



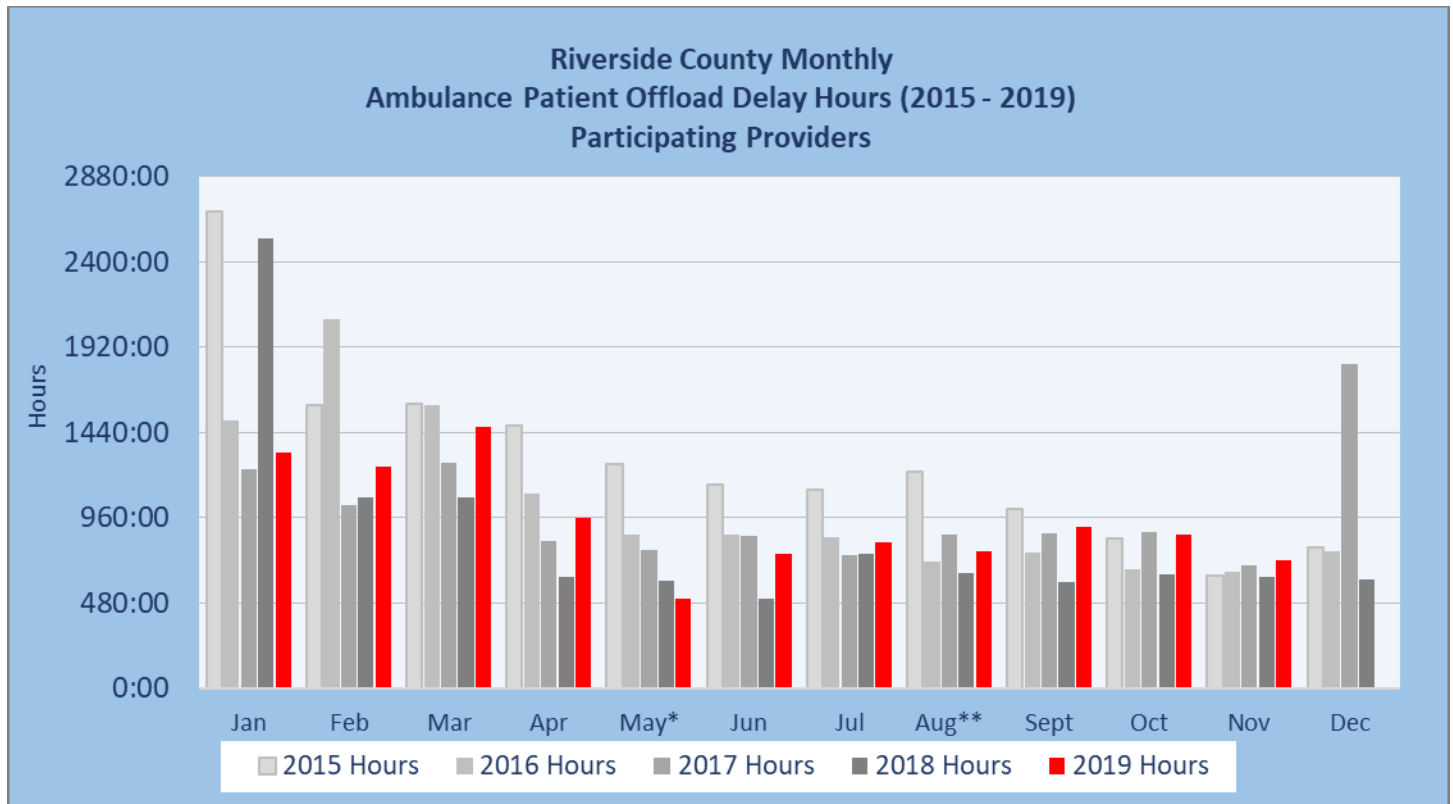
# Ambulance Patient Offload Time

November 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.

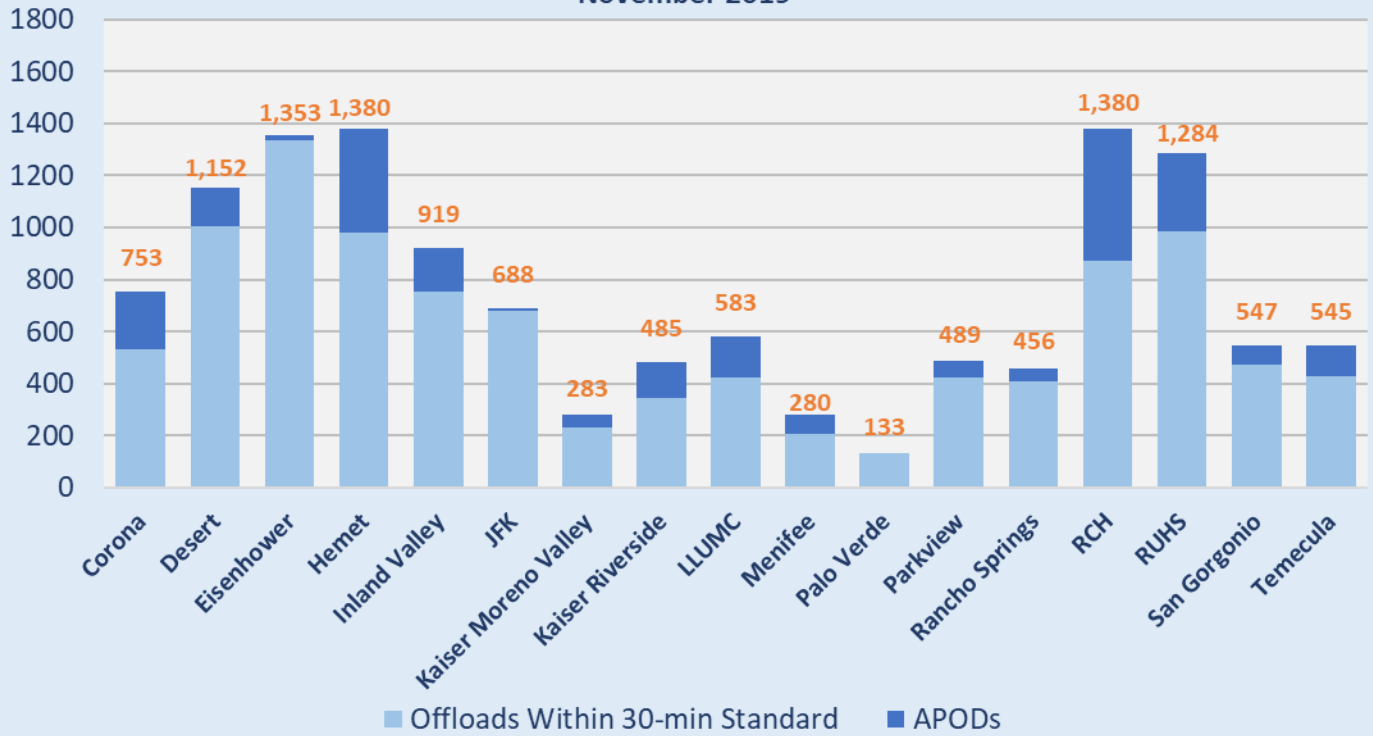
\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

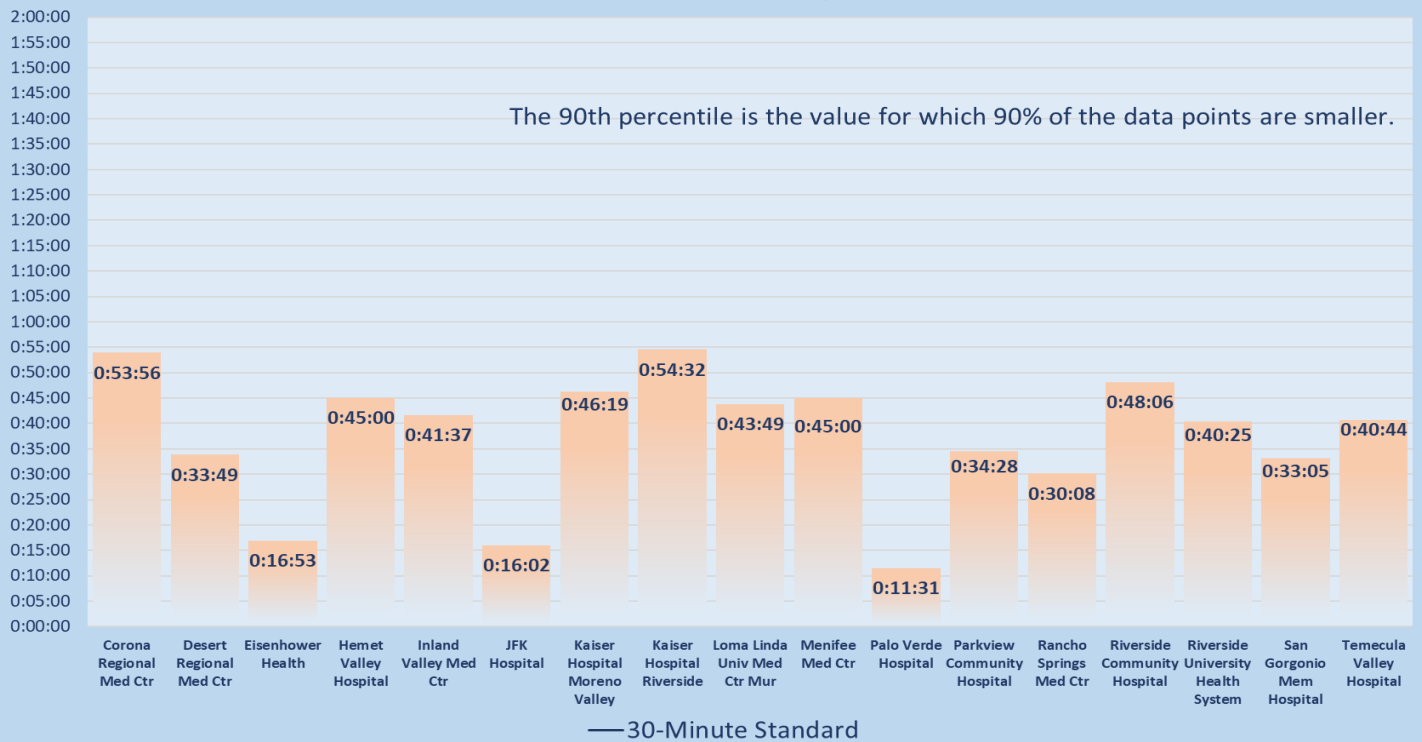
November 2019						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	753	339:13:04	95:43:18	223	70.4%	0:53:56
Desert Regional Med Ctr	1,152	331:22:52	46:49:15	147	87.2%	0:33:49
Eisenhower Health	1,353	219:55:44	2:56:16	20	98.5%	0:16:53
Hemet Valley Hospital	<b>1,380</b>	574:12:11	99:07:36	402	70.9%	0:45:00
Inland Valley Med Ctr	919	335:58:05	72:46:30	163	82.3%	0:41:37
JFK Hospital	688	103:17:36	1:01:34	8	98.8%	0:16:02
Kaiser Hospital Moreno Valley	283	112:36:15	31:20:00	52	81.6%	0:46:19
Kaiser Hospital Riverside	485	211:40:58	57:27:34	139	71.3%	<b>0:54:32</b>
Loma Linda Univ Med Ctr Mur	583	252:45:49	49:17:01	160	72.6%	0:43:49
Menifee Med Ctr	280	112:18:45	20:57:39	71	74.6%	0:45:00
Palo Verde Hospital	<b>133</b>	<b>11:09:49</b>	<b>0:00:00</b>	<b>0</b>	<b>100.0%</b>	<b>0:11:31</b>
Parkview Community Hospital	489	149:04:27	17:11:31	67	86.3%	0:34:28
Rancho Springs Med Ctr	456	119:10:58	5:54:15	46	89.9%	0:30:08
Riverside Community Hospital	<b>1,380</b>	<b>635:30:02</b>	<b>119:07:21</b>	<b>506</b>	<b>63.3%</b>	0:48:06
Riverside University Health System	1,284	478:12:57	62:10:59	297	76.9%	0:40:25
San Geronio Mem Hospital	547	170:27:06	9:26:50	75	86.3%	0:33:05
Temecula Valley Hospital	545	194:53:41	26:36:57	117	78.5%	0:40:44
<b>Grand Total</b>	<b>12,710</b>	<b>4351:50:19</b>	<b>717:54:36</b>	<b>2,493</b>	<b>80.4%</b>	<b>0:39:46</b>

Key High Low

### Riverside County Hospitals Transports and APODs November 2019



### November 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: **December 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*.

	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	759	343:05:00	93:16:24	230	170	310
Desert Regional Med Ctr	1,119	270:38:19	21:44:14	82	33	144
Eisenhower Health	1,292	220:46:03	3:18:58	24	15	61
Hemet Valley Hospital	<b>1,415</b>	619:48:24	118:01:36	452	341	565
Inland Valley Med Ctr	876	296:56:05	49:13:41	151	121	179
JFK Hospital	627	95:42:37	1:47:03	11	5	22
Kaiser Hospital Moreno Valley	282	112:36:15	31:20:00	52	52	52
Kaiser Hospital Riverside	517	186:02:21	33:06:43	97	55	139
Loma Linda Univ Med Ctr Mur	618	306:51:51	81:38:37	214	160	304
Menifee Med Ctr	318	133:30:55	33:28:20	78	65	103
Moreno Valley Hospital	347	117:17:33	18:45:35	58	30	75
Palo Verde Hospital	<b>160</b>	<b>15:03:21</b>	<b>0:32:36</b>	<b>2</b>	<b>0</b>	<b>6</b>
Parkview Community Hospital	505	188:20:50	37:00:10	105	64	157
Rancho Springs Med Ctr	455	128:20:21	10:39:43	47	31	80
Riverside Community Hospital	1,407	<b>856:32:43</b>	<b>305:13:27</b>	<b>639</b>	<b>346</b>	<b>806</b>
Riverside University Health System	1,319	503:26:08	68:45:29	293	167	423
San Geronio Mem Hospital	564	171:32:19	11:49:02	67	47	97
Temecula Valley Hospital	545	189:07:12	24:01:25	103	72	137

Transports and APODs: 3-Month Comparison									
	Sep 2019			Oct 2019			Nov 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	780	266	121:19:08	790	246	109:47:47	753	223	95:43:18
Desert Regional Med Ctr	1052	105	21:32:24	1079	70	17:21:36	1152	147	46:49:15
Eisenhower Health	1240	23	3:51:39	1250	19	2:28:56	1353	20	2:56:16
Hemet Valley Hospital	<b>1429</b>	502	130:47:41	<b>1501</b>	448	96:20:26	<b>1380</b>	402	99:07:36
Inland Valley Med Ctr	886	158	39:56:10	894	172	49:39:04	919	163	72:46:30
JFK Hospital	580	11	4:38:40	627	5	0:34:45	688	8	1:01:34
Kaiser Hospital Moreno Valley	330	72	27:46:44	317	59	39:05:26	283	52	31:20:00
Kaiser Hospital Riverside	542	121	49:04:09	511	129	48:26:48	485	139	57:27:34
Loma Linda Univ Med Ctr Mur	599	169	48:14:13	561	164	56:08:03	583	160	49:17:01
Menifee Med Ctr	311	70	28:36:29	299	103	58:30:59	280	71	20:57:39
Palo Verde Hospital	<b>166</b>	<b>0</b>	<b>0:00:00</b>	<b>153</b>	<b>1</b>	<b>0:02:48</b>	<b>133</b>	<b>0</b>	<b>0:00:00</b>
Parkview Community Hospital	510	112	39:51:30	513	83	20:56:23	489	67	17:11:31
Rancho Springs Med Ctr	440	44	11:26:54	499	56	14:46:31	456	46	5:54:15
Riverside Community Hospital	1351	<b>655</b>	<b>283:14:16</b>	1451	<b>656</b>	<b>212:11:42</b>	<b>1380</b>	<b>506</b>	<b>119:07:21</b>
Riverside University Health System	1381	339	74:35:41	1440	392	102:14:17	1284	297	62:10:59
San Geronio Mem Hospital	563	47	8:34:27	560	58	7:38:30	547	75	9:26:50
Temecula Valley Hospital	502	75	15:13:06	530	122	30:47:56	545	117	26:36:57
<b>Grand Total</b>	<b>12662</b>	<b>2769</b>	<b>908:43:11</b>	<b>12975</b>	<b>2783</b>	<b>867:01:57</b>	<b>12710</b>	<b>2493</b>	<b>717:54:36</b>

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 October 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	9
Desert Regional Medical Center	2
Hemet Valley Medical Center	1
Inland Valley Medical Center	5
Kaiser Permanente Moreno Valley Medical Center	2
Kaiser Permanente Riverside Medical Center	5
Loma Linda University Medical Center--Murrieta	2
Menifee Valley Medical Center	1
Temecula Valley Hospital	1
<b>Grand Total</b>	<b>28</b>

## 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.

November 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
<b>Emergency Treatment Services</b>	405	194:22:07	39:06:58	149	63.2%

Transports and APODs at ETS: 3-Month Comparison									
	Sep 2019			Oct 2019			Nov 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
<b>Emergency Treatment Services</b>	478	206	63:44:15	473	202	62:27:46	405	149	39:06:58

# 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.<sup>1</sup> 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.<sup>2</sup> 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."<sup>3</sup>

Method: Aggregate of all transfer times and reported at the 90<sup>th</sup> 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.<sup>4</sup> 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.<sup>5</sup>

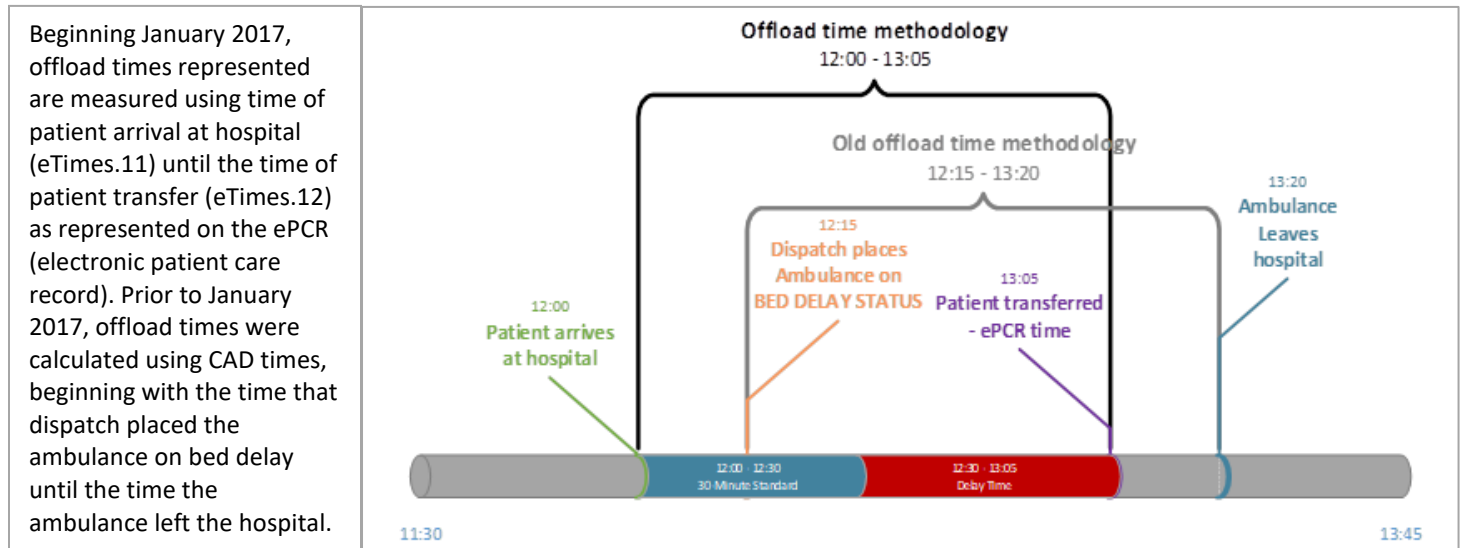
## APOD Compliance

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.



<sup>1</sup> Health and Safety Code Division 2.5, Chapter 3, Article 1, Section 1797.120(b)

<sup>2</sup> Ambulance Patient Offload Time (APOT) Standardized Methods for Data Collection and Reporting, approved by EMS Commission 12/14/2016.

<sup>3</sup> Ibid., APOT-1 Specifications.

<sup>4</sup> REMSA Policy 9101.6. <http://www.remsa.us/policy/9101.pdf>

<sup>5</sup> REMSA Policy 4204, Transfer of Patient Care. <http://www.remsa.us/policy/4204.pdf>