RIVERSIDE COUNTY EMS AGENCY

Ambulance Patient Offload Time
September 2017

Monthly Report
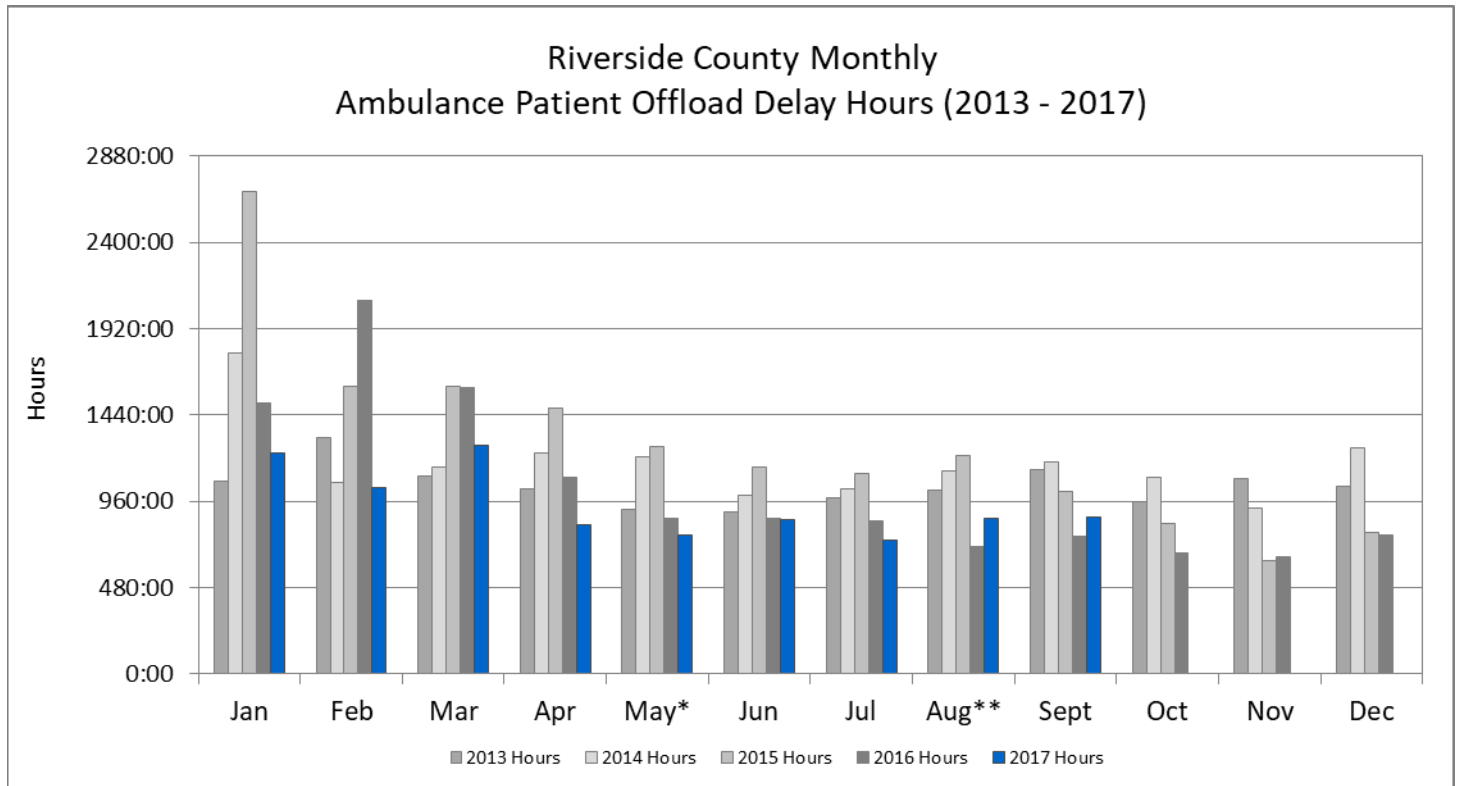
Prepared by Misty Heyden, Riverside County EMS Agency - November 2017

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through September of 2017 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes, and only the time period after the first 30 minutes is summed.

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 report). This represents a different methodology in offload time measurement. Prior to January 2017, offload times were calculated using CAD times, beginning with the time that dispatch placed the ambulance on bed delay status until the time the ambulance left the hospital.
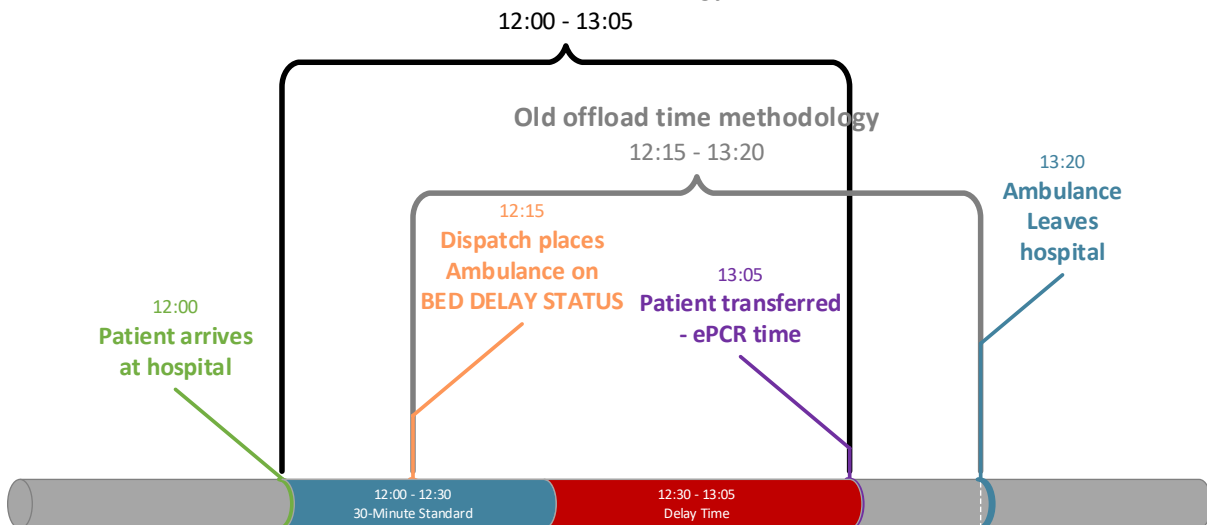
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.

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.*
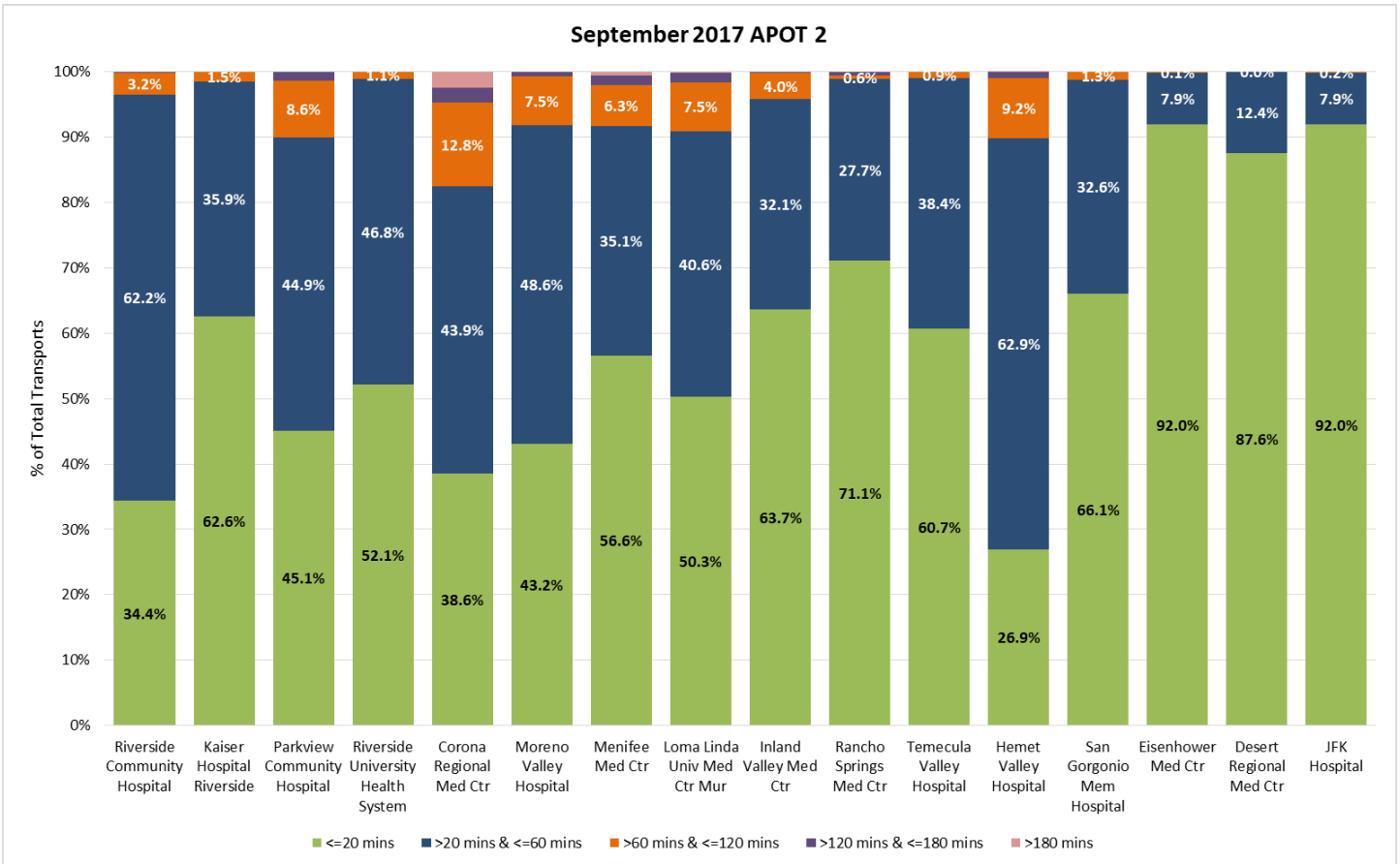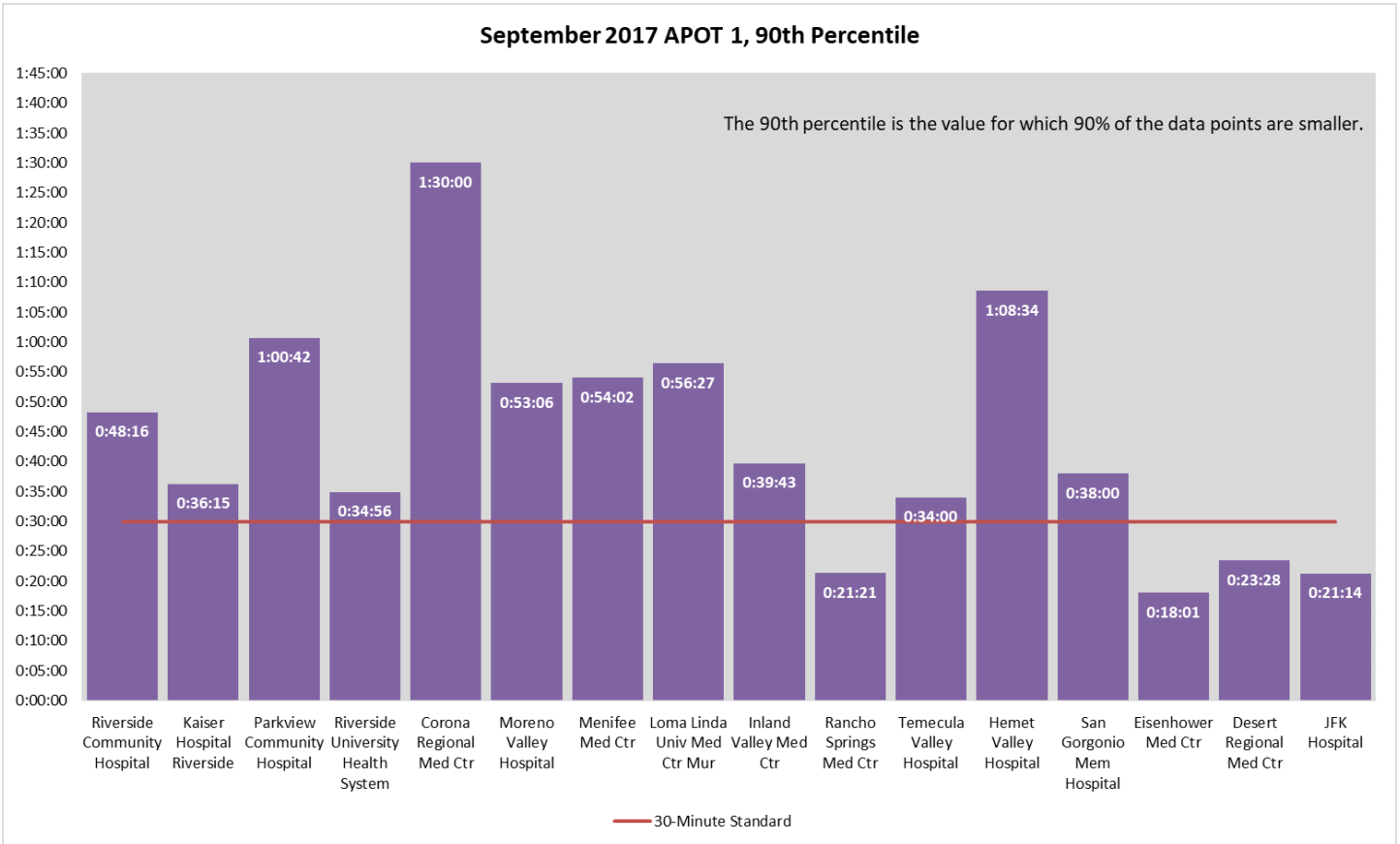
AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

September 2017 APODs by Hospital					
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	1,458	668:56:57	120:26:10	510	65.0%	0:48:16
Kaiser Hospital Riverside	454	148:08:14	14:49:04	73	83.9%	0:36:15
Parkview Community Hospital	499	246:31:31	72:26:01	172	65.5%	1:00:42
Riverside University Health System	1,141	408:25:27	35:02:18	197	82.7%	0:34:56
Corona Regional Med Ctr	674	449:55:05	196:48:32	298	55.8%	1:30:00
Moreno Valley Hospital	292	133:13:37	32:15:34	93	68.2%	0:53:06
Menifee Med Ctr	348	153:29:51	44:14:42	77	77.9%	0:54:02
Loma Linda Univ Med Ctr Mur	571	262:36:57	75:39:58	157	72.5%	0:56:27
Inland Valley Med Ctr	697	233:14:21	40:02:23	126	81.9%	0:39:43
Rancho Springs Med Ctr	357	101:52:13	10:23:35	33	90.8%	0:21:21
Temecula Valley Hospital	448	146:20:51	13:16:28	79	82.4%	0:34:00
Hemet Valley Hospital	1,281	700:25:41	197:20:35	591	53.9%	1:08:34
San Gorgonio Mem Hospital	549	151:09:05	13:21:24	70	87.2%	0:38:00
Eisenhower Med Ctr	1,071	192:46:37	1:39:18	9	99.2%	0:18:01
Desert Regional Med Ctr	959	201:10:23	4:16:19	26	97.3%	0:23:28
JFK Hospital	535	76:35:19	1:05:45	10	98.1%	0:21:14
Totals	**11,334**	**4274:52:09**	**873:08:06**	**2,521**	**77.8%**	**0:44:05**

APOD hours do not include the first 30 minutes of each offload delay occurrence.

2017 Year-to-Date					
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	13,106	6365:35:24	1798:50:35	4,338	66.9%	0:54:00
Kaiser Hospital Riverside	4,660	1442:52:06	177:40:11	591	87.3%	0:33:41
Parkview Community Hospital	4,468	2136:56:04	714:30:30	1,227	72.5%	0:59:30
Riverside University Health System	10,849	3398:01:40	379:53:12	1,609	85.2%	0:34:55
Corona Regional Med Ctr	6,132	3119:01:32	1077:45:36	1,908	68.9%	1:04:52
Moreno Valley Hospital	2,858	953:04:09	147:37:39	488	82.9%	0:39:00
Menifee Med Ctr	3,469	1339:52:10	380:20:14	752	78.3%	0:47:14
Loma Linda Univ Med Ctr Mur	4,662	2262:11:16	769:01:57	1,383	70.3%	1:01:00
Inland Valley Med Ctr	7,476	2179:15:59	435:39:24	1,048	86.0%	0:36:00
Rancho Springs Med Ctr	3,739	903:31:22	84:32:56	273	92.7%	0:26:27
Temecula Valley Hospital	4,370	1164:43:21	113:17:41	465	89.4%	0:31:00
Hemet Valley Hospital	11,449	6202:05:47	2032:51:00	4,719	58.8%	1:04:00
San Gorgonio Mem Hospital	4,924	1419:58:40	155:03:41	623	87.3%	0:33:00
Eisenhower Med Ctr	4,377	756:01:11	20:44:50	60	98.6%	0:18:00
Desert Regional Med Ctr	8,358	1820:45:14	144:44:56	380	95.5%	0:23:07
JFK Hospital	3,394	571:55:53	53:34:04	117	96.6%	0:19:25
Totals	**98,291**	**36035:51:48**	**8486:08:26**	**19,981**	**79.7%**	**0:43:35**

Key: High   Low/Best

September 2017 APOT 1, 90th Percentile

The 90th percentile is the value for which 90% of the data points are smaller.

Hospital	APOT 1, 90th Percentile
Riverside Community Hospital	0:48:16
Kaiser Hospital Riverside	0:36:15
Parkview Community Hospital	1:00:42
Riverside University Health System	0:34:56
Corona Regional Med Ctr	1:30:00
Moreno Valley Hospital	0:53:06
Menifee Med Ctr	0:54:02
Loma Linda Univ Med Ctr Mur	0:56:27
Inland Valley Med Ctr	0:39:43
Rancho Springs Med Ctr	0:21:21
Temecula Valley Hospital	0:34:00
Hemet Valley Hospital	1:08:34
San Gorgonio Mem Hospital	0:38:00
Eisenhower Med Ctr	0:18:01
Desert Regional Med Ctr	0:23:28
JFK Hospital	0:21:14

— 30-Minute Standard

September 2017 APOT 2

% of Total Transports

Hospital	<=20 mins	>20 mins & <=60 mins	>60 mins & <=120 mins	>120 mins & <=180 mins	>180 mins
Riverside Community Hospital	34.4%	62.2%	3.2%		
Kaiser Hospital Riverside	62.6%	35.9%	1.5%		
Parkview Community Hospital	45.1%	44.9%	8.6%		
Riverside University Health System	52.1%	46.8%	1.1%		
Corona Regional Med Ctr	38.6%	43.9%	12.8%		
Moreno Valley Hospital	43.2%	48.6%	7.5%		
Menifee Med Ctr	56.6%	35.1%	6.3%		
Loma Linda Univ Med Ctr Mur	50.3%	40.6%	7.5%		
Inland Valley Med Ctr	63.7%	32.1%	4.0%		
Rancho Springs Med Ctr	71.1%	27.7%	0.6%		
Temecula Valley Hospital	60.7%	38.4%	0.9%		
Hemet Valley Hospital	26.9%	62.9%	9.2%		
San Gorgonio Mem Hospital	66.1%	32.6%	1.3%		
Eisenhower Med Ctr	92.0%	7.9%	0.1%		
Desert Regional Med Ctr	87.6%	12.4%	0.0%		
JFK Hospital	92.0%	7.9%	0.2%		

■ <=20 mins   ■ >20 mins & <=60 mins   ■ >60 mins & <=120 mins   ■ >120 mins & <=180 mins   ■ >180 mins

UNDERSTANDING APOD AND APOT

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).

APOT -2
An ambulance patient offload time interval process measure. This metric demonstrates the incidence of ambulance patient offload times expressed as a percentage of total EMS patient transports within a twenty (20) minute target and exceeding that time in reference to 60, 120 and 180 minute time intervals.[4]

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.[5] 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.[6]

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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] Ibid., Definitions.

[5] REMSA Policy 9101.6. http://www.remsa.us/policy/9101.pdf

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