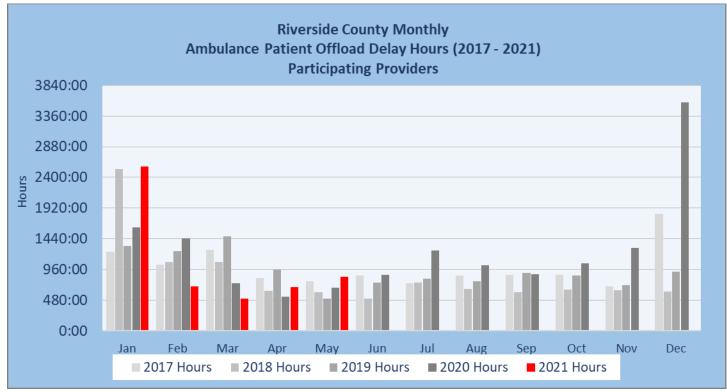# Ambulance Patient Offload Time
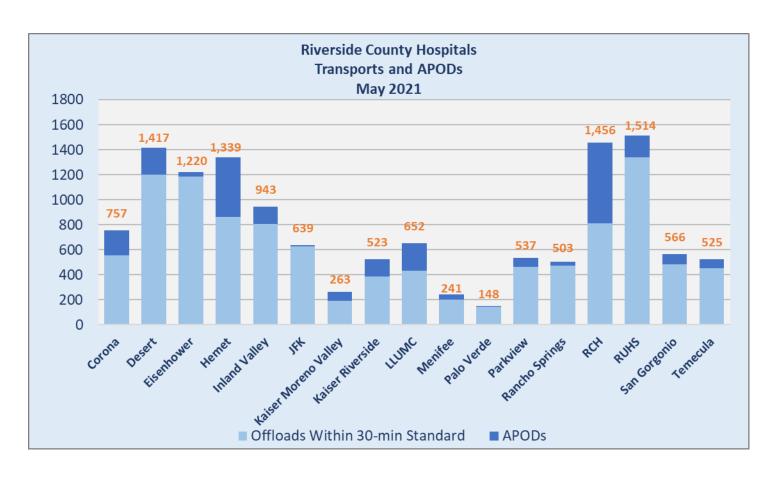
## May 2021

*Monthly Report*
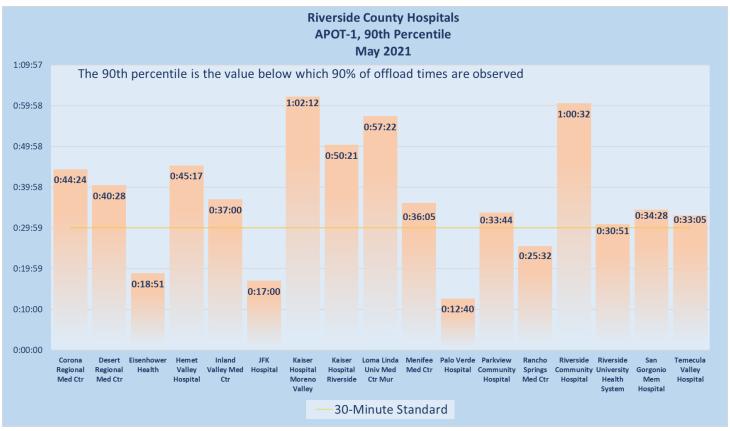
# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

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.



**Riverside County Monthly
Ambulance Patient Offload Delay Hours (2017 - 2021)
Participating Providers**

Legend: ■ 2017 Hours ■ 2018 Hours ■ 2019 Hours ■ 2020 Hours ■ 2021 Hours

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

| May 2021 | ALS Transports | APOT | APOD Hours | APODs | APOD Compliance | APOT - 1 |
|---|---|---|---|---|---|---|
| **Corona Regional Med Ctr** | 757 | 311:04:40 | 56:48:26 | 202 | 73.3% | 0:44:24 |
| **Desert Regional Med Ctr** | 1,417 | 450:43:34 | 102:09:51 | 218 | 84.6% | 0:40:28 |
| **Eisenhower Health** | 1,220 | 226:56:38 | 10:06:33 | 37 | 97.0% | 0:18:51 |
| **Hemet Valley Hospital** | 1,339 | 611:47:20 | 107:55:09 | 478 | 64.3% | 0:45:17 |
| **Inland Valley Med Ctr** | 943 | 298:11:57 | 47:13:59 | 138 | 85.4% | 0:37:00 |
| **JFK Hospital** | 639 | 92:11:30 | 3:26:33 | 10 | 98.4% | 0:17:00 |
| **Kaiser Hospital Moreno Valley** | 263 | 131:19:33 | 44:33:57 | 74 | 71.9% | 1:02:12 |
| **Kaiser Hospital Riverside** | 523 | 214:43:14 | 46:17:16 | 135 | 74.2% | 0:50:21 |
| **Loma Linda Univ Med Ctr Mur** | 652 | 319:59:24 | 94:23:27 | 221 | 66.1% | 0:57:22 |
| **Menifee Med Ctr** | 241 | 81:26:52 | 7:16:31 | 41 | 83.0% | 0:36:05 |
| **Palo Verde Hospital** | **148** | **14:01:00** | **0:39:28** | **2** | **98.6%** | **0:12:40** |
| **Parkview Community Hospital** | 537 | 181:50:52 | 16:27:15 | 75 | 86.0% | 0:33:44 |
| **Rancho Springs Med Ctr** | 503 | 127:58:32 | 5:43:50 | 31 | 93.8% | 0:25:32 |
| **Riverside Community Hospital** | 1,456 | **810:15:26** | **240:16:02** | **642** | **55.9%** | 1:00:32 |
| **Riverside University Health System** | **1,514** | 481:11:26 | 30:12:20 | 174 | 88.5% | 0:30:51 |
| **San Gorgonio Mem Hospital** | 566 | 193:42:18 | 17:20:53 | 83 | 85.3% | 0:34:28 |
| **Temecula Valley Hospital** | 525 | 160:07:47 | 12:30:52 | 72 | 86.3% | 0:33:05 |
| **Grand Total** | **13,243** | **4707:32:03** | **843:22:22** | **2,633** | **80.1%** | **0:40:37** |

| Key | High | Low |
|---|---|---|

## Riverside County Hospitals
## Transports and APODs
## May 2021

Chart data (Transports and APODs, values in thousands shown as labels):

| Hospital | Value |
|---|---|
| Corona | 757 |
| Desert | 1,417 |
| Eisenhower | 1,220 |
| Hemet | 1,339 |
| Inland Valley | 943 |
| JFK | 639 |
| Kaiser Moreno Valley | 263 |
| Kaiser Riverside | 523 |
| LLUMC | 652 |
| Menifee | 241 |
| Palo Verde | 148 |
| Parkview | 537 |
| Rancho Springs | 503 |
| RCH | 1,456 |
| RUHS | 1,514 |
| San Gorgonio | 566 |
| Temecula | 525 |

Legend: ■ Offloads Within 30-min Standard  ■ APODs

## Riverside County Hospitals
## APOT-1, 90th Percentile
## May 2021

The 90th percentile is the value below which 90% of offload times are observed

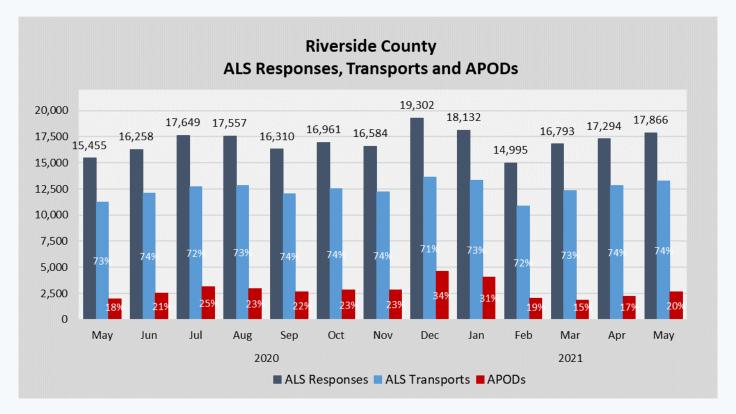| Hospital | 90th Percentile |
|---|---|
| Corona Regional Med Ctr | 0:44:24 |
| Desert Regional Med Ctr | 0:40:28 |
| Eisenhower Health | 0:18:51 |
| Hemet Valley Hospital | 0:45:17 |
| Inland Valley Med Ctr | 0:37:00 |
| JFK Hospital | 0:17:00 |
| Kaiser Hospital Moreno Valley | 1:02:12 |
| Kaiser Hospital Riverside | 0:50:21 |
| Loma Linda Univ Med Ctr Mur | 0:57:22 |
| Menifee Med Ctr | 0:36:05 |
| Palo Verde Hospital | 0:12:40 |
| Parkview Community Hospital | 0:33:44 |
| Rancho Springs Med Ctr | 0:25:32 |
| Riverside Community Hospital | 1:00:32 |
| Riverside University Health System | 0:30:51 |
| San Gorgonio Mem Hospital | 0:34:28 |
| Temecula Valley Hospital | 0:33:05 |

Legend: —— 30-Minute Standard

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.



**Riverside County ALS Responses, Transports and APODs**

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 facilties in the county. Hospitals are color coded ranging from low to high based on an average transports of the last 12 months.

| Hospital | 2020 May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | 2021 Mar | Apr | May | Monthly Avg |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Corona Regional Med Ctr | 664 | 627 | 719 | 729 | 642 | 720 | 638 | 700 | 683 | 606 | 680 | 625 | 757 | 676 |
| Desert Regional Med Ctr | 1082 | 1162 | 1193 | 1122 | 1070 | 1122 | 1090 | 1126 | 1174 | 969 | 1242 | 1406 | 1417 | 1,167 |
| Eisenhower Health | 1119 | 1125 | 1151 | 1134 | 1098 | 1142 | 1148 | 1284 | 1302 | 1051 | 1272 | 1273 | 1220 | 1,178 |
| Hemet Valley Hospital | 1197 | 1279 | 1377 | 1406 | 1230 | 1322 | 1318 | 1130 | 1085 | 1006 | 1229 | 1286 | 1339 | 1,246 |
| Inland Valley Med Ctr | 796 | 800 | 895 | 869 | 870 | 824 | 808 | 914 | 806 | 733 | 829 | 847 | 943 | 841 |
| JFK Hospital | 595 | 659 | 641 | 620 | 573 | 603 | 579 | 705 | 618 | 520 | 574 | 577 | 639 | 608 |
| Kaiser Hospital Moreno Valley | 239 | 248 | 301 | 317 | 286 | 309 | 300 | 390 | 400 | 266 | 308 | 310 | 263 | 303 |
| Kaiser Hospital Riverside | 435 | 490 | 530 | 531 | 521 | 561 | 582 | 674 | 642 | 459 | 507 | 505 | 523 | 535 |
| Loma Linda Univ Med Ctr Mur | 512 | 582 | 607 | 634 | 591 | 642 | 642 | 709 | 714 | 546 | 630 | 589 | 652 | 619 |
| Menifee Med Ctr | 259 | 316 | 317 | 292 | 239 | 270 | 273 | 324 | 274 | 204 | 237 | 249 | 241 | 269 |
| Palo Verde Hospital | 163 | 153 | 163 | 148 | 137 | 139 | 159 | 154 | 169 | 128 | 110 | 147 | 148 | 148 |
| Parkview Community Hospital | 464 | 518 | 556 | 523 | 517 | 543 | 538 | 713 | 565 | 384 | 442 | 487 | 537 | 522 |
| Rancho Springs Med Ctr | 363 | 392 | 424 | 461 | 416 | 414 | 412 | 552 | 586 | 449 | 454 | 462 | 503 | 453 |
| Riverside Comm Hospital | 1218 | 1325 | 1392 | 1494 | 1422 | 1376 | 1311 | 1217 | 1405 | 1242 | 1406 | 1552 | 1456 | 1,370 |
| Riverside Univ Health System | 1261 | 1375 | 1454 | 1445 | 1395 | 1420 | 1409 | 1732 | 1643 | 1240 | 1388 | 1421 | 1514 | 1,438 |
| San Gorgonio Mem Hospital | 488 | 550 | 523 | 569 | 557 | 563 | 530 | 737 | 669 | 541 | 507 | 577 | 566 | 567 |
| Temecula Valley Hospital | 399 | 495 | 482 | 530 | 490 | 535 | 484 | 563 | 586 | 504 | 505 | 537 | 525 | 510 |
| **Riverside County Total** | 11254 | 12096 | 12725 | 12824 | 12054 | 12505 | 12221 | 13624 | 13321 | 10848 | 12320 | 12850 | 13243 | 12453 |

**Transport Volume** — Low — High

**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.

Compliance: High — Low

| APOT % Compliance by Hospital for the last 12 months | | | | | | | | | | | | | | Monthly |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 2020 | | | | | | | 2021 | | | | | May | Average |
| | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | | |
| Corona Regional Med Ctr | 70% | 65% | 61% | 68% | 69% | 65% | 60% | 41% | 55% | 72% | 75% | 76% | 73% | 65% |
| Desert Regional Med Ctr | 92% | 87% | 89% | 92% | 93% | 91% | 91% | 84% | 85% | 91% | 88% | 89% | 85% | 89% |
| Eisenhower Health | 99% | 97% | 97% | 98% | 99% | 99% | 99% | 98% | 98% | 99% | 99% | 98% | 97% | 98% |
| Hemet Valley Hospital | 70% | 69% | 56% | 52% | 61% | 59% | 52% | 43% | 42% | 53% | 69% | 70% | 64% | 59% |
| Inland Valley Med Ctr | 89% | 85% | 80% | 79% | 80% | 78% | 85% | 61% | 60% | 80% | 88% | 85% | 85% | 80% |
| JFK Hospital | 99% | 97% | 97% | 100% | 99% | 99% | 100% | 96% | 97% | 99% | 99% | 99% | 98% | 98% |
| Kaiser Hospital Moreno Valley | 88% | 75% | 77% | 74% | 78% | 73% | 76% | 65% | 78% | 83% | 85% | 72% | 72% | 77% |
| Kaiser Hospital Riverside | 84% | 74% | 73% | 78% | 74% | 75% | 70% | 58% | 69% | 80% | 76% | 71% | 74% | 74% |
| Loma Linda Univ Med Ctr Mur | 82% | 82% | 78% | 76% | 81% | 81% | 76% | 68% | 70% | 76% | 76% | 74% | 66% | 76% |
| Menifee Med Ctr | 85% | 80% | 68% | 70% | 77% | 70% | 67% | 45% | 45% | 67% | 80% | 75% | 83% | 70% |
| Palo Verde Hospital | 97% | 99% | 99% | 99% | 99% | 98% | 96% | 94% | 97% | 99% | 99% | 100% | 99% | 98% |
| Parkview Community Hospital | 74% | 65% | 69% | 64% | 69% | 77% | 76% | 51% | 61% | 80% | 85% | 77% | 86% | 72% |
| Rancho Springs Med Ctr | 94% | 90% | 86% | 91% | 91% | 89% | 90% | 72% | 64% | 91% | 93% | 92% | 94% | 88% |
| Riverside Community Hospital | 49% | 55% | 54% | 50% | 49% | 49% | 50% | 35% | 44% | 66% | 80% | 68% | 56% | 54% |
| Riverside University Health System | 85% | 78% | 74% | 84% | 88% | 83% | 84% | 75% | 82% | 91% | 92% | 91% | 89% | 84% |
| San Gorgonio Mem Hospital | 93% | 91% | 90% | 92% | 82% | 87% | 87% | 69% | 64% | 86% | 86% | 87% | 85% | 84% |
| Temecula Valley Hospital | 91% | 83% | 75% | 82% | 73% | 78% | 76% | 71% | 71% | 87% | 83% | 84% | 86% | 80% |
| **Riverside County Compliance** | **82%** | **79%** | **75%** | **77%** | **78%** | **77%** | **77%** | **66%** | **69%** | **81%** | **85%** | **83%** | **80%** | **78%** |

**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 | | | | | | | | | | | | | | Avg |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 2020 | | | | | | | | | | | 2021 | May | APOT-1 |
| Hospital | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | | |
| Corona Regional Med Ctr | 0:48 | 0:56 | 1:13 | 0:52 | 0:51 | 0:55 | 1:38 | 2:38 | 2:01 | 0:48 | 0:45 | 0:44 | 0:44 | 1:08 |
| Desert Regional Med Ctr | 0:28 | 0:33 | 0:33 | 0:27 | 0:25 | 0:29 | 0:30 | 0:41 | 0:37 | 0:30 | 0:34 | 0:32 | 0:40 | 0:32 |
| Eisenhower Health | 0:16 | 0:18 | 0:19 | 0:19 | 0:15 | 0:16 | 0:16 | 0:17 | 0:17 | 0:14 | 0:16 | 0:18 | 0:19 | 0:16 |
| Hemet Valley Hospital | 0:44 | 0:45 | 1:02 | 1:04 | 0:51 | 0:54 | 1:08 | 1:56 | 1:58 | 1:12 | 0:45 | 0:45 | 0:45 | 1:03 |
| Inland Valley Med Ctr | 0:31 | 0:35 | 0:47 | 0:43 | 0:43 | 0:48 | 0:38 | 1:21 | 1:17 | 0:43 | 0:33 | 0:35 | 0:37 | 0:45 |
| JFK Hospital | 0:19 | 0:20 | 0:22 | 0:15 | 0:15 | 0:16 | 0:15 | 0:20 | 0:19 | 0:16 | 0:18 | 0:16 | 0:17 | 0:17 |
| Kaiser Hospital Moreno Valley | 0:32 | 0:56 | 0:50 | 0:56 | 0:52 | 0:54 | 1:04 | 1:53 | 0:58 | 0:37 | 0:41 | 1:00 | 1:02 | 0:56 |
| Kaiser Hospital Riverside | 0:40 | 0:54 | 0:56 | 0:41 | 0:49 | 0:46 | 1:04 | 1:43 | 1:05 | 0:42 | 0:46 | 1:04 | 0:50 | 0:55 |
| Loma Linda Univ Med Ctr Mur | 0:36 | 0:38 | 0:41 | 0:44 | 0:38 | 0:39 | 0:44 | 1:10 | 1:09 | 0:50 | 0:48 | 0:49 | 0:57 | 0:47 |
| Menifee Med Ctr | 0:35 | 0:41 | 1:13 | 1:07 | 0:48 | 1:05 | 1:26 | 2:56 | 2:39 | 1:02 | 0:40 | 0:44 | 0:36 | 1:11 |
| Palo Verde Hospital | 0:16 | 0:13 | 0:13 | 0:10 | 0:12 | 0:15 | 0:17 | 0:21 | 0:20 | 0:14 | 0:11 | 0:14 | 0:13 | 0:14 |
| Parkview Community Hospital | 0:50 | 1:06 | 1:01 | 0:58 | 0:54 | 0:42 | 0:42 | 2:13 | 1:21 | 0:41 | 0:35 | 0:41 | 0:34 | 0:56 |
| Rancho Springs Med Ctr | 0:24 | 0:30 | 0:34 | 0:30 | 0:30 | 0:32 | 0:30 | 1:03 | 1:17 | 0:29 | 0:26 | 0:27 | 0:26 | 0:35 |
| Riverside Comm Hospital | 1:12 | 1:05 | 1:09 | 1:00 | 1:07 | 1:14 | 1:13 | 2:19 | 1:15 | 0:48 | 0:37 | 0:49 | 1:01 | 1:08 |
| Riverside Univ Health System | 0:34 | 0:39 | 0:42 | 0:35 | 0:32 | 0:36 | 0:36 | 0:42 | 0:35 | 0:29 | 0:29 | 0:29 | 0:31 | 0:34 |
| San Gorgonio Mem Hospital | 0:28 | 0:30 | 0:30 | 0:28 | 0:36 | 0:33 | 0:34 | 0:59 | 1:13 | 0:36 | 0:34 | 0:33 | 0:34 | 0:37 |
| Temecula Valley Hospital | 0:29 | 0:35 | 0:42 | 0:36 | 0:43 | 0:39 | 0:40 | 0:46 | 0:45 | 0:34 | 0:37 | 0:37 | 0:33 | 0:38 |
| **Riverside County Compliance** | **0:38** | **0:39** | **0:42** | **0:48** | **0:45** | **0:44** | **0:45** | **0:49** | **1:03** | **0:40** | **0:35** | **0:38** | **0:41** | **0:43** |

# 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 | 2020 | | | | | | | | 2021 | | | | May | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Diversion Category/Facility | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Total |
| **INT** | | | 1 | | 5 | 8 | | | 2 | | 1 | 1 | 1 | 19 |
| Corona Regional Medical Center | | | | | 1 | | | | | | | | | 1 |
| Menifee Valley Medical Center | | | 1 | | | 1 | | | | | | | | 2 |
| Riverside Community Hospital | | | | | 1 | | | | | | | 1 | | 2 |
| Temecula Valley Hospital | | | | | 1 | | | | | | | | | 1 |
| Inland Valley Medical Center | | | | | 2 | | | | 1 | | 1 | | | 4 |
| Loma Linda University Medical Center--Murrieta | | | | | | 3 | | | 1 | | | | | 4 |
| Rancho Springs Medical Center | | | | | | 4 | | | | | | | | 4 |
| Eisenhower Health | | | | | | | | | | | | 1 | | 1 |
| **STEMI** | | | 1 | | 2 | 1 | | | 1 | | | | | 5 |
| Riverside Community Hospital | | | | | 1 | | | | 1 | | | | | 2 |
| Temecula Valley Hospital | | | | | 1 | | | | | | | | | 1 |
| Loma Linda University Medical Center--Murrieta | | | 1 | | | 1 | | | | | | | | 2 |
| **Stroke** | 1 | 1 | | | 4 | 3 | | 2 | 1 | | | | | 12 |
| Corona Regional Medical Center | | | | | 1 | 1 | | | | | | | | 2 |
| Riverside Community Hospital | | | | | 1 | | | | 1 | | | | | 2 |
| Temecula Valley Hospital | | | | | 1 | | | | | | | | | 1 |
| Inland Valley Medical Center | | | | | 1 | | | | | | | | | 1 |
| Rancho Springs Medical Center | 1 | 1 | | | 2 | | | | | | | | | 4 |
| Riverside University Health System | | | | | | | | 1 | | | | | | 1 |
| Parkview Community Hospital | | | | | | | | 1 | | | | | | 1 |
| **Trauma** | 4 | 4 | 8 | 6 | 5 | 1 | 8 | 4 | 1 | 5 | 2 | 1 | 2 | 51 |
| Riverside Community Hospital | | | 1 | 1 | | 3 | | | | | | 1 | 6 |
| Riverside Community Hospital | | | | 1 | 1 | | 3 | | | | | | 1 | 6 |
| Inland Valley Medical Center | | | 1 | 2 | 2 | 1 | | | 1 | | 1 | | | 8 |
| Riverside University Health System | 4 | 4 | 7 | 3 | 2 | | 5 | 4 | | 5 | 1 | 1 | 1 | 37 |
| **Total** | 5 | 5 | 9 | 7 | 16 | 13 | 8 | 6 | 5 | 5 | 3 | 2 | 3 | 87 |

| Diversions by HH:MM | 2020 | | | | | | | | 2021 | | | | May |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Diversion Category/Facility | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
| **INT** | | | 0:37 | | 96:38 | 15:02 | | | 1:53 | | 0:09 | 0:14 | 3:32 |
| Corona Regional Medical Center | | | | | 59:44 | | | | | | | | |
| Menifee Valley Medical Center | | | 0:37 | | | 0:25 | | | | | | | |
| Riverside Community Hospital | | | | | 2:08 | | | | | | | | 3:32 |
| Temecula Valley Hospital | | | | | 29:51 | | | | | | | | |
| Inland Valley Medical Center | | | | | 4:55 | | | | 1:26 | | 0:09 | | |
| Loma Linda University Medical Center--Murrieta | | | | | | 1:59 | | | 0:27 | | | | |
| Rancho Springs Medical Center | | | | | | 12:38 | | | | | | | |
| Eisenhower Health | | | | | | | | | | | | 0:14 | |
| **STEMI** | | | 1:30 | | 192:30 | 1:26 | | | 2:01 | | | | |
| Riverside Community Hospital | | | | | 2:02 | | | | 2:01 | | | | |
| Temecula Valley Hospital | | | | | 190:28 | | | | | | | | |
| Loma Linda University Medical Center--Murrieta | | | 1:30 | | | 1:26 | | | | | | | |
| **Stroke** | 5:03 | 9:44 | | | 83:00 | 27:53 | | 5:27 | 2:02 | | | | |
| Corona Regional Medical Center | | | | | 71:58 | 10:57 | | | | | | | |
| Riverside Community Hospital | | | | | 2:02 | | | | 2:02 | | | | |
| Temecula Valley Hospital | | | | | 1:47 | | | | | | | | |
| Inland Valley Medical Center | | | | | 7:13 | | | | | | | | |
| Rancho Springs Medical Center | 5:03 | 9:44 | | | | 16:56 | | | | | | | |
| Riverside University Health System | | | | | | | | 0:08 | | | | | |
| Parkview Community Hospital | | | | | | | | 5:19 | | | | | |
| **Trauma** | 5:38 | 6:00 | 21:17 | 7:53 | 7:22 | 2:01 | 9:20 | 1:31 | 2:03 | 8:15 | 2:42 | 0:51 | 1:48 |
| Riverside Community Hospital | | | | 2:53 | 2:00 | | 2:40 | | | | | | 0:51 |
| Inland Valley Medical Center | | | 1:54 | 2:09 | 3:44 | 2:01 | | | 2:03 | | 0:13 | | |
| Riverside University Health System | 5:38 | 6:00 | 19:23 | 2:51 | 1:38 | | 6:40 | 1:31 | | 8:15 | 2:29 | 0:51 | 0:57 |
| **Total** | 10:41 | 15:44 | 21:54 | 9:23 | 379:30 | 46:22 | 9:20 | 6:58 | 7:59 | 8:15 | 2:51 | 1:05 | 5:20 |

# APOD AMBULANCE REDIRECTION

REMSA Policy 6104 (http://www.remsa.us/policy/6104.pdf) allows redirection of ambulances from hospitals experiencing extended Ambulance Patient Offload Delay (APOD) to the closest most appropriate hospital. Extended APOD is defined as 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 by hospital for the current month and a rolling 12 months prior.
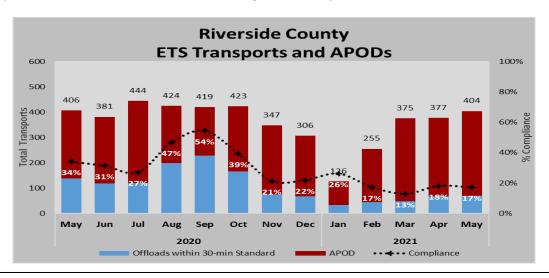
| Facilities | 2020 | | | | | | | | 2020 | | | | May | Total Redirection |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | |
| Corona Regional Medical Center | 3 | 5 | 15 | 5 | 7 | 8 | 31 | 91 | 61 | 5 | 1 | 3 | 3 | 238 |
| Desert Regional Medical Center | 7 | 8 | 2 | 2 | 1 | 5 | 3 | 8 | 14 | 3 | 6 | 5 | 13 | 77 |
| Eisenhower Health | 1 | | | | | | | | 1 | | | | 1 | 3 |
| Hemet Valley Medical Center | | 1 | 17 | 16 | 4 | 4 | 20 | 87 | 86 | 31 | 1 | 9 | 1 | 277 |
| Inland Valley Medical Center | | | 7 | 2 | 2 | 7 | 3 | 32 | 45 | 5 | | 2 | 1 | 106 |
| John F. Kennedy Memorial Hospital | | 2 | 1 | | | | | | | | | | 1 | 4 |
| Kaiser Hospital Moreno Valley | 2 | 6 | 4 | 2 | 1 | 1 | 8 | 34 | 16 | 1 | 3 | 8 | 4 | 90 |
| Kaiser Hospital Riverside | | 9 | 7 | | 4 | 3 | 7 | 63 | 25 | 1 | 4 | 6 | 7 | 136 |
| Loma Linda Univ Med Ctr Murrieta | | 2 | 1 | 2 | 2 | 2 | 3 | 32 | 38 | 6 | 3 | 7 | 11 | 109 |
| Menifee Valley Medical Center | | 3 | 11 | 5 | 2 | | 16 | 68 | 43 | 6 | 1 | | 1 | 164 |
| Palo Verde Hospital | 1 | | 1 | | | | | 1 | 1 | | | | | 4 |
| Parkview Community Hospital | 4 | 17 | 12 | 14 | 4 | 2 | 1 | 77 | 41 | 1 | | 1 | 1 | 175 |
| Rancho Springs Medical Center | | | 2 | | | 1 | | 15 | 24 | | | | | 42 |
| Riverside Community Hospital | 23 | 24 | 25 | 13 | 21 | 35 | 37 | 131 | 46 | 3 | | 2 | 26 | 386 |
| Riverside University Health System | | 1 | | | 1 | | 6 | | | | | | | 8 |
| San Gorgonio Memorial Hospital | | | | | | | 1 | 11 | 19 | 2 | | | | 33 |
| Temecula Valley Hospital | | | | 2 | | | | 7 | 6 | | 1 | | 1 | 17 |
| Total Redirection | 41 | 78 | 105 | 61 | 50 | 77 | 130 | 663 | 466 | 64 | 20 | 43 | 71 | 1869 |

# 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.

| May 2021 - Emergency Treatment Services | | | | | |
| --- | --- | --- | --- | --- | --- |
| | Transports to ETS | Total Offload Time | APOD Hours | APODs | APOD Compliance |
| **Emergency Treatment Services** | 404 | 393:56:35 | 206:10:54 | 335 | 17.1% |

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.



Riverside County ETS Transports and APODs

# 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).

*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 offloading from the ambulance gurney exceeds the 30 minute standard, it will be documented and tracked as APOD.[5]

*APOD Compliance*
A frequency comparison between the total number of transports and those resulting in APOD.
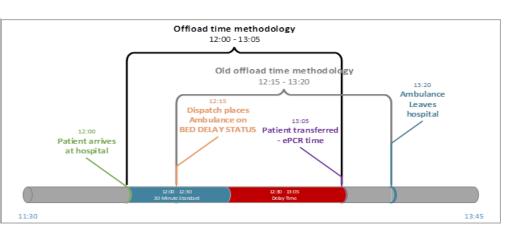
*9-1-1 Ambulance Response*
For the purpose of reporting patient offload time and delays, only ground transport units responding to 9-1-1 incidents are included in this report. It excludes all records from First Responder Fire agencies arriving on scene as part of the dual 9-1-1 medical response system in Riverside County. It also excludes interfacility transports and other types of 9-1-1 responses such as air ambulance responses.

*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.



Beginning January 2017, offload times represented are measured using time of patient arrival at hospital (eTimes.11) until the time of patient transfer (eTimes.12) as represented on the ePCR (electronic patient care record). Prior to January 2017, offload times were calculated using CAD times, beginning with the time that dispatch placed the ambulance on bed delay until the time the ambulance left the hospital.

*-For inquiries, please contact Riverside County EMS Agency EMS Administrator, TDouville@rivco.org*
*-Report prepared by Sudha Mahesh & Catherine Farrokhi, Riverside County EMS Agency*

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[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] REMSA Policy 9101.6. http://www.remsa.us/policy/9101.pdf
[5] REMSA Policy 4204, Transfer of Patient Care. http://www.remsa.us/policy/4204.pdf