RIVERSIDE COUNTY
EMS
AGENCY

Ambulance Patient Offload Time
September 2018

Monthly Report

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2014 through September 2018 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. *As of August 2017, data represented includes all participating providers (previously AMR only).*

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.
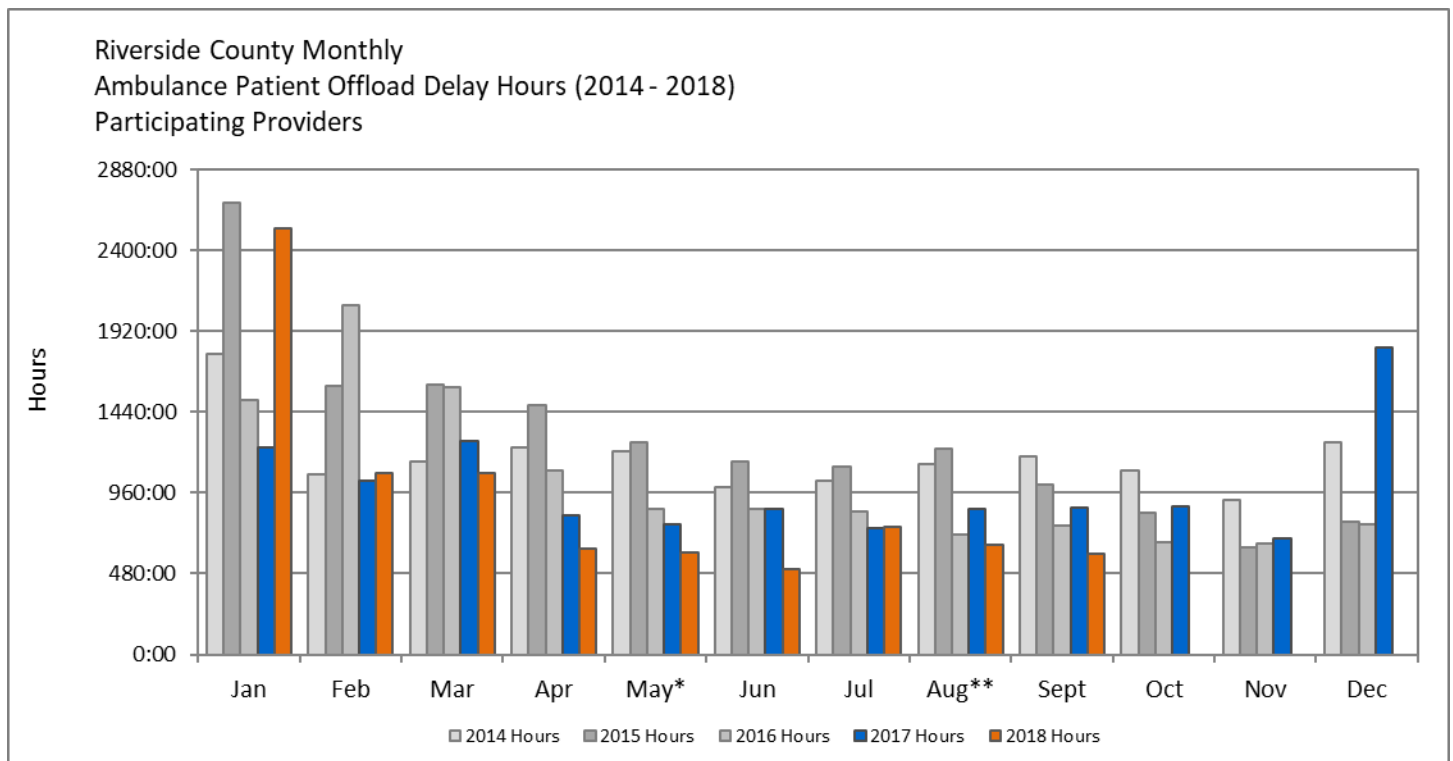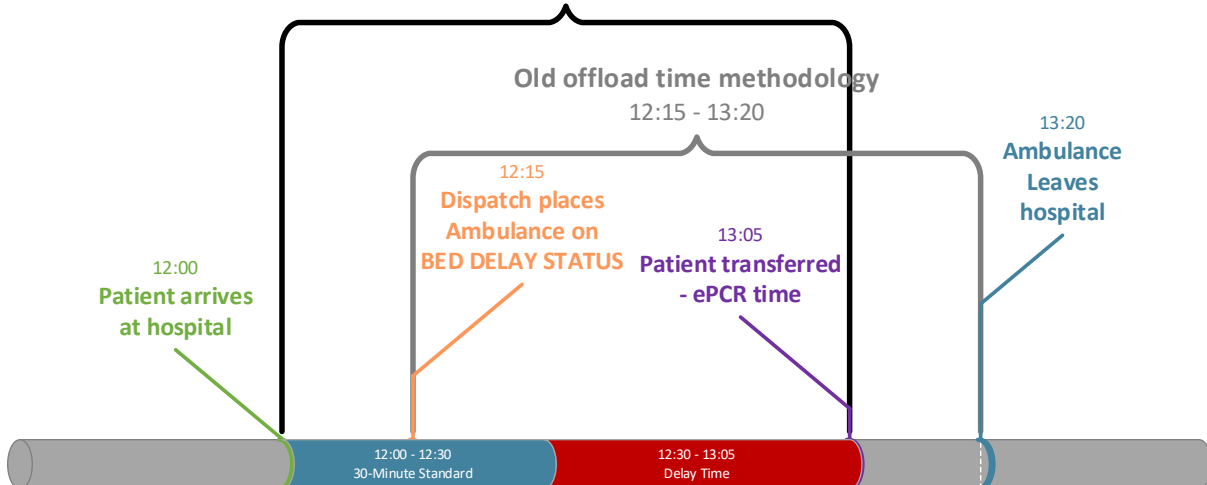

*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.
**Beginning August 2017, times represented include all participating providers. Prior to August, data included AMR responses only.

AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

September 2018 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	750	320:25:16	79:09:23	210	72.0%	0:49:22
Desert Regional Med Ctr	1,021	223:59:03	7:08:59	36	96.5%	0:22:34
Eisenhower Health	1,186	207:02:55	3:50:26	22	98.1%	0:19:46
Hemet Valley Hospital	1,401	643:56:10	148:52:27	496	64.6%	0:52:08
Inland Valley Med Ctr	829	204:18:57	15:47:04	56	93.2%	0:27:46
JFK Hospital	510	65:52:13	0:37:20	4	99.2%	0:14:25
Kaiser Hospital Riverside	501	149:49:55	13:43:05	57	88.6%	0:30:30
Loma Linda Univ Med Ctr Mur	583	217:17:28	34:17:50	110	81.1%	0:40:31
Menifee Med Ctr	329	120:54:27	23:43:12	72	78.1%	0:40:35
Moreno Valley Hospital	303	97:48:53	15:20:18	47	84.5%	0:38:36
Palo Verde Hospital	148	17:11:30	1:50:18	6	95.9%	0:15:25
Parkview Community Hospital	487	165:15:59	19:09:32	72	85.2%	0:36:46
Rancho Springs Med Ctr	443	112:31:18	6:56:01	36	91.9%	0:27:24
Riverside Community Hospital	1,552	785:40:39	178:41:23	661	57.4%	0:52:56
Riverside University Health System	1,264	443:03:55	34:37:06	220	82.6%	0:35:29
San Gorgonio Mem Hospital	589	164:32:06	6:53:53	40	93.2%	0:28:00
Temecula Valley Hospital	539	153:10:15	9:03:02	60	88.9%	0:31:21
Totals	12,435	4092:50:59	599:41:19	2,205	82.3%	0:38:11

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

2018 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	6,613	3275:42:58	1035:17:49	2,063	68.8%	0:59:55
Desert Regional Med Ctr	9,766	2445:31:06	219:33:08	718	92.6%	0:26:28
Eisenhower Health	11,278	2041:40:52	31:28:23	200	98.2%	0:19:24
Hemet Valley Hospital	11,957	5814:20:58	1461:48:47	4,678	60.9%	0:53:42
Inland Valley Med Ctr	7,774	2467:50:25	404:40:27	1,202	84.5%	0:37:27
JFK Hospital	5,111	744:04:47	11:59:27	68	98.7%	0:17:15
Kaiser Hospital Riverside	4,672	1612:40:15	251:55:10	796	83.0%	0:37:48
Loma Linda Univ Med Ctr Mur	5,421	2678:42:16	871:46:33	1,627	70.0%	0:59:48
Menifee Med Ctr	3,045	1203:50:35	329:25:22	645	78.8%	0:47:11
Moreno Valley Hospital	2,930	1085:39:27	237:03:48	594	79.7%	0:44:07
Palo Verde Hospital	1,449	128:05:43	11:59:52	34	97.7%	0:13:17
Parkview Community Hospital	4,264	1927:55:30	553:50:30	1,085	74.6%	0:51:30
Rancho Springs Med Ctr	3,970	1135:20:49	153:13:13	406	89.8%	0:30:23
Riverside Community Hospital	13,993	7410:19:20	2007:47:02	5,883	58.0%	0:56:22
Riverside University Health System	11,160	4168:33:19	530:53:19	2,363	78.8%	0:39:27
San Gorgonio Mem Hospital	5,247	1495:01:26	135:31:22	595	88.7%	0:31:36
Temecula Valley Hospital	4,779	1547:12:19	177:44:31	738	84.6%	0:35:47
Totals	113,429	41182:32:05	8425:58:43	23,695	79.1%	0:42:53

*APOT-1 is the offload time represented at the 90th percentile. See page 6 of this report for complete definitions.
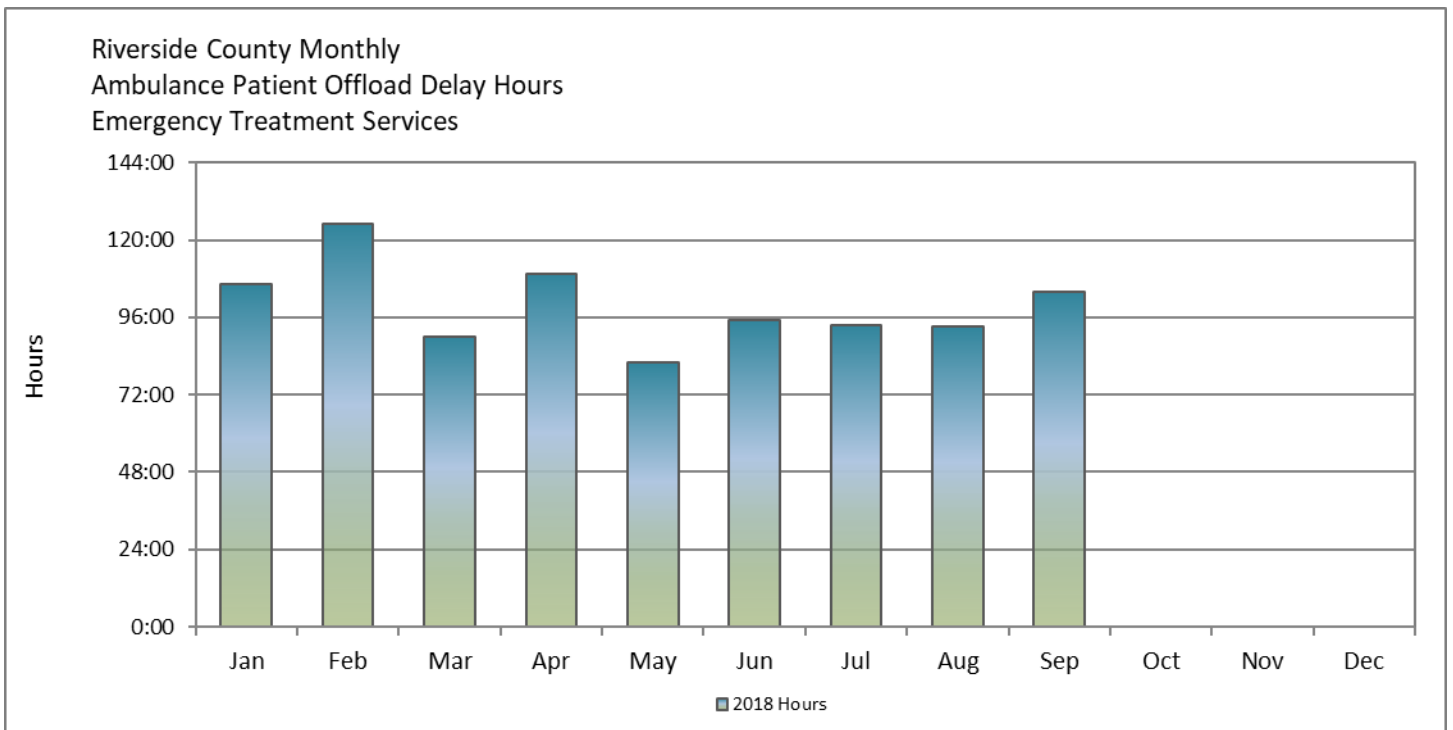
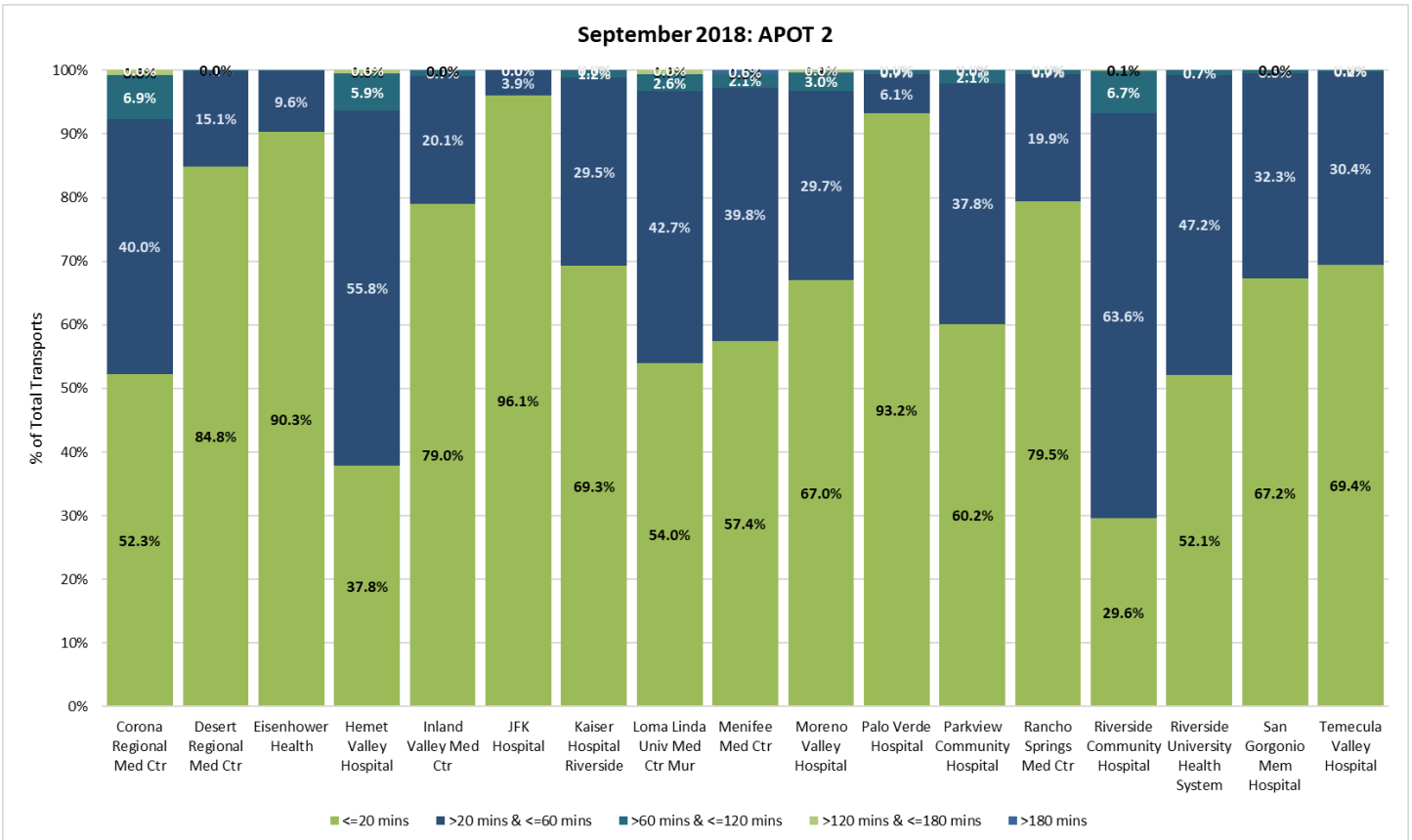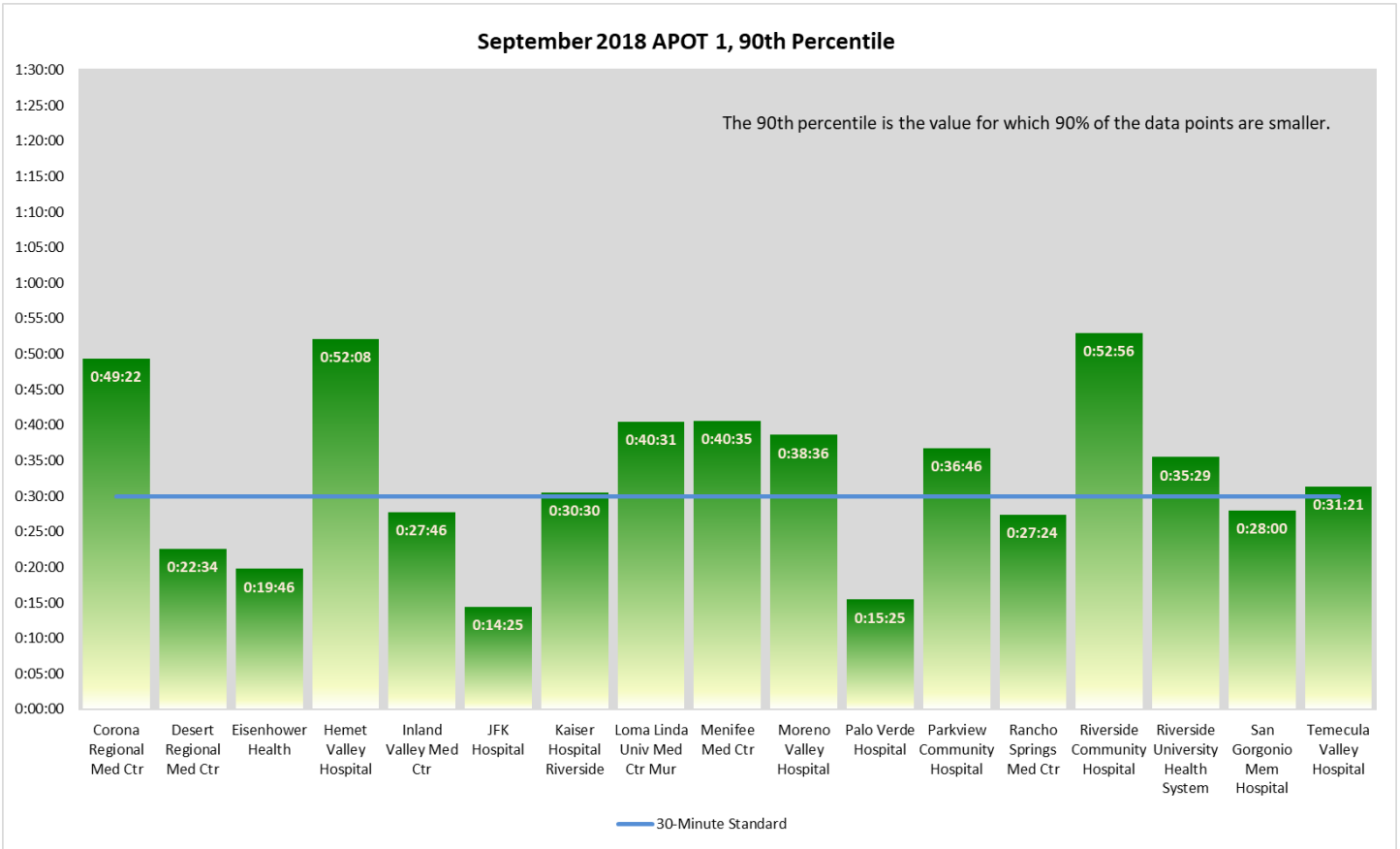| Key:	High	Low/Best

EMERGENCY TREATMENT SERVICES

The following table includes all transports during September 2018 to Emergency Treatment Services (ETS). Since transports to ETS do not meet the EMSA definitions for APOT (see page 6 of this report), they are not being included with the APOT aggregates. Comprising over 3% of overall transports in 2018, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

Destination		September 2018 ETS					
		ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services		500	313:35:14	103:56:25	270	46.0%	1:06:00
Grand Total		**500**	**313:35:14**	**103:56:25**	**270**	**46.0%**	**1:06:00**

Destination	ETS 2018 Year-to-Date					
	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	4,018	2614:59:55	898:02:10	2,266	43.6%	1:09:38
Grand Total	**4,018**	**2614:59:55**	**898:02:10**	**2,266**	**43.6%**	**1:09:38**

Riverside County Monthly Ambulance Patient Offload Delay Hours Emergency Treatment Services

September 2018 APOT 1, 90th Percentile

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

Hospital	APOT 1, 90th Percentile
Corona Regional Med Ctr	0:49:22
Desert Regional Med Ctr	0:22:34
Eisenhower Health	0:19:46
Hemet Valley Hospital	0:52:08
Inland Valley Med Ctr	0:27:46
JFK Hospital	0:14:25
Kaiser Hospital Riverside	0:30:30
Loma Linda Univ Med Ctr Mur	0:40:31
Menifee Med Ctr	0:40:35
Moreno Valley Hospital	0:38:36
Palo Verde Hospital	0:15:25
Parkview Community Hospital	0:36:46
Rancho Springs Med Ctr	0:27:24
Riverside Community Hospital	0:52:56
Riverside University Health System	0:35:29
San Gorgonio Mem Hospital	0:28:00
Temecula Valley Hospital	0:31:21

— 30-Minute Standard

September 2018: APOT 2

% of Total Transports

Hospital	<=20 mins	>20 mins & <=60 mins	>60 mins & <=120 mins	>120 mins & <=180 mins	>180 mins
Corona Regional Med Ctr	52.3%	40.0%	6.9%	0.8%	
Desert Regional Med Ctr	84.8%	15.1%	0.0%		
Eisenhower Health	90.3%	9.6%			
Hemet Valley Hospital	37.8%	55.8%	5.9%	0.6%	
Inland Valley Med Ctr	79.0%	20.1%	0.0%		
JFK Hospital	96.1%	3.9%	0.0%		
Kaiser Hospital Riverside	69.3%	29.5%	1.2%		
Loma Linda Univ Med Ctr Mur	54.0%	42.7%	2.6%	0.6%	
Menifee Med Ctr	57.4%	39.8%	2.1%	0.6%	
Moreno Valley Hospital	67.0%	29.7%	3.0%	0.6%	
Palo Verde Hospital	93.2%	6.1%	0.0%		
Parkview Community Hospital	60.2%	37.8%	2.1%	0.0%	
Rancho Springs Med Ctr	79.5%	19.9%	0.6%		
Riverside Community Hospital	29.6%	63.6%	6.7%	0.1%	
Riverside University Health System	52.1%	47.2%	0.7%		
San Gorgonio Mem Hospital	67.2%	32.3%	0.0%		
Temecula Valley Hospital	69.4%	30.4%	0.1%		

■ <=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]

> Data for this report has been collected from ePCRs (electronic patient care reports), which 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.

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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