



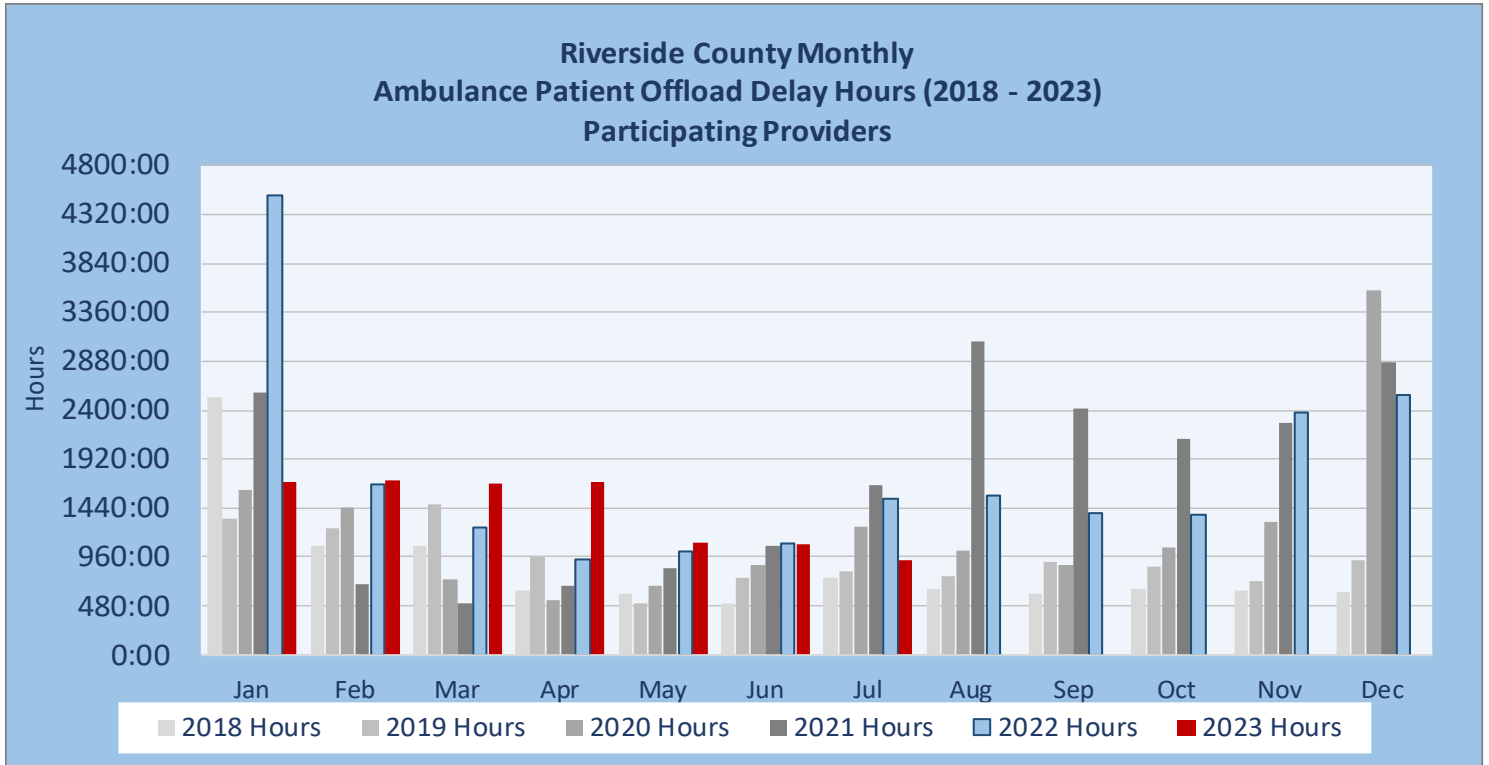
# Ambulance Patient Offload Time

July 2023

*Monthly  
Report*

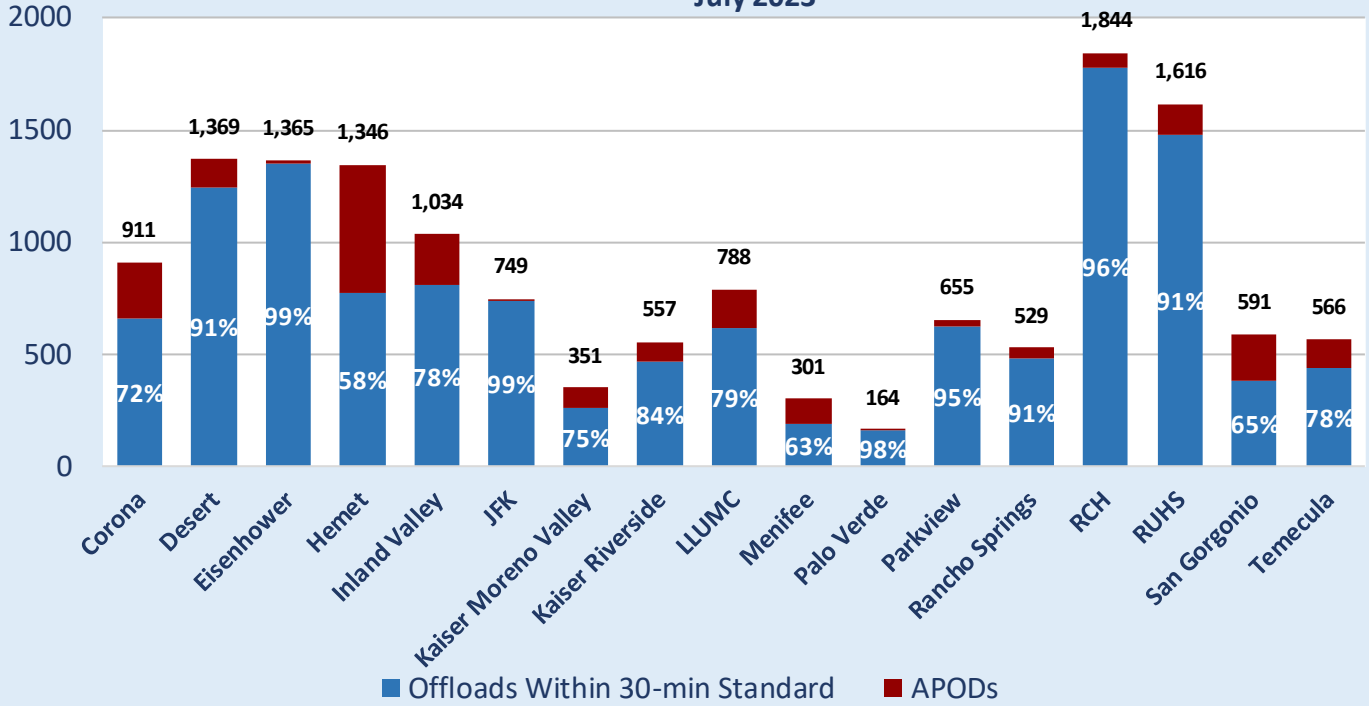
# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

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.

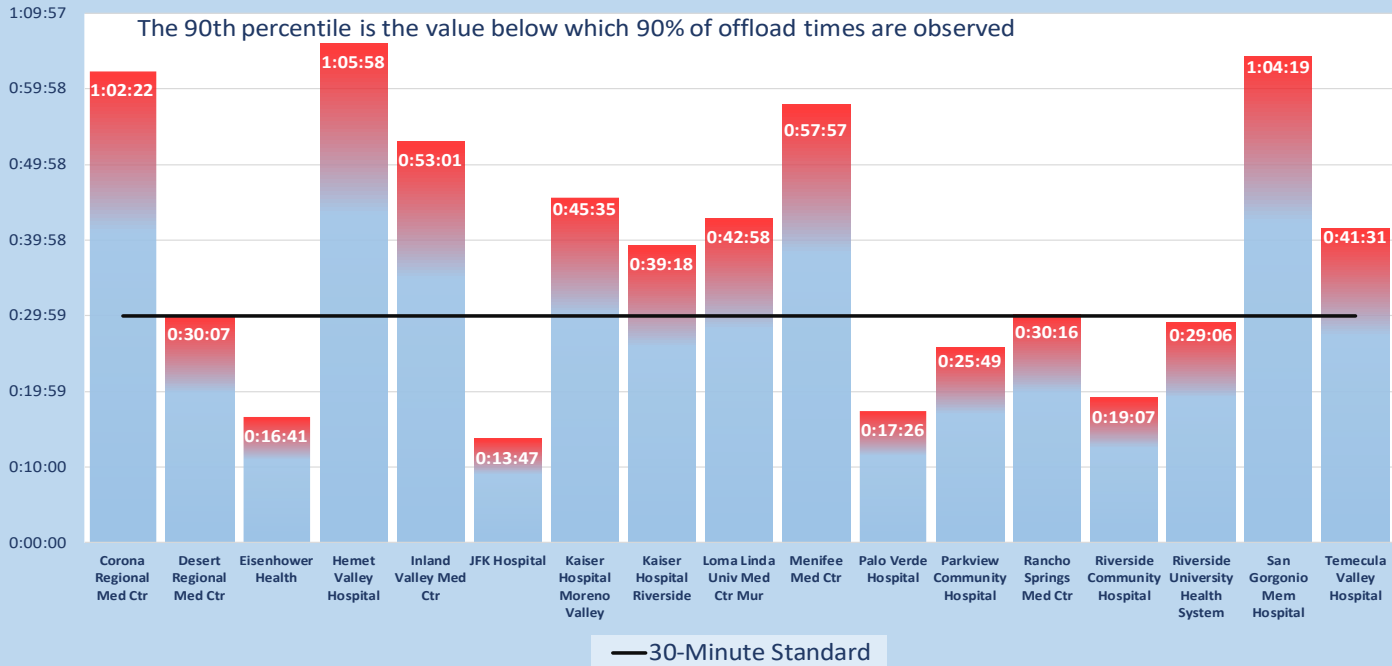


	July 2023					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	911	435:30:59	138:58:05	253	72.2%	1:02:22
Desert Regional Med Ctr	1,369	352:16:35	35:39:31	124	90.9%	0:30:07
Eisenhower Health	1,365	237:46:01	2:44:12	17	98.8%	0:16:41
Hemet Valley Hospital	1,346	826:12:56	284:38:02	570	57.7%	1:05:58
Inland Valley Med Ctr	1,034	426:38:21	105:42:19	227	78.0%	0:53:01
JFK Hospital	749	91:45:50	1:25:51	7	99.1%	0:13:47
Kaiser Hospital Moreno Valley	351	144:53:03	28:23:39	89	74.6%	0:45:35
Kaiser Hospital Riverside	557	192:09:29	30:10:17	90	83.8%	0:39:18
Loma Linda Univ Med Ctr Mur	788	340:59:16	68:36:14	169	78.6%	0:42:58
Menifee Med Ctr	301	151:39:12	37:04:26	112	62.8%	0:57:57
Palo Verde Hospital	164	24:28:59	1:11:42	4	97.6%	0:17:26
Parkview Community Hospital	655	183:55:14	4:54:05	32	95.1%	0:25:49
Rancho Springs Med Ctr	529	165:52:46	18:38:13	49	90.7%	0:30:16
Riverside Community Hospital	1,844	332:36:59	24:20:52	65	96.5%	0:19:07
Riverside University Health System	1,616	482:24:22	16:47:31	139	91.4%	0:29:06
San Geronio Mem Hospital	591	331:48:23	98:10:49	205	65.3%	1:04:19
Temecula Valley Hospital	566	225:37:22	35:19:58	127	77.6%	0:41:31
<b>Grand Total</b>	<b>14,736</b>	<b>4946:35:47</b>	<b>932:45:46</b>	<b>2279</b>	<b>84.5%</b>	<b>0:39:12</b>

### Riverside County Hospitals Transports, APODs and % Compliance July 2023



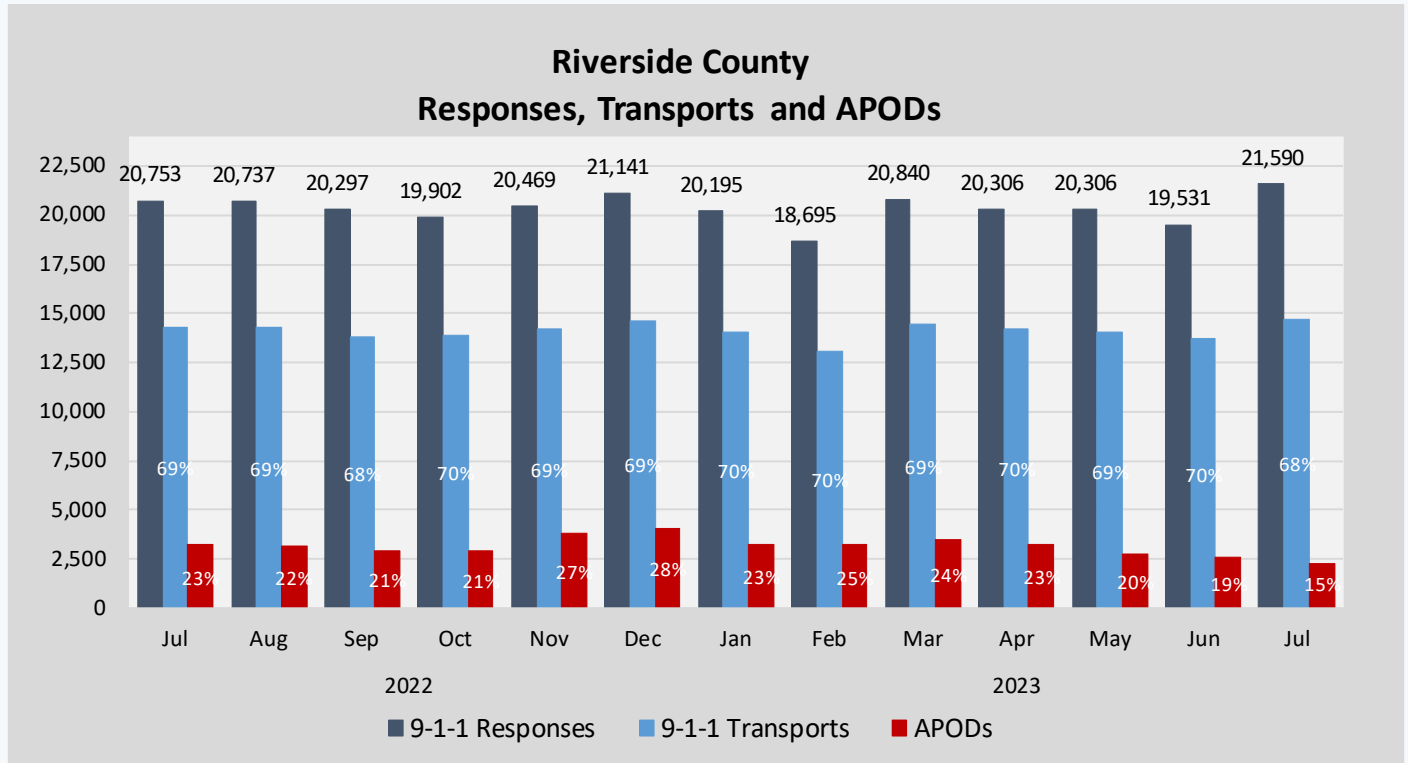
### Riverside County Hospitals APOT-1, 90th Percentile July 2023



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*

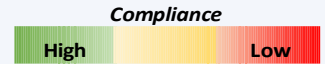
The first chart represents a summary of Riverside County’s total 9-1-1 ambulance (ALS) responses, transports, and total transports resulting in patient offload delay (APOD) for a rolling 12 months compared to the current month.



**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.

Hospital	Transport Volume												2023 Jul	Monthly Avg
	2022 Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
Corona Regional Med Ctr	770	803	767	779	778	829	804	733	802	783	783	782	911	794
Desert Regional Med Ctr	1437	1381	1357	1399	1298	1402	1378	1308	1403	1360	1364	1254	1369	1,362
Eisenhower Health	1387	1338	1234	1294	1415	1455	1381	1288	1474	1371	1316	1338	1365	1,358
Hemet Valley Hospital	1219	1258	1135	1162	1146	879	1072	998	1206	1206	1245	1167	1346	1,157
Inland Valley Med Ctr	979	950	897	1041	972	1069	986	877	952	995	977	926	1034	973
JFK Hospital	695	750	700	668	734	765	752	690	759	837	705	728	749	733
Kaiser Hospital Moreno Valley	353	387	375	323	364	380	366	374	383	348	376	349	351	364
Kaiser Hospital Riverside	568	568	539	549	529	595	582	491	561	567	572	530	557	554
Loma Linda Univ Med Ctr Mur	807	867	825	825	809	901	828	782	849	852	826	776	788	826
Menifee Med Ctr	328	291	285	293	276	390	320	288	323	307	270	303	301	306
Palo Verde Hospital	161	169	142	143	152	167	137	142	130	136	154	140	164	149
Parkview Community Hospital	714	682	745	726	768	760	696	695	790	704	643	612	655	707
Rancho Springs Med Ctr	465	499	521	475	557	597	488	497	555	513	477	466	529	511
Riverside Comm Hospital	1602	1601	1528	1456	1506	1468	1501	1347	1517	1515	1626	1650	1844	1,551
Riverside Univ Health System	1632	1586	1581	1570	1711	1676	1590	1494	1596	1642	1564	1576	1616	1,603
San Gorgonio Mem Hospital	617	636	604	566	622	673	642	597	586	594	561	543	591	602
Temecula Valley Hospital	596	559	545	582	556	628	514	515	569	514	555	566	566	559
<b>Riverside County Total</b>	<b>14330</b>	<b>14325</b>	<b>13780</b>	<b>13851</b>	<b>14193</b>	<b>14634</b>	<b>14037</b>	<b>13116</b>	<b>14455</b>	<b>14244</b>	<b>14014</b>	<b>13706</b>	<b>14736</b>	<b>14109</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														Average
	2022						2023						Jul	Average
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
Corona Regional Med Ctr	63%	68%	64%	67%	58%	58%	69%	68%	64%	63%	69%	77%	72%	66%
Desert Regional Med Ctr	95%	98%	97%	96%	92%	90%	91%	92%	88%	94%	94%	93%	91%	93%
Eisenhower Health	98%	97%	96%	98%	96%	95%	96%	96%	95%	97%	99%	98%	99%	97%
Hemet Valley Hospital	52%	62%	55%	58%	50%	42%	43%	44%	52%	60%	58%	54%	58%	53%
Inland Valley Med Ctr	74%	71%	81%	76%	78%	72%	81%	69%	75%	72%	79%	79%	78%	76%
JFK Hospital	98%	99%	100%	100%	98%	99%	99%	98%	99%	98%	99%	99%	99%	99%
Kaiser Hospital Moreno Valley	71%	73%	81%	75%	65%	78%	74%	70%	77%	79%	76%	75%	75%	75%
Kaiser Hospital Riverside	58%	58%	62%	57%	52%	62%	75%	68%	72%	72%	76%	75%	84%	67%
Loma Linda Univ Med Ctr Mur	79%	75%	82%	75%	71%	63%	76%	69%	81%	76%	75%	78%	79%	75%
Menifee Med Ctr	73%	62%	69%	73%	40%	40%	49%	48%	54%	58%	65%	62%	63%	58%
Palo Verde Hospital	100%	96%	99%	98%	97%	96%	95%	99%	98%	98%	97%	100%	98%	98%
Parkview Community Hospital	92%	94%	88%	90%	77%	75%	88%	90%	85%	84%	91%	93%	95%	88%
Rancho Springs Med Ctr	70%	69%	77%	79%	73%	80%	88%	72%	79%	76%	84%	82%	91%	78%
Riverside Community Hospital	52%	50%	51%	54%	46%	48%	51%	50%	46%	45%	62%	67%	96%	55%
Riverside University Health System	92%	91%	88%	91%	89%	88%	91%	93%	92%	95%	95%	94%	91%	92%
San Gorgonio Mem Hospital	81%	77%	81%	82%	65%	61%	66%	71%	66%	70%	69%	70%	65%	71%
Temecula Valley Hospital	69%	79%	76%	72%	66%	56%	68%	68%	72%	65%	78%	78%	78%	71%
<b>Riverside County Compliance</b>	<b>77%</b>	<b>78%</b>	<b>79%</b>	<b>79%</b>	<b>73%</b>	<b>72%</b>	<b>77%</b>	<b>75%</b>	<b>76%</b>	<b>77%</b>	<b>80%</b>	<b>81%</b>	<b>85%</b>	<b>78%</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														Avg
Hospital	2022						2023						Jul	APOT-1
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		
Corona Regional Med Ctr	1:20	1:05	1:15	1:09	1:35	1:50	1:06	1:16	1:18	1:22	0:58	0:48	1:02	1:14
Desert Regional Med Ctr	0:24	0:21	0:21	0:21	0:28	0:32	0:29	0:28	0:37	0:25	0:25	0:27	0:30	0:26
Eisenhower Health	0:20	0:19	0:21	0:18	0:21	0:24	0:22	0:23	0:24	0:20	0:18	0:18	0:17	0:20
Hemet Valley Hospital	1:28	1:06	1:34	1:11	1:33	2:28	1:36	1:38	1:18	1:09	1:00	1:19	1:06	1:25
Inland Valley Med Ctr	0:55	1:01	0:46	0:56	0:52	0:54	0:43	1:11	0:57	1:01	0:47	0:52	0:53	0:54
JFK Hospital	0:19	0:18	0:14	0:14	0:15	0:15	0:15	0:16	0:14	0:15	0:15	0:14	0:14	0:15
Kaiser Hospital Moreno Valley	0:57	0:52	0:44	1:00	1:14	0:50	0:54	0:59	0:46	0:42	0:48	0:49	0:46	0:52
Kaiser Hospital Riverside	1:26	1:26	1:17	1:25	1:51	1:24	0:55	1:06	1:02	0:58	0:49	0:48	0:39	1:09
Loma Linda Univ Med Ctr Mur	0:44	0:50	0:38	0:45	1:08	1:07	0:49	1:03	0:38	0:50	0:53	0:45	0:43	0:50
Menifee Med Ctr	0:52	1:13	0:57	0:51	2:14	2:07	1:37	1:30	1:10	1:18	0:58	1:00	0:58	1:17
Palo Verde Hospital	0:16	0:14	0:13	0:19	0:16	0:19	0:22	0:15	0:21	0:19	0:15	0:15	0:17	0:17
Parkview Community Hospital	0:29	0:27	0:33	0:31	0:55	0:50	0:34	0:30	0:36	0:37	0:30	0:28	0:26	0:34
Rancho Springs Med Ctr	0:59	1:11	0:53	0:53	1:04	0:47	0:35	1:02	0:48	1:04	0:42	0:39	0:30	0:51
Riverside Comm Hospital	1:15	1:28	1:14	1:10	1:30	1:23	1:25	1:21	1:27	1:24	1:03	1:01	0:19	1:13
Riverside Univ Health System	0:29	0:30	0:32	0:30	0:32	0:33	0:30	0:28	0:29	0:28	0:27	0:29	0:29	0:29
San Gorgonio Mem Hospital	0:43	0:53	0:42	0:44	1:22	1:22	1:10	1:02	1:00	1:06	1:00	1:00	1:04	1:00
Temecula Valley Hospital	0:50	0:42	0:45	0:49	0:56	1:21	0:53	0:53	0:49	0:55	0:45	0:46	0:42	0:51
<b>Riverside County Compliance</b>	<b>0:49</b>	<b>0:50</b>	<b>0:48</b>	<b>0:48</b>	<b>1:02</b>	<b>1:03</b>	<b>0:52</b>	<b>0:56</b>	<b>0:53</b>	<b>0:52</b>	<b>0:44</b>	<b>0:44</b>	<b>0:39</b>	<b>0:50</b>

## AMBULANCE DIVERSIONS

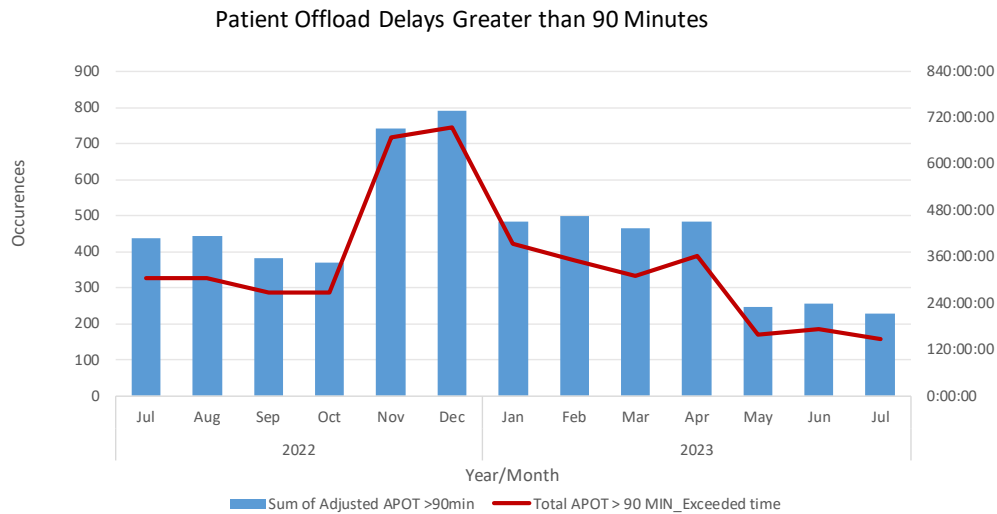
REMSA Policy 6103 (<https://www.remsa.us/policy/6103.pdf>) describes ground and air ambulance diversions to facilitate safe transport of patients to the closest alternate facility. Ambulance Diversions described here are those activated as a result of unusual circumstances at a facility limiting access 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	2022												2023		Total
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul		
<b>INT</b>	1							1	2	1					5
Menifee Valley Medical Center									1						1
Temecula Valley Hospital										1					1
Inland Valley Medical Center	1														1
Riverside University Health System									1						1
Parkview Community Hospital								1							1
<b>STEMI</b>						1						1			2
Riverside Community Hospital						1						1			2
<b>Stroke</b>				1		1	1	1						1	5
Riverside Community Hospital						1									1
Kaiser Permanente Moreno Valley Medical Center							1								1
Rancho Springs Medical Center				1											1
Parkview Community Hospital								1					1		2
<b>Trauma</b>	2	1	1	1		2	1		4		1	3	1	17	
Riverside Community Hospital		1		1		2			3			2	1	10	
Inland Valley Medical Center	2		1				1		1		1	1		7	
<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>29</b>	

Diversions by HH:MM	2022												2023		Total
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul		
<b>INT</b>	1:39							0:23	3:40	21:56					
Menifee Valley Medical Center									0:00						
Temecula Valley Hospital										21:56					
Inland Valley Medical Center	1:39														
Riverside University Health System									3:39						
Parkview Community Hospital								0:23							
<b>STEMI</b>						0:28					4:00				
Riverside Community Hospital						0:28					4:00				
<b>Stroke</b>				7:57		0:27	3:34	1:09						0:08	
Riverside Community Hospital						0:27									
Kaiser Permanente Moreno Valley Medical Center							3:34								
Rancho Springs Medical Center				7:57											
Parkview Community Hospital								1:09						0:08	
<b>Trauma</b>	3:21	0:49	2:38	0:24		3:41	1:11		7:07		0:32	3:24	1:19		
Riverside Community Hospital		0:49		0:24		3:41			6:57			2:00	1:19		
Inland Valley Medical Center	3:21		2:38				1:11		0:09		0:32	1:23			
<b>Total</b>	<b>5:00</b>	<b>0:49</b>	<b>2:38</b>	<b>8:21</b>	<b>0:00</b>	<b>4:36</b>	<b>4:46</b>	<b>1:32</b>	<b>10:47</b>	<b>21:56</b>	<b>4:32</b>	<b>3:24</b>	<b>1:27</b>		

## 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 count of ambulances that held for greater than 90 minutes and total hours accumulated after 90 minute threshold by facility for the reporting month.

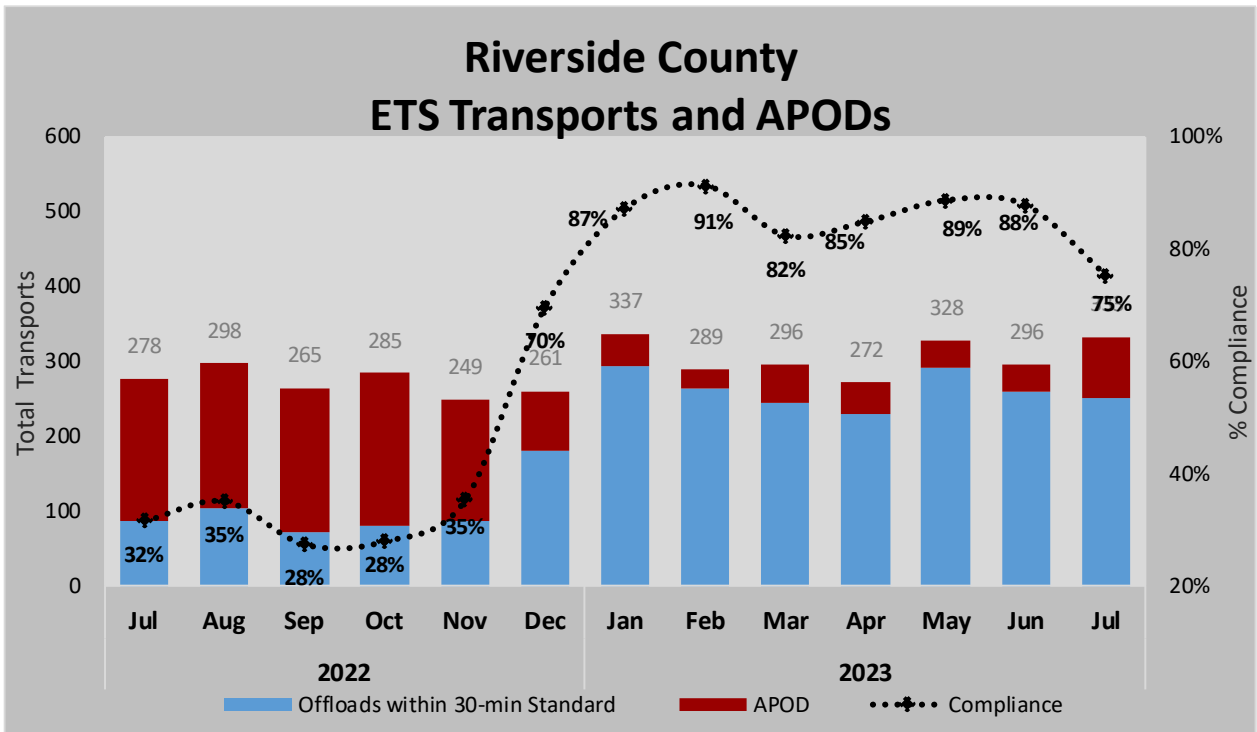
Facility	Total Time APOT>90 min (HR: MM: S)	Total Incidents APOT>90 min
Corona Regional Med Ctr	28:49:13	48
Desert Regional Med Ctr	1:05:37	7
Eisenhower Health	0:00:00	0
Hemet Valley Hospital	64:23:48	67
Inland Valley Med Ctr	11:44:03	24
JFK Hospital	0:00:00	0
Kaiser Hospital Moreno Valley	1:22:02	4
Kaiser Hospital Riverside	3:48:37	8
Loma Linda Univ Med Ctr Mur	14:54:33	17
Menifee Med Ctr	1:00:56	5
Palo Verde Hospital	0:00:00	0
Parkview Community Hospital	0:00:00	0
Rancho Springs Med Ctr	2:50:02	5
Riverside Community Hospital	1:44:40	8
Riverside University Health System	0:02:17	1
San Geronio Mem Hospital	15:14:46	27
Temecula Valley Hospital	1:26:39	8
<b>Grand Total</b>	<b>148:27:13</b>	<b>229</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.

July 2023 - Emergency Treatment Services						
	Total Offload					
	Transports to ETS	Time	APOD Hours			
Emergency Treatment Services	333	137:59:59	13:58:37	82	75.4%	0:39:10

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."<sup>1</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 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.<sup>2</sup> 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.<sup>3</sup> 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.<sup>4</sup> 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.<sup>5</sup> *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.

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<sup>1</sup> Ibid., APOT-1 Specifications.

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

<sup>3</sup> 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](https://emsa.ca.gov/wp-content/uploads/sites/71/2017/09/APOT-Methodology_Guidance-2016.pdf)

<sup>3</sup> Ibid., APOT-1 Specifications

<sup>5</sup> REMSA Policy 4109, Transfer of Patient Care. <https://www.remsa.us/policy/4109.pdf>

<sup>7</sup> 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

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

<sup>9</sup> 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