



Ambulance Patient Offload Time

October 2019

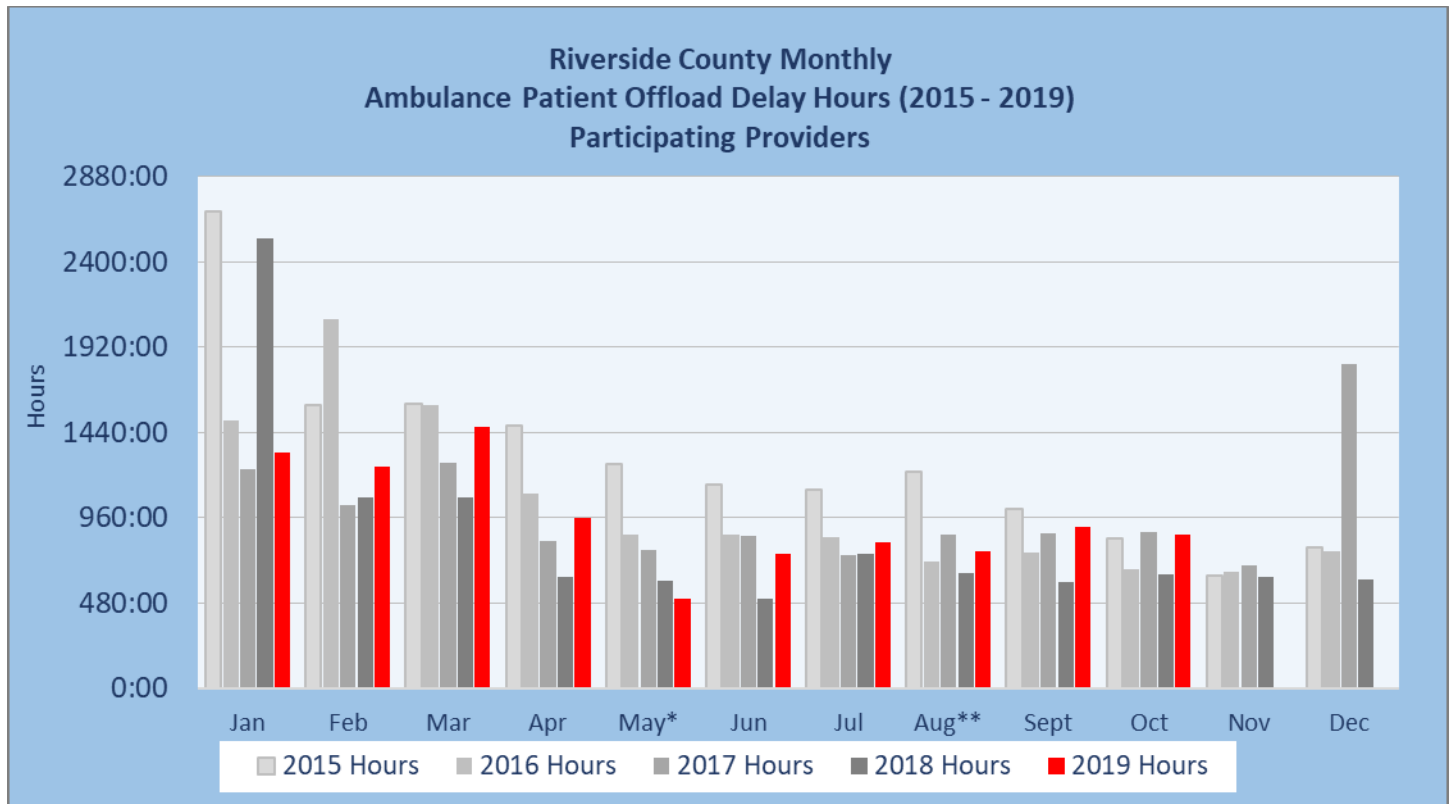
*Monthly
Report*

UPDATED AND REDESIGNED FOR 2019

Prepared by Sudha Mahesh, Riverside County EMS Agency – November 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 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.

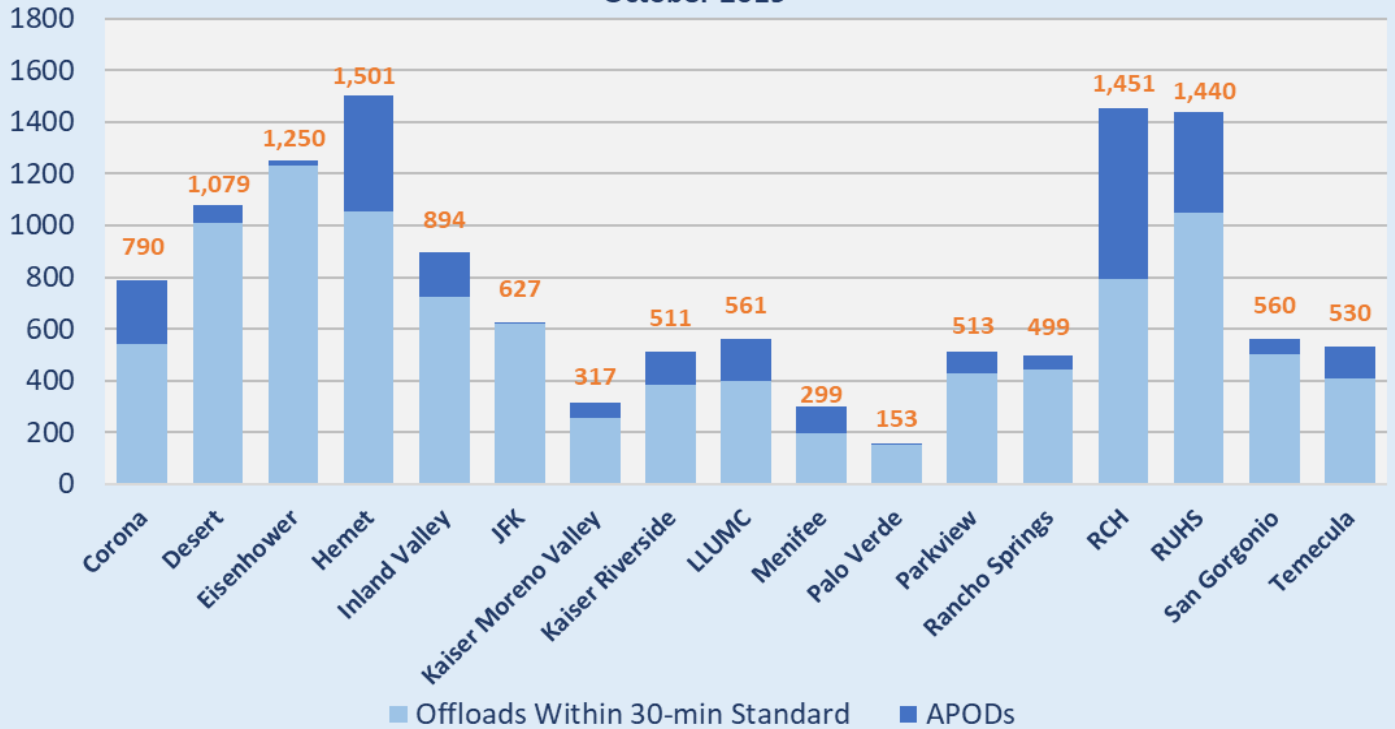
October 2019						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	790	373:30:40	109:47:47	246	68.9%	0:57:49
Desert Regional Med Ctr	1,079	261:15:22	17:21:36	70	93.5%	0:25:55
Eisenhower Health	1,250	210:01:29	2:28:56	19	98.5%	0:17:04
Hemet Valley Hospital	1,501	630:06:00	96:20:26	448	70.2%	0:44:00
Inland Valley Med Ctr	894	321:36:00	49:39:04	172	80.8%	0:41:39
JFK Hospital	627	87:30:28	0:34:45	5	99.2%	0:15:47
Kaiser Hospital Moreno Valley	317	132:34:48	39:05:26	59	81.4%	0:53:59
Kaiser Hospital Riverside	511	207:52:09	48:26:48	129	74.8%	0:51:28
Loma Linda Univ Med Ctr Mur	561	251:07:36	56:08:03	164	70.8%	0:47:08
Menifee Med Ctr	299	161:40:12	58:30:59	103	65.6%	1:09:30
Palo Verde Hospital	153	11:48:08	0:02:48	1	99.3%	0:09:49
Parkview Community Hospital	513	163:11:26	20:56:23	83	83.8%	0:37:36
Rancho Springs Med Ctr	499	147:17:48	14:46:31	56	88.8%	0:31:35
Riverside Community Hospital	1,451	785:47:10	212:11:42	656	54.8%	0:58:19
Riverside University Health System	1,440	591:19:06	102:14:17	392	72.8%	0:44:38
San Geronio Mem Hospital	560	174:01:01	7:38:30	58	89.6%	0:30:57
Temecula Valley Hospital	530	201:05:05	30:47:56	122	77.0%	0:43:30
Grand Total	12,975	4711:44:28	867:01:57	2,783	78.6%	0:43:14

Key

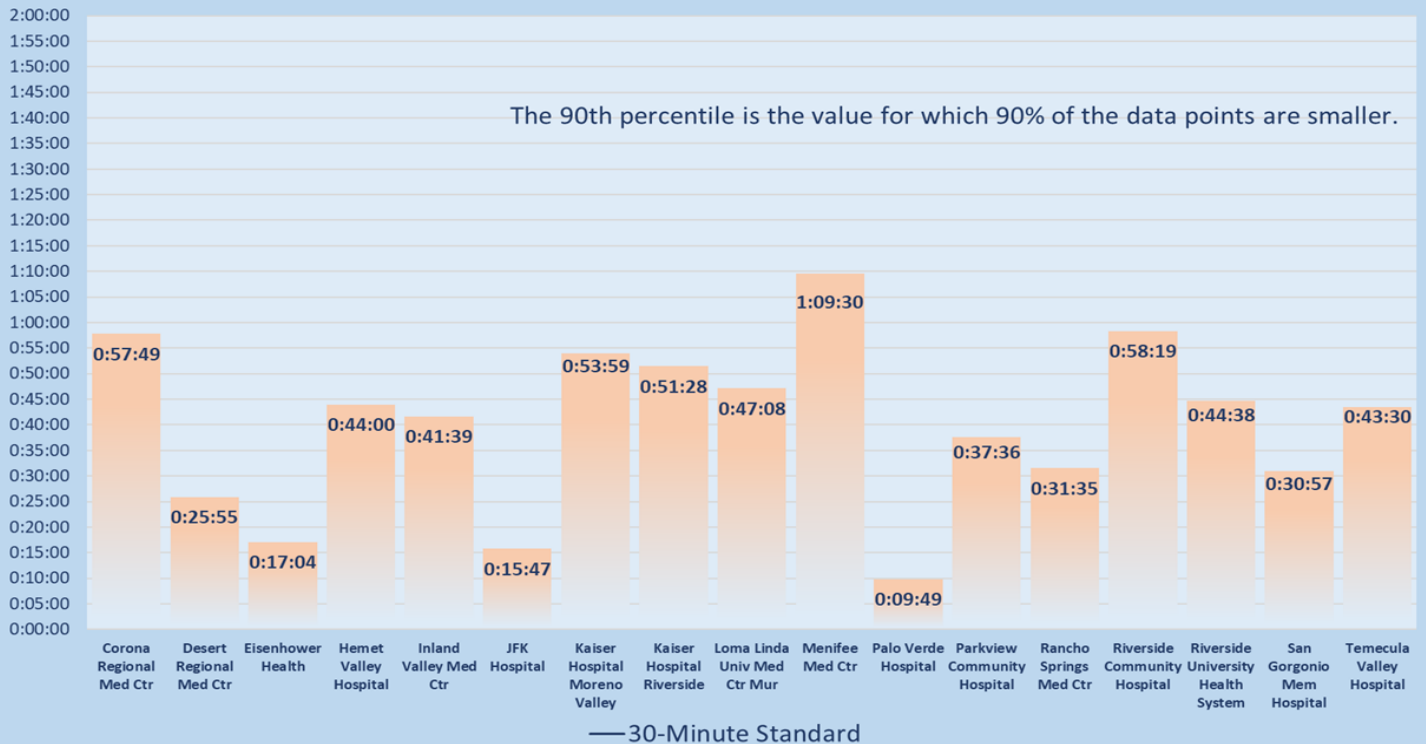
High

Low

Riverside County Hospitals Transports and APODs October 2019



October 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: **November 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	Max of
	Transports	Avg APOT	Hours	Avg APODs	APODs	APODs
Corona Regional Med Ctr	750	335:54:01	89:47:15	224	152	310
Desert Regional Med Ctr	1,114	264:07:09	18:59:27	74	33	123
Eisenhower Health	1,305	222:49:35	3:23:50	24	15	61
Hemet Valley Hospital	1,408	619:20:16	120:20:29	453	341	565
Inland Valley Med Ctr	870	287:19:51	44:46:18	144	76	179
JFK Hospital	614	93:29:14	1:44:23	11	3	22
Kaiser Hospital Riverside	519	180:02:44	28:57:12	88	41	129
Loma Linda Univ Med Ctr Mur	619	313:16:39	86:25:03	221	163	304
Menifee Med Ctr	318	131:09:54	32:34:57	75	35	103
Moreno Valley Hospital	345	114:47:21	17:51:14	55	29	75
Palo Verde Hospital	161	15:03:44	0:32:36	2	0	6
Parkview Community Hospital	503	190:19:52	38:09:02	107	64	157
Rancho Springs Med Ctr	454	127:56:35	10:44:14	46	31	80
Riverside Community Hospital	1,415	866:56:33	310:45:03	649	346	806
Riverside University Health System	1,315	500:29:44	67:20:36	287	167	423
San Geronio Mem Hospital	566	170:08:51	11:22:12	64	39	97
Temecula Valley Hospital	540	184:55:26	22:28:49	98	57	137

Transports and APODs: 3-Month Comparison									
	Aug 2019			Sep 2019			Oct 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	802	227	66:55:08	780	266	121:19:08	790	246	109:47:47
Desert Regional Med Ctr	1,137	123	33:02:11	1,052	105	21:32:24	1,079	70	17:21:36
Eisenhower Health	1,139	17	1:25:19	1,240	23	3:51:39	1,250	19	2:28:56
Hemet Valley Hospital	1,435	405	99:10:56	1,429	502	130:47:41	1,501	448	96:20:26
Inland Valley Med Ctr	913	146	34:48:14	886	158	39:56:10	894	172	49:39:04
JFK Hospital	627	8	0:48:20	580	11	4:38:40	627	5	0:34:45
Kaiser Hospital Moreno Valley	367	75	22:51:00	330	72	27:46:44	317	59	39:05:26
Kaiser Hospital Riverside	515	84	26:41:07	542	121	49:04:09	511	129	48:26:48
Loma Linda Univ Med Ctr Mur	594	163	42:51:47	599	169	48:14:13	561	164	56:08:03
Menifee Med Ctr	377	82	32:53:42	311	70	28:36:29	299	103	58:30:59
Palo Verde Hospital	192	0		166	0		153	1	0:02:48
Parkview Community Hospital	572	95	23:33:00	510	112	39:51:30	513	83	20:56:23
Rancho Springs Med Ctr	463	34	4:21:59	440	44	11:26:54	499	56	14:46:31
Riverside Community Hospital	1,470	741	306:34:58	1,351	655	283:14:16	1,451	656	212:11:42
Riverside University Health System	1,377	227	44:25:07	1,381	339	74:35:41	1,440	392	102:14:17
San Geronio Mem Hospital	542	58	8:23:19	563	47	8:34:27	560	58	7:38:30
Temecula Valley Hospital	584	108	24:07:15	502	75	15:13:06	530	122	30:47:56
	13,106	2,593	772:53:22	12,662	2,769	908:43:11	12,975	2,783	867:01:57

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	6
Hemet Valley Medical Center	1
Inland Valley Medical Center	3
Kaiser Permanente Moreno Valley Medical Center	6
Kaiser Permanente Riverside Medical Center	1
Loma Linda University Medical Center--Murrieta	6
Menifee Valley Medical Center	4
Riverside Community Hospital	5
Riverside University Health System	7
Grand Total	39

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.

October 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	473	248:56:10	62:27:46	202	57.3%

Transports and APODs at ETS: 3-Month Comparison									
	Aug 2019			Sep 2019			Oct 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	429	158	40:24:59	478	206	63:44:15	473	202	62:27:46

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

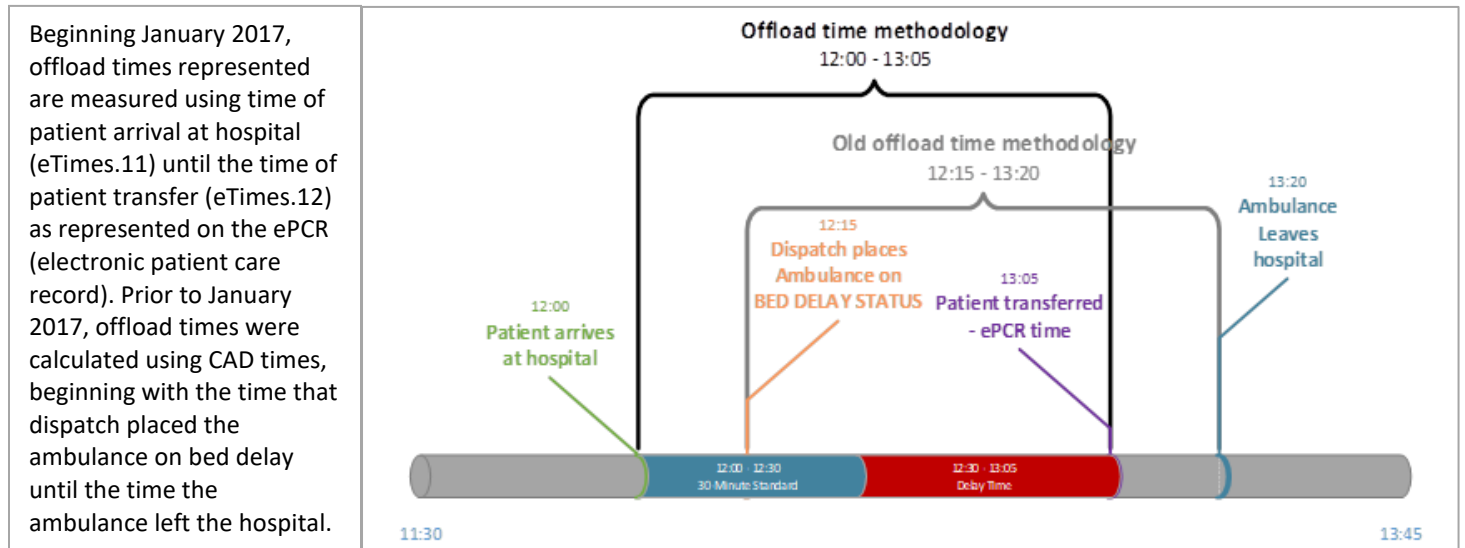
APOD Compliance

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.



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.

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>