

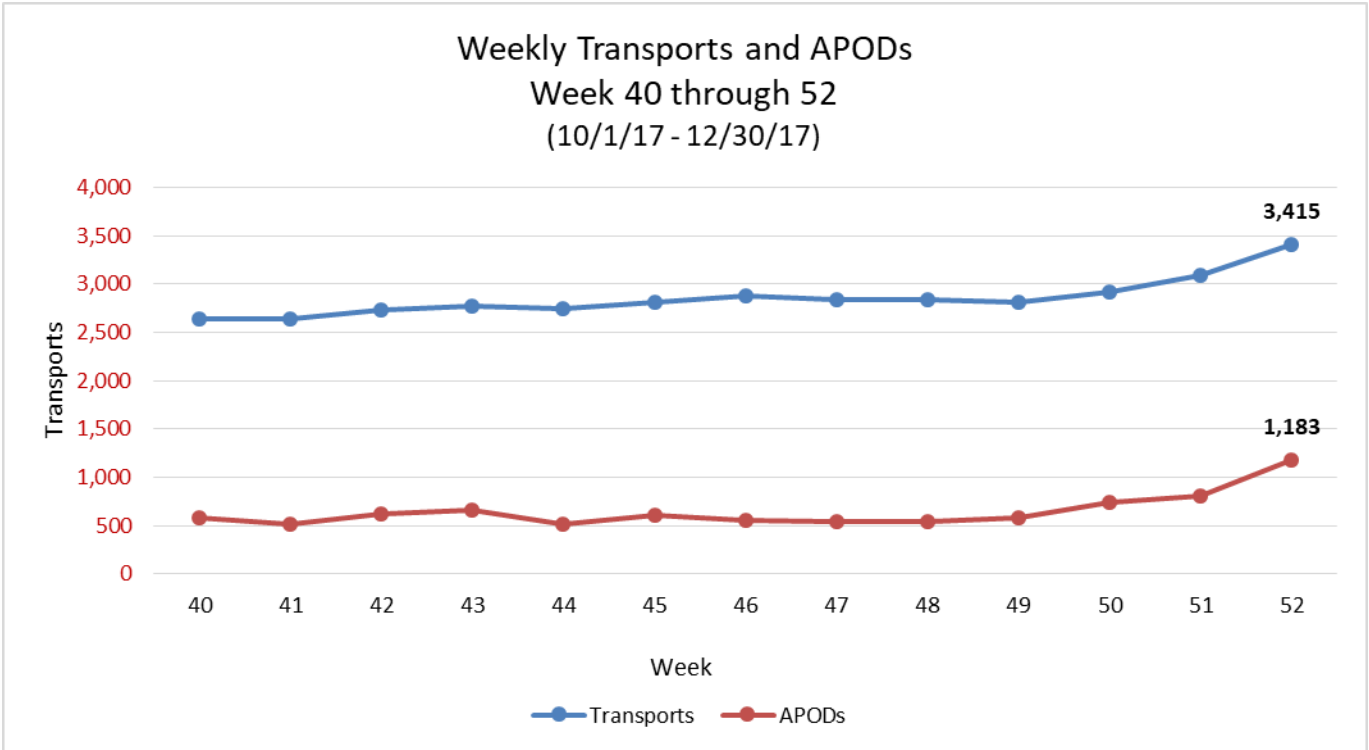
*Special Seasonal Report*



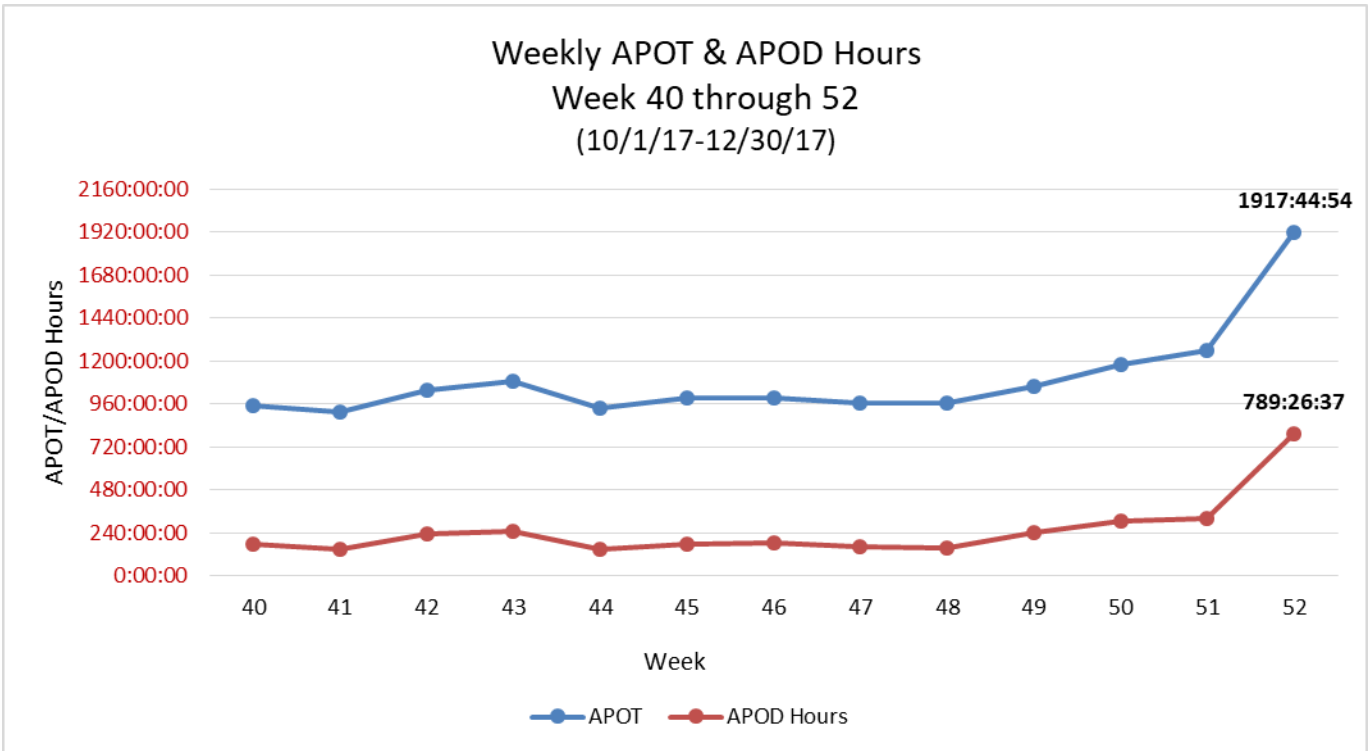
Ambulance Patient Offload Time  
Week 52 (Through December 30, 2017)

*Special  
Seasonal  
Report*

# SPECIAL SEASONAL REPORT



- During week 52 (beginning 12/24/2017), there were a total of **3415 transports in Riverside County**—a 31.1% increase of the 2017 YTD weekly average of 2604 transports.
- The number of **APODs in week 52 was 1183**, representing an increase of **116.4%** of the 2017 YTD weekly average of 546.



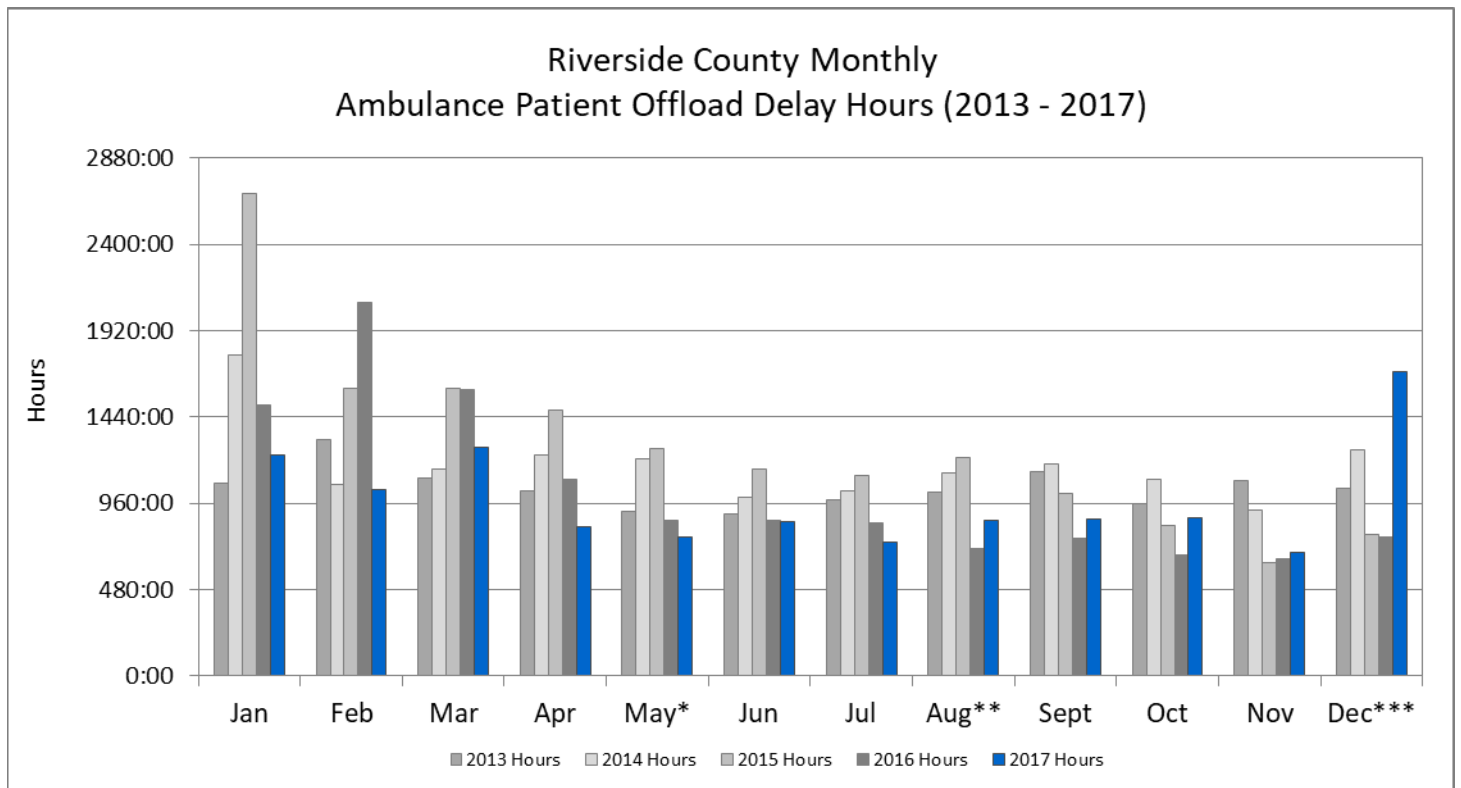
- During week 52, **APOT county-wide was over 1917 hours** total, an increase of **98.4%** over the 2017 YTD weekly average of 966 hours.
- County-wide **APOD hours for week 52 totaled over 789**, representing a **249.5%** increase over the 2017 YTD weekly average of 225 hours.

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through December 30, 2017 (Week 52) 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.

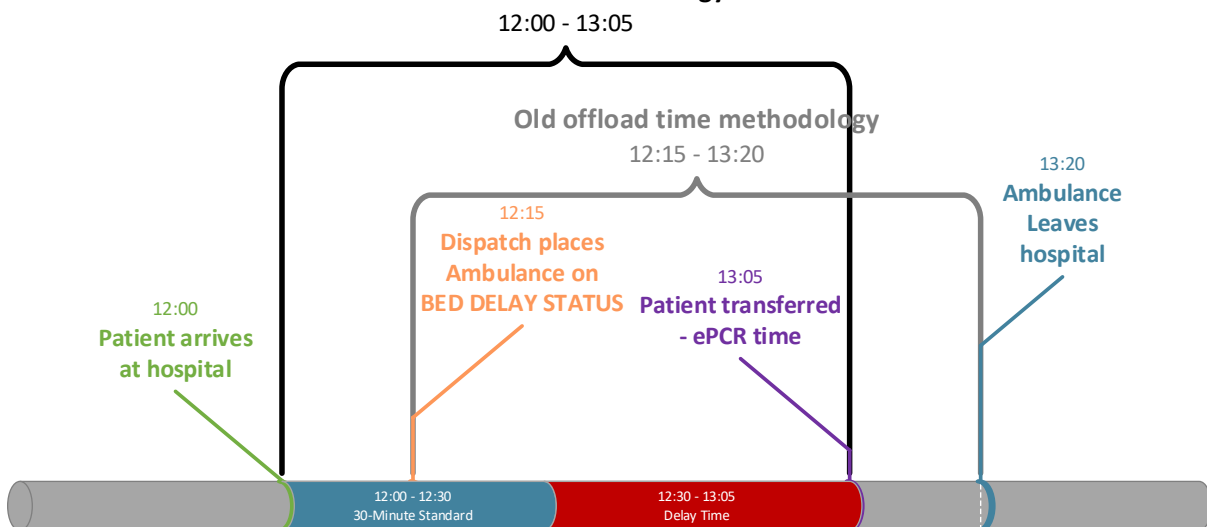


\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

\*\*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

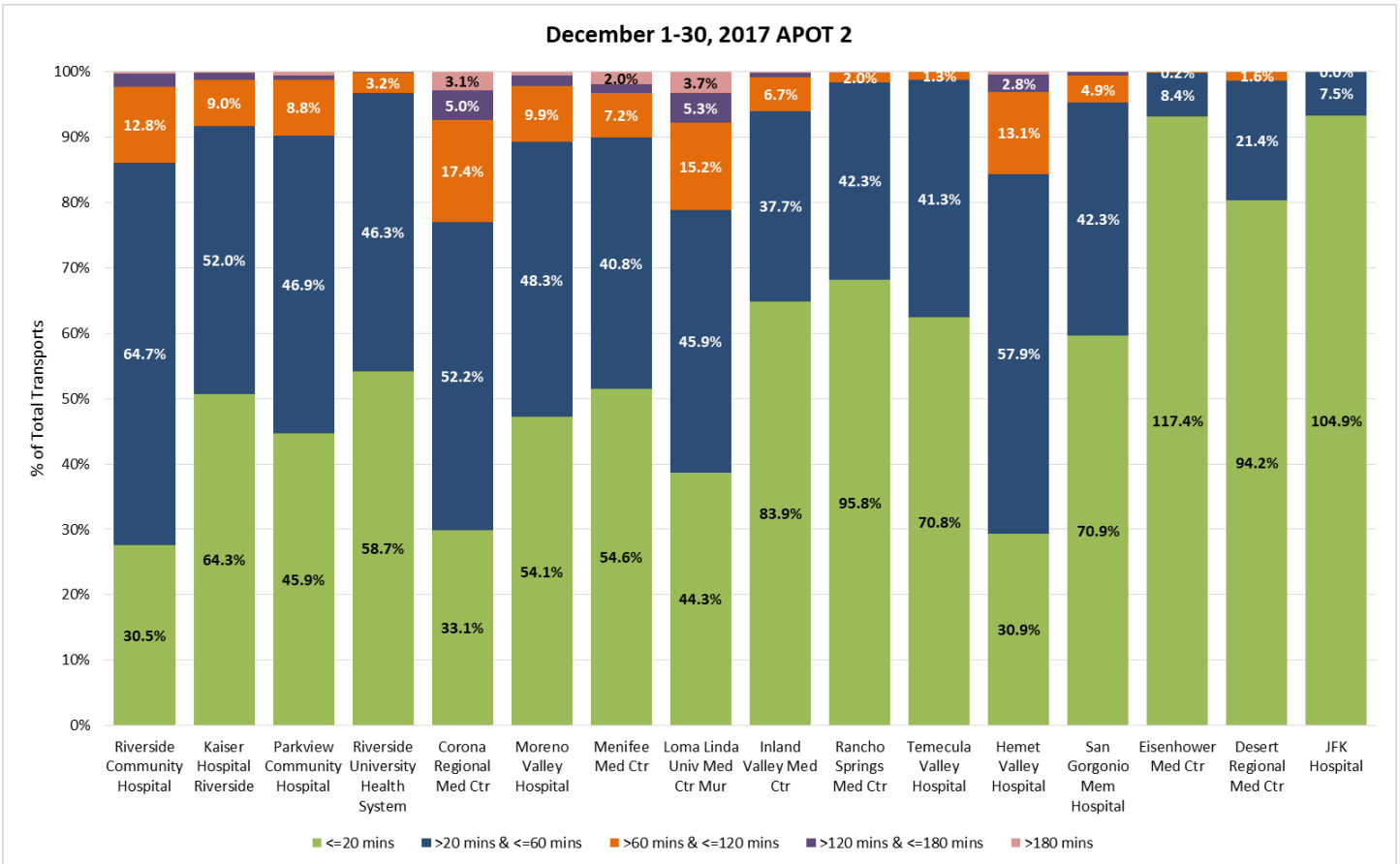
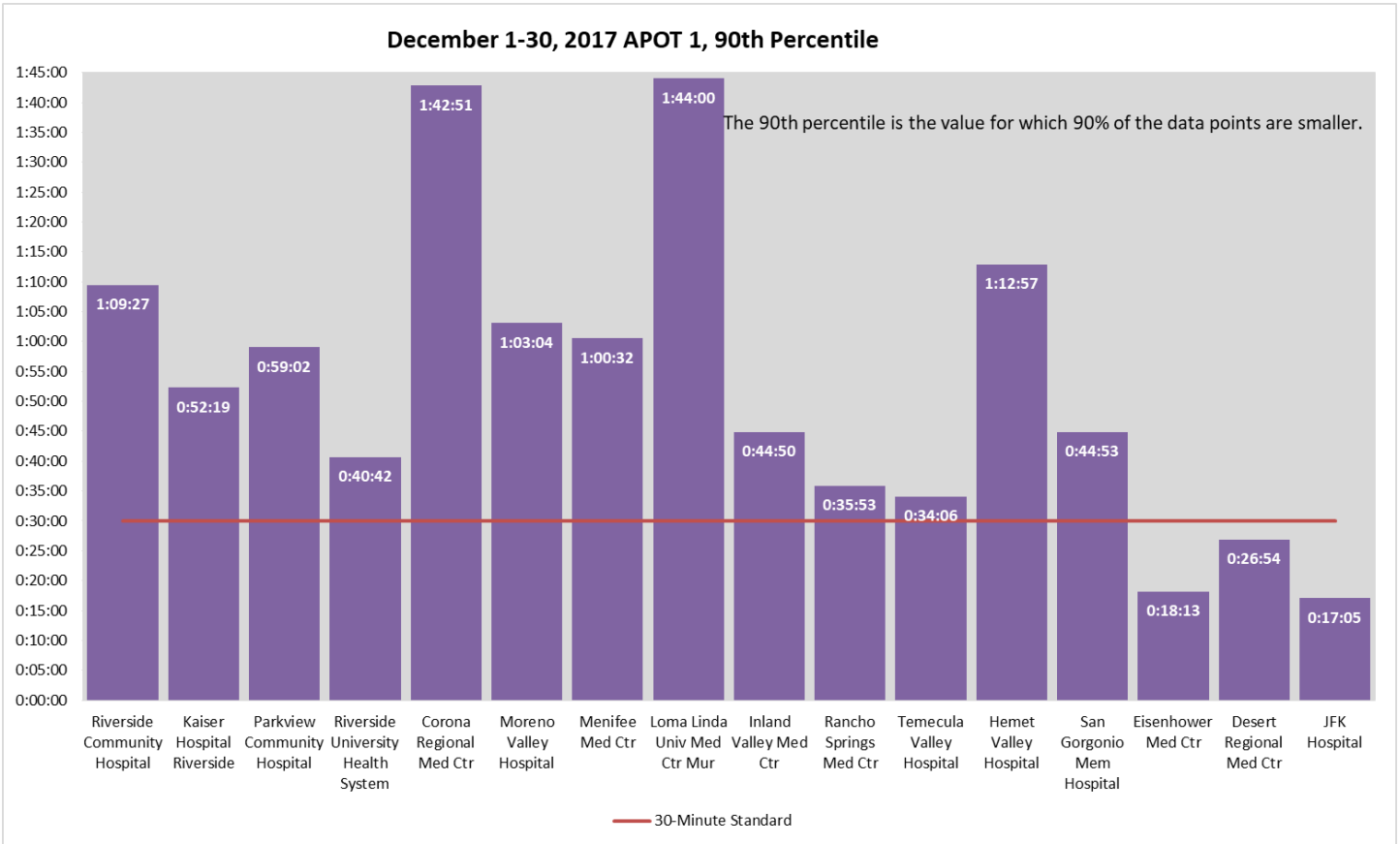
December 1-30, 2017 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	1,611	989:49:41	342:07:46	798	50.5%	1:09:27
Kaiser Hospital Riverside	576	260:24:49	69:40:48	164	71.5%	0:52:19
Parkview Community Hospital	513	251:16:43	74:46:55	167	67.4%	0:59:02
Riverside University Health System	1,237	463:51:19	65:14:41	247	80.0%	0:40:42
Corona Regional Med Ctr	747	578:48:26	284:43:43	371	50.3%	1:42:51
Moreno Valley Hospital	335	168:55:40	55:55:06	114	66.0%	1:03:04
Menifee Med Ctr	369	184:20:49	66:39:00	104	71.8%	1:00:32
Loma Linda Univ Med Ctr Mur	653	477:46:29	239:29:24	269	58.8%	1:44:00
Inland Valley Med Ctr	902	322:19:19	72:06:34	161	82.2%	0:44:50
Rancho Springs Med Ctr	501	152:40:16	18:35:27	70	86.0%	0:35:53
Temecula Valley Hospital	508	159:24:31	15:27:28	85	83.3%	0:34:06
Hemet Valley Hospital	1,348	838:25:52	315:20:27	656	51.3%	1:12:57
San Geronio Mem Hospital	652	226:18:48	47:03:36	127	80.5%	0:44:53
Eisenhower Med Ctr	1,349	235:33:38	3:17:10	22	98.4%	0:18:13
Desert Regional Med Ctr	1,123	275:37:42	22:04:35	88	92.2%	0:26:54
JFK Hospital	601	85:14:51	0:40:15	6	99.0%	0:17:05
<b>Totals</b>	<b>13,025</b>	<b>5670:48:53</b>	<b>1693:12:55</b>	<b>3,449</b>	<b>73.5%</b>	<b>0:53:54</b>

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

2017 Year-to-Date (through December 30, 2017)						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	17,867	8900:42:30	2473:19:53	6,378	64.3%	0:55:00
Kaiser Hospital Riverside	6,265	2045:19:10	291:03:31	925	85.2%	0:35:34
Parkview Community Hospital	5,955	2824:37:25	900:52:27	1,685	71.7%	0:58:00
Riverside University Health System	14,547	4722:04:43	526:38:08	2,287	84.3%	0:35:20
Corona Regional Med Ctr	8,246	4373:43:50	1553:46:11	2,765	66.5%	1:07:00
Moreno Valley Hospital	3,825	1376:32:40	252:35:20	769	79.9%	0:43:00
Menifee Med Ctr	4,529	1817:39:33	526:33:39	1,022	77.4%	0:49:00
Loma Linda Univ Med Ctr Mur	6,437	3271:34:38	1160:47:09	2,004	68.9%	1:03:35
Inland Valley Med Ctr	10,119	3024:04:12	574:07:27	1,477	85.4%	0:36:17
Rancho Springs Med Ctr	5,041	1263:05:50	115:52:32	420	91.7%	0:28:00
Temecula Valley Hospital	5,774	1591:52:00	149:34:12	676	88.3%	0:31:47
Hemet Valley Hospital	15,323	8369:43:20	2738:10:24	6,370	58.4%	1:04:11
San Geronio Mem Hospital	6,584	1896:53:04	219:19:31	829	87.4%	0:33:00
Eisenhower Med Ctr	8,209	1441:52:52	30:27:33	125	98.5%	0:18:04
Desert Regional Med Ctr	11,505	2524:23:09	177:59:46	551	95.2%	0:23:23
JFK Hospital	5,181	829:33:57	55:53:59	139	97.3%	0:18:34
<b>Totals</b>	<b>135,407</b>	<b>50273:42:53</b>	<b>11747:01:42</b>	<b>28,422</b>	<b>79.0%</b>	<b>0:44:03</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>

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<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>