



Ambulance Patient Offload Time

April 2019

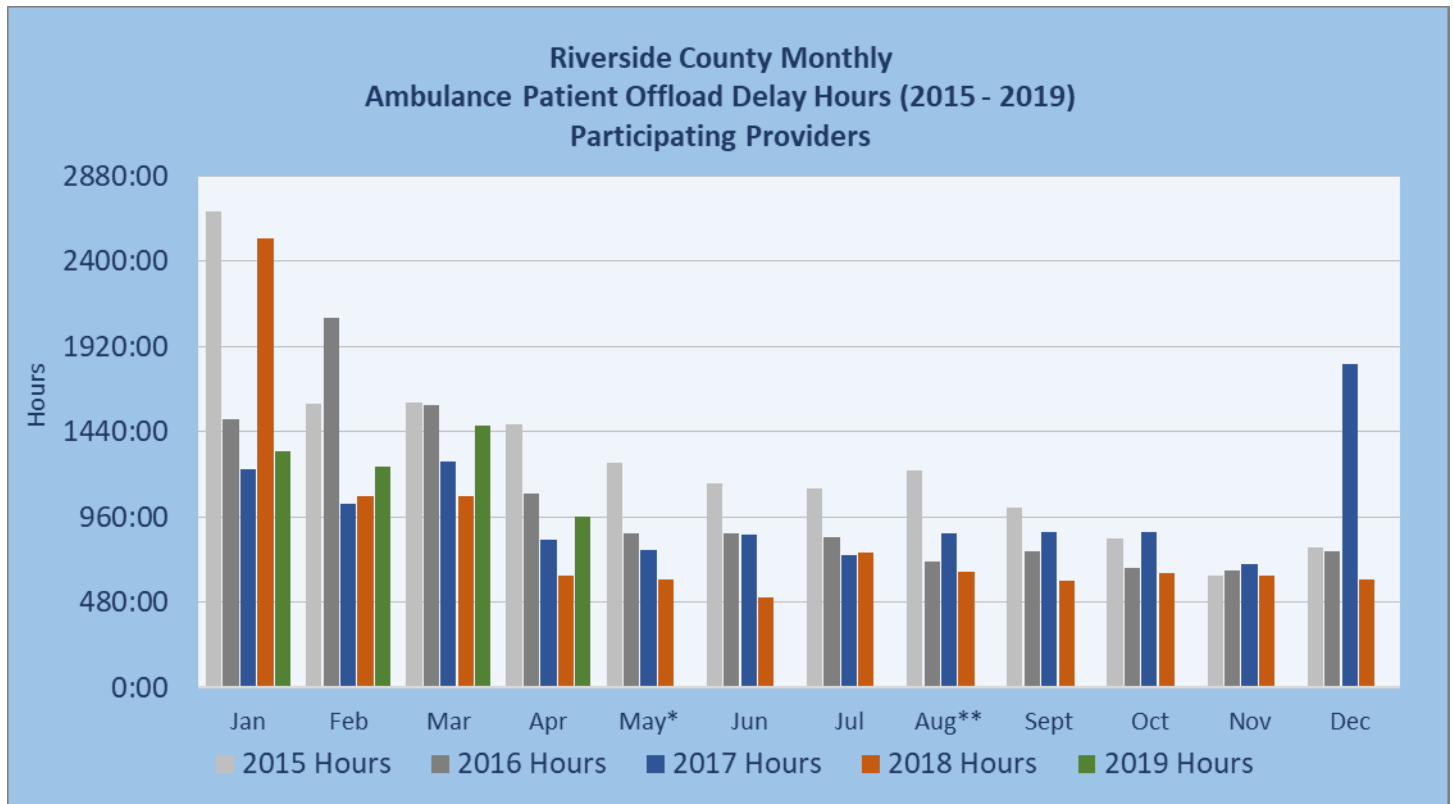
*Monthly
Report*

UPDATED AND REDESIGNED FOR 2019

Prepared by Misty Heyden, Riverside County EMS Agency –May 6, 2019

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

This chart represents total ambulance patient offload delay (APOD) time from hospitals within Riverside County. This chart includes only delays greater than 30 minutes, and only the time after the first 30 minutes is summed.



APOD times for years 2015 and 2016 (represented in grayscale) were measured using a different methodology. See page 6 for details.

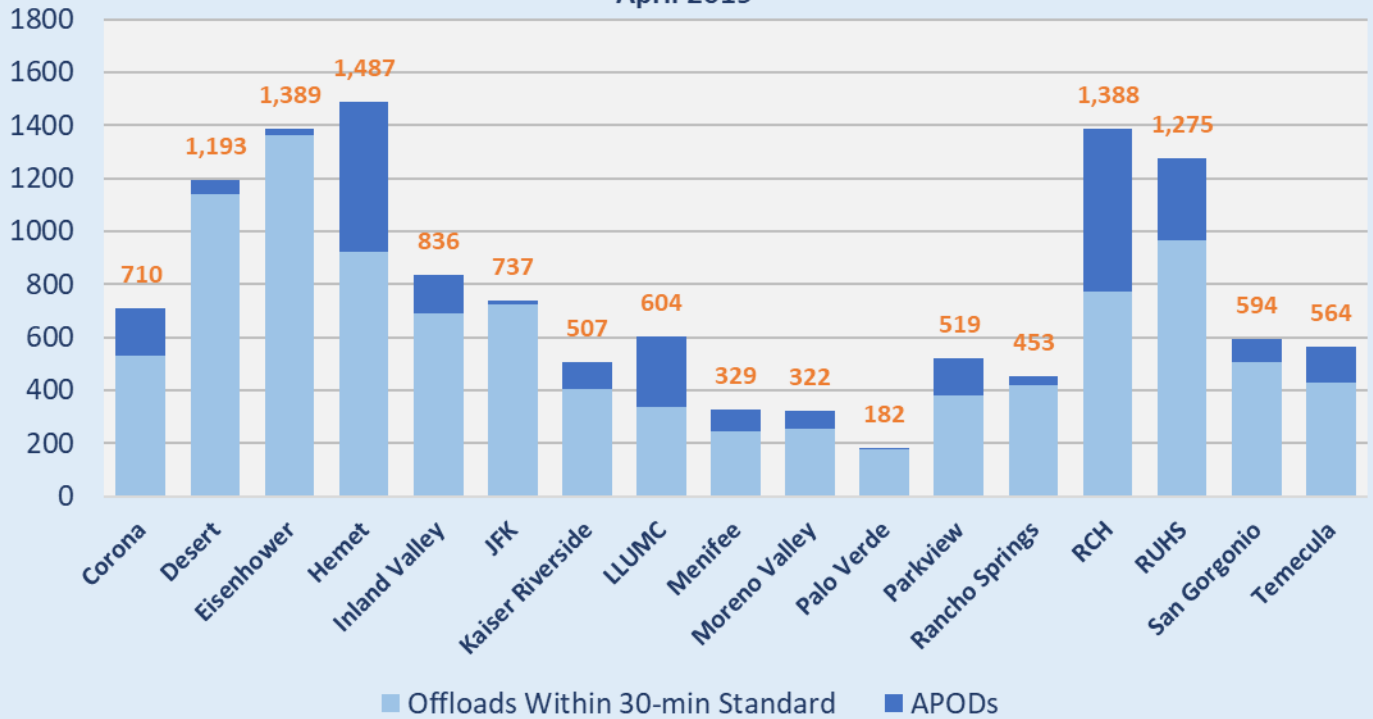
*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

	April 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	710	281:22:57	47:25:08	180	74.6%	0:43:14
Desert Regional Med Ctr	1,193	260:16:43	11:30:11	55	95.4%	0:21:59
Eisenhower Health	1,389	242:56:41	2:42:17	24	98.3%	0:18:43
Hemet Valley Hospital	1,487	714:19:46	178:03:56	565	62.0%	0:53:58
Inland Valley Med Ctr	836	286:02:29	48:43:01	145	82.7%	0:38:51
JFK Hospital	737	113:58:45	1:12:27	12	98.4%	0:17:27
Kaiser Hospital Riverside	507	193:22:09	38:13:16	101	80.1%	0:43:39
Loma Linda Univ Med Ctr Mur	604	363:29:09	128:19:57	269	55.5%	1:05:09
Menifee Med Ctr	329	140:56:29	36:29:03	84	74.5%	0:54:16
Moreno Valley Hospital	322	115:59:55	21:16:44	70	78.3%	0:43:15
Palo Verde Hospital	182	19:56:03	2:18:50	3	98.4%	0:14:15
Parkview Community Hospital	519	203:18:22	37:50:03	139	73.2%	0:45:31
Rancho Springs Med Ctr	453	122:53:46	6:55:47	36	92.1%	0:27:56
Riverside Community Hospital	1,388	809:30:44	272:21:03	618	55.5%	1:10:21
Riverside University Health System	1,275	501:43:13	67:54:45	309	75.8%	0:40:41
San Geronio Mem Hospital	594	174:54:00	13:40:39	86	85.5%	0:32:59
Temecula Valley Hospital	564	224:01:27	43:27:41	137	75.7%	0:46:39
Grand Total	13,089	4769:02:38	958:24:48	2,833	78.4%	0:44:00

Key High Low

Riverside County Hospitals Transports and APODs April 2019



April 2019 APOT 1, 90th Percentile



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

The first table below shows the **monthly averages** in *Transports, APOT, APOD Hours, and APODs* for the previous 12 months: **May 2018 through the end of the present month**. Also included are the minimum and maximum APODs during the same 12-month period.

The bottom table shows a three-month comparison of **actuals** for *Transports, APODs, and APOD Hours* from February 2019 through the end of the present month.

Monthly Average over last 12 Months: 5/1/2018 through 4/30/2019						
	Avg		Avg APOD		Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	736	321:50:59	79:55:49	209	143	310
Desert Regional Med Ctr	1,091	253:35:31	15:15:02	62	34	112
Eisenhower Health	1,278	223:30:35	3:11:40	23	10	61
Hemet Valley Hospital	1,359	597:28:34	122:26:44	444	341	565
Inland Valley Med Ctr	859	256:56:03	34:36:10	111	56	167
JFK Hospital	569	85:13:08	1:19:11	9	3	22
Kaiser Hospital Riverside	513	164:44:30	19:55:08	72	41	128
Loma Linda Univ Med Ctr Mur	620	311:07:14	90:32:49	209	110	304
Menifee Med Ctr	321	121:39:30	28:02:23	64	35	84
Moreno Valley Hospital	331	106:15:12	14:36:56	49	29	72
Palo Verde Hospital	158	15:26:00	1:19:01	4	0	7
Parkview Community Hospital	473	185:40:16	38:21:14	101	62	157
Rancho Springs Med Ctr	440	119:11:25	9:53:49	40	17	80
Riverside Community Hospital	1,483	865:15:08	285:35:56	654	533	806
Riverside University Health System	1,254	477:26:58	62:57:05	271	211	423
San Geronio Mem Hospital	565	162:48:17	10:53:12	59	39	97
Temecula Valley Hospital	531	166:54:45	15:11:19	75	53	137

Transports and APODs: 3-Month Comparison									
	Feb. 2019			Mar. 2019			Apr. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Corona Regional Med Ctr	675	245	97:46:22	804	310	130:57:22	710	180	47:25:08
Desert Regional Med Ctr	1,027	112	30:35:22	1,274	110	35:17:36	1,193	55	11:30:11
Eisenhower Health	1,318	30	4:17:26	1,518	61	8:58:04	1,389	24	2:42:17
Hemet Valley Hospital	1,248	341	71:59:12	1,374	476	151:17:50	1,487	565	178:03:56
Inland Valley Med Ctr	814	121	30:13:07	899	167	65:00:40	836	145	48:43:01
JFK Hospital	599	17	2:58:28	678	15	2:52:14	737	12	1:12:27
Kaiser Hospital Riverside	470	79	28:00:43	575	128	46:18:55	507	101	38:13:16
Loma Linda Univ Med Ctr Mur	616	246	123:18:42	655	283	123:09:47	604	269	128:19:57
Menifee Med Ctr	290	65	25:45:01	296	70	43:51:06	329	84	36:29:03
Moreno Valley Hospital	349	72	17:00:37	392	63	25:02:35	322	70	21:16:44
Palo Verde Hospital	143	4	1:06:32	151	1	0:38:31	182	3	2:18:50
Parkview Community Hospital	467	136	65:27:41	550	157	63:28:03	519	139	37:50:03
Rancho Springs Med Ctr	464	59	19:29:35	481	80	21:32:17	453	36	6:55:47
Riverside Community Hospital	1,324	775	585:43:35	1,323	785	595:48:59	1,388	618	272:21:03
Riverside University Health System	1,259	384	100:51:59	1,344	423	129:20:21	1,275	309	67:54:45
San Geronio Mem Hospital	547	68	16:40:48	598	97	18:28:20	594	86	13:40:39
Temecula Valley Hospital	527	110	23:46:02	492	72	12:56:19	564	137	43:27:41
	12,137	2,864	1245:01:12	13,404	3,298	1474:58:59	13,089	2,833	958:24:48

APOD hours only include the time after the 30-minute standard has elapsed.

Key	High	Low
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APOD AMBULANCE REDIRECTION

On March 20, 2019, Riverside County EMS Agency activated Provisional Policy 6104 (<http://www.remsa.us/policy/6104.pdf>) to allow provisional redirection of Ambulances from hospitals that have extended Ambulance Patient Offload Delay (APOD)--to the closest most appropriate hospital that does not have extended APOD. Extended APOD is a patient remaining on an ambulance gurney for 90 minutes or greater after arrival at a hospital. The table below shows the ambulance diversions that occurred during the month of April 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	3
Hemet Valley Medical Center	5
Inland Valley Medical Center	3
Kaiser Permanente Riverside Medical Center	1
Loma Linda University Medical Center--Murrieta	15
Menifee Valley Medical Center	5
Parkview Community Hospital	1
Riverside Community Hospital	21
Grand Total	54

EMERGENCY TREATMENT SERVICES

Transports to ETS do not meet the EMSA definitions for APOT (see page 6); therefore, they are not being included with the APOT aggregates. Comprising over 3% of overall transports, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

April 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	495	266:32:01	76:38:42	209	57.8%

Transports and APODs at ETS: 3-Month Comparison									
	Feb. 2019			Mar. 2019			Apr. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	476	250	90:01:29	505	245	78:56:28	495	209	76:38:42

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).

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

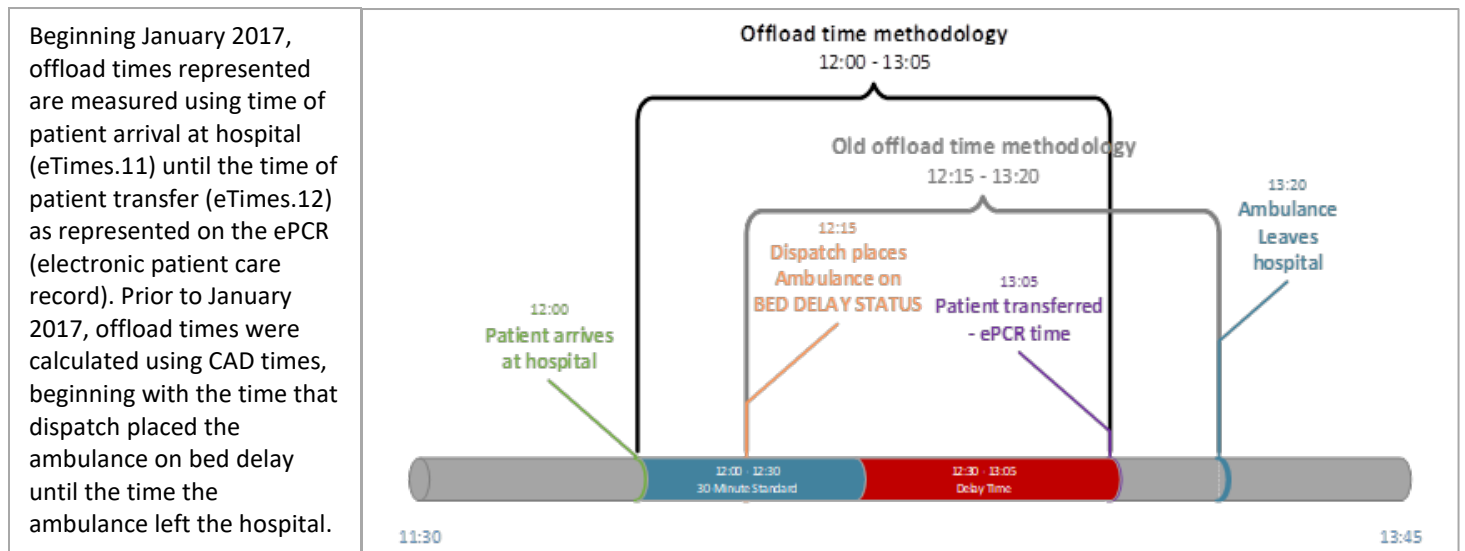
Ambulance Patient Offload Delay (APOD)

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 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.



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>