



# Ambulance Patient Offload Time August 2018

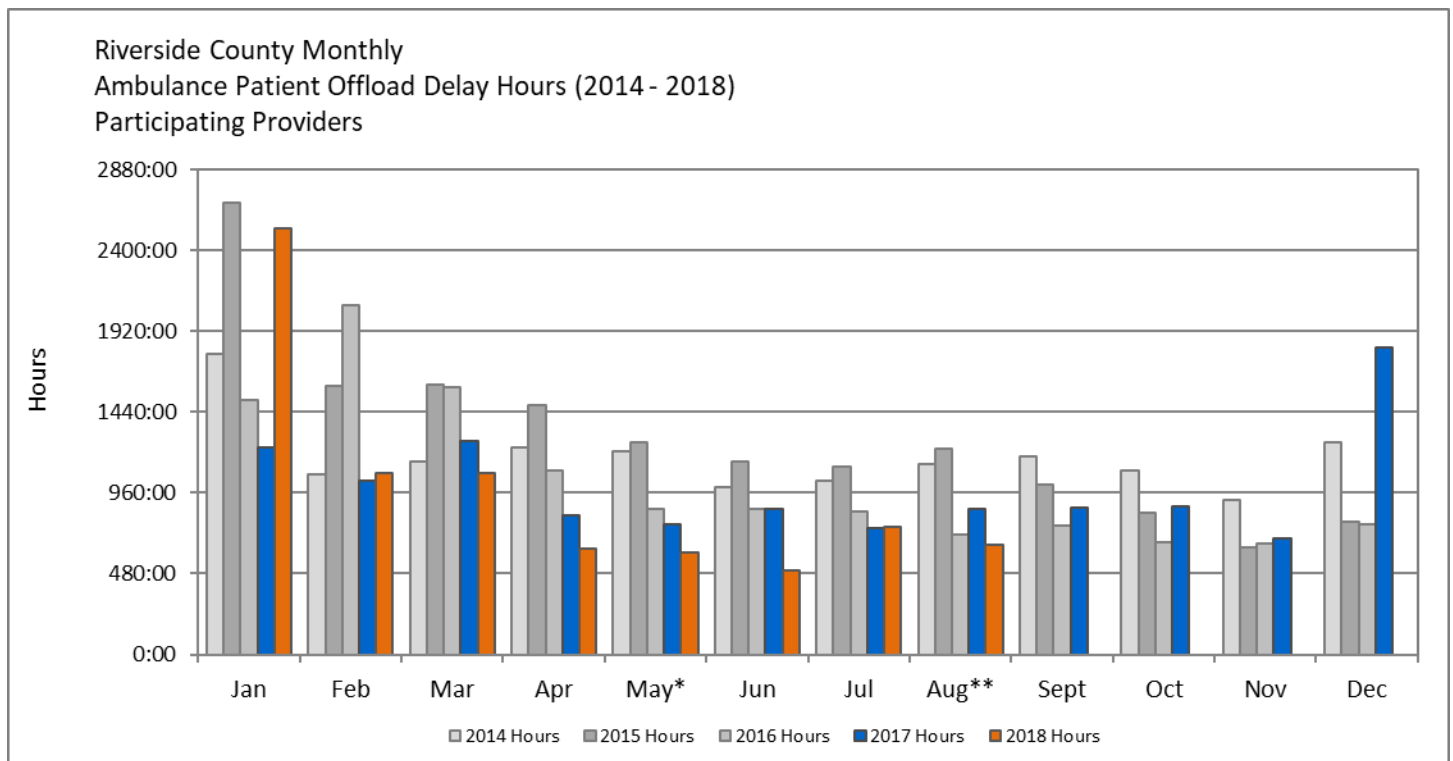
*Monthly  
Report*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2014 through August 2018 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. **As of August 2017, data represented includes all participating providers (previously AMR only).**

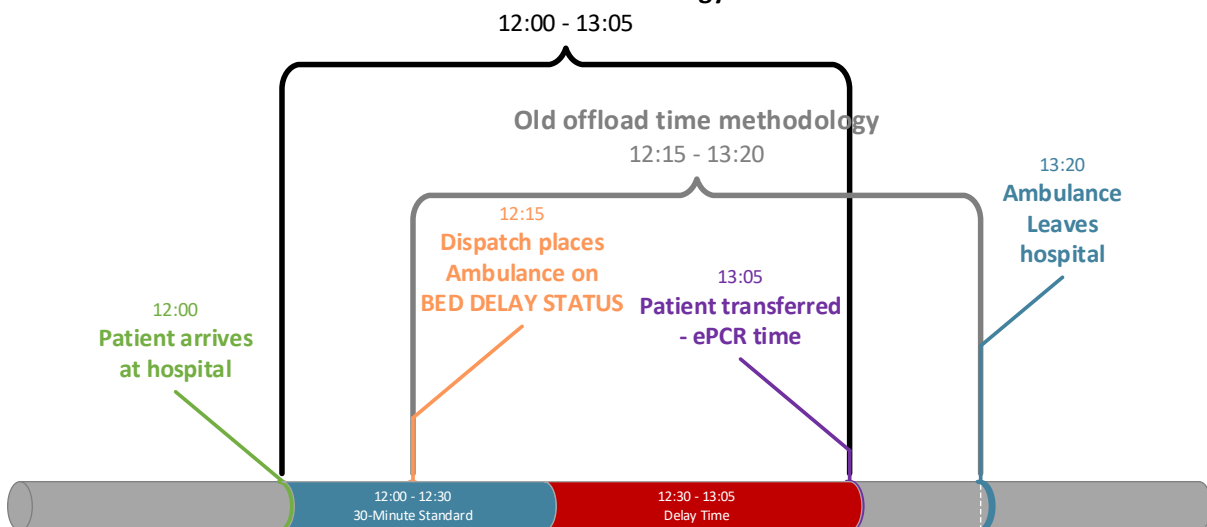
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



\*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.

## Offload time methodology



## AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

August 2018 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	738	322:51:30	76:45:13	201	72.8%	0:48:44
Desert Regional Med Ctr	977	214:26:50	8:11:46	36	96.3%	0:21:58
Eisenhower Health	1,208	202:11:22	1:05:38	10	99.2%	0:17:49
Hemet Valley Hospital	1,330	600:32:15	129:40:11	454	65.9%	0:49:45
Inland Valley Med Ctr	855	235:11:45	25:22:26	88	89.7%	0:30:46
JFK Hospital	562	<b>80:42:39</b>	<b>0:31:30</b>	<b>4</b>	<b>99.3%</b>	<b>0:17:44</b>
Kaiser Hospital Riverside	509	156:03:50	15:38:53	68	86.6%	0:34:00
Loma Linda Univ Med Ctr Mur	636	309:57:54	93:09:47	194	69.5%	<b>1:00:14</b>
Menifee Med Ctr	328	131:36:15	37:57:42	60	81.7%	0:49:03
Moreno Valley Hospital	<b>318</b>	99:06:48	13:16:21	53	83.3%	0:37:30
Parkview Community Hospital	433	169:33:39	39:21:49	83	80.8%	0:43:52
Rancho Springs Med Ctr	423	106:29:44	5:58:32	34	92.0%	0:26:54
Riverside Community Hospital	<b>1,555</b>	<b>701:16:59</b>	<b>136:17:28</b>	<b>533</b>	<b>65.7%</b>	0:47:58
Riverside University Health System	1,262	444:42:44	43:05:44	222	82.4%	0:35:17
San Geronio Mem Hospital	572	165:32:09	10:41:13	63	89.0%	0:31:00
Temecula Valley Hospital	560	169:41:16	12:59:14	70	87.5%	0:32:34
<b>Totals</b>	<b>12,266</b>	<b>4109:57:39</b>	<b>650:03:27</b>	<b>2,173</b>	<b>82.3%</b>	<b>0:38:49</b>

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

2018 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	5,863	2955:17:42	956:08:26	1,853	68.4%	1:00:21
Desert Regional Med Ctr	8,745	2221:32:03	212:24:09	682	92.2%	0:27:00
Eisenhower Health	10,092	1834:37:57	27:37:57	178	98.2%	0:19:22
Hemet Valley Hospital	10,556	5170:24:48	1312:56:20	4,182	60.4%	0:53:55
Inland Valley Med Ctr	6,945	2263:31:28	388:53:23	1,146	83.5%	0:39:04
JFK Hospital	4,601	<b>678:12:34</b>	<b>11:22:07</b>	<b>64</b>	<b>98.6%</b>	<b>0:17:34</b>
Kaiser Hospital Riverside	4,171	1462:50:20	238:12:05	739	82.3%	0:38:24
Loma Linda Univ Med Ctr Mur	4,838	2461:24:48	837:28:43	1,517	68.6%	<b>1:02:27</b>
Menifee Med Ctr	2,716	1082:56:08	305:42:10	573	78.9%	0:48:10
Moreno Valley Hospital	<b>2,627</b>	987:50:34	221:43:30	547	79.2%	0:44:31
Parkview Community Hospital	3,777	1762:39:31	534:40:58	1,013	73.2%	0:54:01
Rancho Springs Med Ctr	3,527	1022:49:31	146:17:12	370	89.5%	0:30:42
Riverside Community Hospital	<b>12,441</b>	<b>6624:38:41</b>	<b>1829:05:39</b>	<b>5,222</b>	<b>58.0%</b>	0:57:00
Riverside University Health System	9,896	3725:29:24	496:16:13	2,143	78.3%	0:40:01
San Geronio Mem Hospital	4,658	1330:29:20	128:37:29	555	88.1%	0:32:12
Temecula Valley Hospital	4,240	1394:02:04	168:41:29	678	84.0%	0:36:59
<b>Totals</b>	<b>99,693</b>	<b>36978:46:53</b>	<b>7816:07:50</b>	<b>21,462</b>	<b>78.5%</b>	<b>0:43:41</b>

*\*APOT-1 is the offload time represented at the 90<sup>th</sup> percentile. See page 6 of this report for complete definitions.*

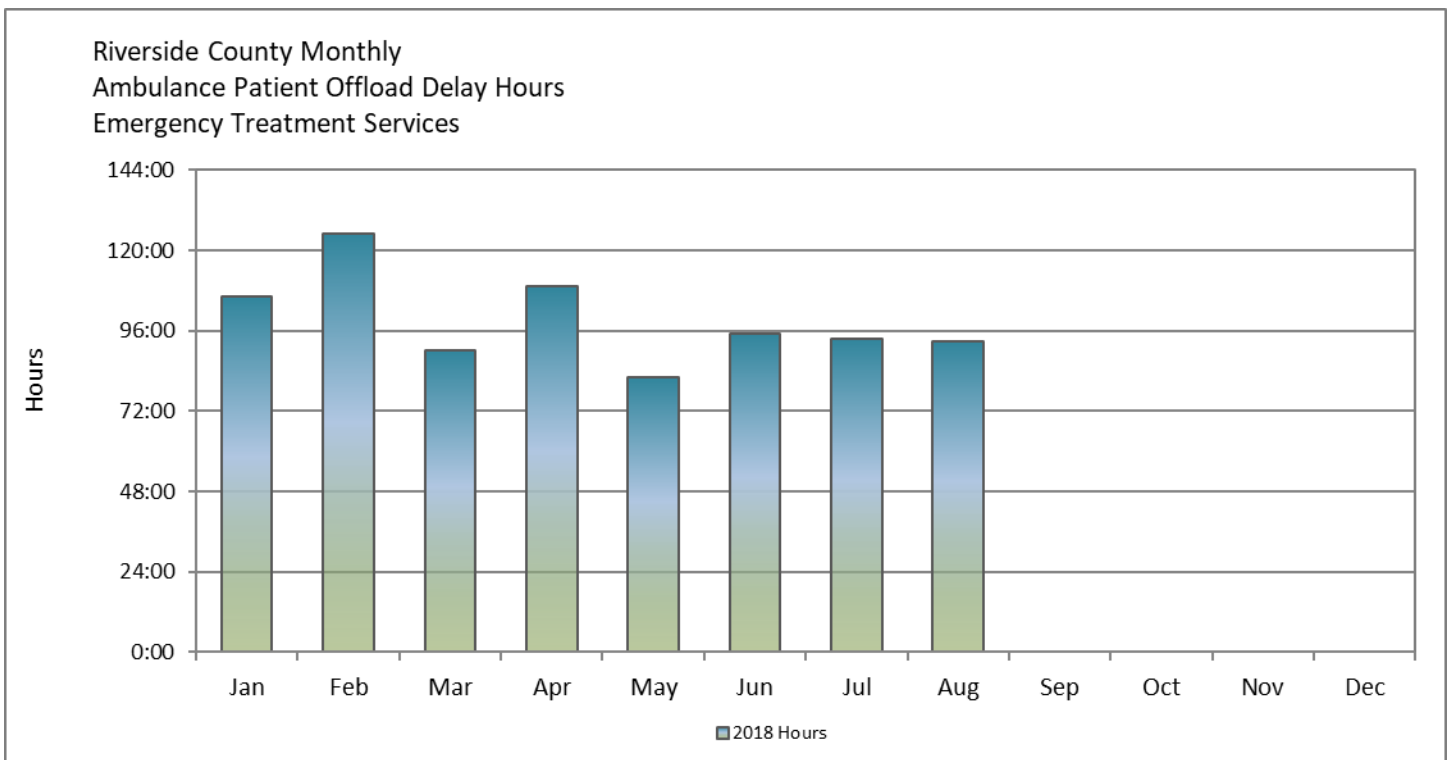
**Key:** High Low/Best

## EMERGENCY TREATMENT SERVICES

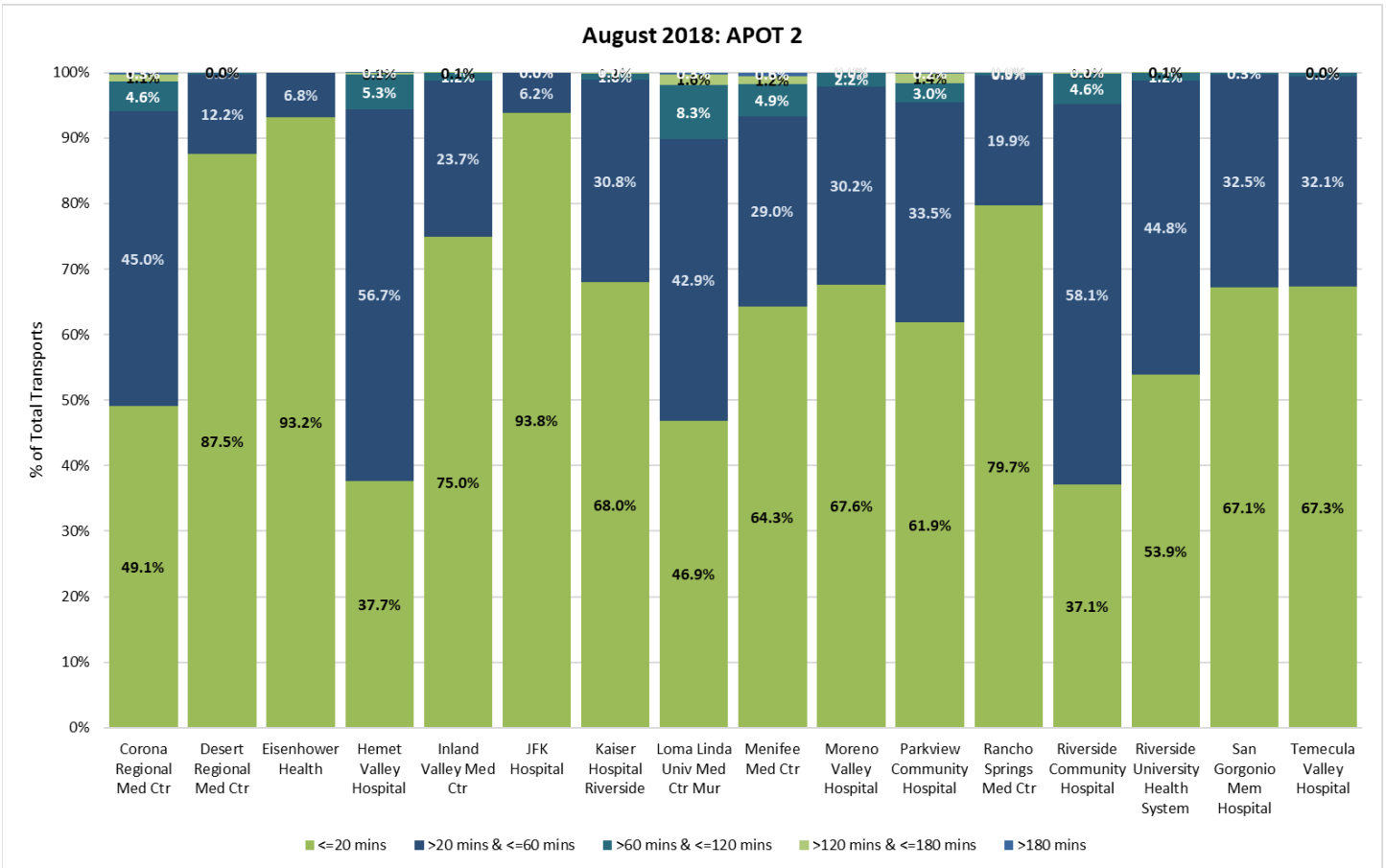
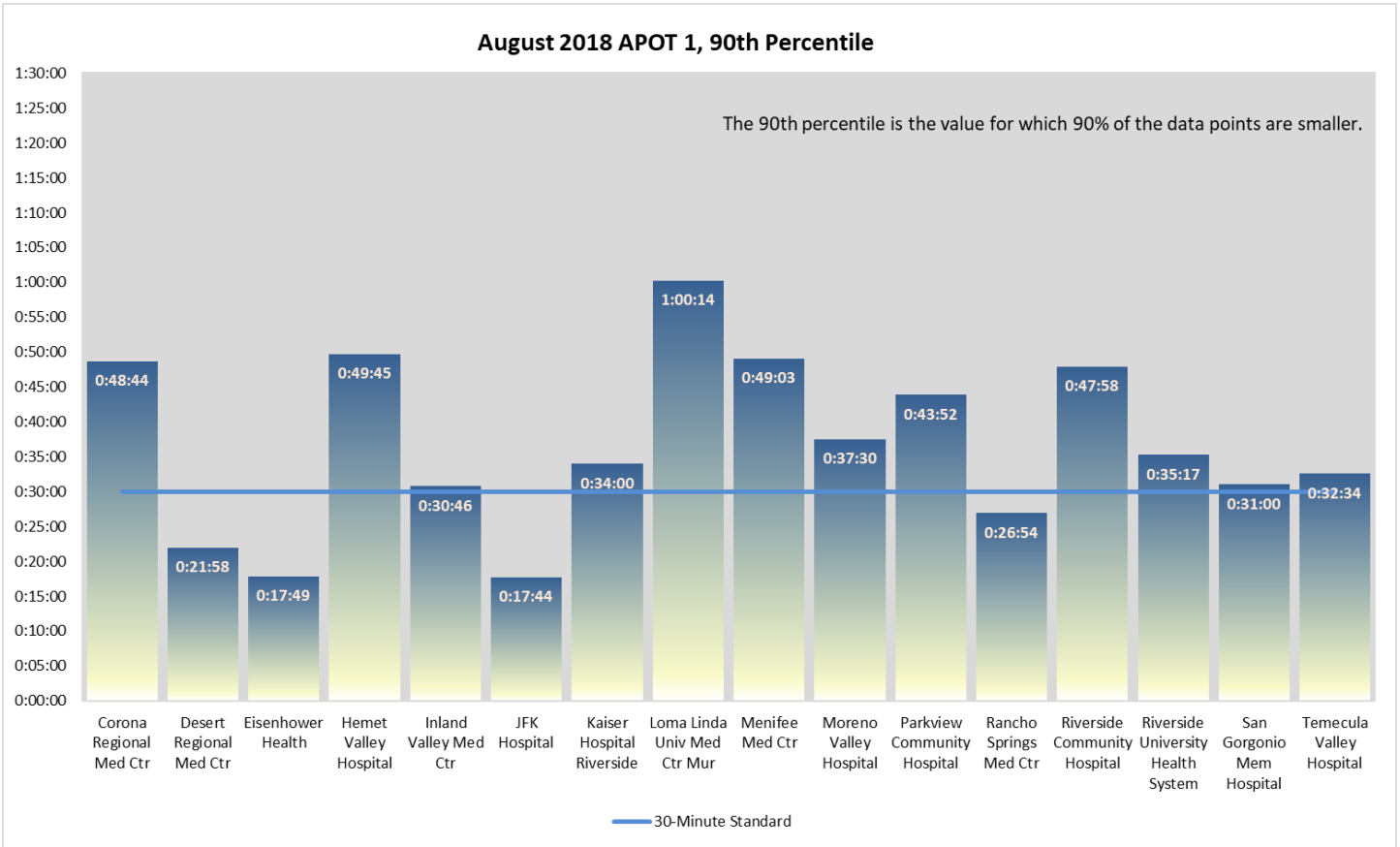
The following table includes all transports during August 2018 to Emergency Treatment Services (ETS). Since transports to ETS do not meet the EMSA definitions for APOT (see page 6 of this report), they are not being included with the APOT aggregates. Comprising approximately 3.4% of overall transports in 2018, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

August 2018 ETS						
Destination	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	487	300:28:08	92:58:50	265	45.6%	1:04:41
<b>Grand Total</b>	<b>487</b>	<b>300:28:08</b>	<b>92:58:50</b>	<b>265</b>	<b>45.6%</b>	<b>1:04:41</b>

ETS 2018 Year-to-Date						
Destination	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	3,518	2301:24:41	794:05:45	1,996	43.3%	1:11:00
<b>Grand Total</b>	<b>3,518</b>	<b>2301:24:41</b>	<b>794:05:45</b>	<b>1,996</b>	<b>43.3%</b>	<b>1:11:00</b>



# 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>

Data for this report has been collected from ePCRs (electronic patient care reports), which are available after they have been completed by the provider. There is, therefore, an inherent latency to the availability of these records. Due to this latency, subsequent reports may feature higher aggregate numbers than earlier reports for the same reporting period. The difference is insignificant (averaging less than .07%) and does not impact overall compliance.

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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>