



Ambulance Patient Offload Time January 2018

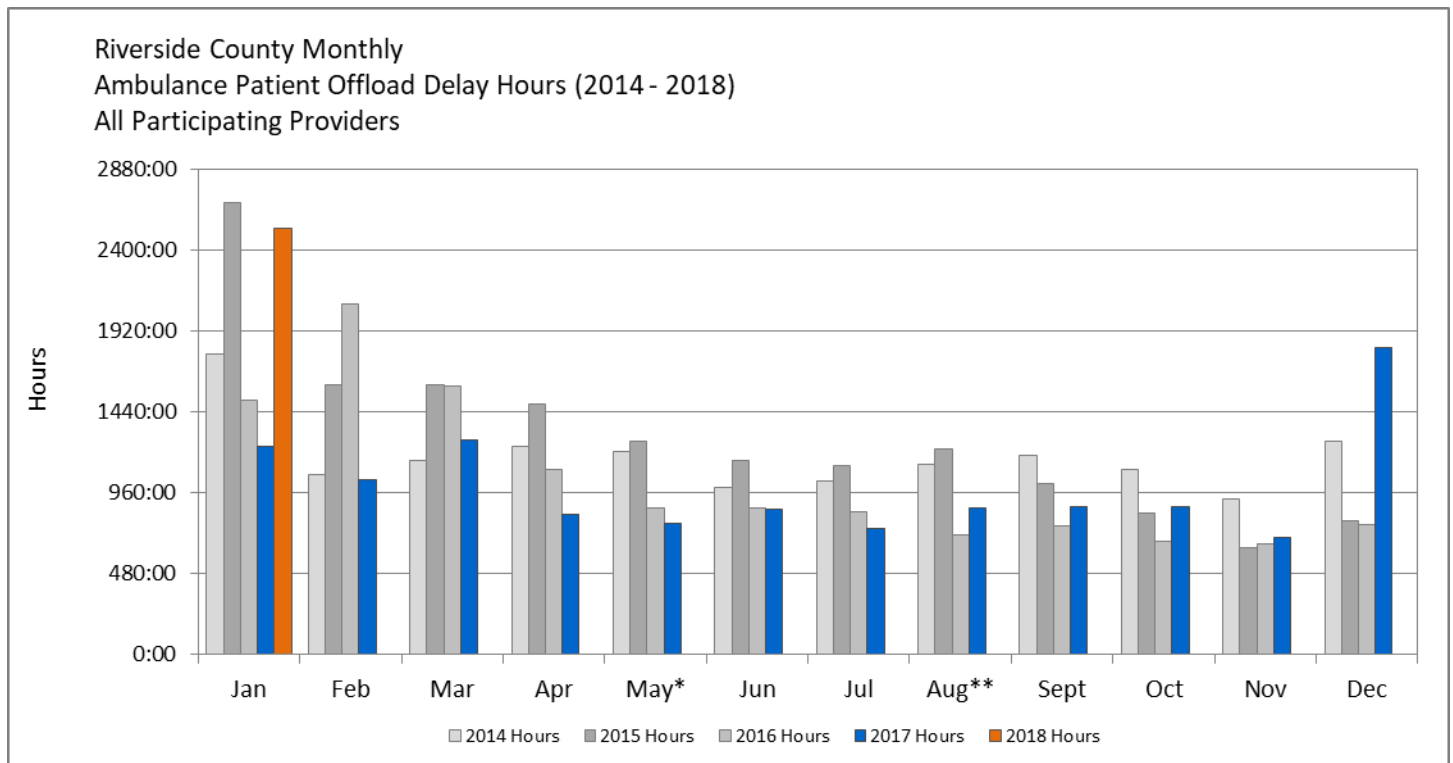
*Monthly
Report*

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2014 through January 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.

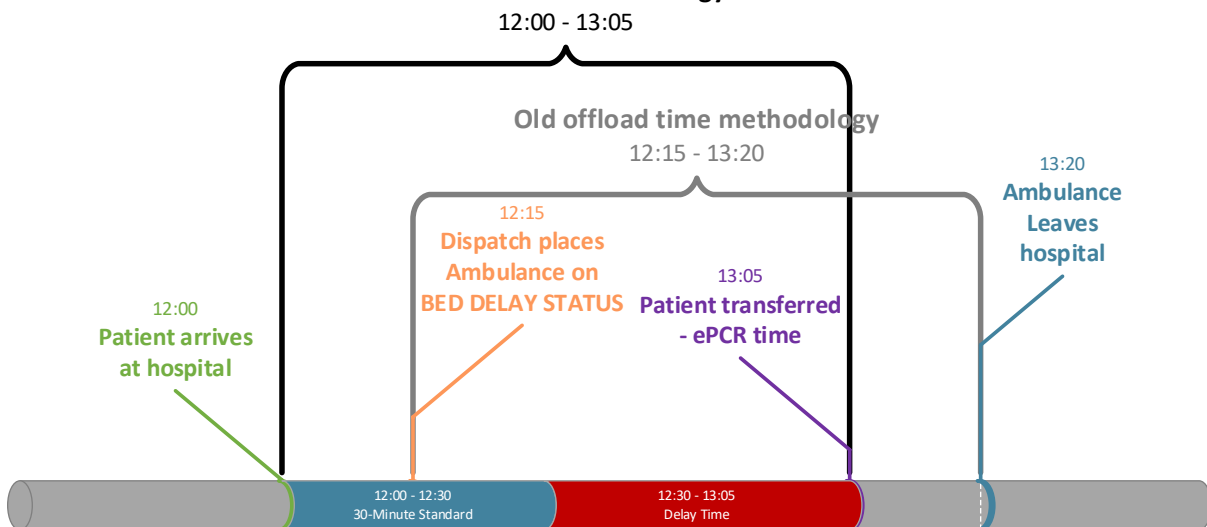
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



*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

January 2018 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Corona Regional Med Ctr	756	626:57:48	331:05:04	375	50.4%	1:59:27
Desert Regional Med Ctr	1,198	372:54:52	72:06:21	150	87.5%	0:33:56
Eisenhower Med Ctr	1,468	273:32:49	5:51:54	32	97.8%	0:19:01
Hemet Valley Hospital	1,504	979:27:13	381:34:39	829	44.9%	1:12:32
Inland Valley Med Ctr	1,020	437:42:31	119:18:44	294	71.2%	0:56:44
JFK Hospital	688	115:19:46	4:44:28	14	98.0%	0:19:57
Kaiser Hospital Riverside	593	307:41:07	110:36:35	182	69.3%	1:05:58
Loma Linda Univ Med Ctr Mur	673	533:21:14	283:14:35	314	53.3%	1:54:50
Menifee Med Ctr	380	225:50:16	100:36:50	130	65.8%	1:14:18
Moreno Valley Hospital	385	217:08:08	86:39:14	130	66.2%	1:10:54
Parkview Community Hospital	546	413:54:09	215:00:19	237	56.6%	1:47:57
Rancho Springs Med Ctr	501	235:52:08	87:03:46	113	77.4%	0:52:54
Riverside Community Hospital	1,637	1207:06:52	536:51:35	896	45.3%	1:34:13
Riverside University Health System	1,394	586:33:53	98:46:06	397	71.5%	0:44:57
San Geronio Mem Hospital	661	232:12:52	42:48:46	127	80.8%	0:41:24
Temecula Valley Hospital	587	234:30:29	52:26:35	147	75.0%	0:50:04
Totals	13,991	7000:06:07	2528:45:31	4,367	68.8%	1:03:00

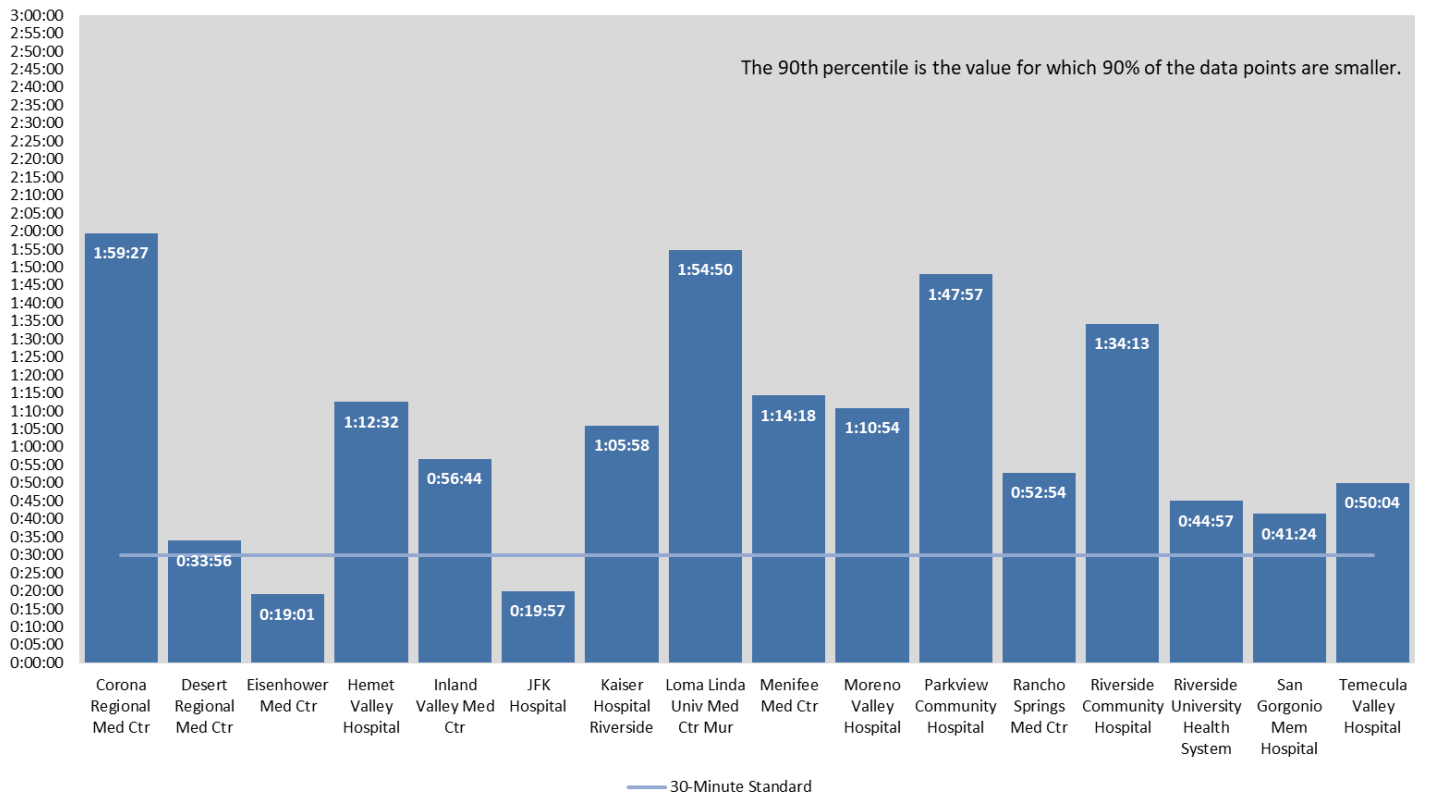
APOD hours do not include the first 30 minutes of each offload delay occurrence.

2018 Year-to-Date						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
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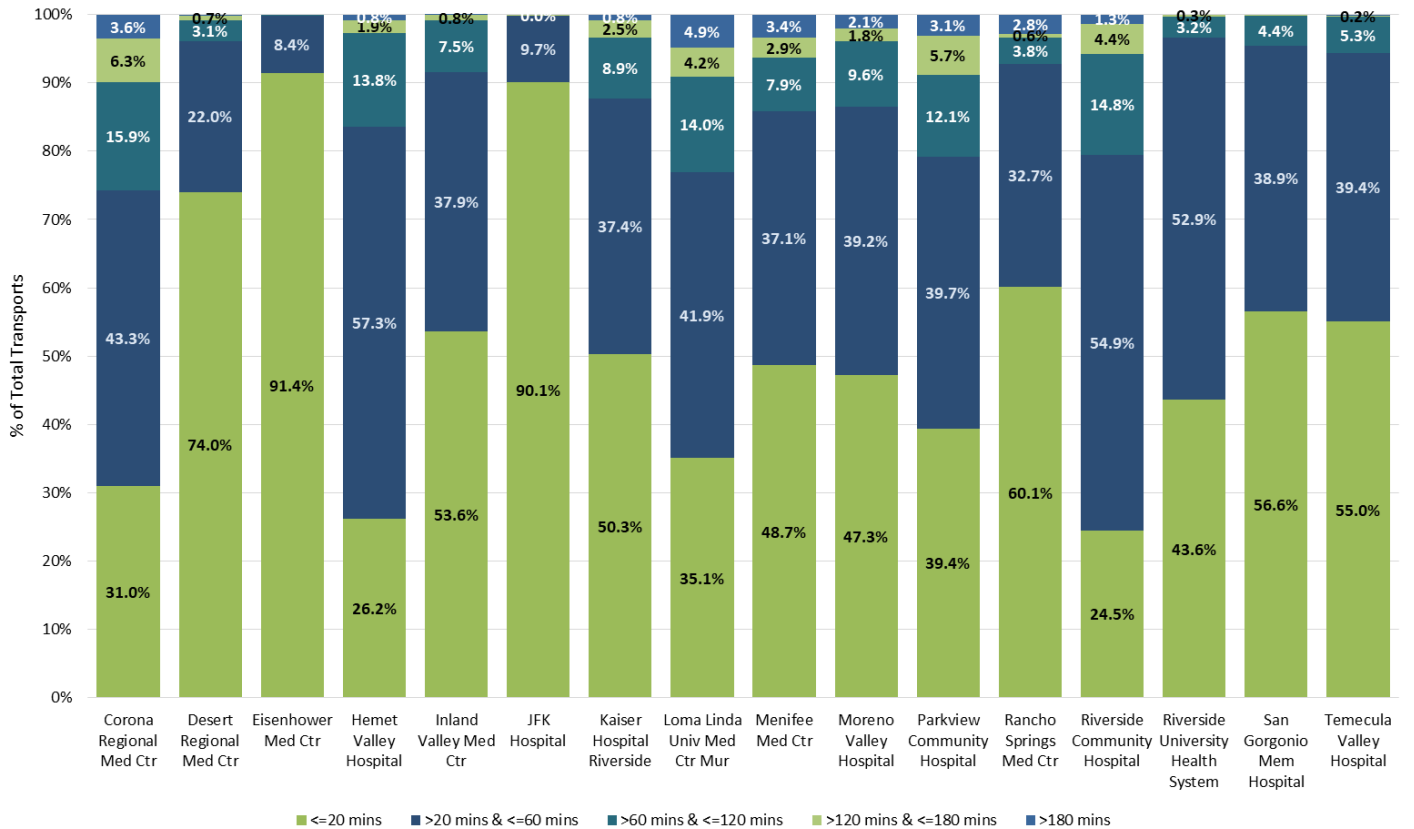
Key: High Low/Best

AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL (CONT'D)

January 2018 APOT 1, 90th Percentile



January 2018: APOT 2



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>