Ambulance Patient Offload Time

July 2017

Monthly Report

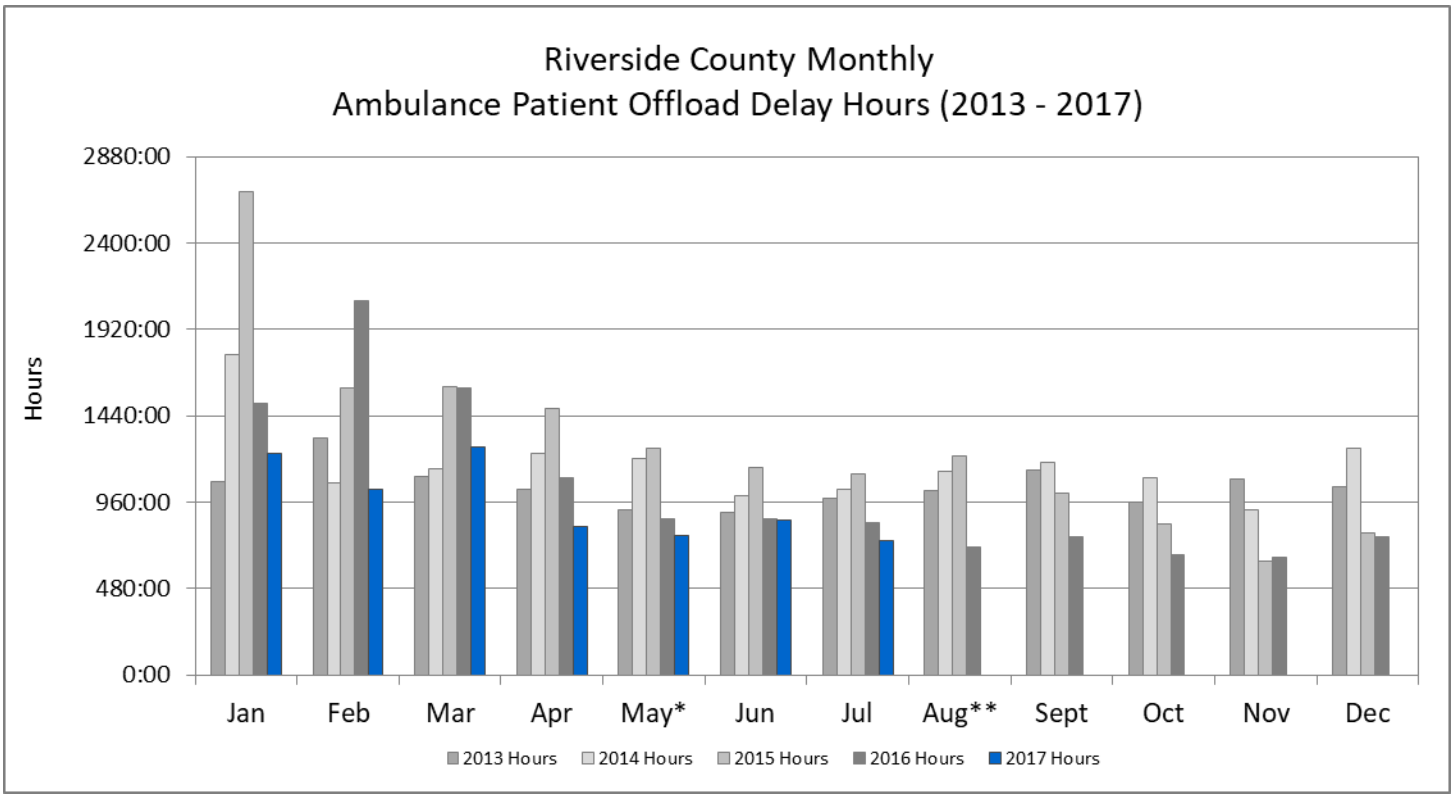
Prepared by Misty Heyden, Riverside County EMS Agency - November 2017

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

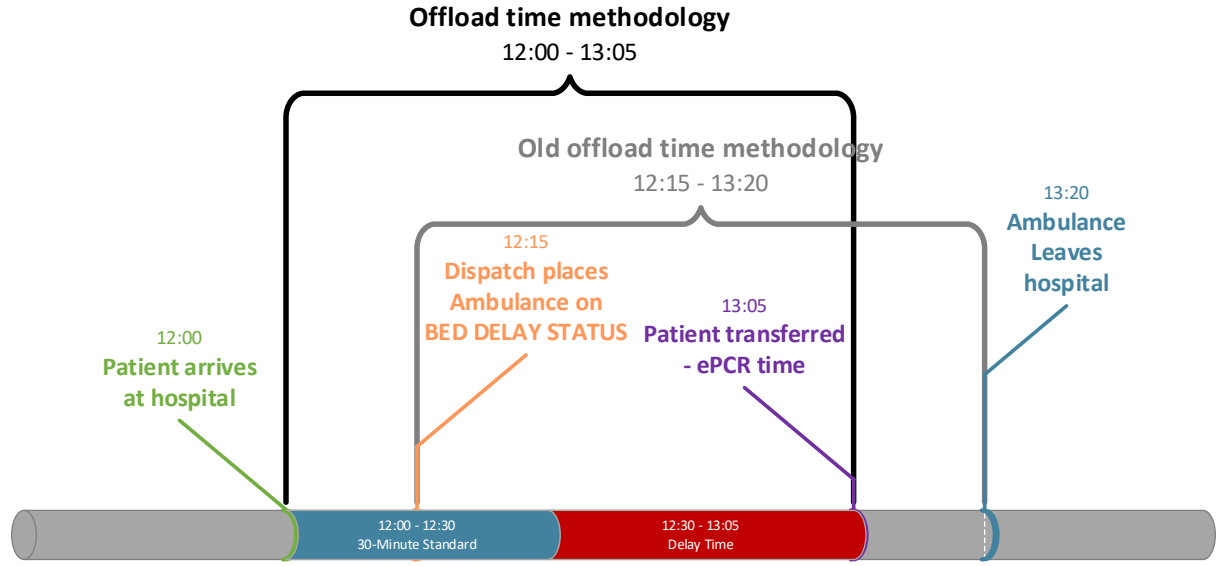
The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 through July of 2017 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes, and only the time period after the first 30 minutes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



AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

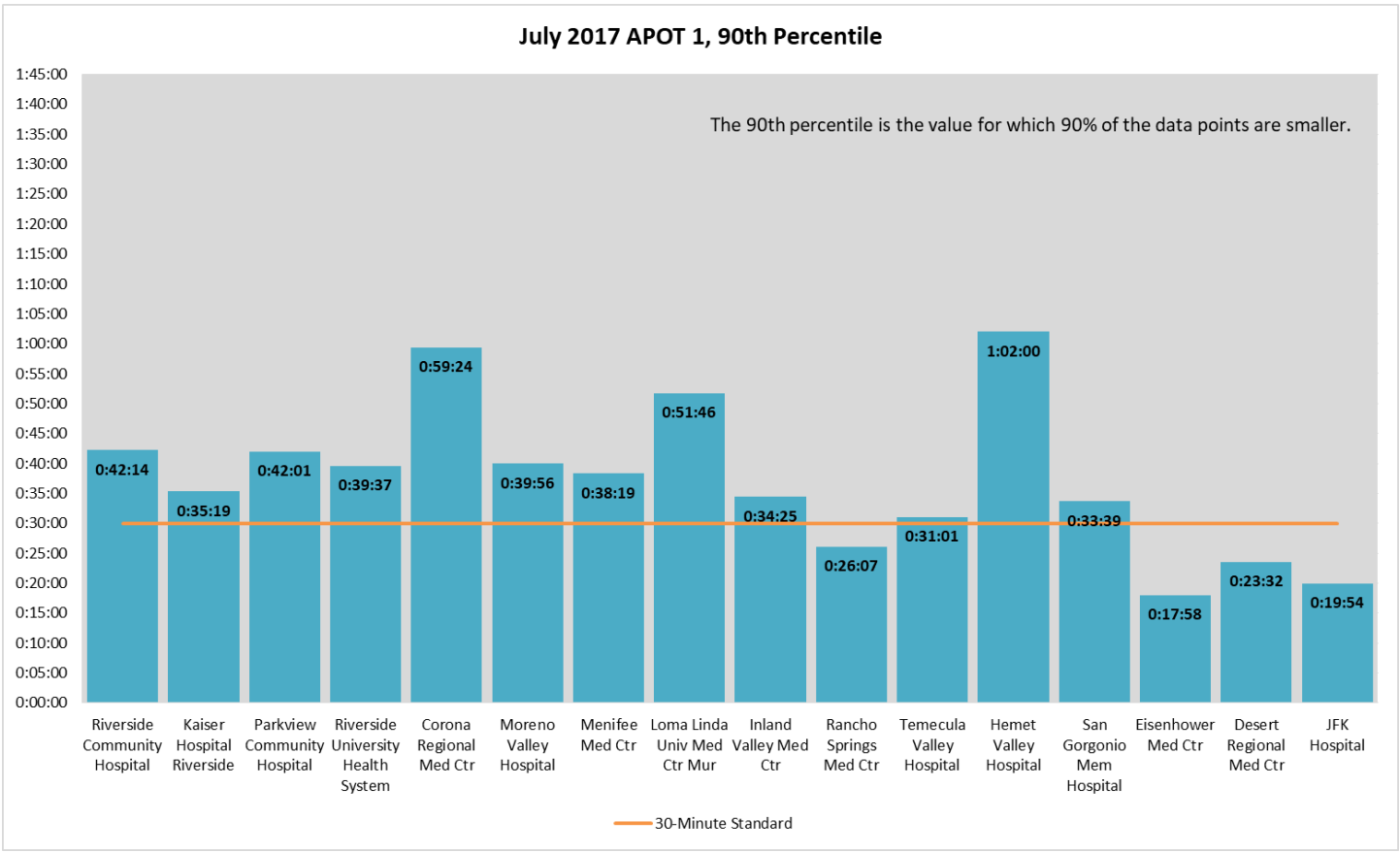
July 2017 APODs by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	**1,473**	601:30:28	113:00:21	370	74.9%	0:42:14
Kaiser Hospital Riverside	503	162:24:25	17:09:08	77	84.7%	0:35:19
Parkview Community Hospital	480	181:19:33	38:23:57	102	78.8%	0:42:01
Riverside University Health System	1,210	431:46:43	60:42:10	243	79.9%	0:39:37
Corona Regional Med Ctr	685	319:45:57	99:46:53	201	70.7%	0:59:24
Moreno Valley Hospital	**265**	85:36:28	10:36:14	48	81.9%	0:39:56
Menifee Med Ctr	382	117:37:36	20:39:27	63	83.5%	0:38:19
Loma Linda Univ Med Ctr Mur	489	222:52:02	72:08:08	127	74.0%	0:51:46
Inland Valley Med Ctr	889	247:06:43	40:07:45	129	85.5%	0:34:25
Rancho Springs Med Ctr	420	95:03:11	6:09:56	27	93.6%	0:26:07
Temecula Valley Hospital	486	137:29:48	22:15:16	54	88.9%	0:31:01
Hemet Valley Hospital	1,329	**740:19:44**	**225:54:00**	**616**	**53.6%**	**1:02:00**
San Gorgonio Mem Hospital	527	145:33:16	13:36:46	67	87.3%	0:33:39
Eisenhower Med Ctr	300	51:02:27	**0:41:45**	**6**	**98.0%**	**0:17:58**
Desert Regional Med Ctr	876	188:26:26	3:42:28	31	96.5%	0:23:32
JFK Hospital	314	**47:47:33**	2:06:03	12	96.2%	0:19:54
Totals	**10,628**	**3775:42:20**	**747:00:17**	**2,173**	**79.6%**	**0:42:00**

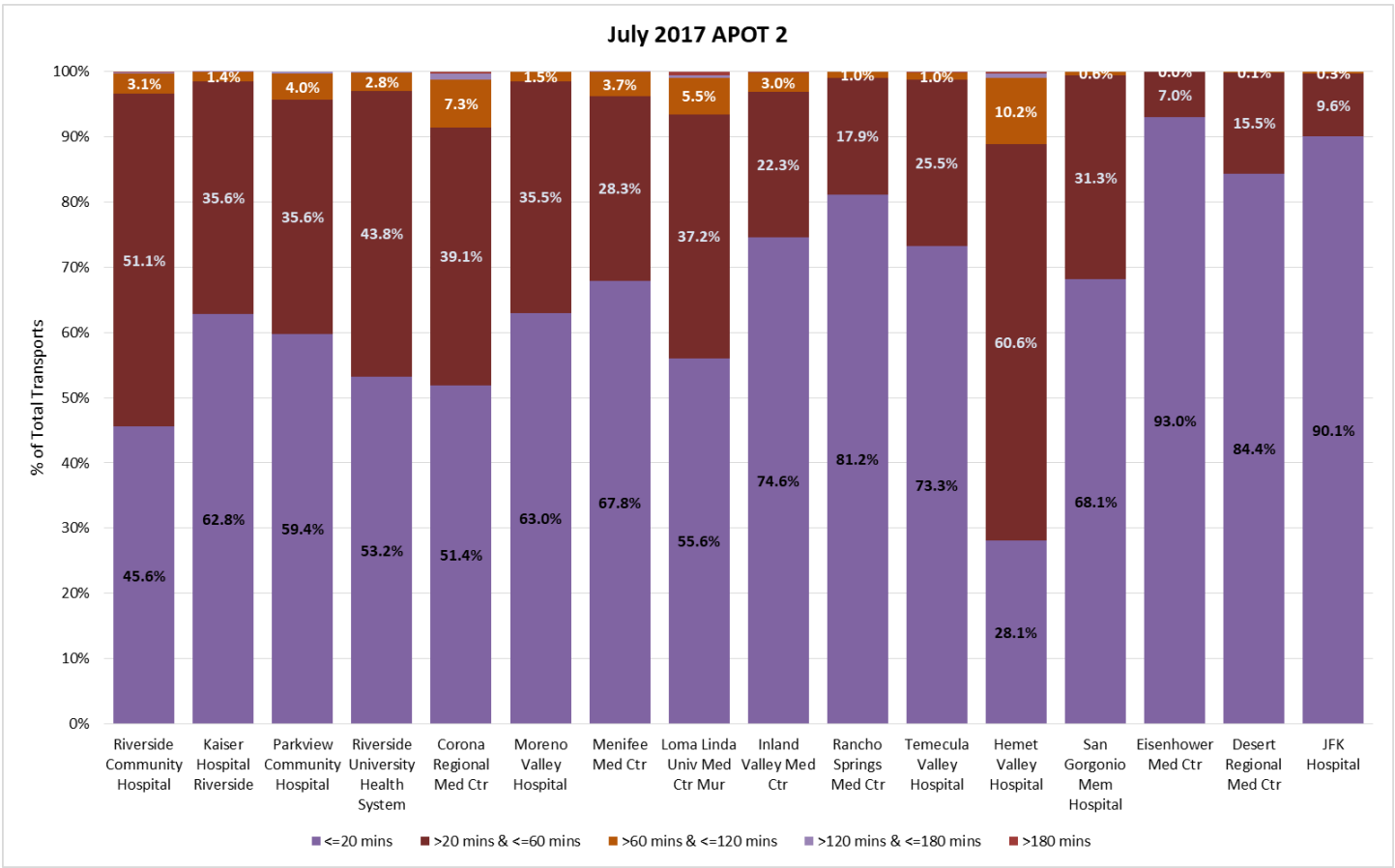
APOD hours do not include the first 30 minutes of each offload delay occurrence.

2017 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Riverside Community Hospital	**10,189**	**5031:28:38**	1562:00:04	3,291	67.7%	0:57:00
Kaiser Hospital Riverside	3,756	1151:49:57	150:03:59	458	87.8%	0:33:00
Parkview Community Hospital	3,451	1619:54:43	553:11:30	895	74.1%	0:59:00
Riverside University Health System	8,515	2515:12:34	282:54:10	1,135	86.7%	0:33:52
Corona Regional Med Ctr	4,751	2290:32:04	761:28:17	1,343	71.7%	1:01:00
Moreno Valley Hospital	2,287	707:19:30	92:02:38	324	85.8%	0:35:00
Menifee Med Ctr	2,788	1042:25:35	299:08:57	582	79.1%	0:47:00
Loma Linda Univ Med Ctr Mur	3,513	1734:15:51	623:08:19	1,036	70.5%	1:02:00
Inland Valley Med Ctr	5,965	1667:48:45	347:23:21	756	87.3%	0:34:00
Rancho Springs Med Ctr	2,967	682:42:29	63:54:23	185	93.8%	0:25:00
Temecula Valley Hospital	3,501	880:45:13	83:53:05	311	91.1%	0:29:00
Hemet Valley Hospital	8,897	4759:37:03	**1596:57:17**	**3,521**	**60.4%**	**1:05:02**
San Gorgonio Mem Hospital	3,810	1112:10:32	126:06:34	482	87.3%	0:33:00
Eisenhower Med Ctr	**2,270**	**379:30:57**	**16:47:00**	**33**	**98.5%**	**0:17:36**
Desert Regional Med Ctr	6,415	1404:28:05	134:48:34	317	95.1%	0:23:38
JFK Hospital	2,318	417:34:24	51:23:03	98	95.8%	0:20:00
Totals	**75,393**	**27397:36:20**	**6745:11:11**	**14,767**	**80.4%**	**0:43:31**

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