	1378	1329	1087	1261	1375	1,339
San Geronio Mem Hospital	563	587	542	563	560	547	585	657	528	488	486	488	550	550
Temecula Valley Hospital	586	550	584	502	530	545	628	618	533	516	335	399	495	525
<b>Riverside County Total</b>	<b>12808</b>	<b>13020</b>	<b>13106</b>	<b>12662</b>	<b>12975</b>	<b>12710</b>	<b>13334</b>	<b>14172</b>	<b>13208</b>	<b>12056</b>	<b>9824</b>	<b>11254</b>	<b>12096</b>	<b>12556</b>

**COMPLIANCE.** Compliance is a frequency comparison between the total number of transports and those resulting in APOD. The table below shows compliance by hospital for the last 12 months compared to the current month.



APOT % Compliance by Hospital for the last 12 months														
	2019						2020						Monthly	
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg
Corona Regional Med Ctr	74%	67%	72%	66%	69%	70%	75%	68%	69%	76%	71%	70%	65%	70%
Desert Regional Med Ctr	94%	95%	89%	90%	94%	87%	89%	83%	83%	90%	96%	92%	87%	90%
Eisenhower Health	99%	98%	99%	98%	98%	99%	99%	98%	98%	99%	99%	99%	97%	98%
Hemet Valley Hospital	64%	62%	72%	65%	70%	71%	66%	59%	55%	63%	73%	70%	69%	66%
Inland Valley Med Ctr	81%	80%	84%	82%	81%	82%	88%	74%	76%	87%	88%	89%	85%	83%
JFK Hospital	99%	99%	99%	98%	99%	99%	99%	98%	98%	98%	98%	99%	97%	98%
Kaiser Hospital Moreno Valley	83%	88%	80%	78%	81%	82%	80%	79%	72%	85%	89%	88%	75%	82%
Kaiser Hospital Riverside	80%	89%	84%	78%	75%	71%	79%	71%	73%	82%	88%	84%	74%	79%
Loma Linda Univ Med Ctr Mur	65%	74%	73%	72%	71%	73%	70%	70%	75%	80%	87%	82%	82%	75%
Menifee Med Ctr	71%	76%	78%	77%	66%	75%	72%	75%	71%	75%	88%	85%	80%	76%
Palo Verde Hospital	100%	99%	100%	100%	99%	100%	99%	97%	98%	98%	100%	97%	99%	99%
Parkview Community Hospital	81%	83%	83%	78%	84%	86%	74%	63%	68%	72%	82%	74%	65%	76%
Rancho Springs Med Ctr	93%	91%	93%	90%	89%	90%	91%	88%	89%	89%	91%	94%	90%	91%
Riverside Community Hospital	60%	54%	50%	52%	55%	63%	49%	41%	44%	51%	46%	49%	55%	51%
Riverside University Health System	84%	87%	84%	75%	73%	77%	82%	80%	78%	84%	91%	85%	78%	81%
San Geronio Mem Hospital	85%	89%	89%	92%	90%	86%	89%	90%	93%	92%	92%	93%	91%	90%
Temecula Valley Hospital	78%	82%	82%	85%	77%	79%	71%	67%	75%	82%	94%	91%	83%	81%
<b>Riverside County Compliance</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>	<b>78%</b>	<b>79%</b>	<b>80%</b>	<b>79%</b>	<b>75%</b>	<b>75%</b>	<b>80%</b>	<b>83%</b>	<b>82%</b>	<b>79%</b>	<b>79%</b>

**APOT-1.** APOT-1 is an Ambulance Patient Offload Time interval measure of the 90<sup>th</sup> percentile. This metric is a continuous variable measured in hours and minutes then aggregated and reported at the 90th percentile. The table below illustrates APOT-1 by hospital for the last 12 months compared to the current month

APOT-1 (90th Percentile) for the last 12 Months														
Hospital	2019						2020						Avg	
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	APOT-1
Corona Regional Med Ctr	0:51	1:04	0:48	1:05	0:58	0:54	0:49	1:00	1:00	0:47	0:48	0:48	0:56	0:54
Desert Regional Med Ctr	0:24	0:22	0:31	0:30	0:26	0:34	0:32	0:40	0:40	0:31	0:23	0:28	0:33	0:30
Eisenhower Health	0:17	0:17	0:16	0:18	0:17	0:17	0:16	0:19	0:18	0:17	0:16	0:16	0:18	0:17
Hemet Valley Hospital	0:50	0:52	0:45	0:50	0:44	0:45	0:45	0:59	1:09	0:49	0:43	0:44	0:45	0:49
Inland Valley Med Ctr	0:43	0:39	0:37	0:39	0:42	0:42	0:32	0:54	0:49	0:33	0:32	0:31	0:35	0:39
JFK Hospital	0:17	0:17	0:17	0:16	0:16	0:16	0:15	0:16	0:16	0:18	0:20	0:19	0:20	0:17
Kaiser Hospital Moreno Valley	0:43	0:35	0:42	0:47	0:54	0:46	0:43	0:51	1:16	0:38	0:31	0:32	0:56	0:45
Kaiser Hospital Riverside	0:42	0:31	0:36	0:49	0:51	0:55	0:46	1:09	1:00	0:40	0:32	0:40	0:54	0:46
Loma Linda Univ Med Ctr Mur	0:48	0:43	0:43	0:43	0:47	0:44	0:51	0:45	0:42	0:37	0:33	0:36	0:38	0:42
Menifee Med Ctr	0:55	0:46	0:46	0:45	1:10	0:45	0:54	0:55	0:56	0:46	0:31	0:35	0:41	0:48
Palo Verde Hospital	0:10	0:12	0:13	0:11	0:09	0:12	0:12	0:13	0:13	0:13	0:13	0:16	0:13	0:12
Parkview Community Hospital	0:41	0:38	0:38	0:46	0:37	0:34	0:41	1:15	0:55	0:51	0:39	0:50	1:06	0:47
Rancho Springs Med Ctr	0:28	0:29	0:27	0:30	0:32	0:30	0:29	0:33	0:32	0:30	0:28	0:24	0:30	0:29
Riverside Comm Hospital	0:54	1:03	1:08	1:06	0:58	0:48	1:10	1:33	1:23	1:03	1:24	1:12	1:05	1:08
Riverside Univ Health System	0:35	0:32	0:36	0:41	0:45	0:40	0:35	0:38	0:42	0:37	0:29	0:34	0:39	0:37
San Geronio Mem Hospital	0:35	0:31	0:31	0:29	0:31	0:33	0:31	0:31	0:26	0:28	0:28	0:28	0:30	0:30
Temecula Valley Hospital	0:42	0:35	0:40	0:35	0:43	0:41	0:51	0:55	0:43	0:36	0:26	0:29	0:35	0:39
<b>Riverside County Compliance</b>	<b>0:41</b>	<b>0:40</b>	<b>0:40</b>	<b>0:44</b>	<b>0:43</b>	<b>0:40</b>	<b>0:42</b>	<b>0:51</b>	<b>0:50</b>	<b>0:41</b>	<b>0:38</b>	<b>0:39</b>	<b>0:42</b>	<b>0:42</b>

## 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 total number of ambulance redirections that occurred since activation of the provisional policy for the current month and a rolling 12 months prior.

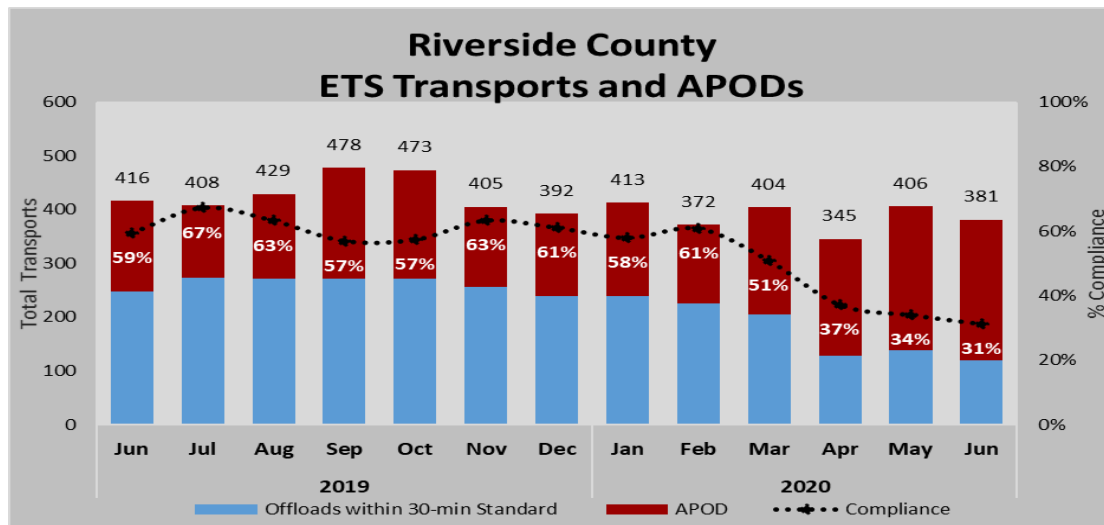
	2019						2020						Total Redirection	
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May		Jun
Corona Regional Medical Center	3	10		10	12	9	6	18	11	5	1	3	5	93
Desert Regional Medical Center						2	2	3	9	2		7	8	33
Eisenhower Health												1	1	1
Hemet Valley Medical Center		2	2	2	2	1		5	21	1			1	37
Inland Valley Medical Center		2	2		6	5		10	7	1				33
John F. Kennedy Memorial Hospital													2	2
Kaiser Hospital Moreno Valley	1			4	12	2	1	4	12		1	2	6	45
Kaiser Hospital Riverside				4	2	5	5	10	8	1			9	44
Loma Linda Univ Med Ctr Murrieta	5	1	3	2	12	2	7	7	10	1			2	52
Menifee Valley Medical Center	4	3	3	4	8	1	2	4	6	1			3	39
Palo Verde Hospital												1	1	1
Parkview Community Hospital				2			1	17	8	4		4	17	53
Rancho Springs Medical Center				2				1		1				4
Riverside Community Hospital	6	21	21	38	10		16	45	36	7	20	23	24	267
Riverside University Health System	1		1		14				2				1	19
Temecula Valley Hospital	2					1	1	2						6
<b>Total Redirection</b>	<b>22</b>	<b>39</b>	<b>32</b>	<b>68</b>	<b>78</b>	<b>28</b>	<b>41</b>	<b>126</b>	<b>130</b>	<b>24</b>	<b>22</b>	<b>41</b>	<b>78</b>	<b>729</b>

## EMERGENCY TREATMENT SERVICES

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

June 2020 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	381	287:06:08	117:38:03	262	31.2%

The chart below represents Riverside County's total number of *ETS ambulance transports, patient offload delay (APOD), and percent compliance* for the current month and a rolling 12 months prior.



# 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>

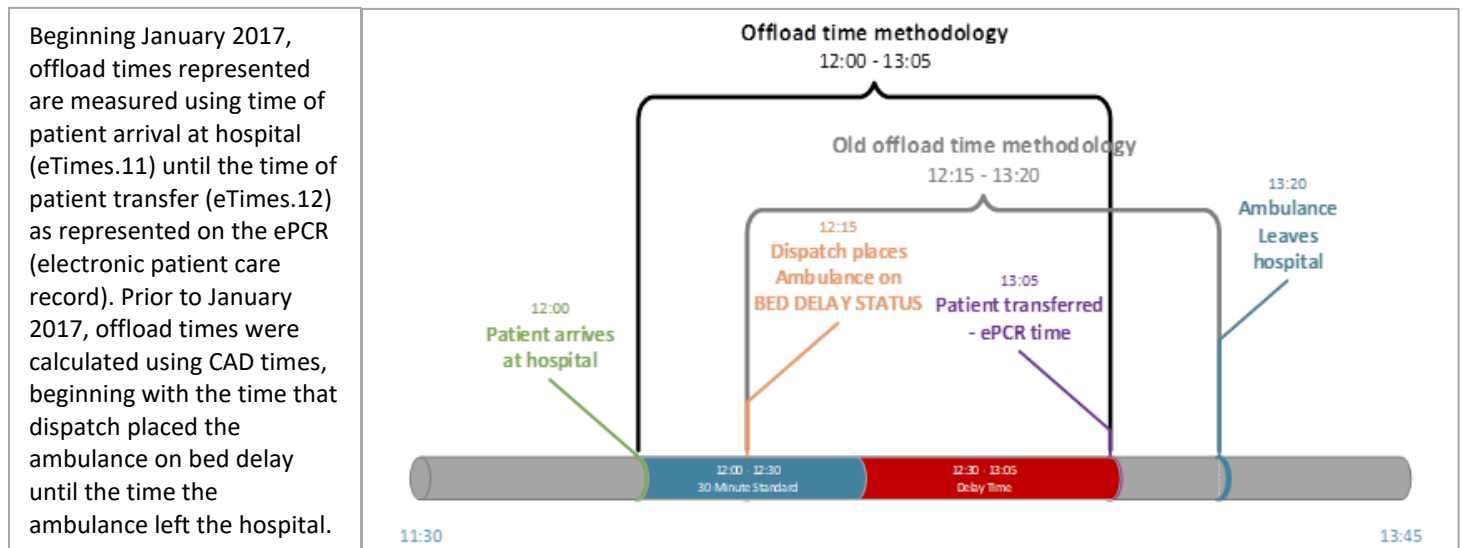
## APOD Compliance

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.



-For inquiries, please contact Riverside County EMS Agency EMS Administrator, [TDouville@rivco.org](mailto:TDouville@rivco.org)

-Report prepared by Catherine Farrokhi, Riverside County EMS Agency

<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>