Ambulance Patient Offload Time

March 2019
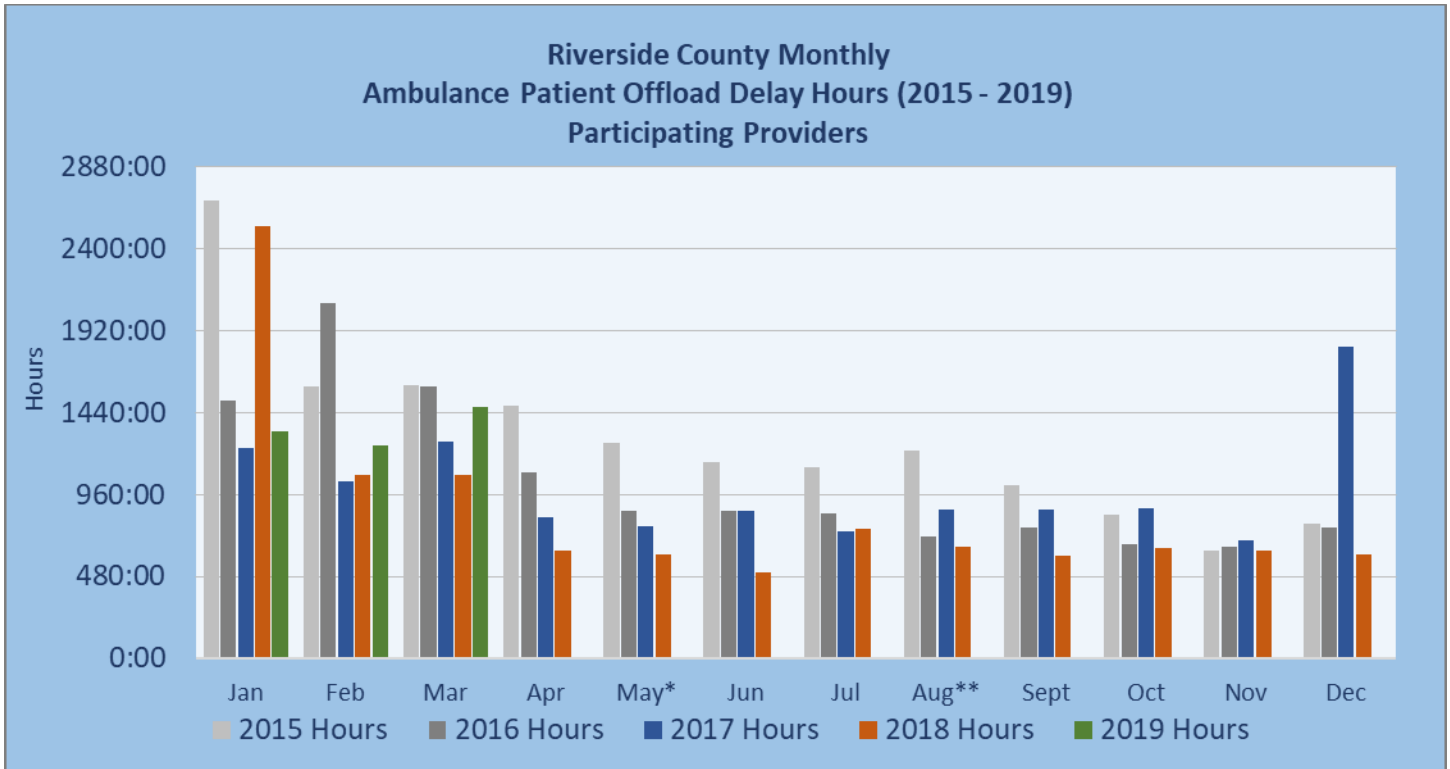
Monthly Report

Updated and redesigned for 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.
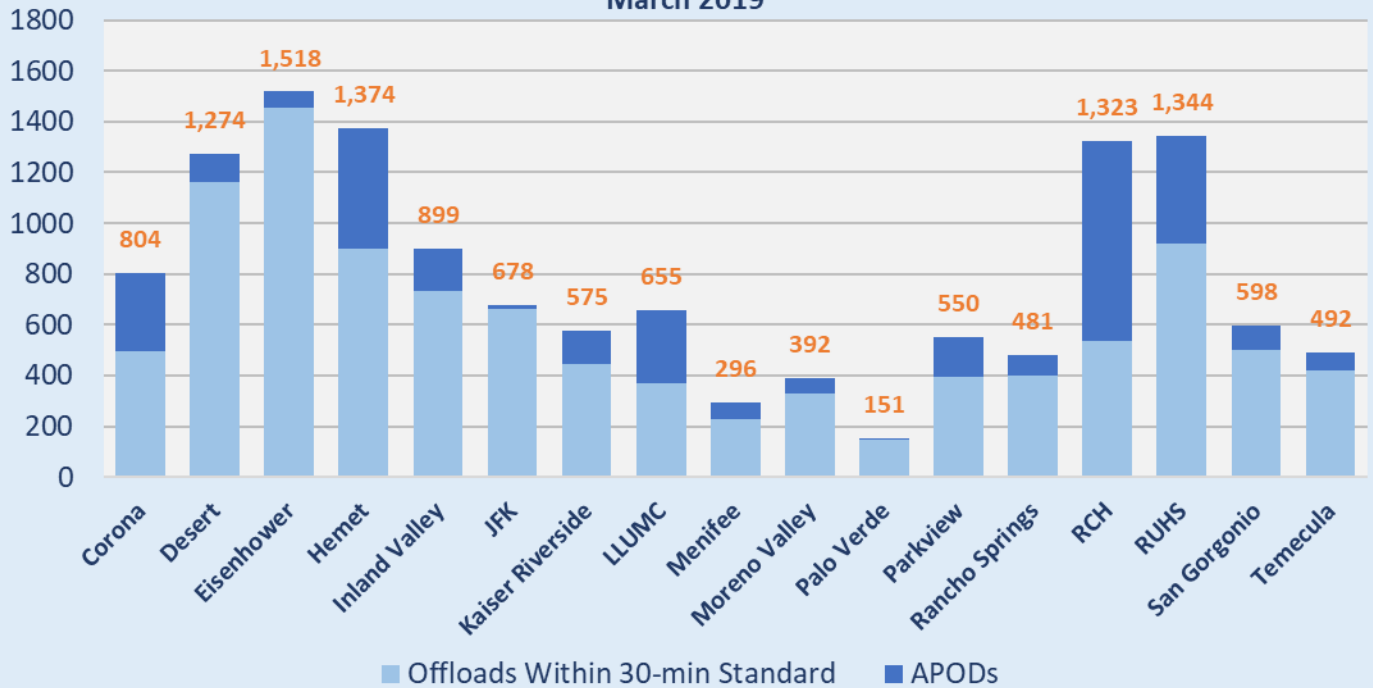
March 2019	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	804	419:31:25	130:57:22	310	61.4%	1:02:58
Desert Regional Med Ctr	1,274	324:00:00	35:17:36	110	91.4%	0:27:28
Eisenhower Health	1,518	298:58:20	8:58:04	61	96.0%	0:20:59
Hemet Valley Hospital	1,374	649:52:11	151:17:50	476	65.4%	0:49:32
Inland Valley Med Ctr	899	325:27:10	65:00:40	167	81.4%	0:42:28
JFK Hospital	678	101:37:38	2:52:14	15	97.8%	0:17:12
Kaiser Hospital Riverside	575	223:10:51	46:18:55	128	77.7%	0:46:14
Loma Linda Univ Med Ctr Mur	655	377:11:42	123:09:47	283	56.8%	1:05:20
Menifee Med Ctr	296	135:24:27	43:51:06	70	76.4%	0:49:07
Moreno Valley Hospital	392	140:59:50	25:02:35	63	83.9%	0:40:06
Palo Verde Hospital	151	13:45:57	0:38:31	1	99.3%	0:13:11
Parkview Community Hospital	550	242:48:21	63:28:03	157	71.5%	0:51:38
Rancho Springs Med Ctr	481	159:40:27	21:32:17	80	83.4%	0:38:09
Riverside Community Hospital	1,323	1143:47:21	595:48:59	785	40.7%	1:54:48
Riverside University Health System	1,344	604:41:10	129:20:21	423	68.5%	0:47:44
San Gorgonio Mem Hospital	598	197:02:46	18:28:20	97	83.8%	0:36:30
Temecula Valley Hospital	492	159:55:02	12:56:19	72	85.4%	0:33:48
Grand Total	13,404	5517:54:38	1474:58:59	3,298	75.4%	0:48:14

Key	High	Low

Riverside County Hospitals
Transports and APODs
March 2019

Chart legend: Offloads Within 30-min Standard, APODs

Data labels (total transports): Corona 804, Desert 1,274, Eisenhower 1,518, Hemet 1,374, Inland Valley 899, JFK 678, Kaiser Riverside 575, LLUMC 655, Menifee 296, Moreno Valley 392, Palo Verde 151, Parkview 550, Rancho Springs 481, RCH 1,323, RUHS 1,344, San Gorgonio 598, Temecula 492

March 2019 APOT 1, 90th Percentile

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

Data labels:
- Corona Regional Med Ctr: 1:02:58
- Desert Regional Med Ctr: 0:27:28
- Eisenhower Health: 0:20:59
- Hemet Valley Hospital: 0:49:32
- Inland Valley Med Ctr: 0:42:28
- JFK Hospital: 0:17:12
- Kaiser Hospital Riverside: 0:46:14
- Loma Linda Univ Med Ctr Mur: 1:05:20
- Menifee Med Ctr: 0:49:07
- Moreno Valley Hospital: 0:40:06
- Palo Verde Hospital: 0:13:11
- Parkview Community Hospital: 0:51:38
- Rancho Springs Med Ctr: 0:38:09
- Riverside Community Hospital: 1:54:48
- Riverside University Health System: 0:47:44
- San Gorgonio Mem Hospital: 0:36:30
- Temecula Valley Hospital: 0:33:48

Legend: 30-Minute Standard

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: ***April 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 January 2019 through the end of the present month.

Monthly Average over last 12 Months						
	Avg Transports	Avg APOT	Avg APOD Hours	Avg APODs	Min of APODs	Max of APODs
Corona Regional Med Ctr	730	321:33:59	81:26:19	208	143	310
Desert Regional Med Ctr	1,077	253:29:17	16:09:47	64	34	112
Eisenhower Health	1,257	220:45:06	3:19:05	23	10	61
Hemet Valley Hospital	1,336	585:17:07	117:32:06	436	341	500
Inland Valley Med Ctr	856	252:32:32	32:45:10	108	56	167
JFK Hospital	557	83:02:29	1:17:57	9	3	22
Kaiser Hospital Riverside	512	162:29:24	18:20:17	70	41	128
Loma Linda Univ Med Ctr Mur	615	299:51:32	83:48:19	199	110	304
Menifee Med Ctr	317	117:07:51	26:02:36	60	35	75
Moreno Valley Hospital	329	103:55:51	13:38:51	47	29	72
Palo Verde Hospital	**155**	**14:46:34**	**1:08:47**	**3**	**0**	**7**
Parkview Community Hospital	466	182:05:59	37:09:41	98	62	157
Rancho Springs Med Ctr	436	117:44:43	9:52:52	39	17	80
Riverside Community Hospital	**1,488**	**861:25:24**	**279:36:38**	**656**	**533**	**806**
Riverside University Health System	1,249	471:49:54	61:26:57	265	211	423
San Gorgonio Mem Hospital	560	159:07:05	10:24:05	56	39	97
Temecula Valley Hospital	520	159:28:01	12:28:17	69	53	110

Transports and APODs: 3-Month Comparison									
	Jan. 2019			Feb. 2019			Mar. 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	788	239	110:44:19	675	245	97:46:22	804	310	130:57:22
Desert Regional Med Ctr	1,167	77	24:04:44	1,027	112	30:35:22	1,274	110	35:17:36
Eisenhower Health	1,398	20	2:27:40	1,318	30	4:17:26	**1,518**	61	8:58:04
Hemet Valley Hospital	**1,477**	397	90:03:02	1,248	341	71:59:12	1,374	476	151:17:50
Inland Valley Med Ctr	869	129	50:06:53	814	121	30:13:07	899	167	65:00:40
JFK Hospital	640	22	3:14:06	599	17	2:58:28	678	15	2:52:14
Kaiser Hospital Riverside	524	70	18:04:01	470	79	28:00:43	575	128	46:18:55
Loma Linda Univ Med Ctr Mur	669	304	146:48:38	616	246	123:18:42	655	283	123:09:47
Menifee Med Ctr	302	68	34:37:52	290	65	25:45:01	296	70	43:51:06
Moreno Valley Hospital	380	57	17:50:28	349	72	17:00:37	392	63	25:02:35
Palo Verde Hospital	**162**	**2**	**0:40:55**	**143**	**4**	**1:06:32**	**151**	**1**	**0:38:31**
Parkview Community Hospital	525	143	78:09:04	467	136	65:27:41	550	157	63:28:03
Rancho Springs Med Ctr	448	46	14:54:08	464	59	19:29:35	481	80	21:32:17
Riverside Community Hospital	1,374	**806**	**617:30:35**	**1,324**	775	**585:43:35**	1,323	**785**	**595:48:59**
Riverside University Health System	1,273	338	95:43:56	1,259	384	100:51:59	1,344	423	129:20:21
San Gorgonio Mem Hospital	542	52	9:07:04	547	68	16:40:48	598	97	18:28:20
Temecula Valley Hospital	552	84	14:40:03	527	110	23:46:02	492	72	12:56:19
	13,090	2,854	1328:47:28	12,137	2,864	1245:01:12	13,404	3,298	1474:58:59

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

Key	High	Low

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 March 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	3
Hemet Valley Medical Center	1
Inland Valley Medical Center	1
Kaiser Permanente Riverside Medical Center	2
Loma Linda University Medical Center--Murrieta	2
Menifee Valley Medical Center	3
Parkview Community Hospital	3
Riverside Community Hospital	12
Grand Total	**27**

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.

March 2019 - Emergency Treatment Services				
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	505	285:36:31	78:56:28	245	51.5%

Transports and APODs at ETS: 3-Month Comparison								
	Jan. 2019			Feb. 2019			Mar. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	507	219	96:01:20	476	250	90:01:29	505	245	78:56:28

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]
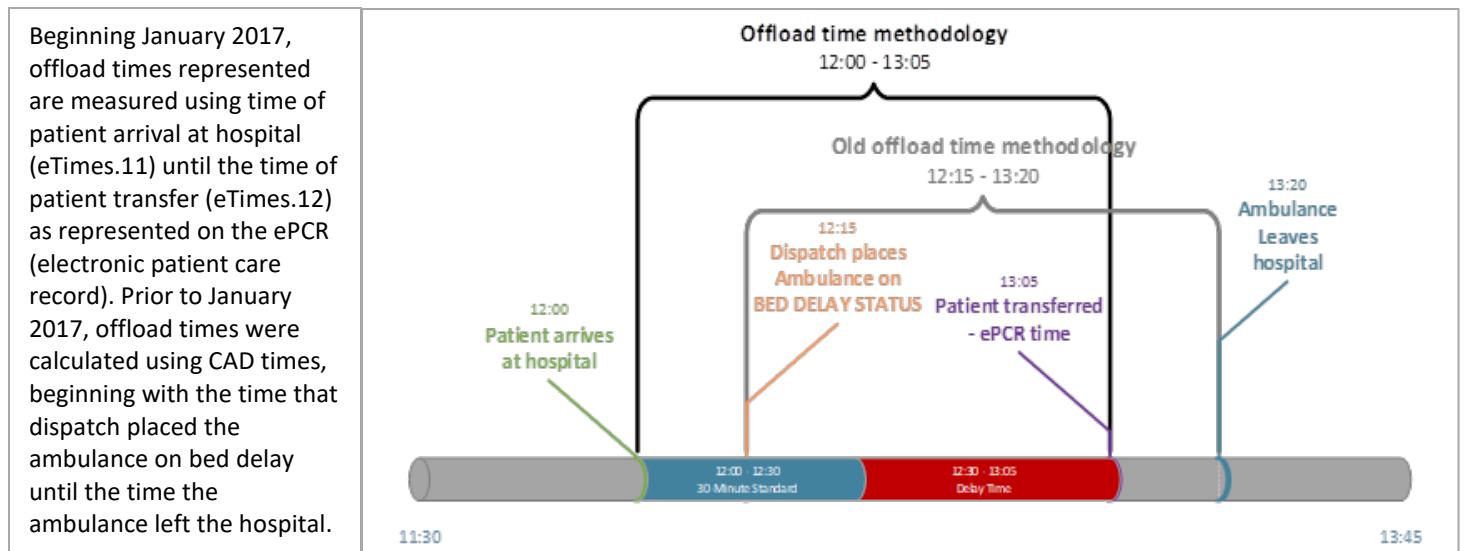
Ambulance Patient Offload Delay (APOD)
Any delay in ambulance patient offload time (APOT) that exceeds the local ambulance patient offload time standard of 25/30 minutes (Riverside County EMS Agency applies a 30-minute standard). This shall also be synonymous with "non-standard patient offload time" 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.

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 record). Prior to January 2017, offload times were calculated using CAD times, beginning with the time that dispatch placed the ambulance on bed delay until the time the ambulance left the hospital.

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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