



Ambulance Patient Offload Time August 2017

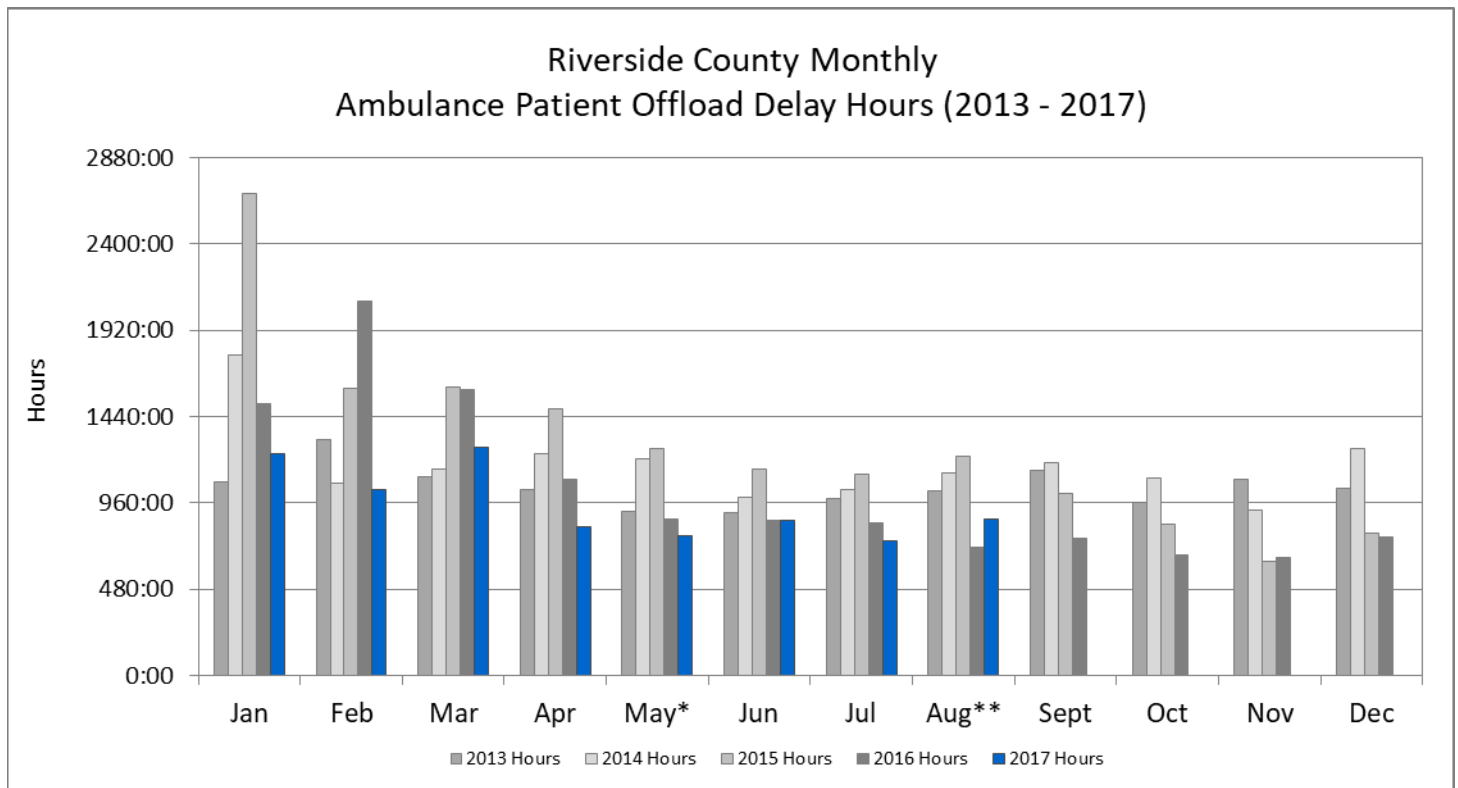
*Monthly
Report*

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through August of 2017 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes, and only the time period after the first 30 minutes is summed.

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 report). This represents a different methodology in offload time measurement. Prior to January 2017, offload times were calculated using CAD times, beginning with the time that dispatch placed the ambulance on bed delay status until the time the ambulance left the hospital.

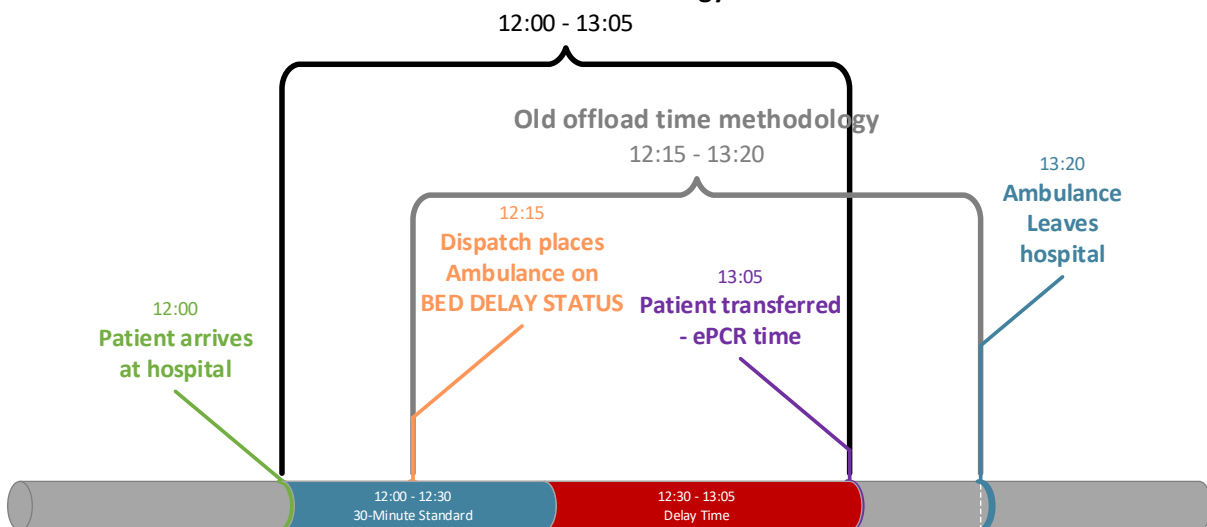
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



*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.

Offload time methodology



AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

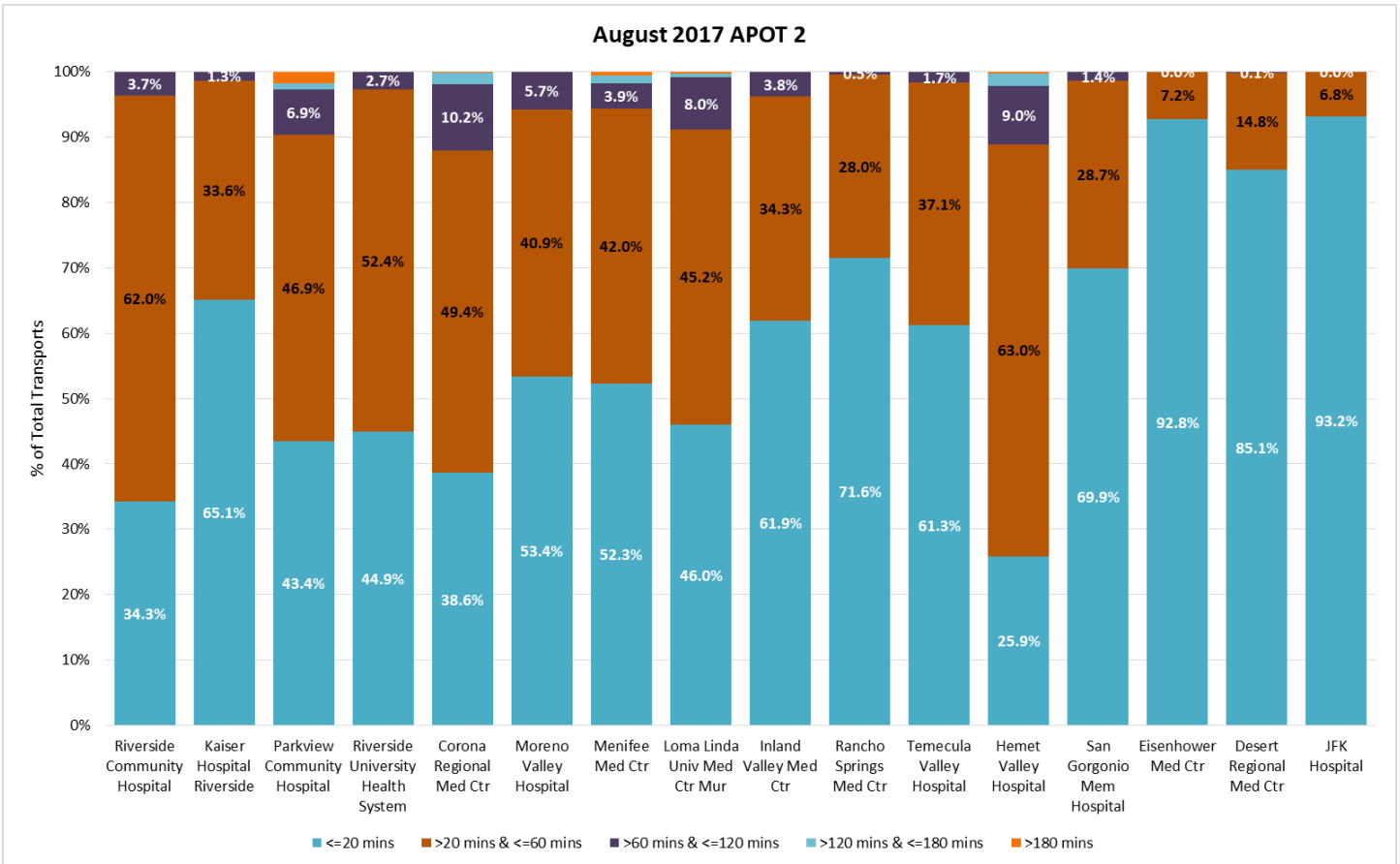
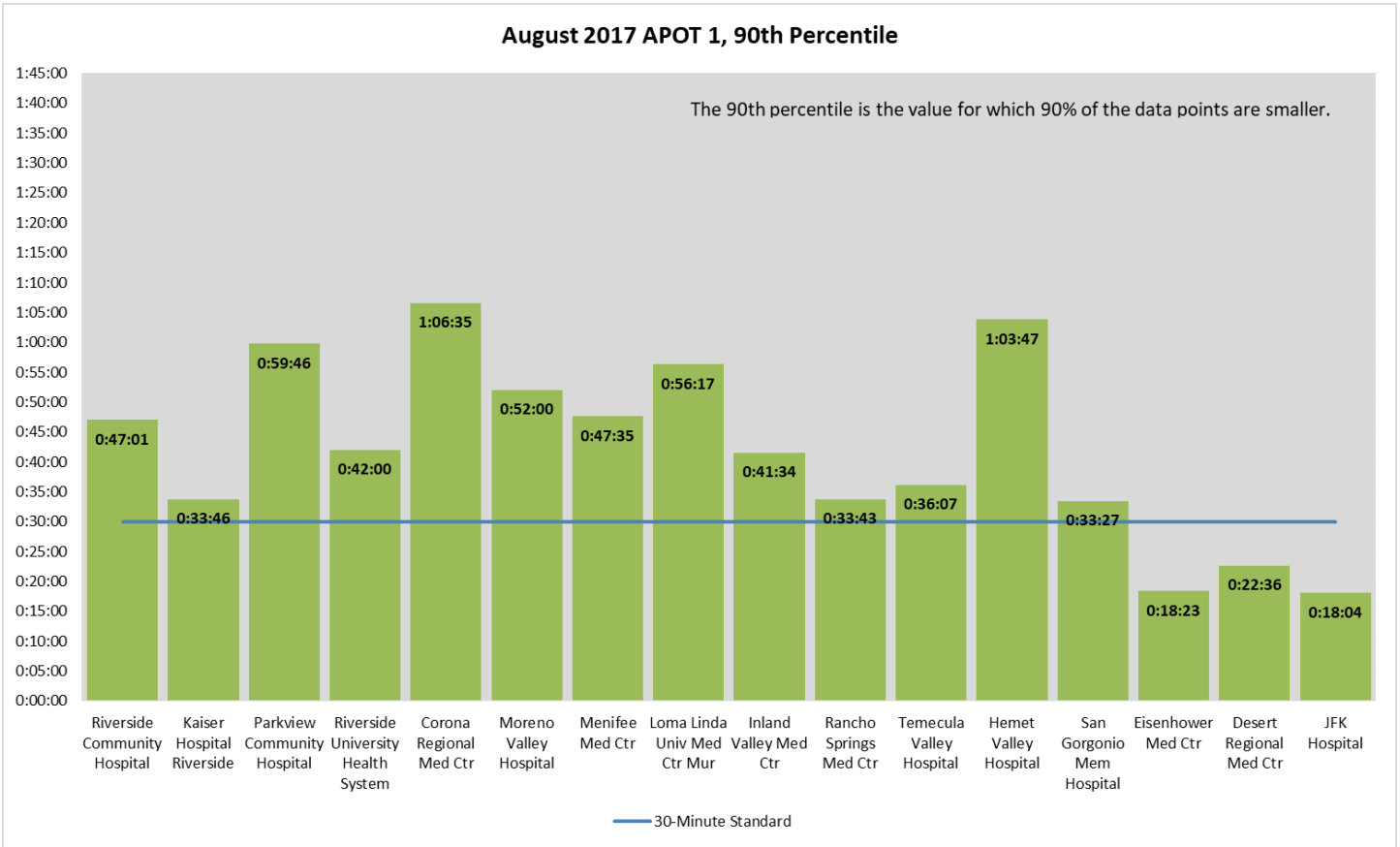
August 2017 APODs by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	1,459	665:09:49	116:24:21	537	63.2%	0:47:01
Kaiser Hospital Riverside	450	142:53:55	12:47:08	60	86.7%	0:33:46
Parkview Community Hospital	518	270:29:50	88:52:59	160	69.1%	0:59:46
Riverside University Health System	1,193	474:23:39	61:56:44	277	76.8%	0:42:00
Corona Regional Med Ctr	707	378:34:23	119:28:47	267	62.2%	1:06:35
Moreno Valley Hospital	279	112:31:02	23:19:27	71	74.6%	0:52:00
Menifee Med Ctr	333	143:56:44	36:56:35	93	72.1%	0:47:35
Loma Linda Univ Med Ctr Mur	578	265:18:28	70:13:40	190	67.1%	0:56:17
Inland Valley Med Ctr	814	278:12:53	48:13:40	166	79.6%	0:41:34
Rancho Springs Med Ctr	415	118:56:40	10:14:58	55	86.7%	0:33:43
Temecula Valley Hospital	421	137:37:17	16:08:08	75	82.2%	0:36:07
Hemet Valley Hospital	1,271	742:03:03	238:33:08	607	52.2%	1:03:47
San Geronio Mem Hospital	565	156:39:03	15:35:43	71	87.4%	0:33:27
Eisenhower Med Ctr	1,036	183:43:37	2:18:32	18	98.3%	0:18:23
Desert Regional Med Ctr	984	215:06:46	5:40:03	37	96.2%	0:22:36
JFK Hospital	541	77:46:10	1:05:16	9	98.3%	0:18:04
Totals	11,564	4363:23:19	867:49:09	2,693	76.7%	0:43:57

APOD hours do not include the first 30 minutes of each offload delay occurrence.

2017 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	11,648	5696:38:27	1678:24:25	3,828	67.1%	0:55:00
Kaiser Hospital Riverside	4,206	1294:43:52	162:51:07	518	87.7%	0:33:00
Parkview Community Hospital	3,969	1890:24:33	642:04:29	1,055	73.4%	0:59:00
Riverside University Health System	9,708	2989:36:13	344:50:54	1,412	85.5%	0:34:55
Corona Regional Med Ctr	5,458	2669:06:27	880:57:04	1,610	70.5%	1:02:00
Moreno Valley Hospital	2,566	819:50:32	115:22:05	395	84.6%	0:37:00
Menifee Med Ctr	3,121	1186:22:19	336:05:32	675	78.4%	0:47:00
Loma Linda Univ Med Ctr Mur	4,091	1999:34:19	693:21:59	1,226	70.0%	1:01:00
Inland Valley Med Ctr	6,779	1946:01:38	395:37:01	922	86.4%	0:35:10
Rancho Springs Med Ctr	3,382	801:39:09	74:09:21	240	92.9%	0:26:00
Temecula Valley Hospital	3,922	1018:22:30	100:01:13	386	90.2%	0:30:00
Hemet Valley Hospital	10,168	5501:40:06	1835:30:25	4,128	59.4%	1:05:00
San Geronio Mem Hospital	4,375	1268:49:35	141:42:17	553	87.4%	0:33:00
Eisenhower Med Ctr	3,306	563:14:34	19:05:32	51	98.5%	0:17:59
Desert Regional Med Ctr	7,399	1619:34:51	140:28:37	354	95.2%	0:23:26
JFK Hospital	2,859	495:20:34	52:28:19	107	96.3%	0:19:42
Totals	86,957	31760:59:39	7613:00:20	17,460	79.9%	0:43:35

Key: High Low/Best

AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL (CONT'D)



UNDERSTANDING APOD AND APOT

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

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>