



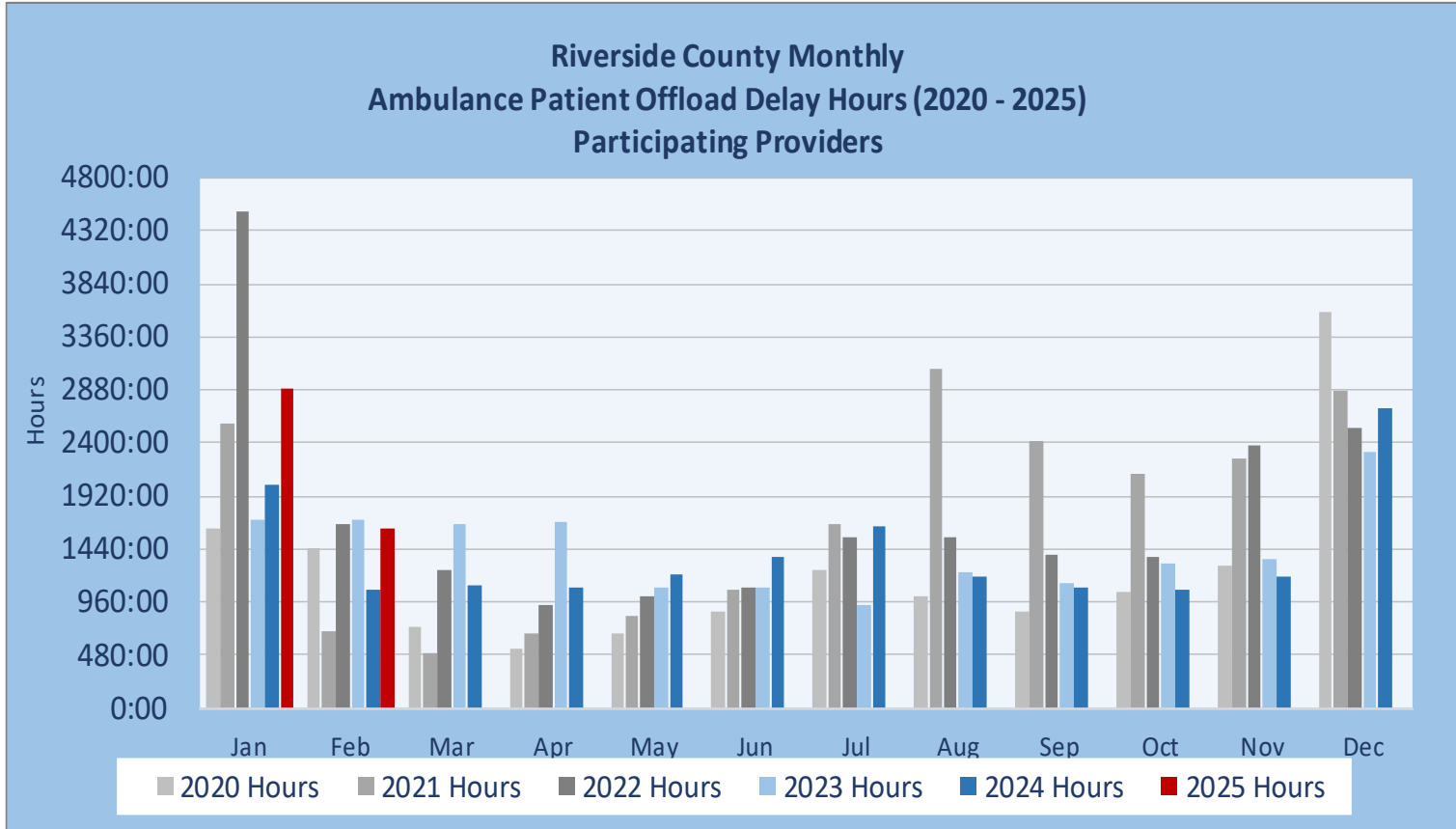
Ambulance Patient Offload Time

February 2025

*Monthly
Report*

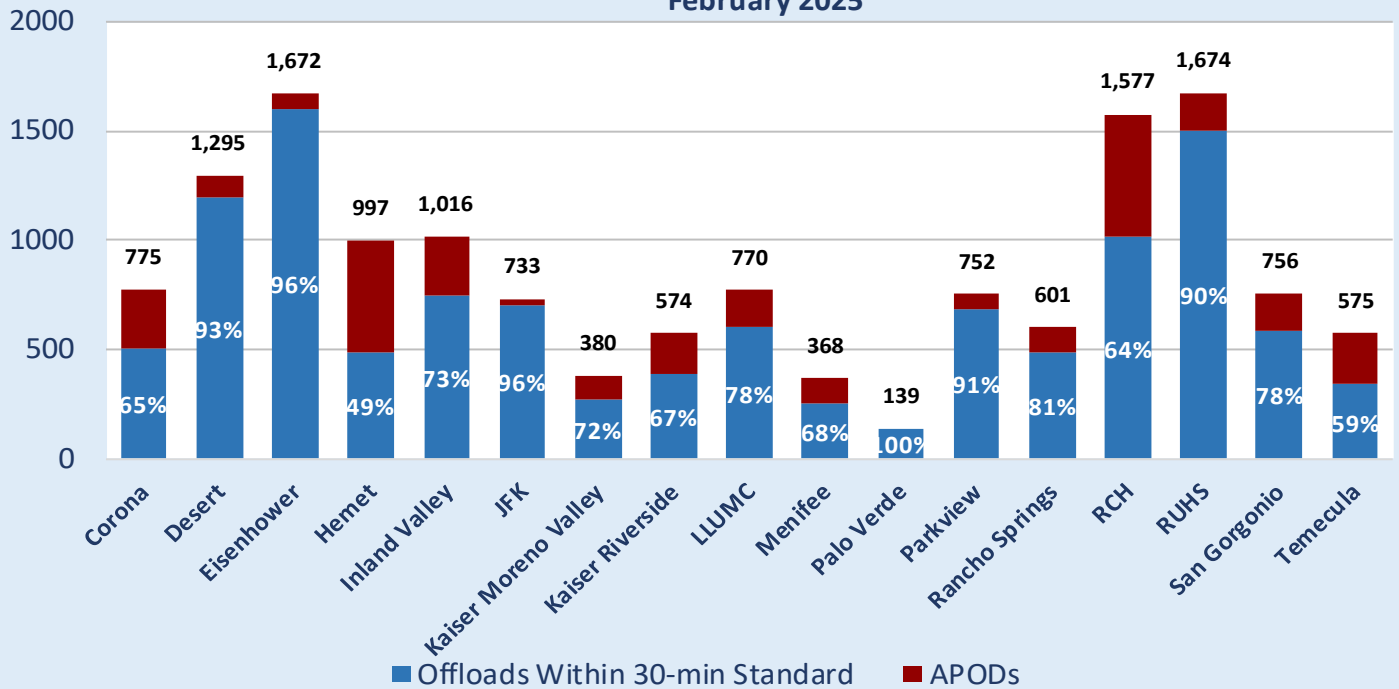
RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

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 have passed.

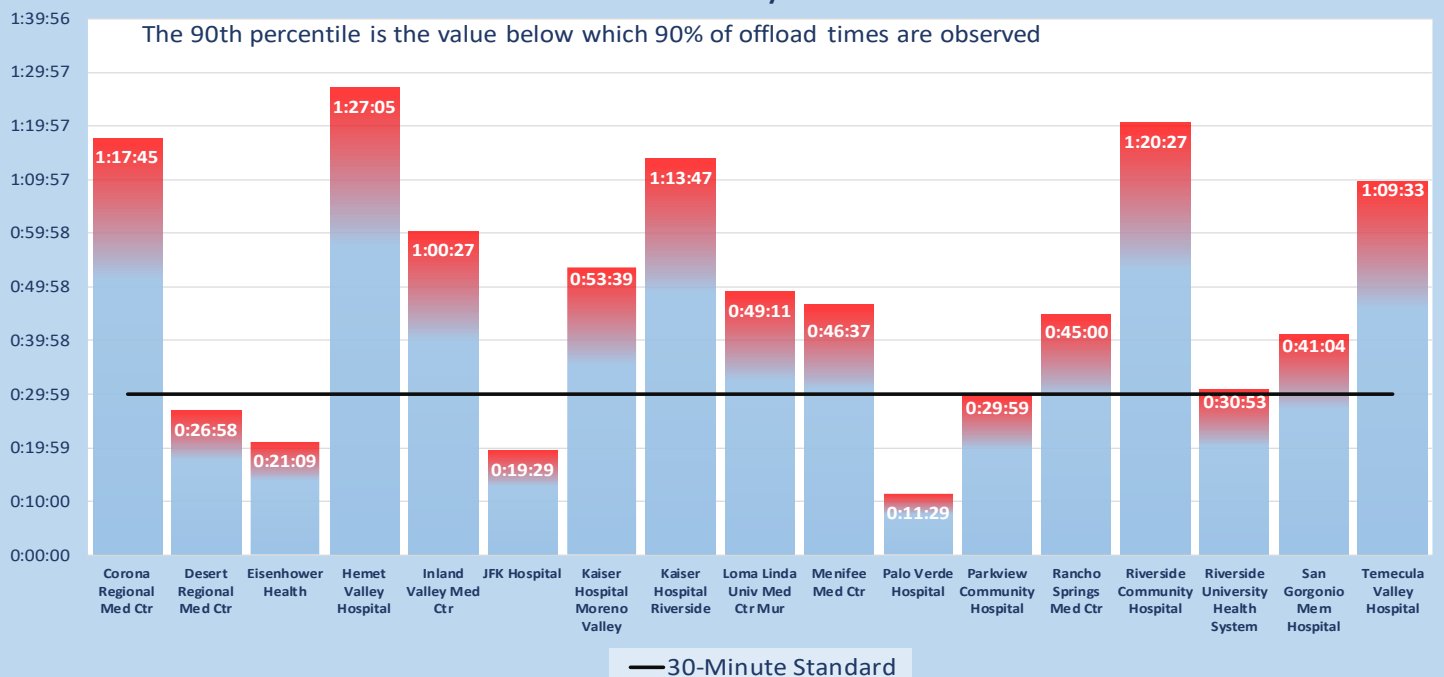


February 2025						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	775	469:16:21	186:51:17	271	65.0%	1:17:45
Desert Regional Med Ctr	1,295	340:22:11	43:55:18	97	92.5%	0:26:58
Eisenhower Health	1,672	376:16:14	17:08:29	69	95.9%	0:21:09
Hemet Valley Hospital	997	749:15:19	314:08:05	509	48.9%	1:27:05
Inland Valley Med Ctr	1,016	467:31:09	137:21:26	273	73.1%	1:00:27
JFK Hospital	733	123:35:50	9:36:45	27	96.3%	0:19:29
Kaiser Hospital Moreno Valley	380	176:42:21	43:16:42	108	71.6%	0:53:39
Kaiser Hospital Riverside	574	339:47:55	130:52:33	187	67.4%	1:13:47
Loma Linda Univ Med Ctr Mur	770	366:00:57	91:43:59	170	77.9%	0:49:11
Menifee Med Ctr	368	173:22:35	28:46:25	119	67.7%	0:46:37
Palo Verde Hospital	139	14:22:17	0:00:00	0	100.0%	0:11:29
Parkview Community Hospital	752	233:55:56	14:07:36	66	91.2%	0:29:59
Rancho Springs Med Ctr	601	236:04:18	43:17:00	113	81.2%	0:45:00
Riverside Community Hospital	1,577	948:45:58	365:24:23	565	64.2%	1:20:27
Riverside University Health System	1,674	536:42:51	26:53:34	170	89.8%	0:30:53
San Geronio Mem Hospital	756	331:11:27	57:09:58	168	77.8%	0:41:04
Temecula Valley Hospital	575	331:07:20	105:35:42	237	58.8%	1:09:33
Grand Total	14,654	6214:20:59	1616:09:12	3149	78.5%	0:48:56

Riverside County Hospitals Transports, APODs and % Compliance February 2025



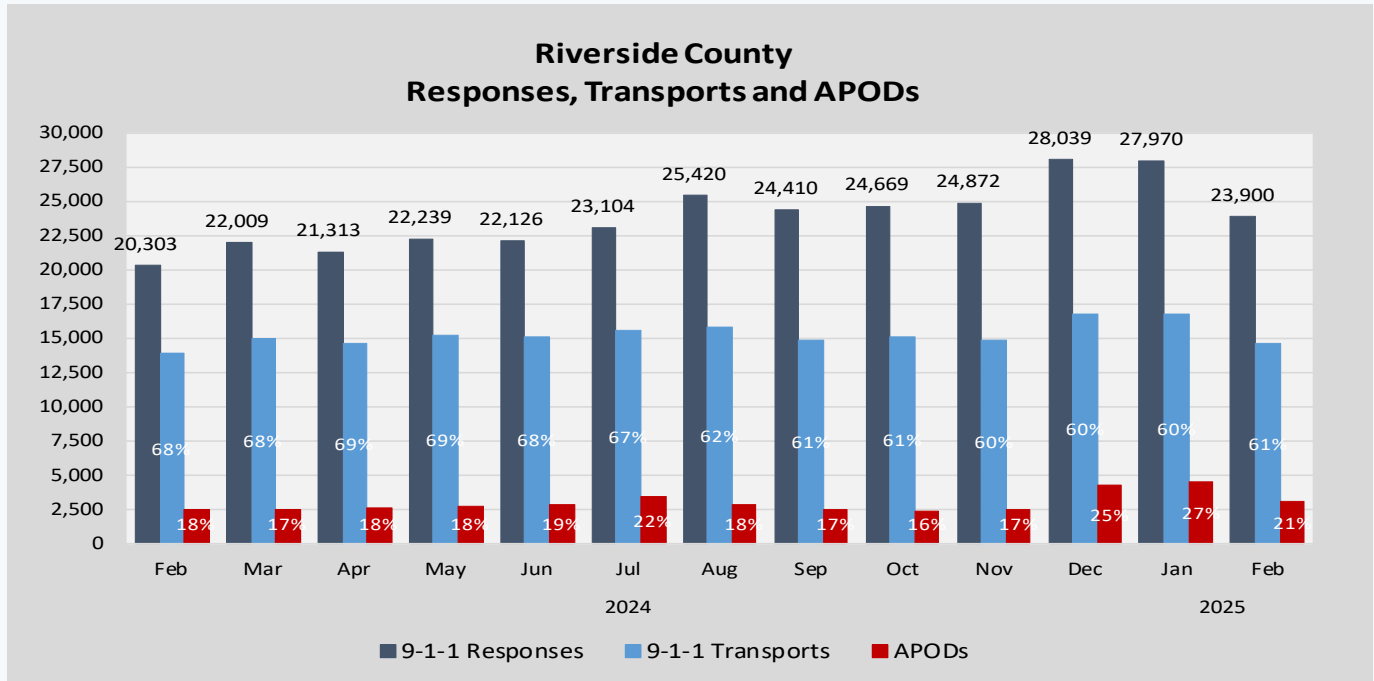
Riverside County Hospitals APOT-1, 90th Percentile February 2025



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*

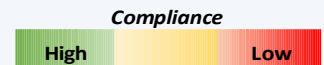
The first chart represents a summary of Riverside County's total 9-1-1 ambulance (ALS) responses, transports, and total transports resulting in patient offload delay (APOD) for a rolling 12 months compared to the current month.



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.

Transport Volume											Low		High	
Hospital	2024						2024						Monthly	
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Avg
Corona Regional Med Ctr	762	858	854	869	855	850	923	866	876	824	908	912	775	856
Desert Regional Med Ctr	1253	1384	1333	1372	1287	1350	1355	1274	1267	1327	1389	1362	1295	1,327
Eisenhower Health	1602	1680	1528	1582	1559	1613	1461	1433	1484	1574	1700	1730	1672	1,586
Hemet Valley Hospital	1094	1319	1244	1243	1273	1296	1323	1266	1284	1161	1136	974	997	1,201
Inland Valley Med Ctr	914	1081	991	1001	1028	993	1083	1022	1136	994	1106	1097	1016	1,036
JFK Hospital	703	759	790	725	727	762	776	743	712	695	778	842	733	750
Kaiser Hospital Moreno Valley	370	376	403	352	374	395	423	334	368	401	472	495	380	396
Kaiser Hospital Riverside	524	545	558	617	612	546	589	615	567	591	642	685	574	590
Loma Linda Univ Med Ctr Mur	666	678	710	760	767	768	804	788	780	826	910	934	770	782
Menifee Med Ctr	312	281	305	353	343	397	400	322	291	416	504	522	368	370
Palo Verde Hospital	163	140	135	151	137	182	141	125	136	117	145	161	139	144
Parkview Community Hospital	596	607	615	678	710	715	770	710	673	585	922	930	752	713
Rancho Springs Med Ctr	519	590	507	569	571	644	637	602	557	576	806	781	601	612
Riverside Comm Hospital	1798	1833	1874	1946	1893	1968	1942	1895	1984	1861	1901	1766	1577	1,864
Riverside Univ Health System	1534	1709	1685	1804	1752	1789	1907	1718	1817	1684	2019	2044	1674	1,780
San Gorgonio Mem Hospital	559	603	554	622	618	636	607	595	646	694	828	871	756	661
Temecula Valley Hospital	525	576	538	593	612	636	654	620	590	603	649	669	575	603
Riverside County Total	13894	15019	14624	15237	15118	15540	15795	14928	15168	14929	16815	16775	14654	15269

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														
	2024												2025	Average
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Corona Regional Med Ctr	78%	72%	64%	76%	62%	52%	61%	66%	57%	69%	60%	52%	65%	64%
Desert Regional Med Ctr	92%	89%	96%	96%	97%	94%	95%	97%	97%	97%	97%	93%	93%	95%
Eisenhower Health	97%	98%	98%	98%	98%	98%	98%	99%	99%	98%	95%	96%	96%	98%
Hemet Valley Hospital	48%	71%	67%	59%	63%	55%	60%	65%	61%	49%	48%	45%	49%	57%
Inland Valley Med Ctr	77%	80%	77%	77%	73%	66%	70%	79%	88%	84%	65%	67%	73%	75%
JFK Hospital	97%	97%	97%	99%	99%	98%	98%	98%	99%	98%	98%	96%	96%	98%
Kaiser Hospital Moreno Valley	77%	77%	66%	72%	67%	71%	78%	81%	81%	75%	63%	68%	72%	73%
Kaiser Hospital Riverside	84%	73%	78%	76%	76%	74%	79%	75%	74%	74%	64%	65%	67%	74%
Loma Linda Univ Med Ctr Mur	68%	69%	66%	69%	71%	68%	85%	88%	89%	86%	75%	70%	78%	75%
Menifee Med Ctr	81%	86%	90%	83%	86%	76%	85%	82%	86%	70%	64%	56%	68%	78%
Palo Verde Hospital	98%	99%	99%	99%	99%	98%	99%	100%	99%	98%	98%	97%	100%	99%
Parkview Community Hospital	96%	93%	88%	90%	92%	93%	93%	92%	95%	97%	85%	83%	91%	91%
Rancho Springs Med Ctr	85%	85%	87%	84%	82%	76%	81%	80%	84%	80%	69%	67%	81%	80%
Riverside Community Hospital	84%	81%	81%	79%	75%	77%	77%	76%	78%	84%	62%	57%	64%	75%
Riverside University Health System	91%	92%	94%	90%	92%	86%	89%	90%	91%	89%	87%	88%	90%	90%
San Geronio Mem Hospital	60%	64%	59%	61%	63%	77%	85%	92%	89%	85%	73%	64%	78%	73%
Temecula Valley Hospital	67%	71%	69%	66%	64%	53%	72%	60%	74%	67%	48%	43%	59%	63%
Riverside County Compliance	82%	83%	82%	82%	81%	78%	82%	83%	84%	83%	75%	73%	79%	81%

APOT-1. APOT-1 is an Ambulance Patient Offload Time interval measure of the 90th 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-hh:mm														
Hospital	2024												2025	Avg
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	APOT-1
Corona Regional Med Ctr	0:46	1:06	1:24	0:48	1:22	1:36	1:08	1:08	1:42	1:09	1:36	1:53	1:18	1:18
Desert Regional Med Ctr	0:29	0:33	0:23	0:23	0:21	0:24	0:23	0:22	0:21	0:22	0:22	0:25	0:27	0:24
Eisenhower Health	0:21	0:20	0:19	0:21	0:19	0:19	0:18	0:18	0:18	0:19	0:23	0:22	0:21	0:19
Hemet Valley Hospital	1:18	0:52	0:55	1:06	0:56	1:13	1:06	0:57	1:06	1:31	1:41	2:10	1:27	1:15
Inland Valley Med Ctr	1:01	0:51	0:56	0:58	1:05	1:29	1:10	0:55	0:37	0:53	1:41	1:31	1:00	1:05
JFK Hospital	0:19	0:17	0:17	0:17	0:16	0:16	0:17	0:15	0:14	0:17	0:16	0:19	0:19	0:16
Kaiser Hospital Moreno Valley	0:50	0:57	1:00	0:54	0:59	0:57	0:44	0:45	0:40	0:47	1:10	1:05	0:54	0:54
Kaiser Hospital Riverside	0:40	1:04	0:47	0:51	0:49	1:01	0:45	0:52	0:54	0:53	1:21	1:07	1:14	0:56
Loma Linda Univ Med Ctr Mur	0:54	0:55	0:59	0:54	0:53	0:49	0:34	0:35	0:32	0:34	0:50	1:03	0:49	0:47
Menifee Med Ctr	0:40	0:34	0:31	0:39	0:35	0:43	0:37	0:39	0:36	1:09	1:12	1:27	0:47	0:46
Palo Verde Hospital	0:20	0:17	0:15	0:11	0:14	0:15	0:12	0:13	0:15	0:14	0:17	0:15	0:11	0:14
Parkview Community Hospital	0:26	0:28	0:34	0:31	0:30	0:27	0:27	0:29	0:27	0:23	0:36	0:40	0:30	0:29
Rancho Springs Med Ctr	0:39	0:36	0:36	0:41	0:47	1:04	0:45	0:50	0:41	0:47	1:19	1:11	0:45	0:49
Riverside Comm Hospital	0:42	0:44	0:42	0:47	0:55	0:45	0:48	0:48	0:50	0:39	1:35	1:35	1:20	0:56
Riverside Univ Health System	0:30	0:29	0:28	0:31	0:30	0:33	0:32	0:31	0:30	0:31	0:33	0:33	0:31	0:30
San Geronio Mem Hospital	1:19	1:08	1:22	1:09	1:07	0:40	0:35	0:30	0:33	0:37	0:55	1:00	0:41	0:53
Temecula Valley Hospital	0:56	0:51	0:57	0:59	0:56	1:13	0:47	1:05	0:48	0:49	1:35	1:28	1:10	1:02
Riverside County Compliance	0:43	0:41	0:42	0:42	0:45	0:47	0:42	0:40	0:39	0:41	1:01	1:02	0:49	0:45

AMBULANCE DIVERSIONS

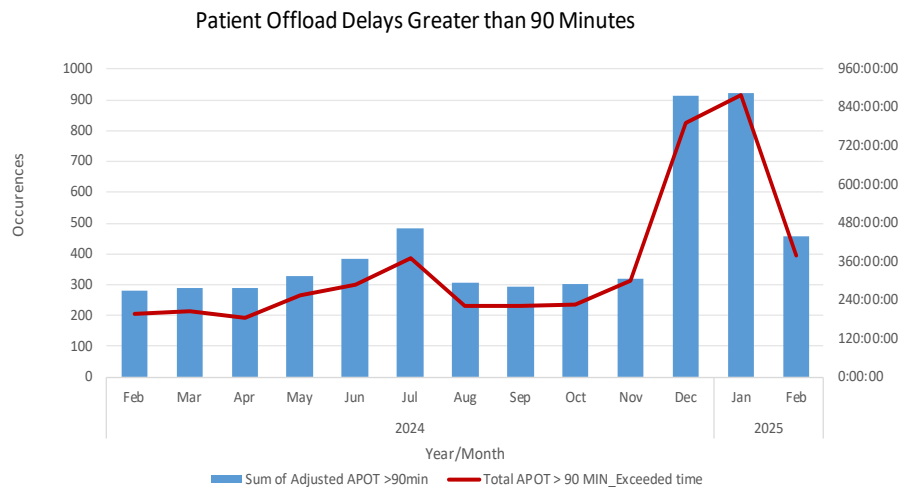
REMSA Policy 6103 (<https://www.remsa.us/policy/6103.pdf>) describes ground and air ambulance diversions to facilitate safe transport of patients to the closest alternate facility. Ambulance Diversions described here are those activated as a result of unusual circumstances at a facility limiting access to emergency care (*Internal Disaster - INT*) or a temporary outage in Specialty Care services (*STEMI, Stroke, Trauma*). The following tables provide diversion history by count of occurrences and total hours/minutes by facility for a rolling 12 months compared to the current month. *Hospitals not listed had no diversions during this evaluation period.*

Diversions by Count		2024												2025		Total
Diversion Category/Facility		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		
INT					1		2				1		1	2		7
Corona Regional Medical Center							1									1
Menifee Valley Medical Center					1											1
Riverside Community Hospital							1									1
Inland Valley Medical Center											1		1			2
JFK Hospital														2		2
STEMI													1	2		3
Riverside Community Hospital													1			1
JFK Hospital														2		2
Stroke				1									1	2		4
Riverside Community Hospital													1			1
Kaiser Permanente Moreno Valley Medical Center				1												1
JFK Hospital														2		2
Trauma				1		1							1	2		5
Riverside Community Hospital				1									1			2
JFK Hospital						1								2		3
Total				2	1	1	2				1		4	8		19

Diversions by HH:MM		2024												2025		Total
Diversion Category/Facility		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		
INT					1:07		3:03				1:02		0:17	1:23		
Corona Regional Medical Center							0:06									
Menifee Valley Medical Center					1:07											
Riverside Community Hospital							2:56									
Inland Valley Medical Center											1:02		0:17			
JFK Hospital																1:23
STEMI													1:15	1:22		
Riverside Community Hospital													1:15			
JFK Hospital																1:22
Stroke				16:49									1:15	1:22		
Riverside Community Hospital													1:15			
Kaiser Permanente Moreno Valley Medical Center				16:49												
JFK Hospital																1:22
Trauma				0:07		11:04							1:15	1:22		
Riverside Community Hospital				0:07									1:15			
JFK Hospital						11:04										1:22
Total		0:00	0:00	16:56	1:07	11:04	3:03	0:00	0:00	0:00	1:02	0:00	4:03	5:31		

AMBULANCE REDIRECTION

REMSA [Policy 6104](#) allows redirection of ambulances away from hospitals experiencing significant Ambulance Patient Offload Delays (APOD) to the next most appropriate facility. *Significant* APOD is defined as a patient remaining on an ambulance gurney for **90 minutes or greater after arrival at the hospital** (APOT < 90 min). Standard transfer of care is 30 minutes or less (APOT<30 min). Until the transfer of care is complete (patient is removed from the gurney and hospital staff assume care of the patient), ambulance crews must remain at the hospital and continue care. While patients held on excessive APODs are generally those classified as lower acuity, approximately one-third of the County's ~600 daily 9-1-1 medical responses are determined by dispatch as critical, requiring immediate medical attention (e.g. cardiac arrest, stroke, traumatic injury). As a result, excessive, or multiple APODs within the same service area impact ambulance timeliness and availability in the field posing a direct risk to 9-1-1 patient safety. Ambulance redirection is one strategy to reduce the consequential backlog of EMS services which occurs when there are excessive ambulance delays at hospital emergency departments. Below is the countywide breakdown of APOD occurrences where ambulances were documented as held for greater than 90 minutes before the transfer of care for the last 12 months compared to the current month.



The table below shows the number of ambulances held for more than 90 minutes and the total hours accumulated after the 90-minute threshold by the facility for the reporting month.

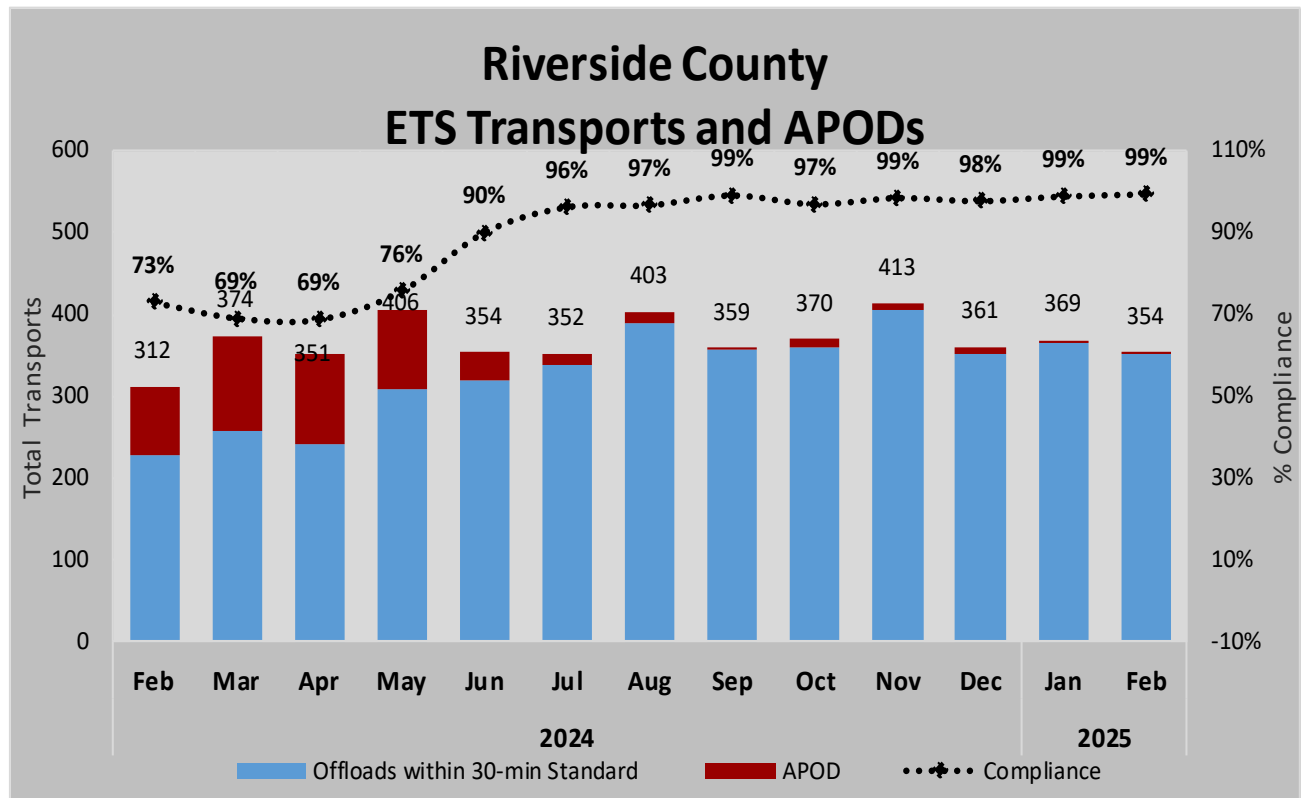
Facility	Total Time APOT>90 min (HR: MM: S)	Total Incidents APOT>90 min
Corona Regional Med Ctr	57:42:38	55
Desert Regional Med Ctr	6:19:00	11
Eisenhower Health	0:16:28	1
Hemet Valley Hospital	91:34:47	93
Inland Valley Med Ctr	20:20:41	36
JFK Hospital	0:07:44	4
Kaiser Hospital Moreno Valley	2:09:14	12
Kaiser Hospital Riverside	48:08:57	42
Loma Linda Univ Med Ctr Mur	24:51:44	26
Meniffee Med Ctr	2:18:14	5
Palo Verde Hospital	0:00:00	0
Parkview Community Hospital	1:07:17	3
Rancho Springs Med Ctr	3:41:10	7
Riverside Community Hospital	101:10:01	127
Riverside University Health System	0:00:00	0
San Gorgonio Mem Hospital	10:59:54	12
Temecula Valley Hospital	7:10:22	21
Grand Total	377:58:11	455

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.

February 2025 - Emergency Treatment Services						
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance	APOT-1
Emergency Treatment Services	354	90:47:12	1:28:26	2	99.4%	0:21:37

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

9-1-1 Ambulance Response

For the purpose of reporting patient offload time and delays, only ground transport units responding to 9-1-1 incidents are included in this report. To avoid duplicate response counts, this excludes all records from First Responder Fire agencies also arriving on scene as part of Riverside County's dual 9-1-1 medical response system. With the exception of ETS transports which are predominantly from local hospitals, it also excludes interfacility transports and other call types such as air ambulances.

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."¹

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 Time (APOT)

The Time interval between the arrival of an 9-1-1 patient at an Emergency Department (ED) and the time that patient is transferred from the ambulance gurney to a bed, chair, or other acceptable location, and the ED assumes responsibility of care.² The Clock Start (eTimes.11) is the time of patient arrival at the destination (hospital), and the Clock Stop (eTimes.12) is the time patient care is transferred.³ REMSA obtains both times from the ePCR.

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 offload from the ambulance gurney exceeds the 30-minute standard, it will be documented and tracked as APOD.⁵ *The Riverside County ePCR system requires medics to enter an "APOD Reason" when APOT exceeds the 30-minute standard. While the number of APODs documented as non-ED-related is nominal, beginning in Week-1 of 2022, only delays identified as having an ED origin are counted against APOD compliance for a more precise metric.*

APOD Compliance

Frequency comparison between the total number of transports and those resulting in APODs with an ED-related origin.

¹ Ibid., APOT-1 Specifications.

² Health and Safety Code Division 2.5, Chapter 3, Article 1, Section 1797.120(b)

³ Ambulance Patient Offload Time (APOT) Standardized Methods for Data Collection and Reporting, approved by EMS Commission 12/14/2016. https://emsa.ca.gov/wp-content/uploads/sites/71/2017/09/APOT-Methodology_Guidance-2016.pdf

³ Ibid., APOT-1 Specifications

⁵ [REMSA Policy 4109](#), Transfer of Patient Care

⁷ Calkins MM, Isaksen TB, Stubbs BA, Yost MG, Fenske RA (2016). Impacts of extreme heat on emergency medical service calls in King County, Washington, 2007-2012: relative risk and time series analyses of basic and advanced life support. *Environ Health*. doi: 10.1186/s12940-016-0109-0

⁸ Sheridan SC, Kalkstein AM, Kalkstein LS (2009). Trends in heat-related mortality in the United States, 1975–2004. *Natural Hazards* 50:1, 145-160

⁹ Guo Y, Gasparrini A, Armstrong BG (2017). Heat Wave and Mortality: A Multicountry, Multicommunity Study. *Environ Health Perspect*. 2017;125(8):087006. doi:10.1289/EHP1026