Ambulance Patient Offload Time
November 2017

Monthly Report

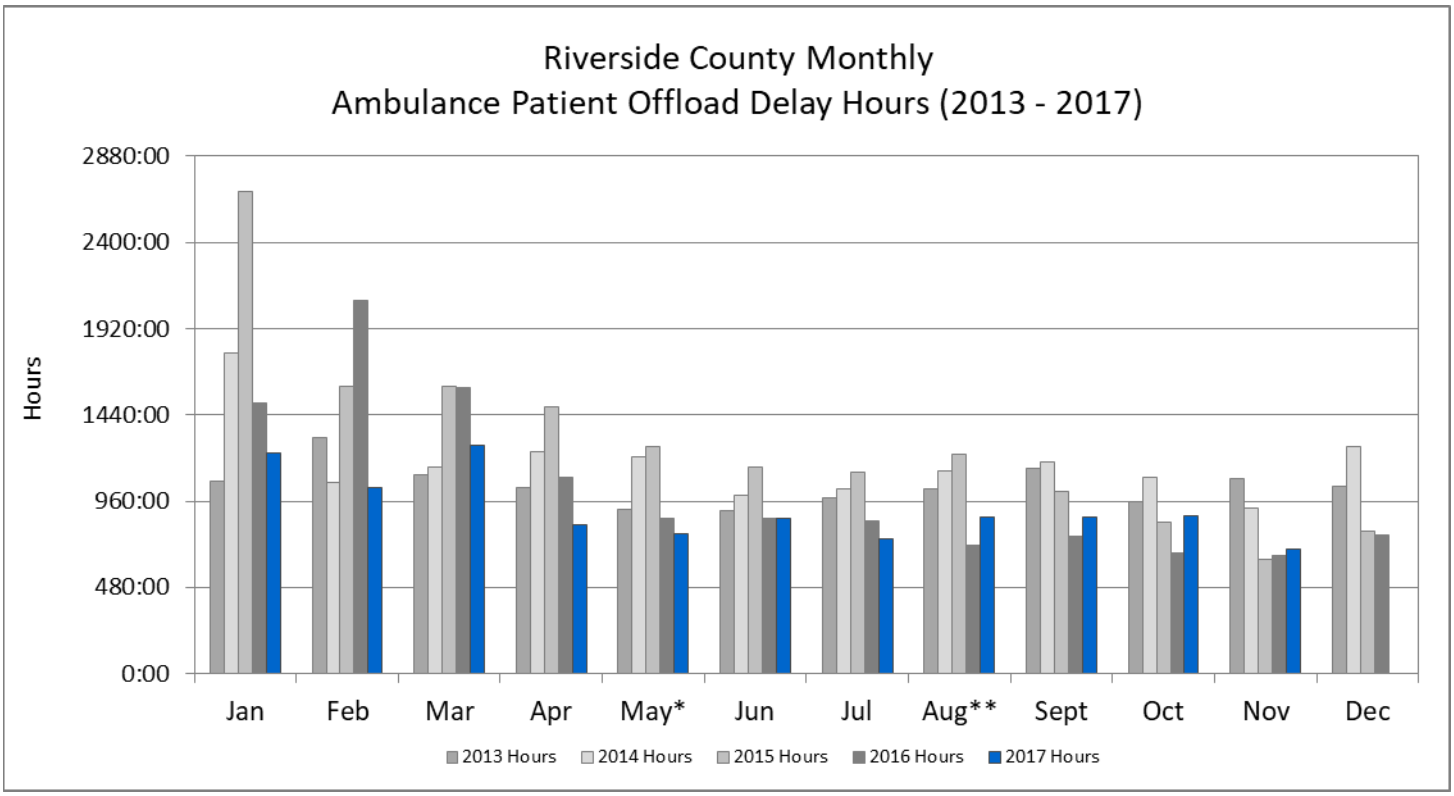
Prepared by Misty Heyden, Riverside County EMS Agency - December 2017

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

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

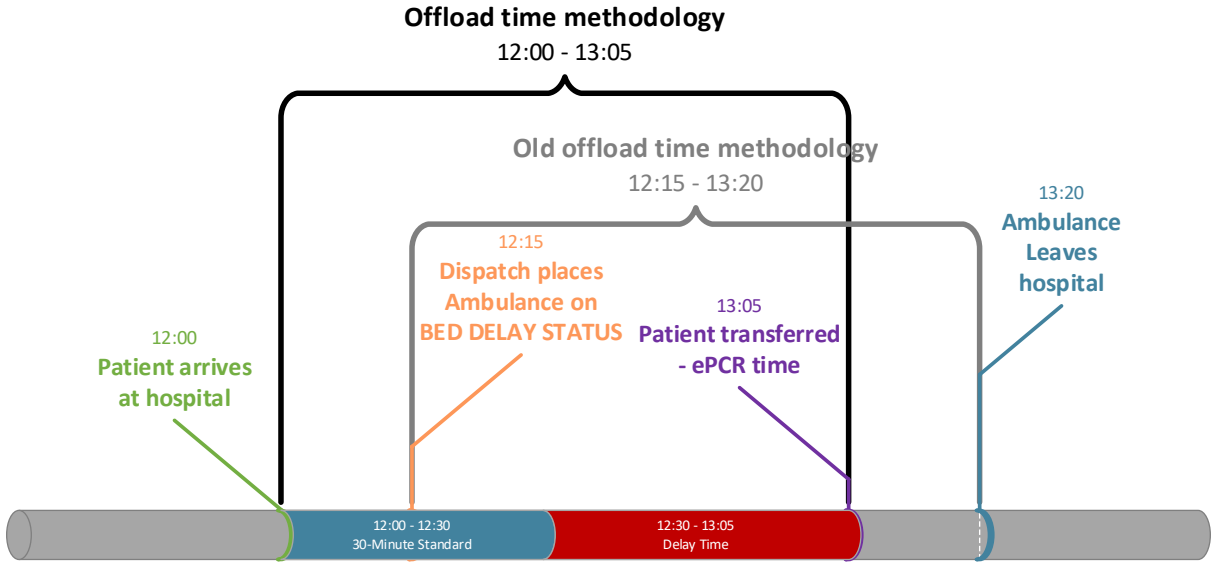
Beginning January 2017, offload times represented are measured using time of patient arrival at hospital (eTimes.11) until the time of patient transfer (eTimes.12) as represented on the ePCR (electronic patient care report). This represents a different methodology in offload time measurement. Prior to 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

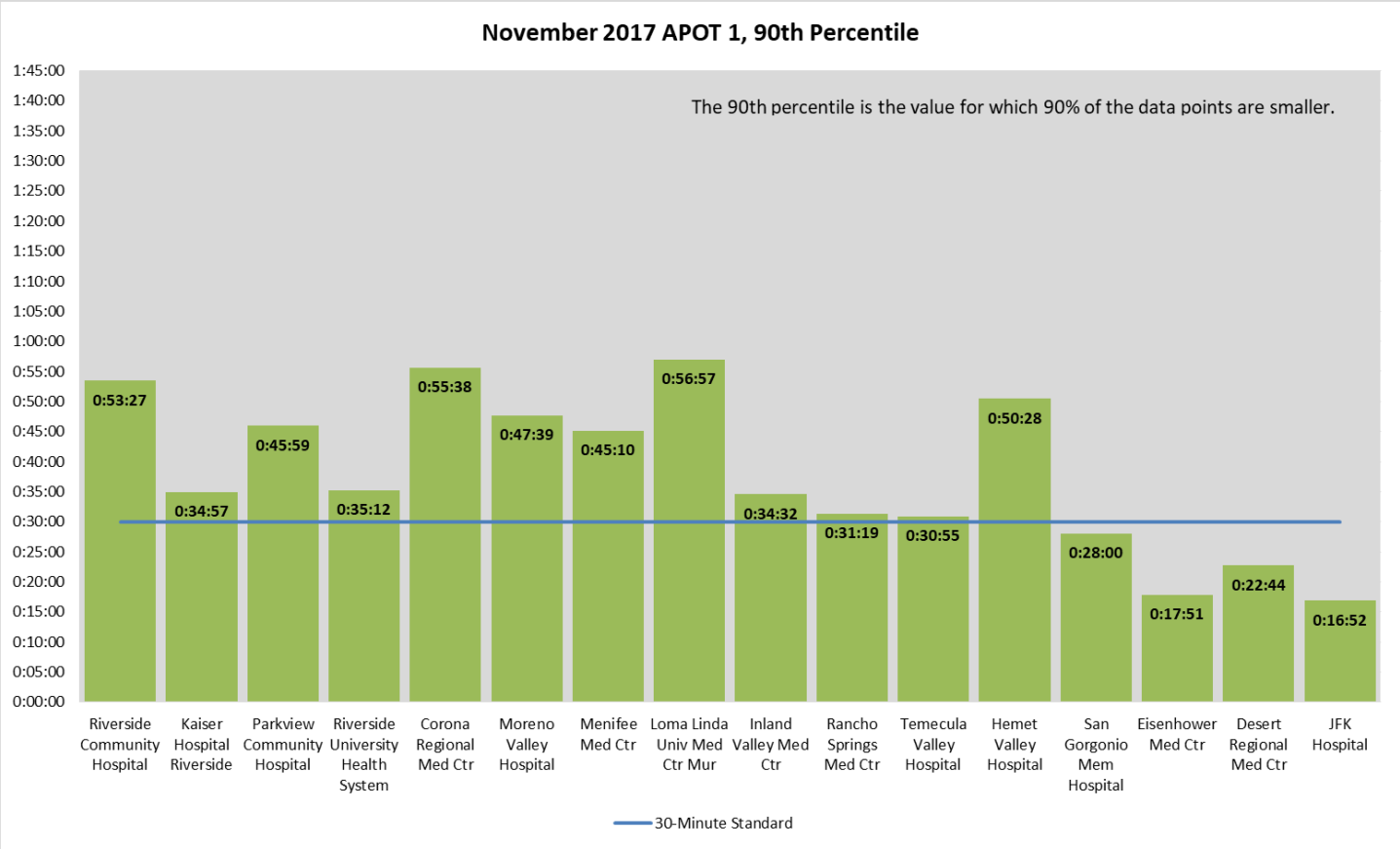
November 2017 APOT by Hospital						
Hospital	**Total ALS Transports**	**APOT**	**APOD Hours**	**APODs**	**APOD Compliance**	**APOT-1**
Riverside Community Hospital	**1,522**	**758:41:01**	**174:02:58**	**608**	**60.1%**	0:53:27
Kaiser Hospital Riverside	535	172:05:35	20:22:16	70	86.9%	0:34:57
Parkview Community Hospital	464	189:52:31	39:07:39	131	71.8%	0:45:59
Riverside University Health System	1,225	409:40:35	36:05:39	190	84.5%	0:35:12
Corona Regional Med Ctr	699	329:13:13	84:48:17	246	64.8%	0:55:38
Moreno Valley Hospital	**315**	125:53:22	23:38:04	89	71.7%	0:47:39
Menifee Med Ctr	355	138:23:53	29:04:43	81	77.2%	0:45:10
Loma Linda Univ Med Ctr Mur	564	267:15:15	78:48:33	172	69.5%	**0:56:57**
Inland Valley Med Ctr	903	257:21:58	26:47:00	119	86.8%	0:34:32
Rancho Springs Med Ctr	431	117:38:56	8:53:21	48	88.9%	0:31:19
Temecula Valley Hospital	436	126:32:03	8:41:11	48	89.0%	0:30:05
Hemet Valley Hospital	1,252	596:36:45	143:39:44	454	63.7%	0:50:28
San Gorgonio Mem Hospital	520	134:29:48	7:58:42	41	92.1%	0:28:00
Eisenhower Med Ctr	1,323	234:32:58	2:14:50	19	98.6%	0:17:51
Desert Regional Med Ctr	1,015	210:38:12	6:06:16	47	95.4%	0:22:44
JFK Hospital	597	**84:05:05**	**0:28:14**	**6**	**99.0%**	**0:16:52**
Totals	**12,156**	**4153:01:10**	**690:47:27**	**2,369**	**80.5%**	**0:40:29**

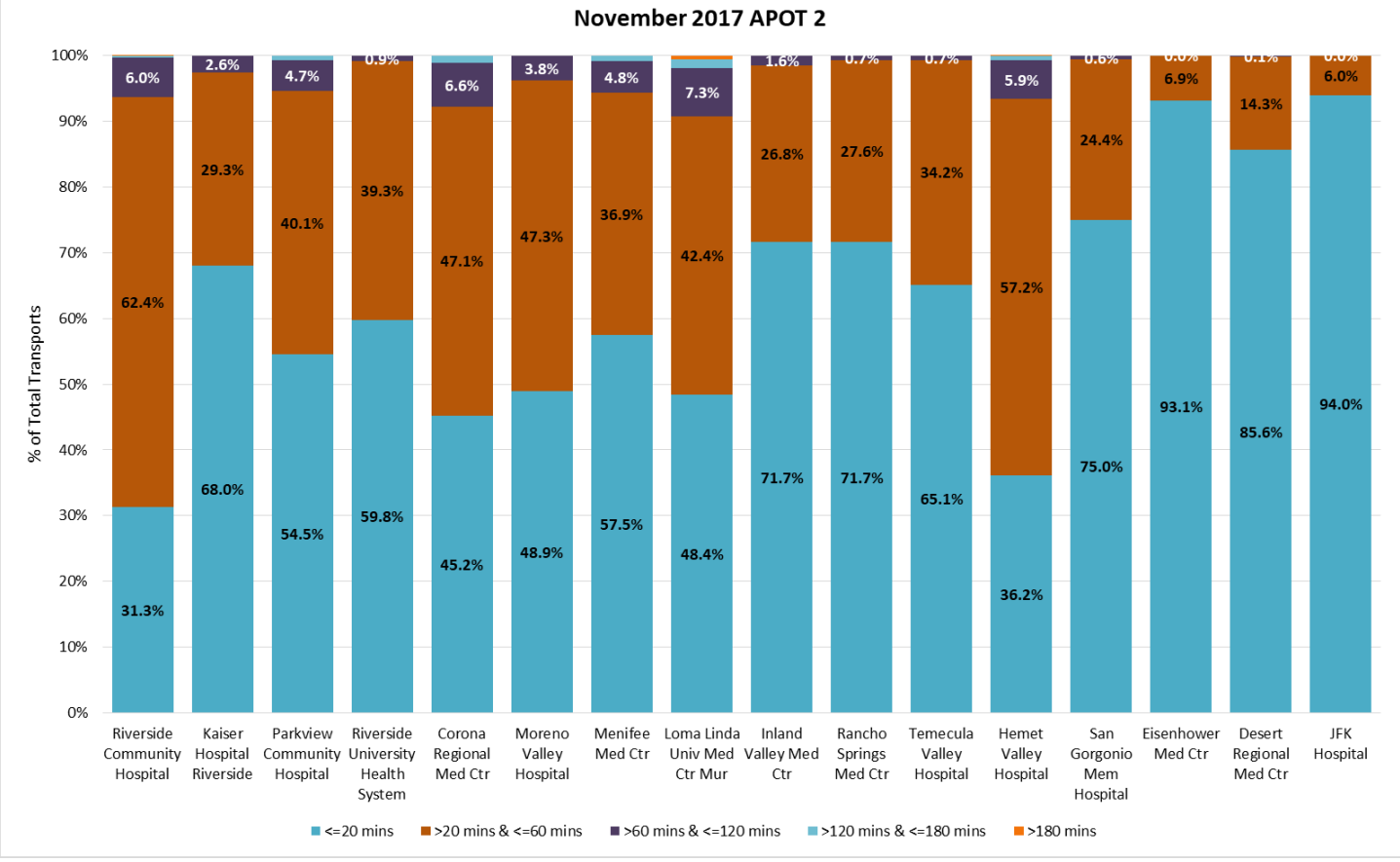
APOD hours do not include the first 30 minutes of each offload delay occurrence.

2017 Year-to-Date						
Hospital	**Total ALS Transports**	**APOT**	**APOD Hours**	**APODs**	**APOD Compliance**	**APOT-1**
Riverside Community Hospital	**16,256**	**7910:52:49**	2131:12:07	5,580	65.7%	0:53:26
Kaiser Hospital Riverside	5,689	1784:54:21	221:22:43	761	86.6%	0:34:00
Parkview Community Hospital	5,442	2573:20:42	826:05:32	1,518	72.1%	0:58:00
Riverside University Health System	13,310	4258:13:24	461:23:27	2,040	84.7%	0:35:00
Corona Regional Med Ctr	7,499	3794:55:24	1269:02:28	2,394	68.1%	1:03:00
Moreno Valley Hospital	**3,490**	1207:37:00	196:40:14	655	81.2%	0:41:00
Menifee Med Ctr	4,160	1633:18:44	459:54:39	918	77.9%	0:48:09
Loma Linda Univ Med Ctr Mur	5,784	2793:48:09	921:17:45	1,735	70.0%	1:00:00
Inland Valley Med Ctr	9,217	2701:44:53	502:00:53	1,316	85.7%	0:36:00
Rancho Springs Med Ctr	4,540	1110:25:34	97:17:05	350	92.3%	0:27:05
Temecula Valley Hospital	5,266	1432:27:29	134:06:44	591	88.8%	0:31:20
Hemet Valley Hospital	13,975	7531:17:28	**2422:49:57**	**5,714**	**59.1%**	**1:03:15**
San Gorgonio Mem Hospital	5,932	1670:34:16	172:15:55	702	88.2%	0:32:05
Eisenhower Med Ctr	6,860	1206:19:14	**27:10:23**	**103**	**98.5%**	**0:18:03**
Desert Regional Med Ctr	10,382	2248:45:27	155:55:11	463	95.5%	0:23:02
JFK Hospital	4,580	**744:19:06**	55:13:44	133	97.1%	0:18:50
Totals	**122,382**	**44602:54:00**	**10053:48:47**	**24,973**	**79.6%**	**0:43:00**

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