

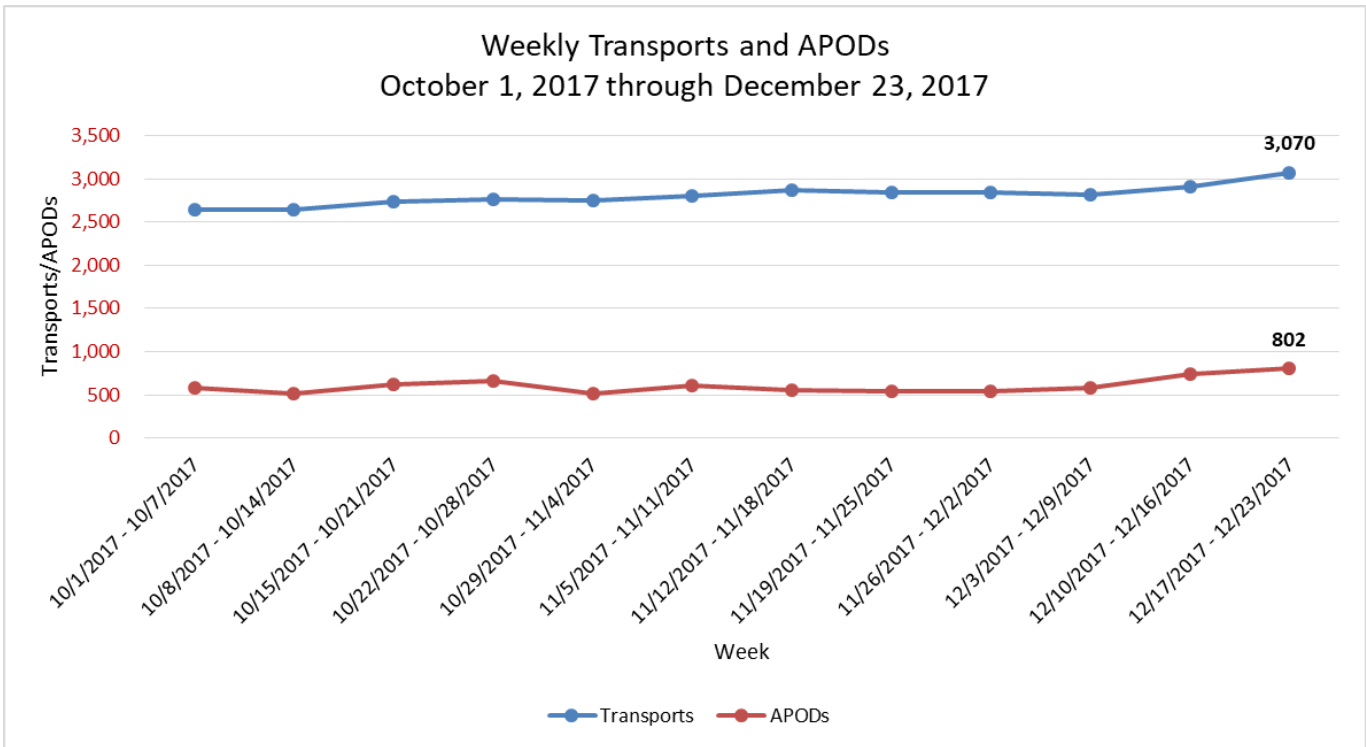
*Special Seasonal Report*



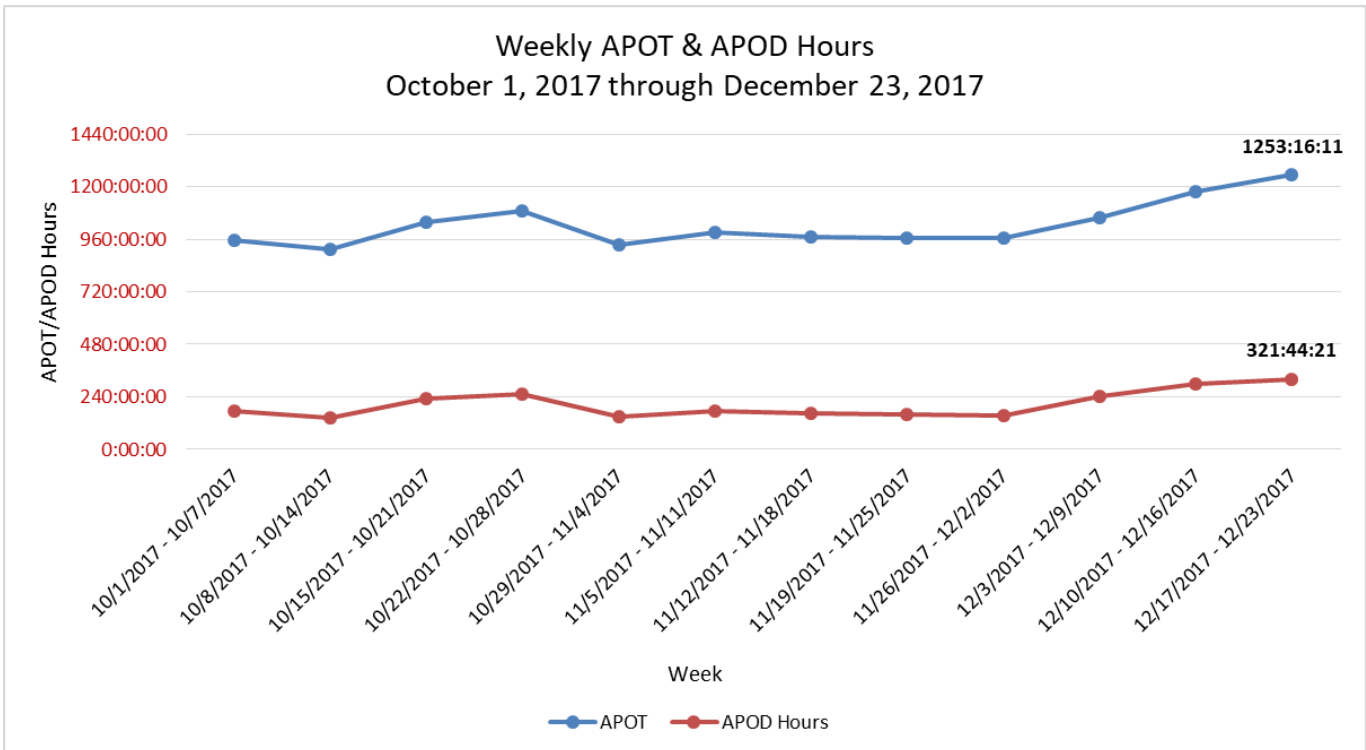
Ambulance Patient Offload Time  
Through December 23, 2017

*Special  
Seasonal  
Report*

# SPECIAL SEASONAL REPORT



- During week 51 (beginning 12/17/2017), there were a total of **3070 transports in Riverside County**—a 16.3% increase of the 2017 YTD weekly average of 2639 transports.
- The number of **APODs in week 51 was 802**, representing an increase of 47.3% of the 2017 YTD weekly average of 544.



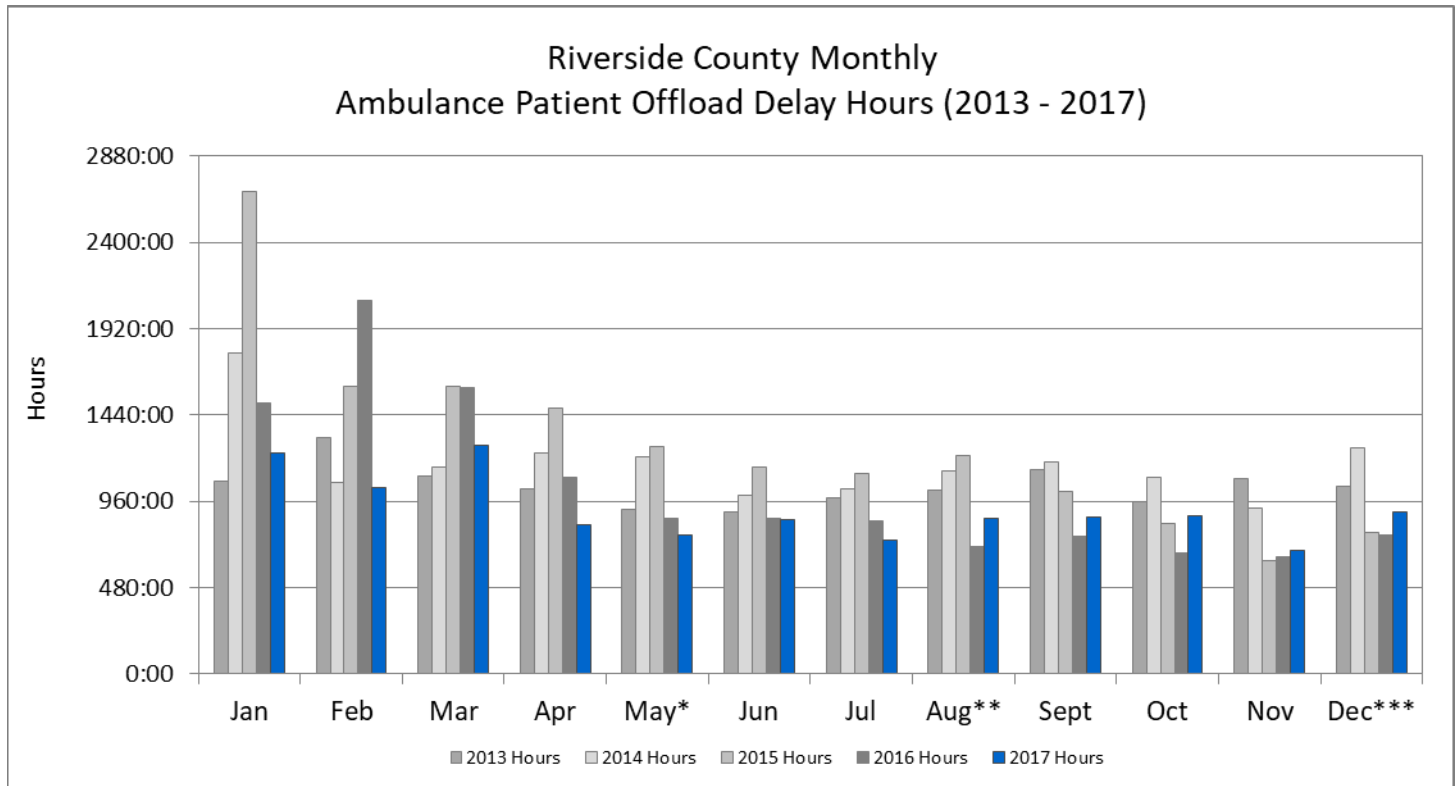
- During week 51, **APOT county-wide** was over 1253 hours total, an increase of 29.6% over the 2017 YTD weekly average of 966 hours.
- County-wide **APOD hours for week 51 totaled over 321**, representing a 46.8% increase over the 2017 YTD weekly average of 219 hours.

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through December 23, 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.

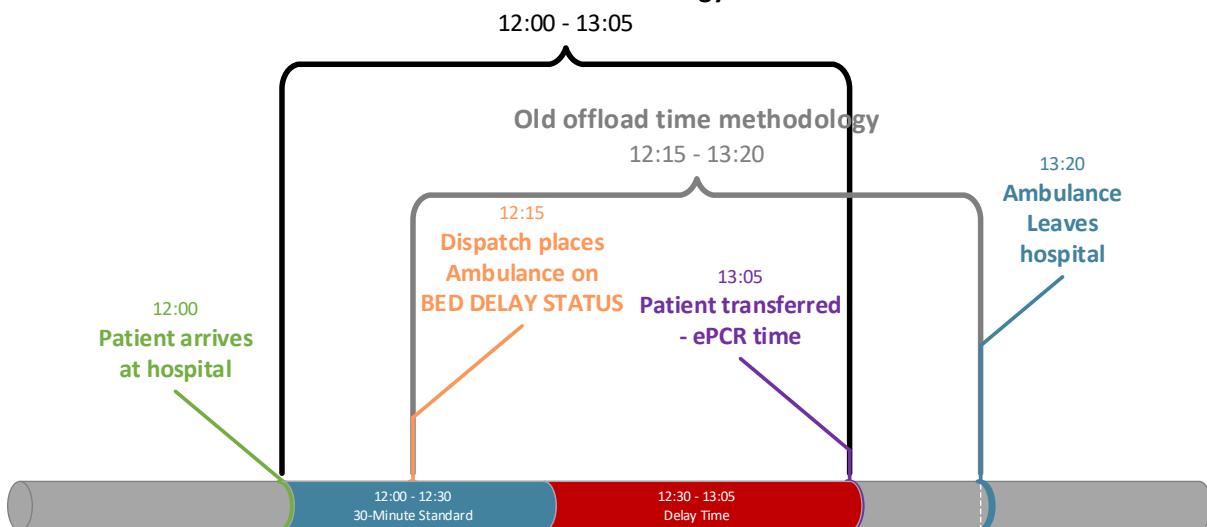


\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

\*\*\*December 2017 is a partial month.

## Offload time methodology



## AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

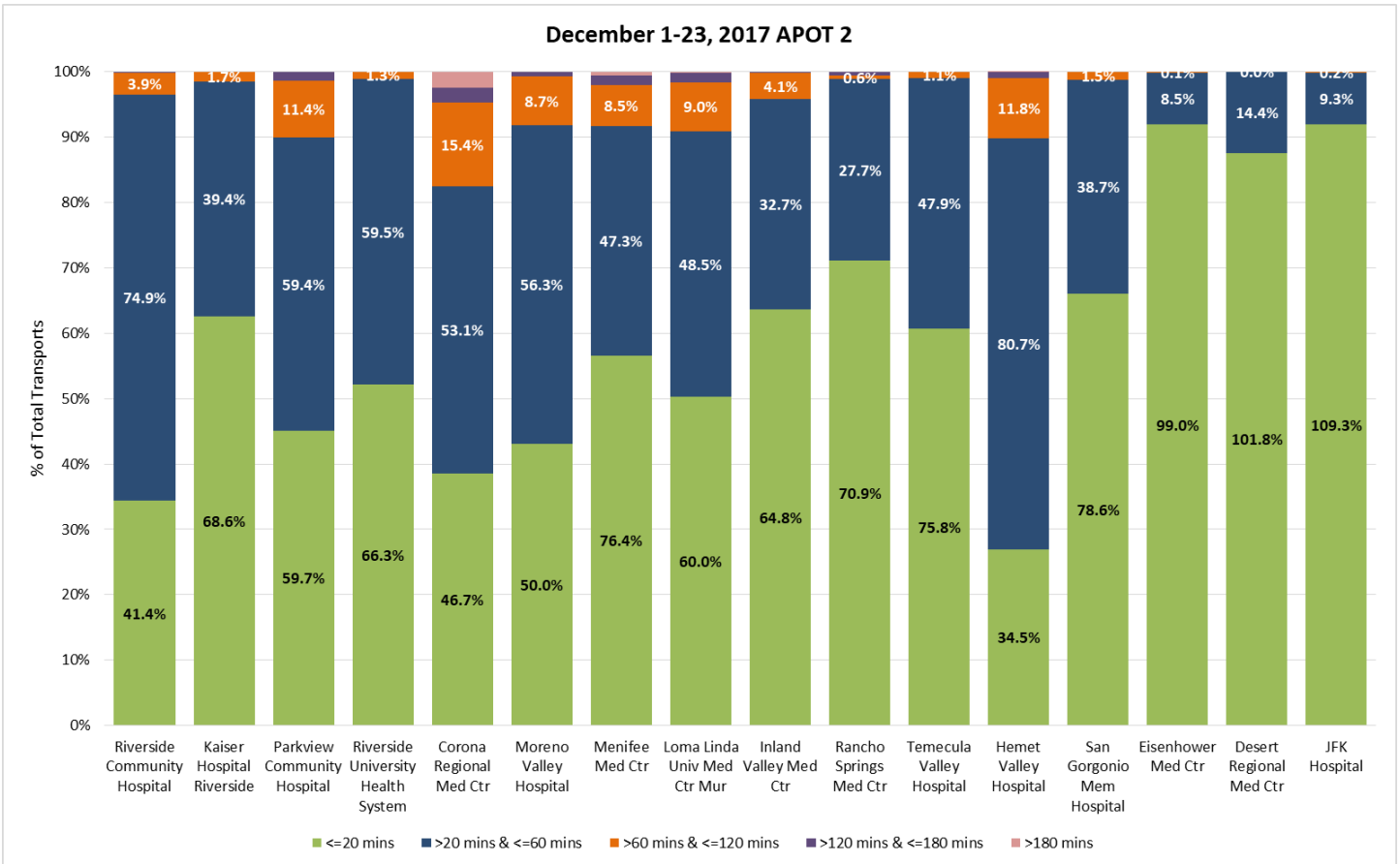
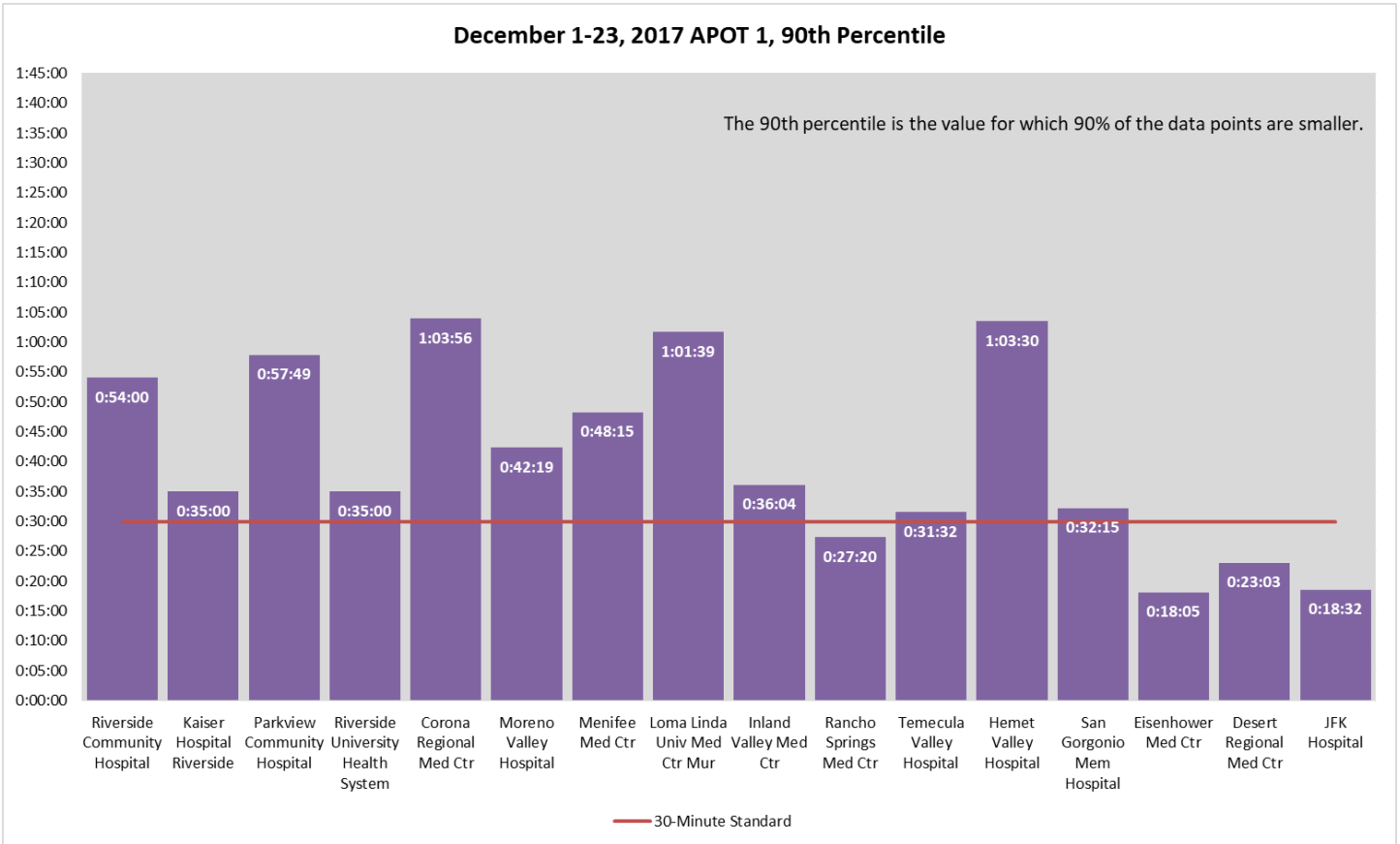
December 1-23, 2017 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	1,211	673:40:52	193:48:55	565	53.3%	0:58:50
Kaiser Hospital Riverside	414	158:12:19	28:16:16	98	76.3%	0:42:42
Parkview Community Hospital	377	169:27:52	44:24:30	110	70.8%	0:54:03
Riverside University Health System	897	310:06:57	33:37:38	149	83.4%	0:36:27
Corona Regional Med Ctr	557	342:32:40	131:21:21	245	56.0%	1:11:31
Moreno Valley Hospital	252	114:11:29	29:17:56	81	67.9%	0:56:38
Menifee Med Ctr	258	109:42:49	32:47:38	57	77.9%	0:49:49
Loma Linda Univ Med Ctr Mur	478	299:17:05	128:16:36	179	62.6%	1:30:51
Inland Valley Med Ctr	685	239:16:34	52:18:40	116	83.1%	0:43:56
Rancho Springs Med Ctr	358	95:47:32	6:01:12	34	90.5%	0:30:30
Temecula Valley Hospital	359	108:55:54	8:50:02	51	85.8%	0:33:16
Hemet Valley Hospital	999	563:06:44	183:47:29	441	55.9%	1:04:30
San Geronio Mem Hospital	462	136:36:01	18:01:29	69	85.1%	0:35:19
Eisenhower Med Ctr	995	173:23:05	2:21:02	16	98.4%	0:18:17
Desert Regional Med Ctr	825	183:35:16	7:34:21	42	94.9%	0:23:10
JFK Hospital	450	62:05:30	0:17:49	4	99.1%	0:16:28
<b>Totals</b>	<b>9,577</b>	<b>3739:58:39</b>	<b>901:02:54</b>	<b>2,257</b>	<b>76.4%</b>	<b>0:47:09</b>

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

2017 Year-to-Date (through December 23, 2017)						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	17,467	8584:33:41	2325:01:02	6,145	64.8%	0:54:00
Kaiser Hospital Riverside	6,103	1943:06:40	249:38:59	859	85.9%	0:35:00
Parkview Community Hospital	5,819	2742:48:34	870:30:02	1,628	72.0%	0:57:49
Riverside University Health System	14,207	4568:20:21	495:01:05	2,189	84.6%	0:35:00
Corona Regional Med Ctr	8,056	4137:28:04	1400:23:49	2,639	67.2%	1:03:56
Moreno Valley Hospital	3,742	1321:48:29	225:58:10	736	80.3%	0:42:19
Menifee Med Ctr	4,418	1743:01:33	492:42:17	975	77.9%	0:48:15
Loma Linda Univ Med Ctr Mur	6,262	3093:05:14	1049:34:21	1,914	69.4%	1:01:39
Inland Valley Med Ctr	9,902	2941:01:27	554:19:33	1,432	85.5%	0:36:04
Rancho Springs Med Ctr	4,898	1206:13:06	103:18:17	384	92.2%	0:27:20
Temecula Valley Hospital	5,625	1541:23:23	142:56:46	642	88.6%	0:31:32
Hemet Valley Hospital	14,974	8094:24:12	2606:37:26	6,155	58.9%	1:03:30
San Geronio Mem Hospital	6,394	1807:10:17	190:17:24	771	87.9%	0:32:15
Eisenhower Med Ctr	7,855	1379:42:19	29:31:25	119	98.5%	0:18:05
Desert Regional Med Ctr	11,207	2432:20:43	163:29:32	505	95.5%	0:23:03
JFK Hospital	5,030	806:24:36	55:31:33	137	97.3%	0:18:32
<b>Totals</b>	<b>131,959</b>	<b>48342:52:39</b>	<b>10954:51:41</b>	<b>27,230</b>	<b>79.4%</b>	<b>0:43:25</b>

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.<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).

## *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.<sup>4</sup>

## *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>5</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>6</sup>

---

<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> Ibid., Definitions.

<sup>5</sup> REMSA Policy 9101.6. <http://www.remsa.us/policy/9101.pdf>

<sup>6</sup> REMSA Policy 4204, Transfer of Patient Care. <http://www.remsa.us/policy/4204.pdf>