Ambulance Patient Offload Time
December 2017

Monthly Report

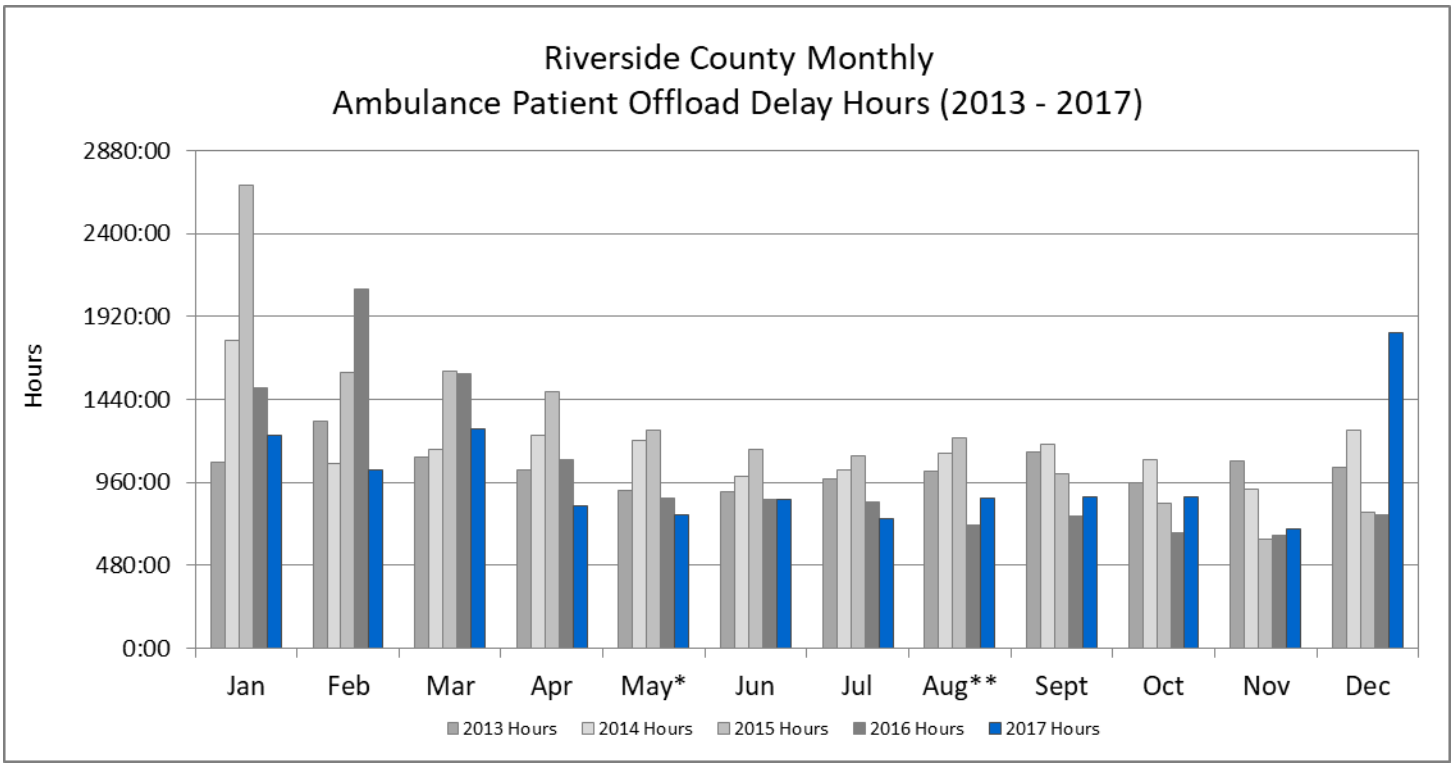
Prepared by Misty Heyden, Riverside County EMS Agency – January 2018

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

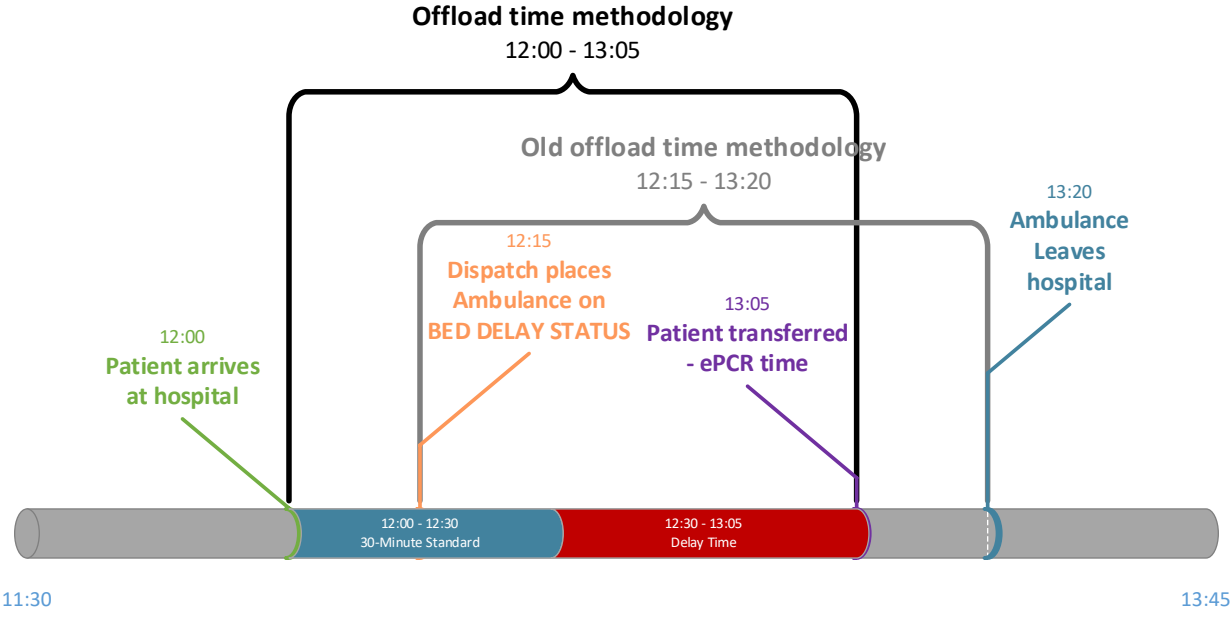
The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through December of 2017 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes, and only the time period after the first 30 minutes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



AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

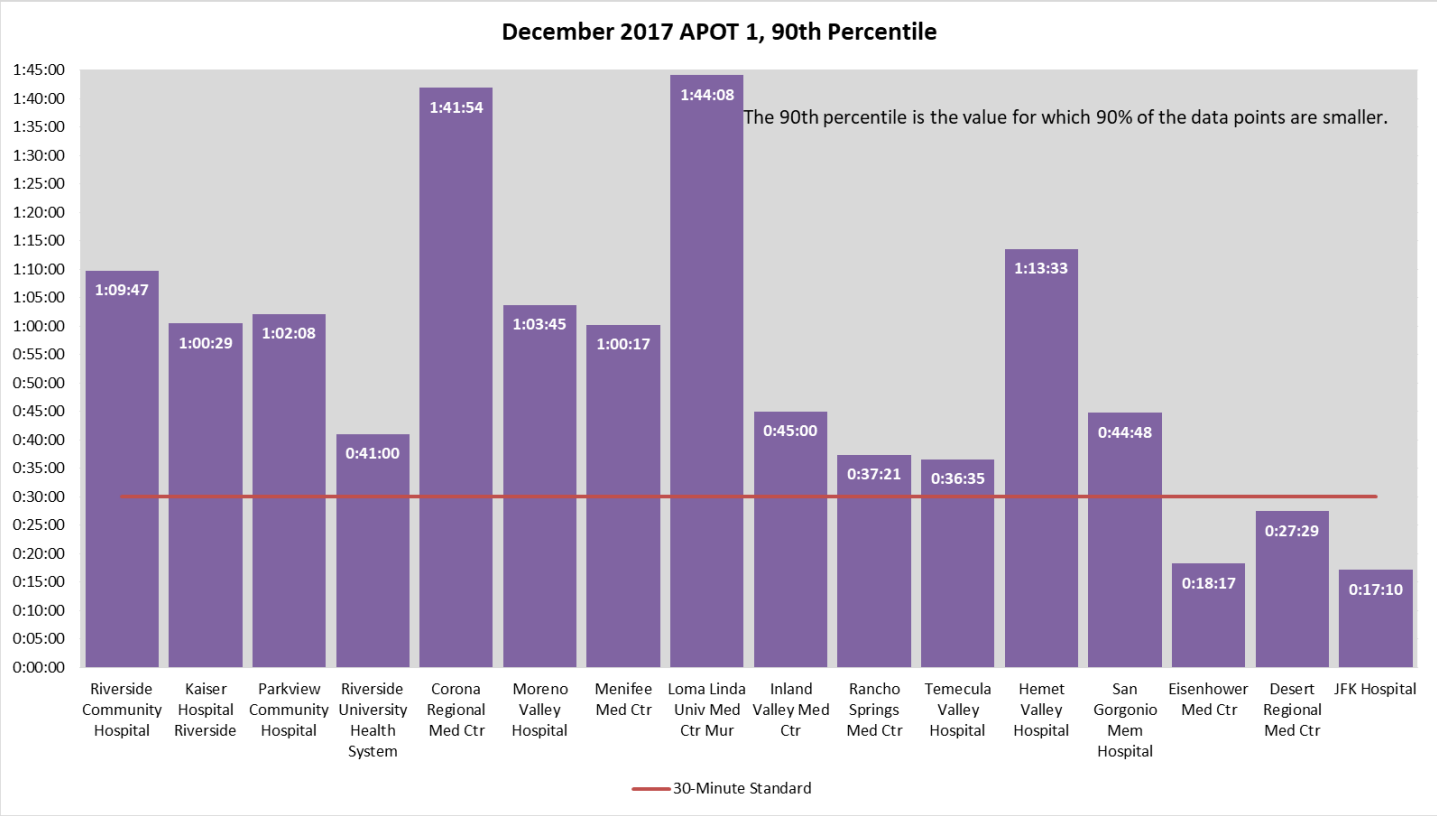
December 2017 APOT by Hospital						
Hospital	**Total ALS Transports**	**APOT**	**APOD Hours**	**APODs**	**APOD Compliance**	**APOT-1**
Riverside Community Hospital	**1,670**	**1034:58:07**	**361:07:33**	**839**	**49.8%**	1:09:47
Kaiser Hospital Riverside	610	302:59:48	98:16:39	186	69.5%	1:00:29
Parkview Community Hospital	540	272:29:06	85:04:04	181	66.5%	1:02:08
Riverside University Health System	1,272	480:35:05	70:00:20	258	79.7%	0:41:00
Corona Regional Med Ctr	774	603:06:25	297:24:07	387	50.0%	1:41:54
Moreno Valley Hospital	**346**	176:35:16	59:00:23	122	64.7%	1:03:45
Menifee Med Ctr	382	191:02:59	69:10:49	110	71.2%	1:00:17
Loma Linda Univ Med Ctr Mur	676	496:47:52	248:17:39	281	58.4%	**1:44:08**
Inland Valley Med Ctr	941	340:13:08	76:12:53	175	81.4%	0:45:00
Rancho Springs Med Ctr	520	161:41:55	20:31:19	78	85.0%	0:37:21
Temecula Valley Hospital	533	178:43:57	24:15:32	100	81.2%	0:36:35
Hemet Valley Hospital	1,406	879:59:44	333:25:07	688	51.1%	1:13:33
San Gorgonio Mem Hospital	665	230:50:21	47:56:34	129	80.6%	0:44:48
Eisenhower Med Ctr	1,414	248:53:38	3:31:21	23	98.4%	0:18:17
Desert Regional Med Ctr	1,178	296:01:48	27:02:29	97	91.8%	0:27:29
JFK Hospital	630	**91:47:11**	**2:06:05**	**9**	**98.6%**	**0:17:10**
Totals	**13,557**	**5986:46:20**	**1823:22:54**	**3,663**	**73.0%**	**0:55:15**

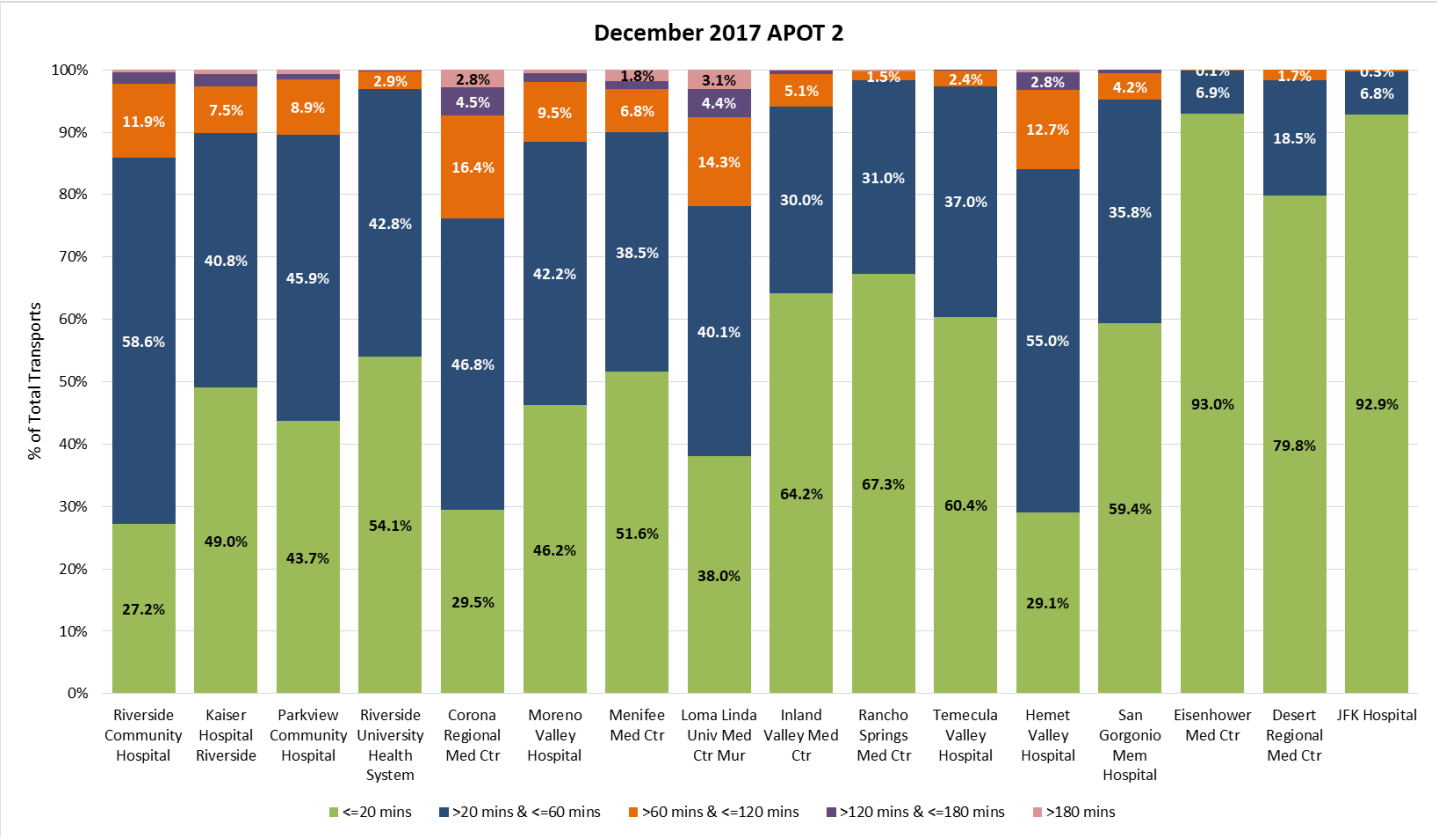
APOD hours do not include the first 30 minutes of each offload delay occurrence.

2017 Year-to-Date						
Hospital	**Total ALS Transports**	**APOT**	**APOD Hours**	**APODs**	**APOD Compliance**	**APOT-1**
Riverside Community Hospital	**17,926**	**8945:50:56**	2492:19:40	**6,419**	64.2%	0:55:00
Kaiser Hospital Riverside	6,299	2087:54:09	319:39:22	947	85.0%	0:36:00
Parkview Community Hospital	5,982	2845:49:48	911:09:36	1,699	71.6%	0:58:00
Riverside University Health System	14,582	4738:48:29	531:23:47	2,298	84.2%	0:35:28
Corona Regional Med Ctr	8,273	4398:01:49	1566:26:35	2,781	66.4%	**1:07:00**
Moreno Valley Hospital	**3,836**	1384:12:16	255:40:37	777	79.7%	0:43:18
Menifee Med Ctr	4,542	1824:21:43	529:05:28	1,028	77.4%	0:49:00
Loma Linda Univ Med Ctr Mur	6,460	3290:36:01	1169:35:24	2,016	68.8%	1:03:59
Inland Valley Med Ctr	10,158	3041:58:01	578:13:46	1,491	85.3%	0:36:25
Rancho Springs Med Ctr	5,060	1272:07:29	117:48:24	428	91.5%	0:28:05
Temecula Valley Hospital	5,799	1611:11:26	158:22:16	691	88.1%	0:32:00
Hemet Valley Hospital	15,381	8411:17:12	**2756:15:04**	6,402	**58.4%**	1:04:17
San Gorgonio Mem Hospital	6,597	1901:24:37	220:12:29	831	87.4%	0:33:00
Eisenhower Med Ctr	8,274	1455:12:52	**30:41:44**	**126**	**98.5%**	**0:18:05**
Desert Regional Med Ctr	11,560	2544:47:15	182:57:40	560	95.2%	0:23:26
JFK Hospital	5,210	**836:06:17**	57:19:49	142	97.3%	0:18:36
Totals	**135,939**	**50589:40:20**	**11877:11:41**	**28,636**	**78.9%**	**0:44:15**

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