

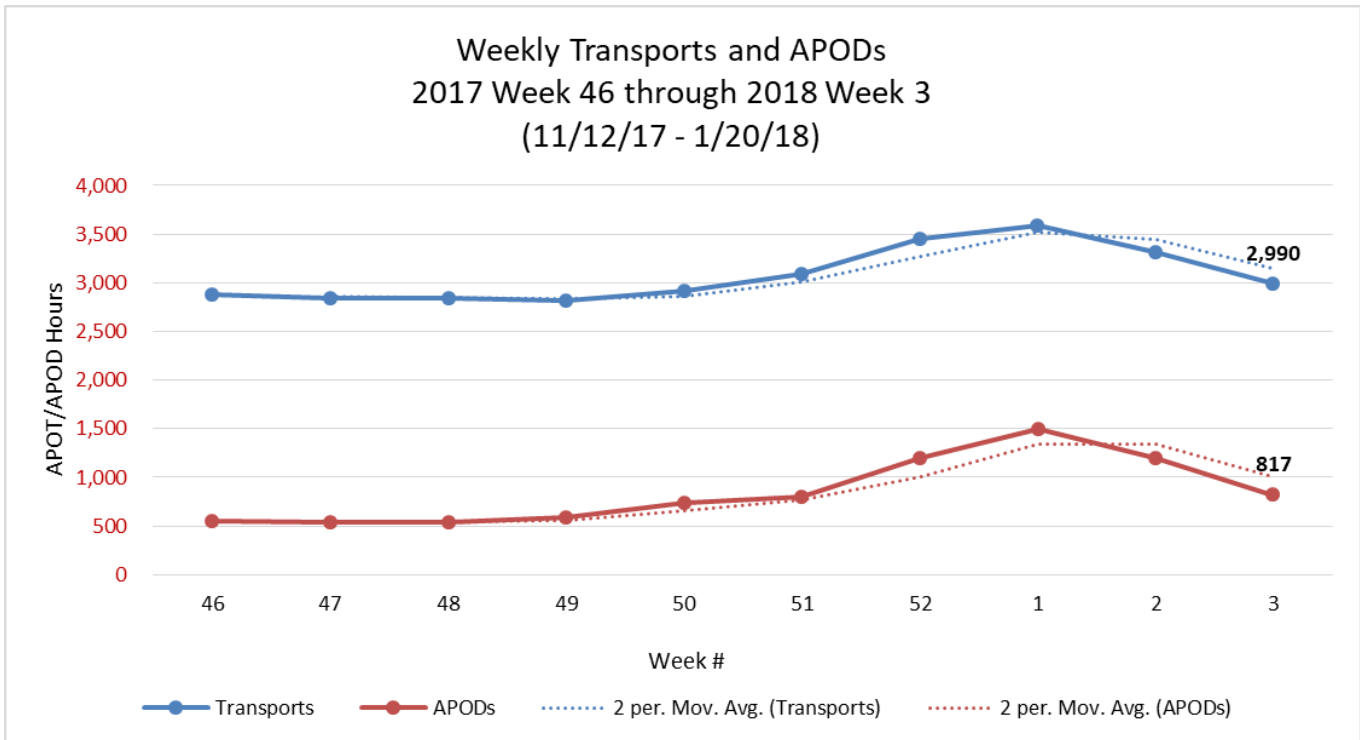
Special Seasonal Report



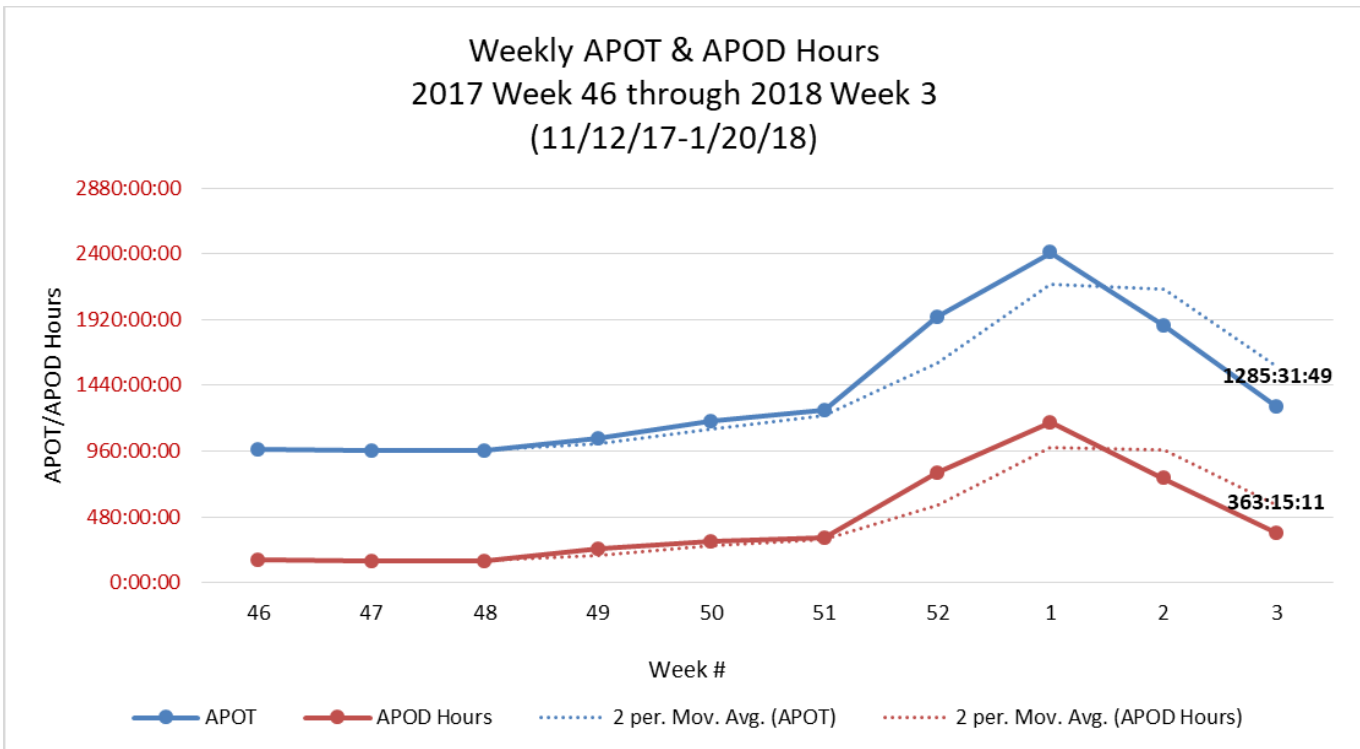
Ambulance Patient Offload Time
Week 3 (through 1/20/18)

*Special
Seasonal
Report*

SPECIAL SEASONAL REPORT



- During week 3 (beginning 1/14/2018), there was a total of **2990 transports in Riverside County**—a 14.4% increase of the 2017 weekly average of 2,614 transports. (The 2018 weekly average is 3,131 transports.)
- The number of **APODs in week 3 was 817**, representing an increase of **48.4%** of the 2017 weekly average of 551. (The 2018 weekly average is 1,102 APODs.)



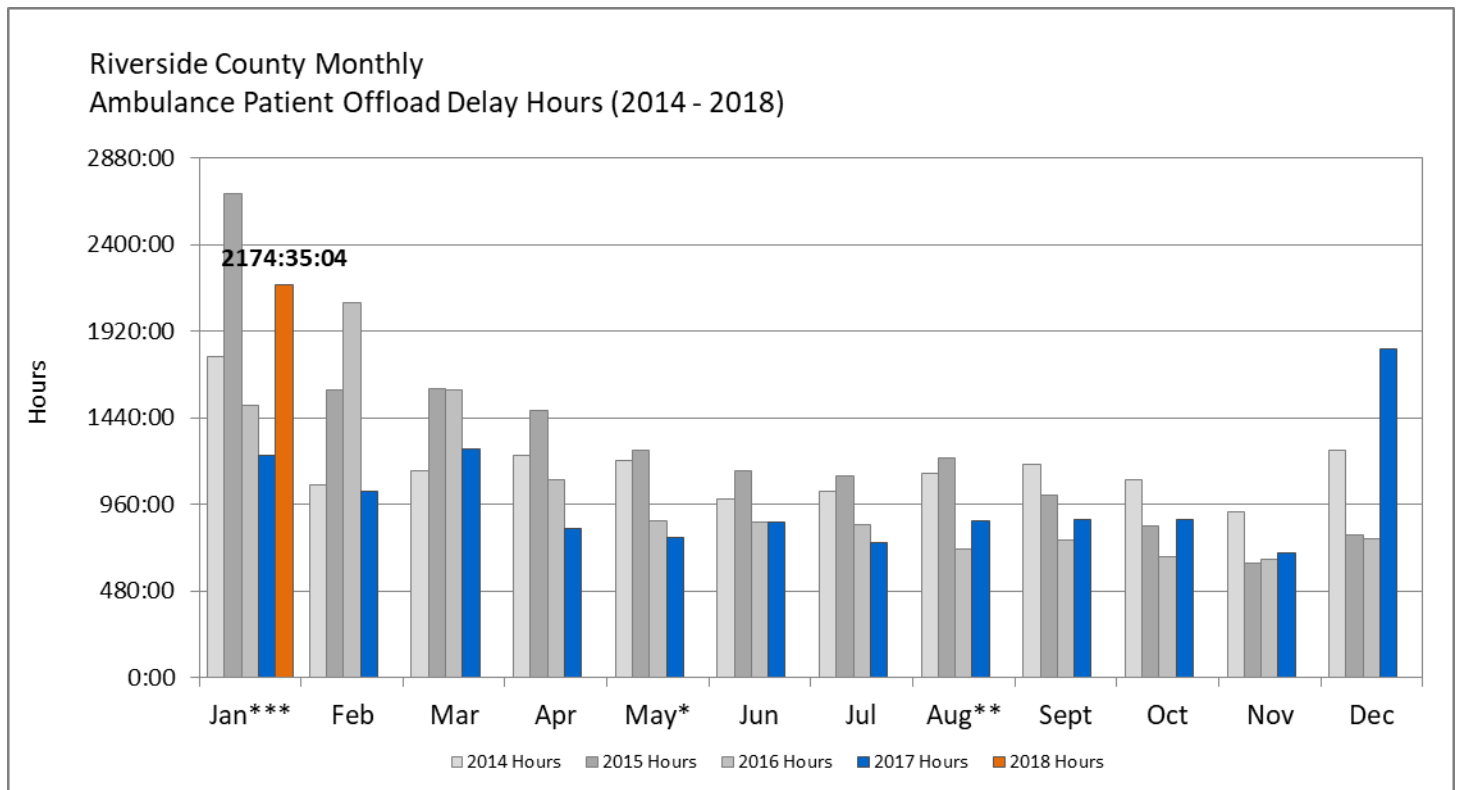
- During week 3, **APOT county-wide was over 1285 hours** total, an increase of **32.1%** over the 2017 weekly average of 973 hours. (The 2018 weekly APOT average is 1759 hours.)
- County-wide **APOD hours for week 3 totaled over 363**, representing a **59%** increase over the 2017 weekly average of 228 hours. (The 2018 weekly APOD average is 724 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 20, 2018 (week 3)** 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.

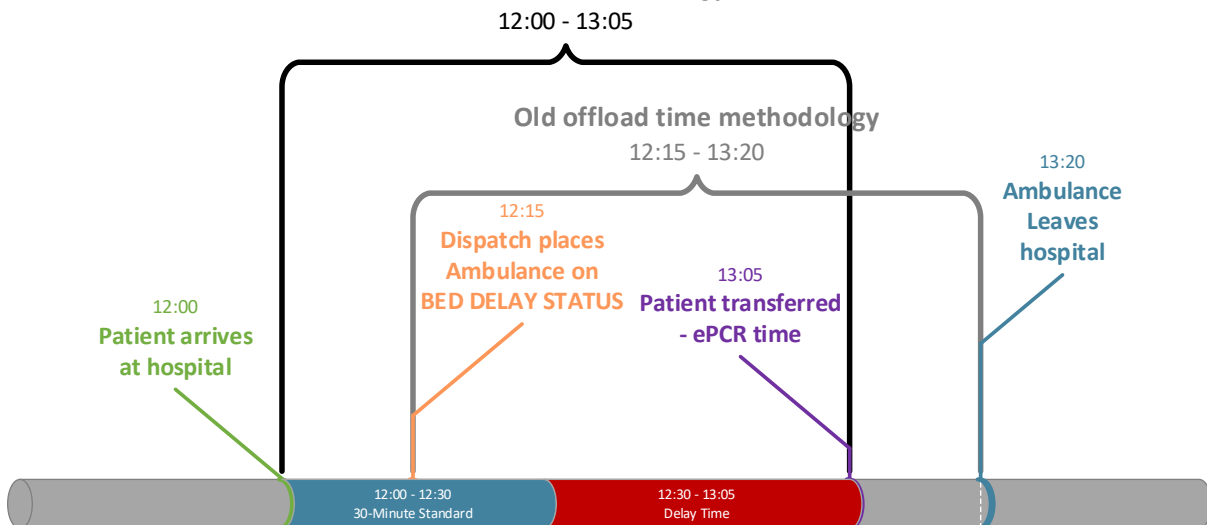


*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

**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 3** (1/14/2018 through 1/20/18).

SPECIAL - Week 3 (1/14/2018 through 1/20/2018)						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT -1
Corona Regional Med Ctr	161	119:28:24	55:37:06	77	52.2%	1:36:40
Desert Regional Med Ctr	251	64:26:28	7:49:33	21	91.6%	0:27:25
Eisenhower Med Ctr	322	57:31:36	1:22:52	4	98.8%	0:17:20
Hemet Valley Hospital	320	198:25:44	69:34:34	177	44.7%	1:06:53
Inland Valley Med Ctr	215	73:46:42	12:39:38	41	80.9%	0:42:19
JFK Hospital	145	26:25:28	0:45:20	4	97.2%	0:20:39
Kaiser Hospital Riverside	120	38:04:00	2:48:16	21	82.5%	0:33:15
Loma Linda Univ Med Ctr Mur	167	124:54:10	61:28:47	76	54.5%	1:44:04
Menifee Med Ctr	73	29:41:10	8:24:04	15	79.5%	0:47:59
Moreno Valley Hospital	84	43:03:02	15:30:14	24	71.4%	1:16:07
Parkview Community Hospital	128	60:55:31	17:30:01	43	66.4%	0:59:47
Rancho Springs Med Ctr	100	28:29:36	2:01:23	12	88.0%	0:31:34
Riverside Community Hospital	356	222:54:10	80:25:17	185	48.0%	1:14:09
Riverside University Health System	284	112:20:36	16:10:20	77	72.9%	0:44:49
San Geronio Mem Hospital	138	44:53:13	6:32:36	23	83.3%	0:40:18
Temecula Valley Hospital	126	40:11:59	4:35:10	17	86.5%	0:38:12
Grand Total	2,990	1285:31:49	363:15:11	817	72.7%	0:53:36

The following table represents **2018 YTD**: January 1 through January 20, 2018.

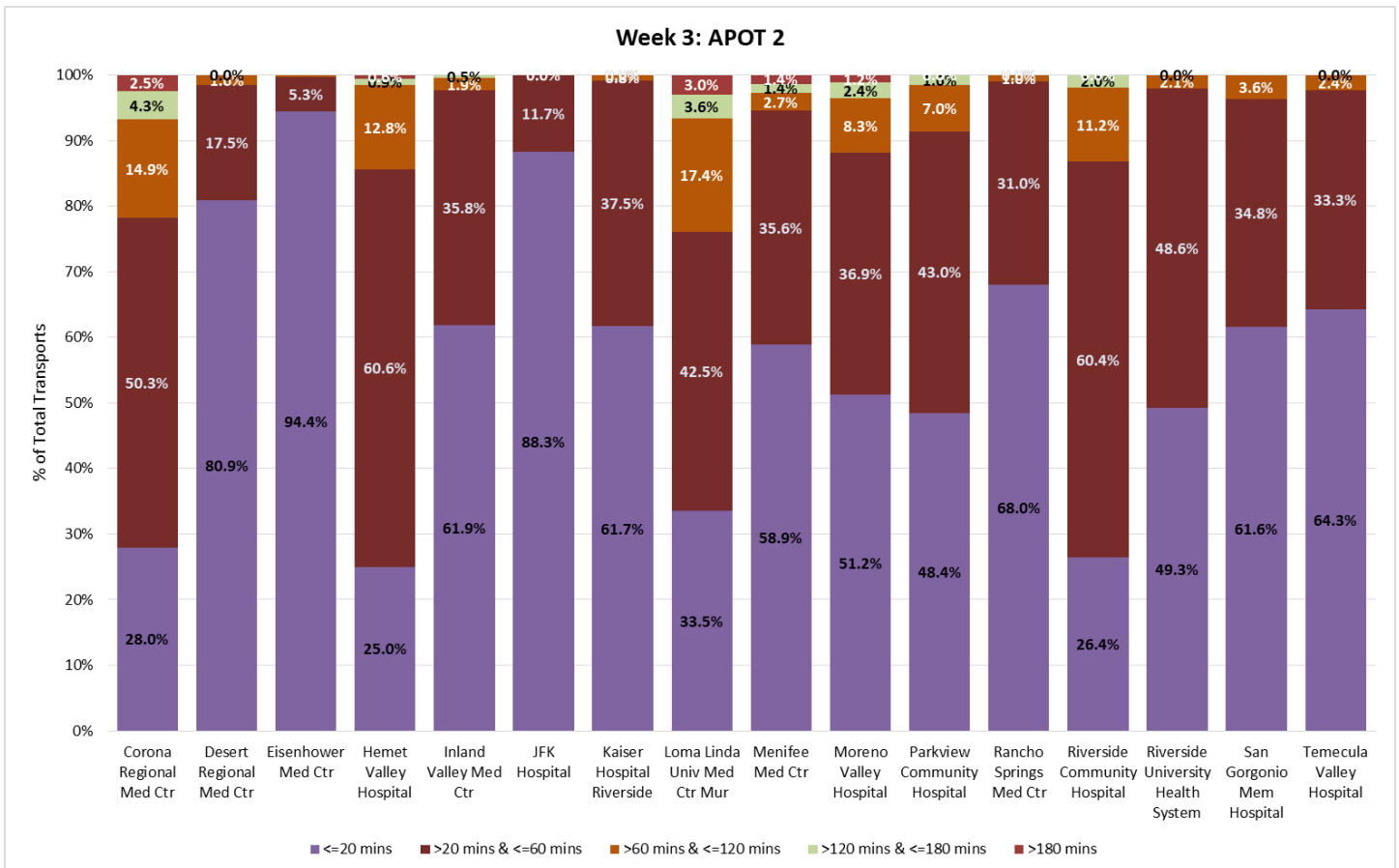
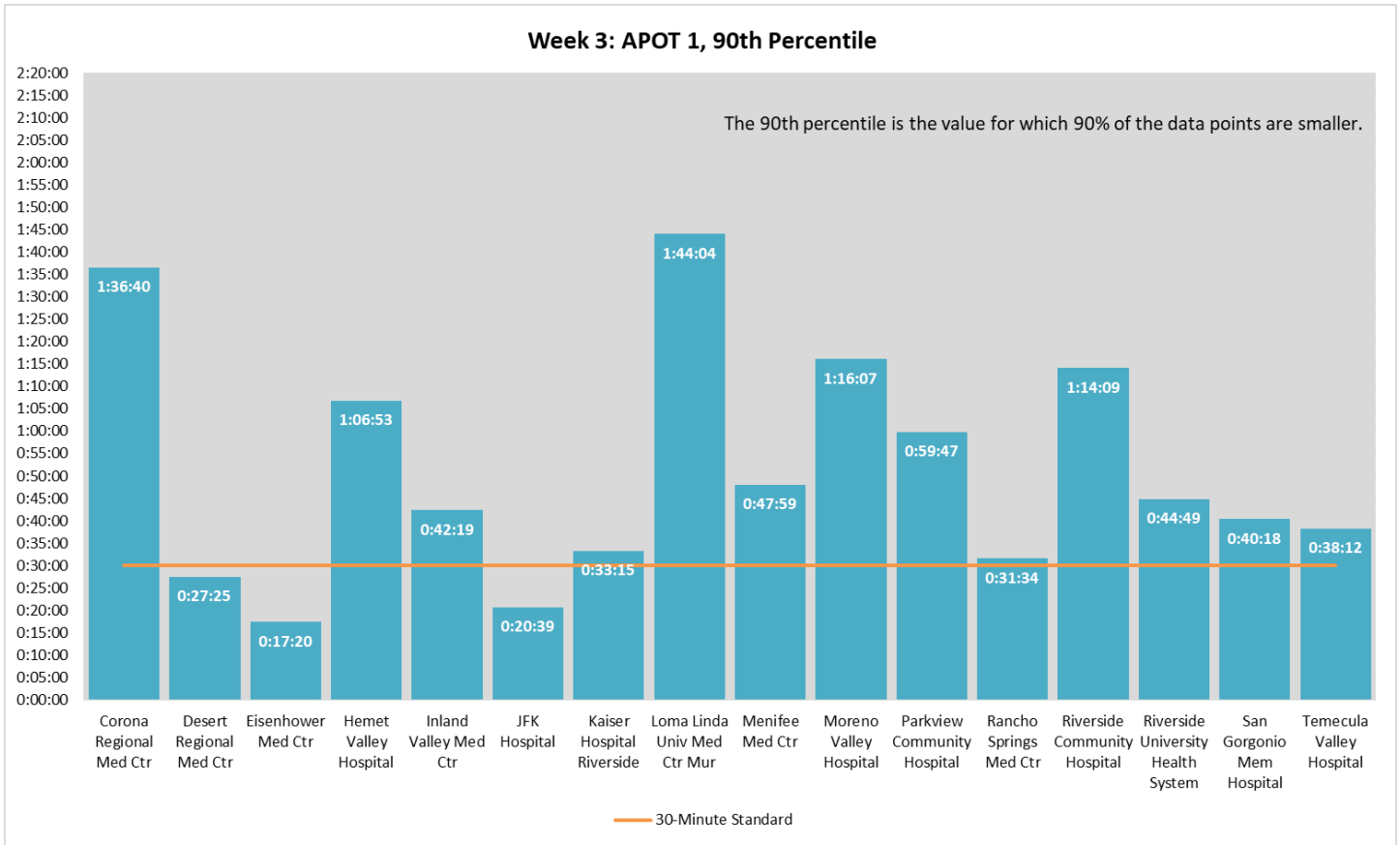
SPECIAL - January 1-20, 2018 APOT by Hospital/2018 YTD						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Corona Regional Med Ctr	519	18:44:11	4:32:10	273	47.4%	2:15:57
Desert Regional Med Ctr	782	11:50:57	20:21:09	128	83.6%	0:40:40
Eisenhower Med Ctr	986	19:07:29	4:47:58	25	97.5%	0:19:29
Hemet Valley Hospital	986	3:47:05	12:07:59	581	41.1%	1:23:05
Inland Valley Med Ctr	694	11:10:28	2:41:28	222	68.0%	1:01:18
JFK Hospital	457	8:54:11	3:48:27	9	98.0%	0:20:11
Kaiser Hospital Riverside	418	14:02:05	10:38:30	155	62.9%	1:26:42
Loma Linda Univ Med Ctr Mur	464	12:13:00	22:27:16	251	45.9%	2:29:36
Menifee Med Ctr	273	16:46:04	18:37:31	109	60.1%	1:38:55
Moreno Valley Hospital	260	8:46:34	10:17:15	104	60.0%	1:33:09
Parkview Community Hospital	355	14:47:26	22:25:21	180	49.3%	2:16:26
Rancho Springs Med Ctr	357	1:29:44	10:42:05	97	72.8%	1:00:01
Riverside Community Hospital	1,096	23:56:37	1:01:57	668	39.1%	1:46:10
Riverside University Health System	906	18:15:33	6:47:09	295	67.4%	0:47:01
San Geronio Mem Hospital	441	22:38:55	9:16:30	95	78.5%	0:43:49
Temecula Valley Hospital	399	8:53:21	22:02:19	115	71.2%	0:57:16
Totals	9,393	5279:23:40	2174:35:04	3,307	64.8%	1:13:53

"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 3: January 14, 2018 through January 20, 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>