

Special Seasonal Report

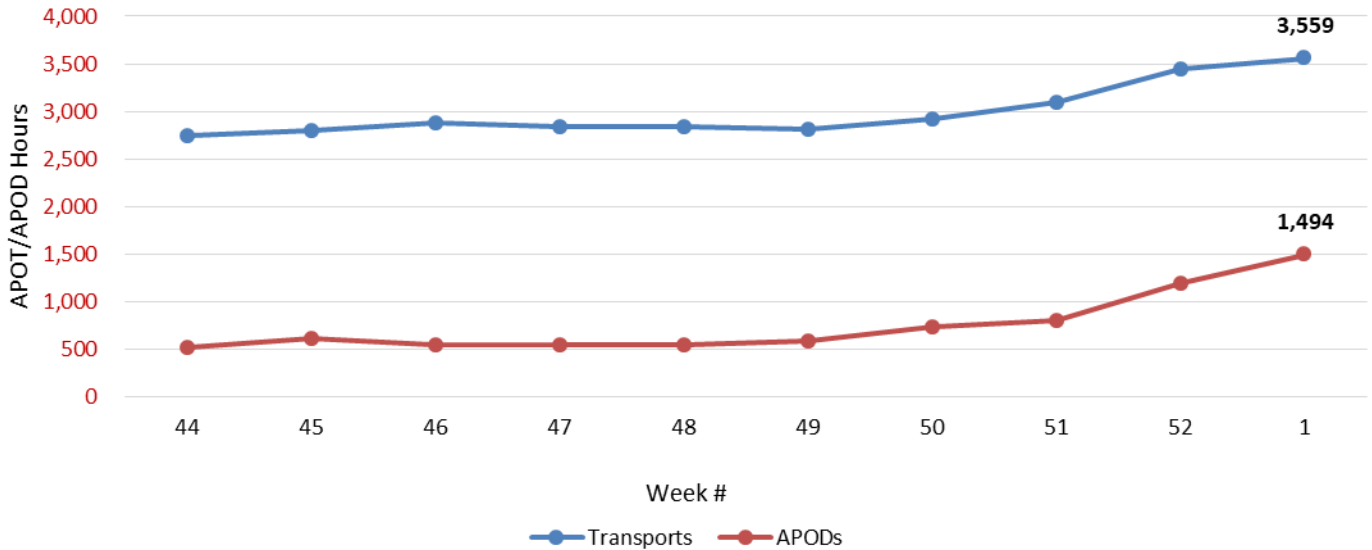


Ambulance Patient Offload Time
Week 1 (10/29/17 through 1/6/18)

*Special
Seasonal
Report*

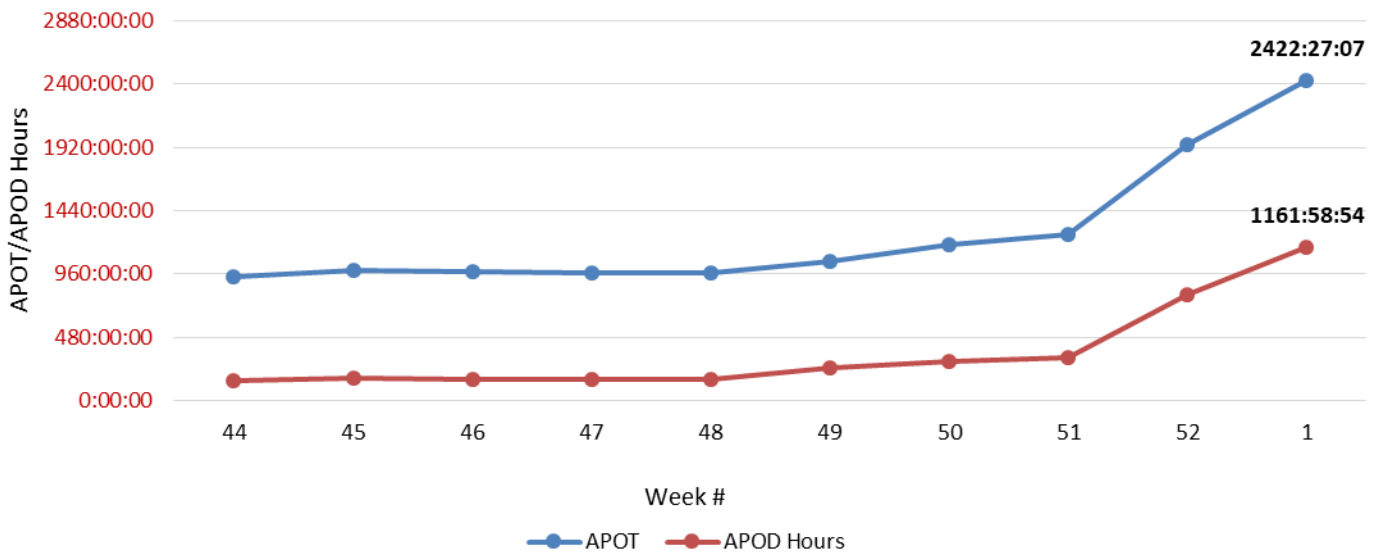
SPECIAL SEASONAL REPORT

Weekly Transports and APODs
2017 Week 44 through 2018 Week 1
(10/29/17 - 1/6/18)



- During week 1 (beginning 12/31/2017), there was a total of **3559 transports in Riverside County**—a 36.1% increase of the 2017 weekly average of 2614 transports.
- The number of **APODs in week 1 was 1494**, representing an increase of **171.3%** of the 2017 weekly average of 551.

Weekly APOT & APOD Hours
2017 Week 44 through 2018 Week 1
(10/29/17-1/6/18)



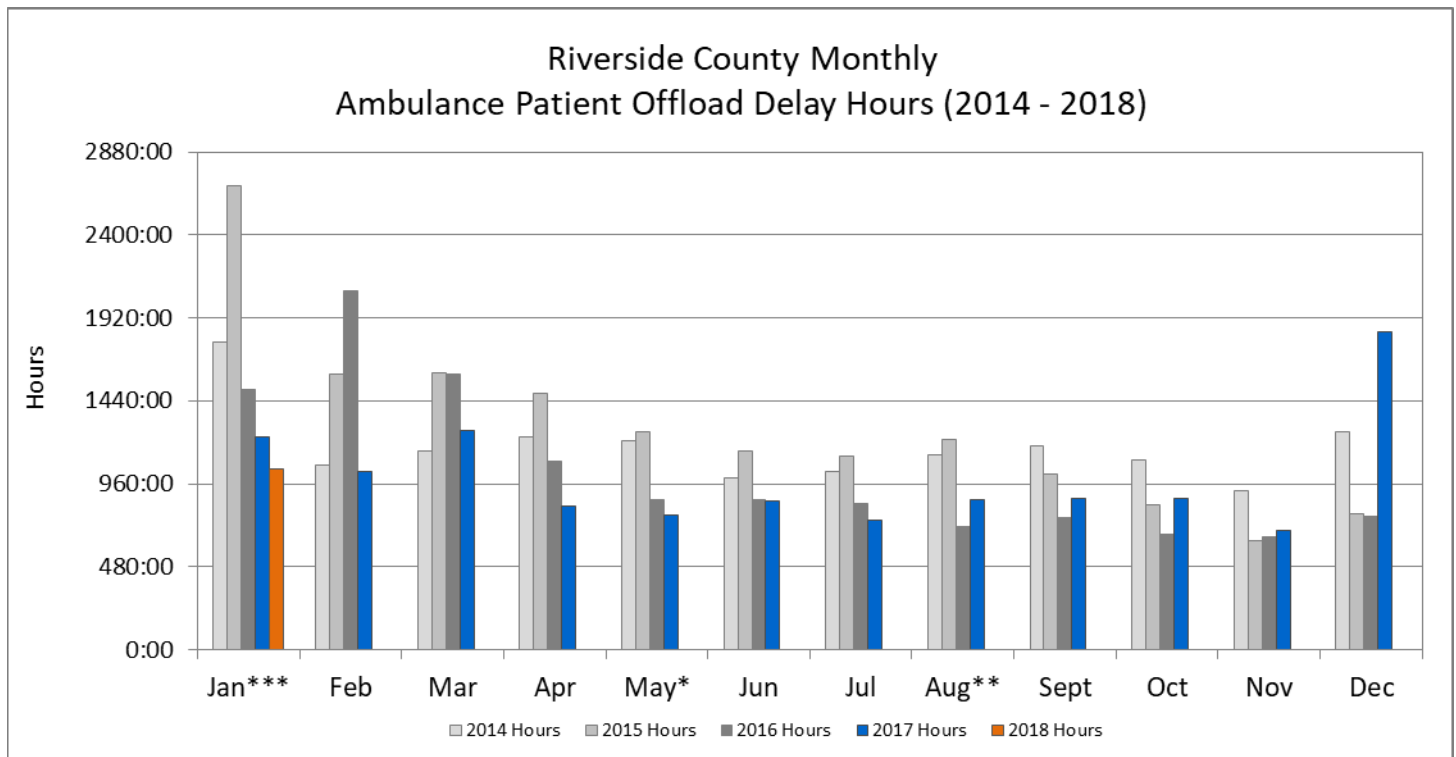
- During week 1, **APOT county-wide was over 2422 hours** total, an increase of **149%** over the 2017 weekly average of 973 hours.
- County-wide **APOD hours for week 1 totaled over 1161**, representing a **408.7%** increase over the 2017 weekly average of 228 hours.

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2014 through **January 6, 2018 (week 1)** 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.

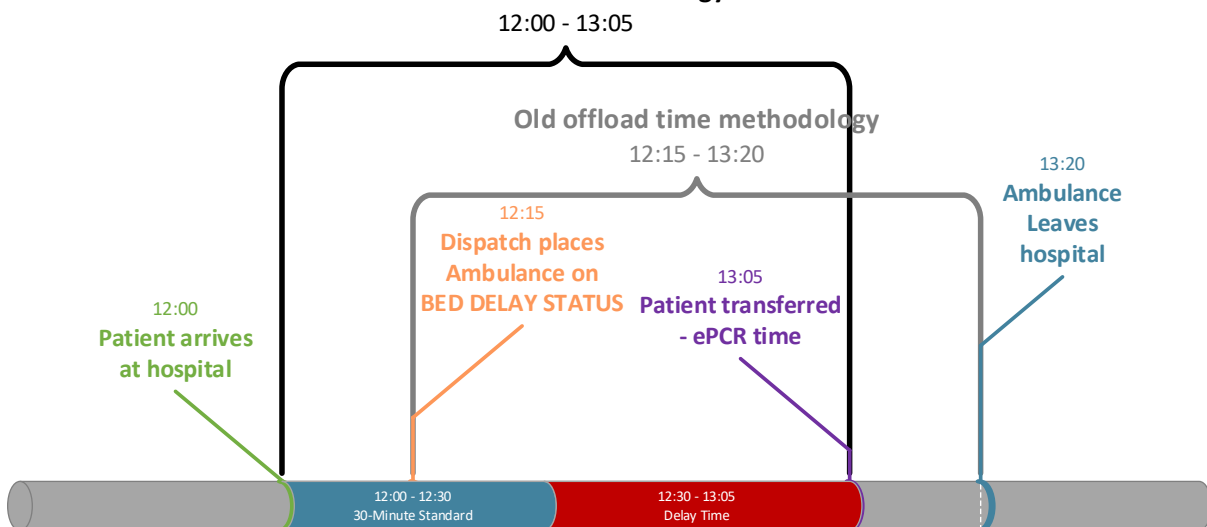


*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

**Beginning August 2017, times represented include all participating providers. Prior to August, data included AMR responses only.

***January 2018 is a partial month.

Offload time methodology



AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

The following table represents **CDC Week 1** (12/31/17 through 1/6/18).

SPECIAL - Week 1 (12/31/2017 through 1/6/2018)						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT -1
Corona Regional Med Ctr	207	165:00:05	85:27:21	101	51.2%	1:42:43
Desert Regional Med Ctr	296	142:58:40	54:55:16	76	74.3%	1:14:11
Eisenhower Med Ctr	378	80:43:04	3:11:11	18	95.2%	0:21:56
Hemet Valley Hospital	374	311:48:23	137:49:55	225	39.8%	1:42:06
Inland Valley Med Ctr	262	135:58:23	44:02:55	104	60.3%	1:05:43
JFK Hospital	177	32:57:58	4:06:05	6	96.6%	0:20:46
Kaiser Hospital Riverside	181	165:36:14	95:14:30	96	47.0%	2:18:12
Loma Linda Univ Med Ctr Mur	158	166:11:59	102:31:37	95	39.9%	2:34:22
Menifee Med Ctr	122	108:52:23	64:09:11	60	50.8%	2:35:14
Moreno Valley Hospital	98	98:42:30	59:38:58	59	39.8%	2:32:49
Parkview Community Hospital	125	173:19:38	122:22:47	78	37.6%	3:18:55
Rancho Springs Med Ctr	143	116:03:43	67:07:51	58	59.4%	2:56:17
Riverside Community Hospital	405	390:40:01	220:32:26	269	33.6%	2:15:05
Riverside University Health System	319	164:57:58	44:31:02	130	59.2%	0:53:12
San Geronio Mem Hospital	151	71:30:30	20:32:05	43	71.5%	1:06:06
Temecula Valley Hospital	163	97:05:38	35:45:44	76	53.4%	1:12:15
Grand Total	3,559	2422:27:07	1161:58:54	1,494	58.0%	1:34:01

The following table represents **2018 YTD**: January 1 through January 6, 2018.

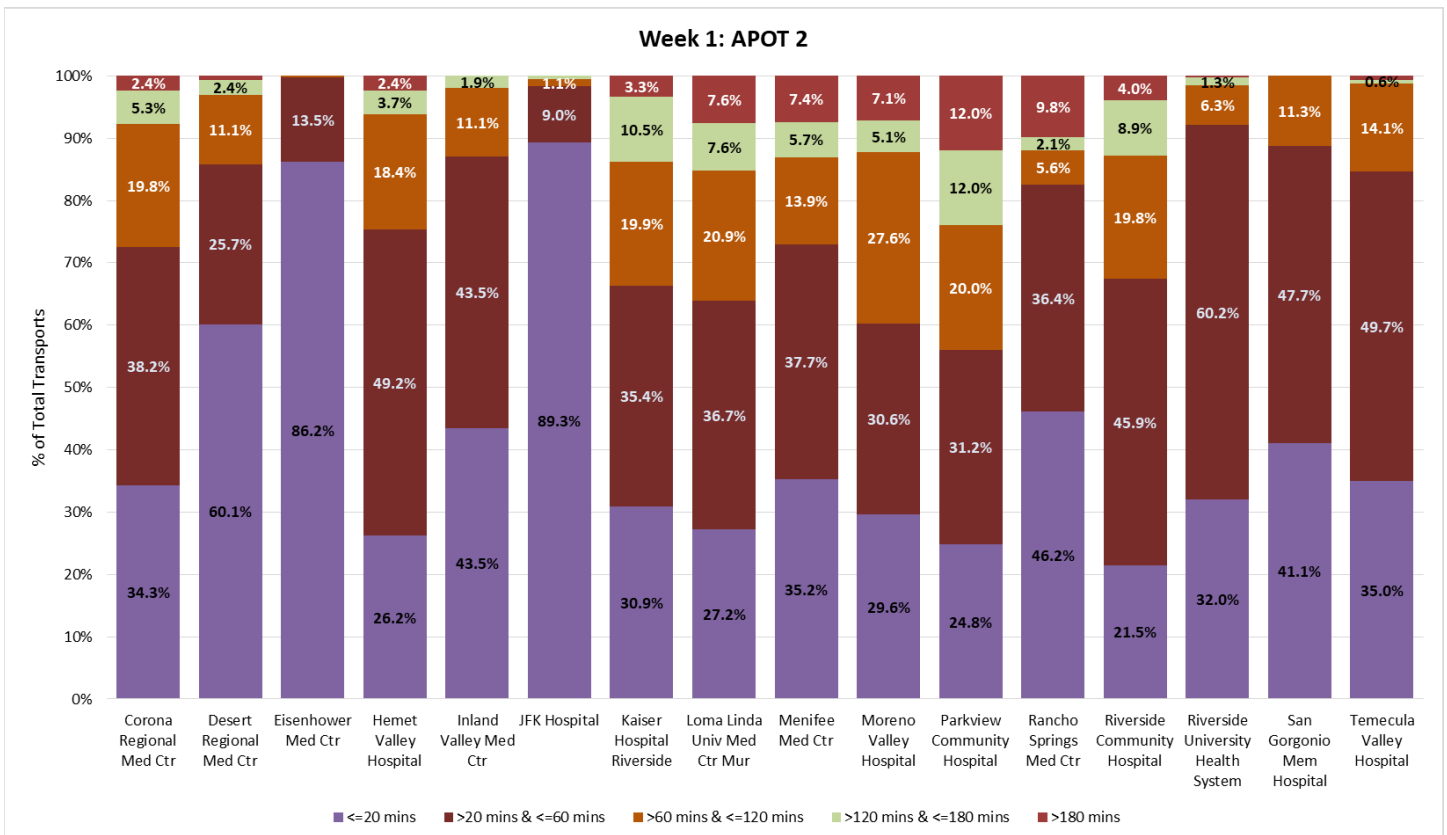
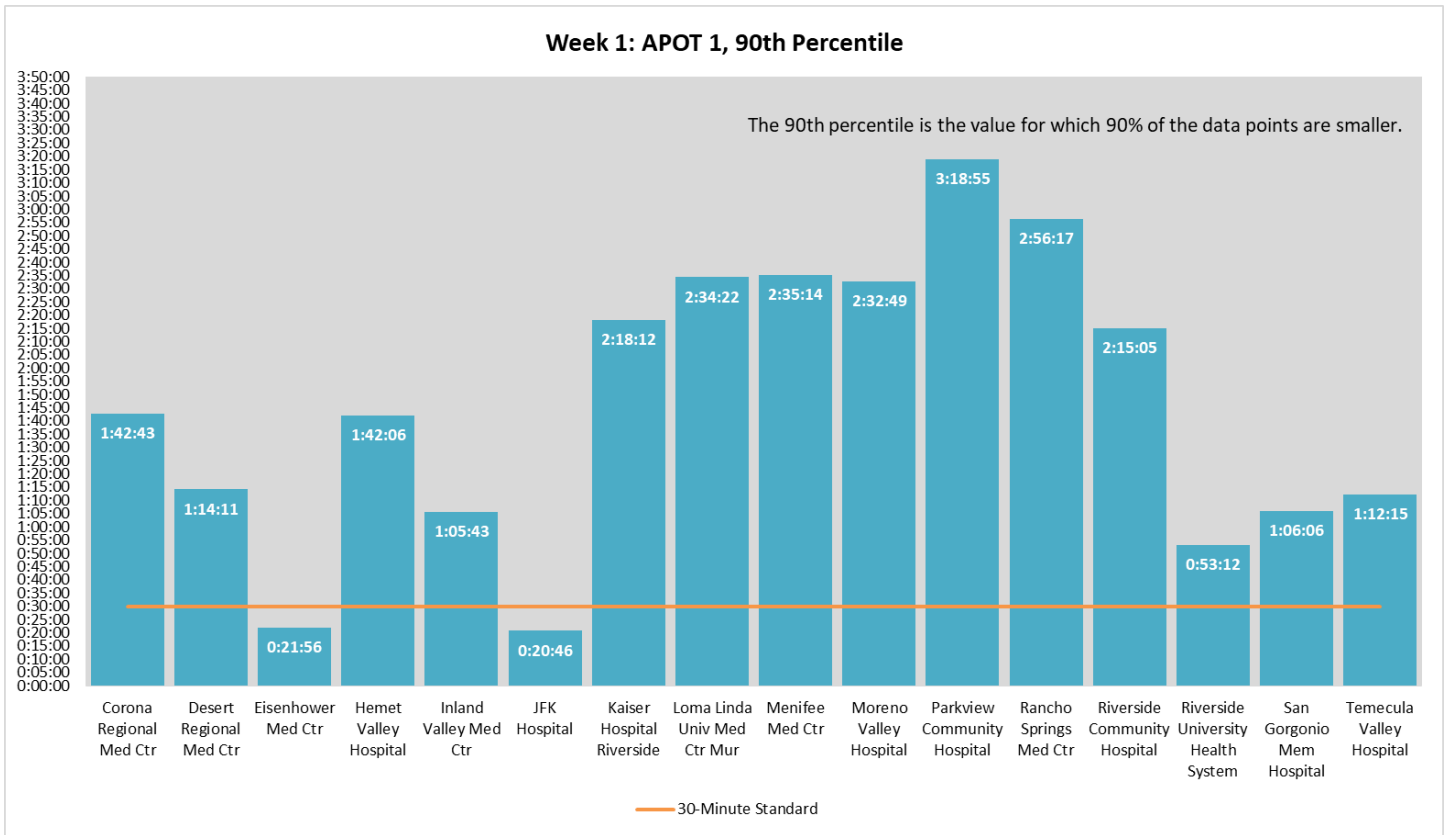
SPECIAL - January 1-6, 2018 APOT by Hospital/2018 YTD						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Corona Regional Med Ctr	182	144:12:01	75:23:26	86	52.7%	1:44:18
Desert Regional Med Ctr	247	124:36:38	49:58:46	68	72.5%	1:15:53
Eisenhower Med Ctr	316	67:47:13	2:57:00	17	94.6%	0:24:20
Hemet Valley Hospital	318	247:44:31	120:30:15	194	39.0%	1:42:28
Inland Valley Med Ctr	226	119:38:08	40:21:52	92	59.3%	1:08:11
JFK Hospital	150	26:48:35	2:40:15	3	98.0%	0:18:53
Kaiser Hospital Riverside	149	127:03:45	69:25:15	75	49.7%	2:01:02
Loma Linda Univ Med Ctr Mur	137	148:10:34	93:43:22	83	39.4%	2:54:03
Menifee Med Ctr	110	103:04:18	62:01:27	55	50.0%	2:40:17
Moreno Valley Hospital	87	91:02:54	56:33:41	51	41.4%	2:45:48
Parkview Community Hospital	101	152:51:12	112:05:38	64	36.6%	3:42:13
Rancho Springs Med Ctr	126	107:33:04	65:11:59	50	60.3%	3:06:24
Riverside Community Hospital	350	351:48:26	206:05:48	232	33.7%	2:21:52
Riverside University Health System	284	147:15:14	38:56:25	118	58.5%	0:53:17
San Geronio Mem Hospital	140	68:17:55	20:26:05	42	70.0%	1:08:53
Temecula Valley Hospital	141	78:38:58	26:58:41	61	56.7%	1:07:03
Totals	3,064	2106:33:26	1043:19:55	1,291	57.9%	1:38:45

"APOD Hours" represents the net delay after the first 30 minutes of each offload delay occurrence.

Key: High Low/Best

AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL (CONT'D)

The following charts represent **only CDC Week 1: December 31, 2017 through January 6, 2018.**



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>