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## EMS SYSTEM ADVISORY #2017-12/27

**TO:** Riverside County EMS System

**FROM:** Reza Vaezazizi MD, Medical Director  
Trevor Douville, Sr. EMS Specialist

**SUBJECT:** EMS System – Seasonal Surge Event

**DATE:** December 27, 2017

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The Riverside County EMS Agency (REMSA) is closely monitoring the impact of the 2017/18 influenza season on the Riverside County EMS system. During week 51 (beginning 12/17/2017), there was a total of 3070 emergency ambulance transports in Riverside County—a 16.3% increase of the 2017 YTD weekly average of 2639 transports. The number of Ambulance Patient Offload Delays (APODs) in week 51 was 802, representing an increase of 47.3% of the 2017 YTD weekly average of 544.

Additionally, during week 51, Ambulance Patient Offload Time (APOT) county-wide was over 1253 hours, an increase of 29.6% over the 2017 YTD weekly average of 966 hours. County-wide APOD hours for week 51 totaled over 321, representing a 46.8% increase over the 2017 YTD weekly average of 219 hours. Please see the linked Special Seasonal Report

- **Seasonal Report:** <http://remsa.us/documents/reports/APOT/2017APOTDecemberSPECIAL.pdf>

Riverside County is currently experiencing high EMS call volume that has been compounded by extreme APOD hours, resulting in an unfavorable impact on the EMS system. In an effort to compensate for the overall increase in call volume, additional EMS resources are being added to augment the existing system needs. The occurrence of extreme APODs is an inefficiency to the EMS system and poses a risk to patient safety.

Effective immediately, it is expected that all EMS providers and hospitals implement their respective surge and contingency plans in order to mitigate the impact of this seasonal surge event on EMS resources.

- **REMSA Policy 4204:** <http://www.remsa.us/policy/4204>

Lastly, for the duration of this seasonal surge event, and in accordance with **REMSA Policy 2101:** <http://www.remsa.us/policy/2101> American Medical Response (AMR) to utilize basic life support ambulances (BLS) for Omega or Alpha determinant category calls when dispatch by Riverside County Fire/CAL FIRE Medical Priority Dispatch System (MPDS). In support of this authorization, BLS-EMT providers may receive transfer of care from an ALS-paramedic providers as outlined by **REMSA Policy 3308:** <http://www.remsa.us/policy/3308>.

If you have general questions, please contact the EMS Agency at (951) 358-5029, or for an urgent matter, the **REMSA Duty Officer at (951) 712-3342**.

