



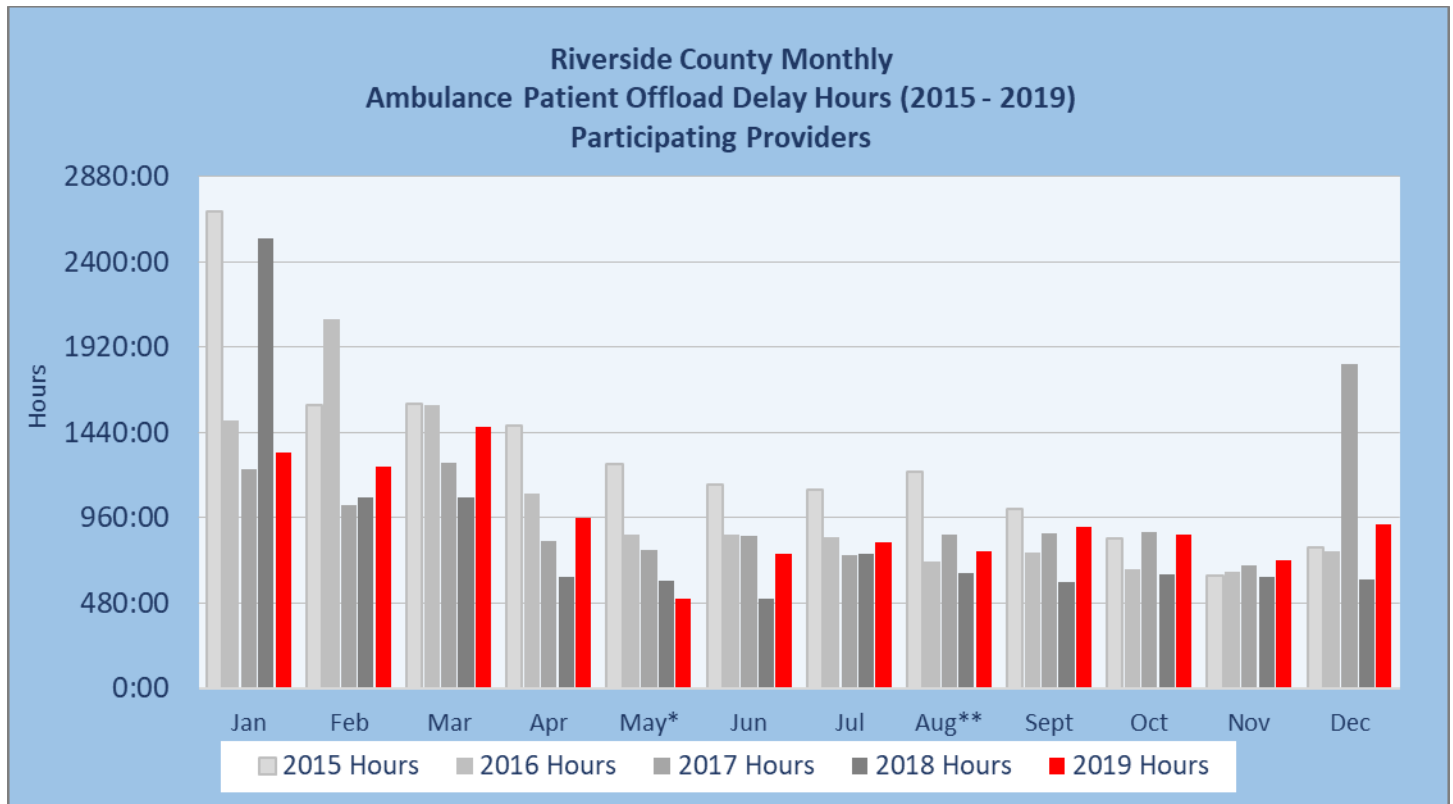
Ambulance Patient Offload Time

December 2019

*Monthly
Report*

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 were measured using a different methodology. See page 6 for details.

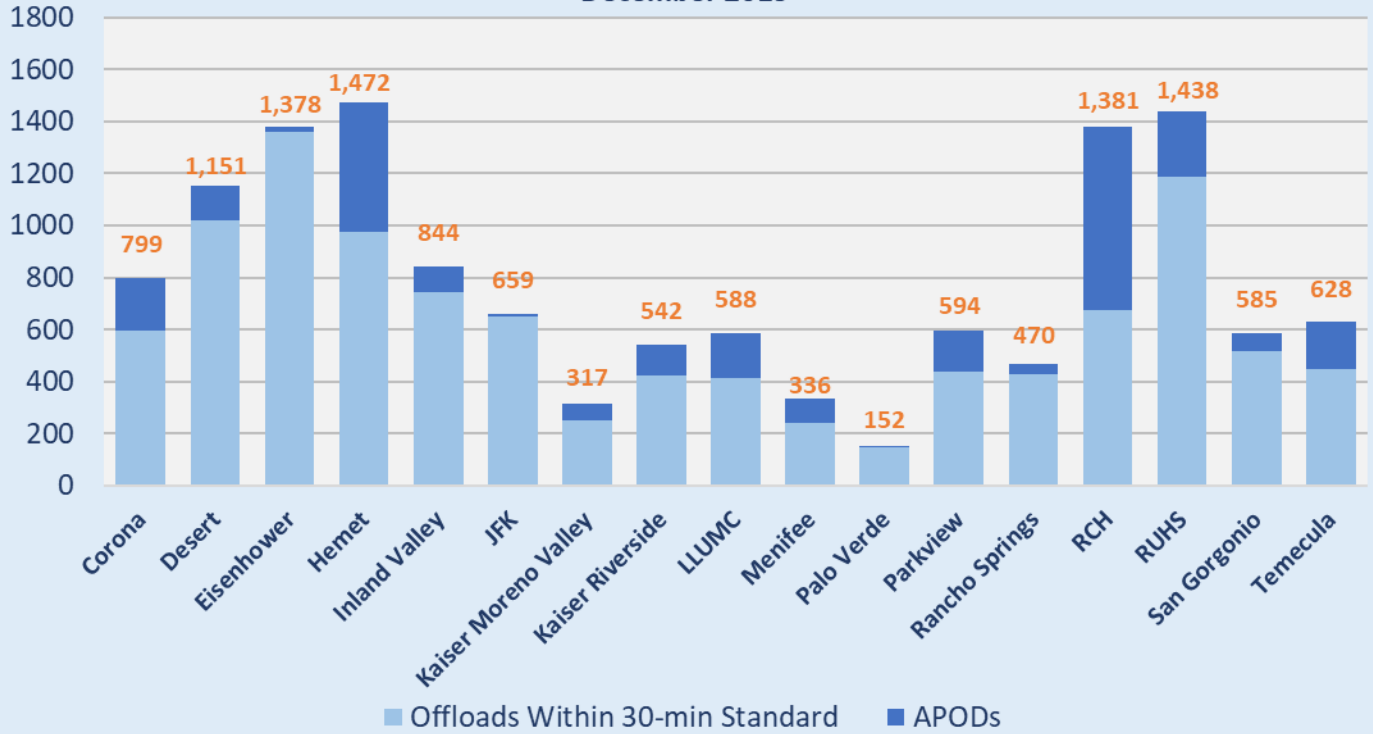
*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

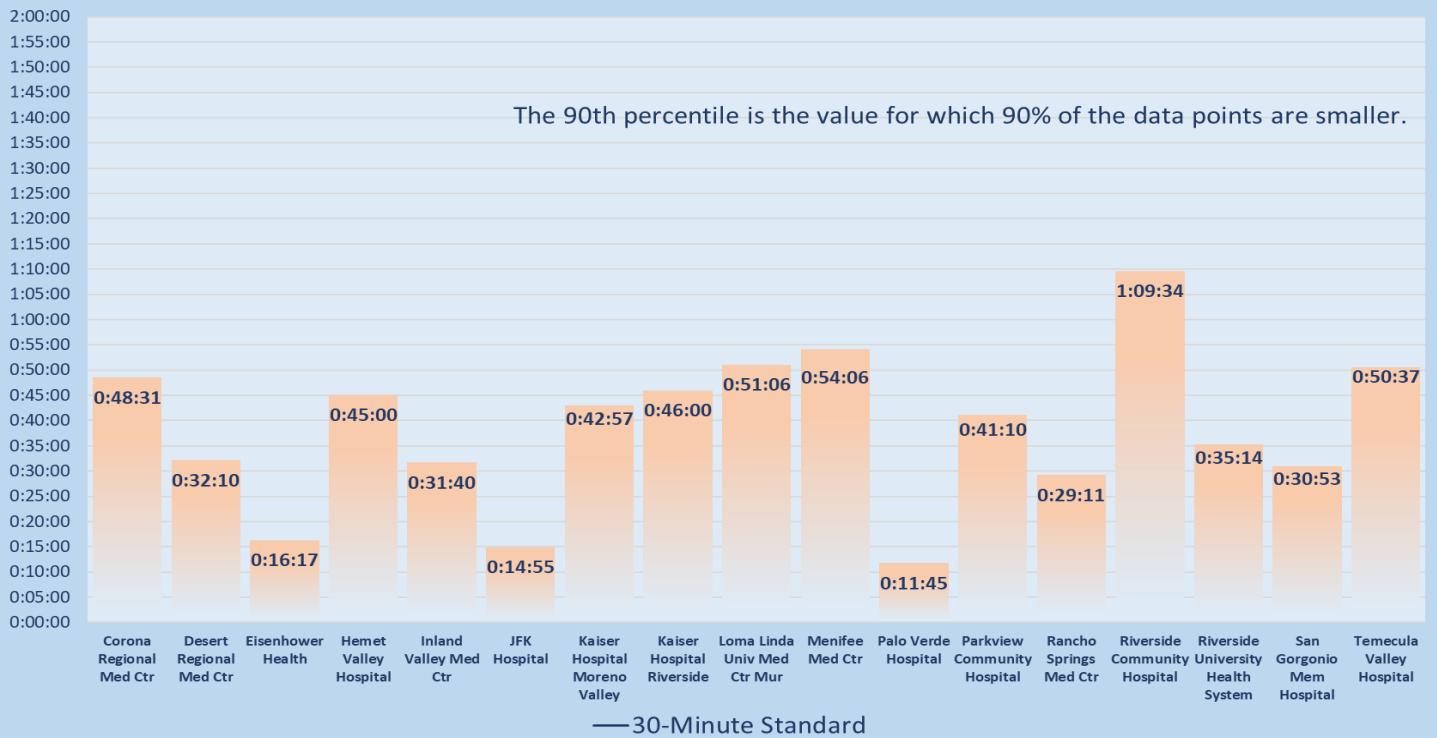
December 2019						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	799	318:39:40	73:23:17	202	74.7%	0:48:31
Desert Regional Med Ctr	1,151	312:27:39	37:05:06	132	88.5%	0:32:10
Eisenhower Health	1,378	219:31:48	3:02:54	20	98.5%	0:16:17
Hemet Valley Hospital	1,472	648:51:37	109:17:53	495	66.4%	0:45:00
Inland Valley Med Ctr	844	248:26:00	23:18:45	98	88.4%	0:31:40
JFK Hospital	659	93:00:04	0:52:55	7	98.9%	0:14:55
Kaiser Hospital Moreno Valley	317	107:45:31	20:51:48	64	79.8%	0:42:57
Kaiser Hospital Riverside	542	221:42:23	55:31:50	116	78.6%	0:46:00
Loma Linda Univ Med Ctr Mur	588	284:51:38	78:43:35	174	70.4%	0:51:06
Menifee Med Ctr	336	151:39:52	45:10:43	94	72.0%	0:54:06
Palo Verde Hospital	152	14:13:22	0:24:59	2	98.7%	0:11:45
Parkview Community Hospital	594	230:20:42	41:31:45	156	73.7%	0:41:10
Rancho Springs Med Ctr	470	128:49:54	8:50:11	42	91.1%	0:29:11
Riverside Community Hospital	1,381	876:15:13	312:54:12	705	49.0%	1:09:34
Riverside University Health System	1,438	495:36:48	40:13:03	252	82.5%	0:35:14
San Gorgonio Mem Hospital	585	179:38:35	11:26:45	66	88.7%	0:30:53
Temecula Valley Hospital	628	272:59:29	58:45:17	181	71.2%	0:50:37
Grand Total	13,334	4804:50:15	921:24:58	2,806	79.0%	0:41:37

Key High Low

Riverside County Hospitals Transports and APODs December 2019



December 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: **January 2019 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*.

	Monthly Average over last 12 Months					
	Avg		Avg APOD		Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	766	346:30:33	94:33:50	232	170	310
Desert Regional Med Ctr	1,129	279:21:33	24:24:45	90	33	147
Eisenhower Health	1,314	222:56:23	3:21:34	24	15	61
Hemet Valley Hospital	1,422	627:03:37	118:54:21	461	341	565
Inland Valley Med Ctr	871	294:11:56	47:39:33	148	98	179
JFK Hospital	646	97:32:54	1:45:24	11	5	22
Kaiser Hospital Moreno Valley	300	110:10:53	26:05:54	58	52	64
Kaiser Hospital Riverside	519	190:49:50	36:28:00	101	55	139
Loma Linda Univ Med Ctr Mur	613	302:12:38	79:59:23	209	160	304
Menifee Med Ctr	318	136:07:17	35:15:32	80	65	103
Moreno Valley Hospital	350	119:53:24	19:48:43	61	39	75
Palo Verde Hospital	160	14:40:57	0:27:42	1	0	4
Parkview Community Hospital	519	194:19:11	37:59:21	112	64	157
Rancho Springs Med Ctr	459	128:57:40	10:40:22	47	31	80
Riverside Community Hospital	1,395	868:49:43	319:09:42	651	346	806
Riverside University Health System	1,331	506:37:33	68:17:29	296	167	423
San Geronio Mem Hospital	568	173:27:24	12:05:00	68	47	97
Temecula Valley Hospital	553	198:02:41	27:45:04	112	72	181

Transports and APODs: 3-Month Comparison									
	Oct 2019			Nov 2019			Dec 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	790	246	109:47:47	753	223	95:43:18	799	202	73:23:17
Desert Regional Med Ctr	1079	70	17:21:36	1152	147	46:49:15	1151	132	37:05:06
Eisenhower Health	1250	19	2:28:56	1353	20	2:56:16	1378	20	3:02:54
Hemet Valley Hospital	1501	448	96:20:26	1380	402	99:07:36	1472	495	109:17:53
Inland Valley Med Ctr	894	172	49:39:04	919	163	72:46:30	844	98	23:18:45
JFK Hospital	627	5	0:34:45	688	8	1:01:34	659	7	0:52:55
Kaiser Hospital Moreno Valley	317	59	39:05:26	283	52	31:20:00	317	64	20:51:48
Kaiser Hospital Riverside	511	129	48:26:48	485	139	57:27:34	542	116	55:31:50
Loma Linda Univ Med Ctr Mur	561	164	56:08:03	583	160	49:17:01	588	174	78:43:35
Menifee Med Ctr	299	103	58:30:59	280	71	20:57:39	336	94	45:10:43
Palo Verde Hospital	153	1	0:02:48	133	0	0:00:00	152	2	0:24:59
Parkview Community Hospital	513	83	20:56:23	489	67	17:11:31	594	156	41:31:45
Rancho Springs Med Ctr	499	56	14:46:31	456	46	5:54:15	470	42	8:50:11
Riverside Community Hospital	1451	656	212:11:42	1380	506	119:07:21	1381	705	312:54:12
Riverside University Health System	1440	392	102:14:17	1284	297	62:10:59	1438	252	40:13:03
San Geronio Mem Hospital	560	58	7:38:30	547	75	9:26:50	585	66	11:26:45
Temecula Valley Hospital	530	122	30:47:56	545	117	26:36:57	628	181	58:45:17
Grand Total	12975	2783	867:01:57	12710	2493	717:54:36	13334	2806	921:24:58

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

Key

High	Low
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APOD AMBULANCE REDIRECTION

On October 1, 2019, Riverside County EMS Agency activated Policy 6104 (<http://www.remsa.us/policy/6104.pdf>) to allow 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 December 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	6
Desert Regional Medical Center	2
Kaiser Permanente Moreno Valley Medical Center	1
Kaiser Permanente Riverside Medical Center	5
Loma Linda University Medical Center--Murrieta	7
Menifee Valley Medical Center	2
Parkview Community Hospital	1
Riverside Community Hospital	16
Temecula Valley Hospital	1
Grand Total	41

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.

December 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	392	196:58:54	42:44:34	153	61.0%

Transports and APODs at ETS: 3-Month Comparison									
	Oct 2019			Nov 2019			Dec 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	473	202	62:27:46	405	149	39:06:58	392	153	42:44:34

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

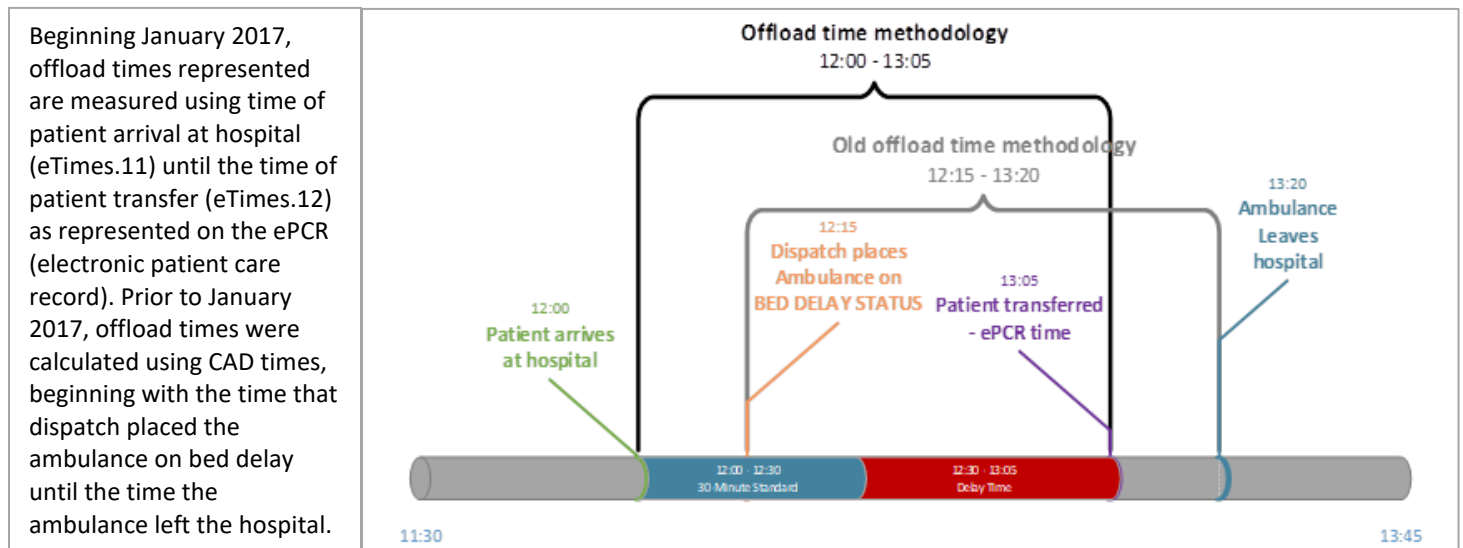
APOD Compliance

A frequency comparison between the total number of transports and those resulting in APOD.

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 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>