

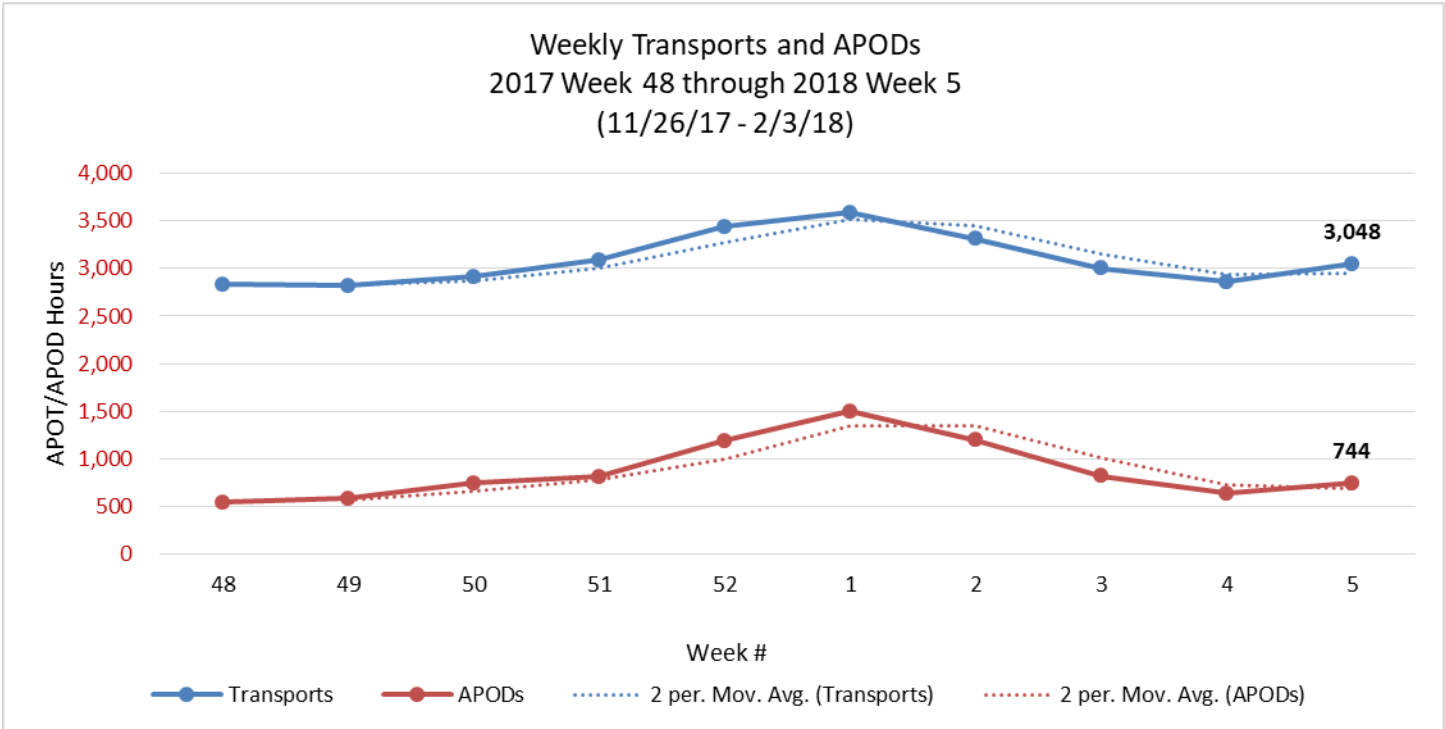
Special Seasonal Report



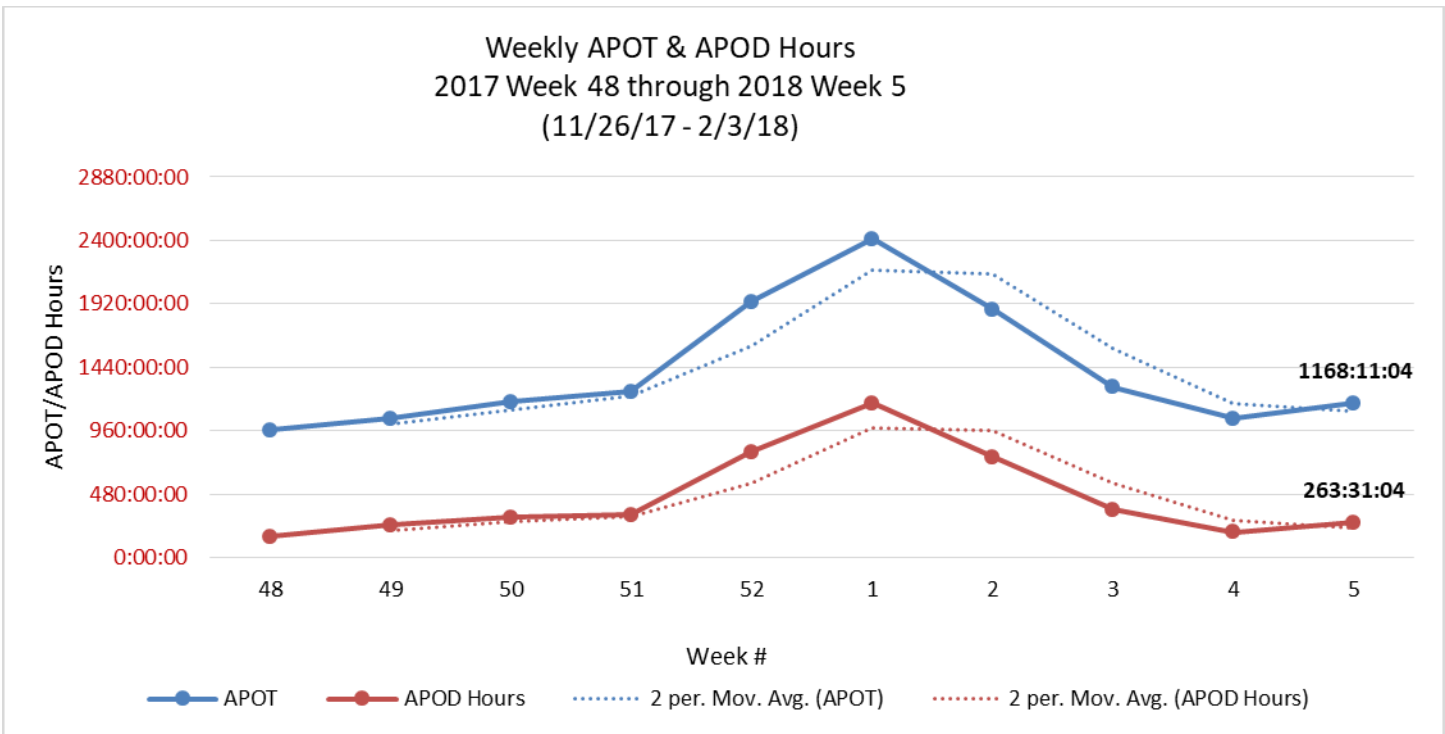
Ambulance Patient Offload Time
Week 5 (through 2/3/18)

*Special
Seasonal
Report*

SPECIAL SEASONAL REPORT



- During week 5 (beginning 1/28/2018), there was a total of **3048 transports in Riverside County**—a **16.6%** increase of the 2017 weekly average of 2,614 transports. The 2018 weekly average is 3,064 transports.
- The number of **APODs in week 5 was 744**, representing an increase of **35.1%** of the 2017 weekly average of 551. The 2018 weekly average is 937 APODs.



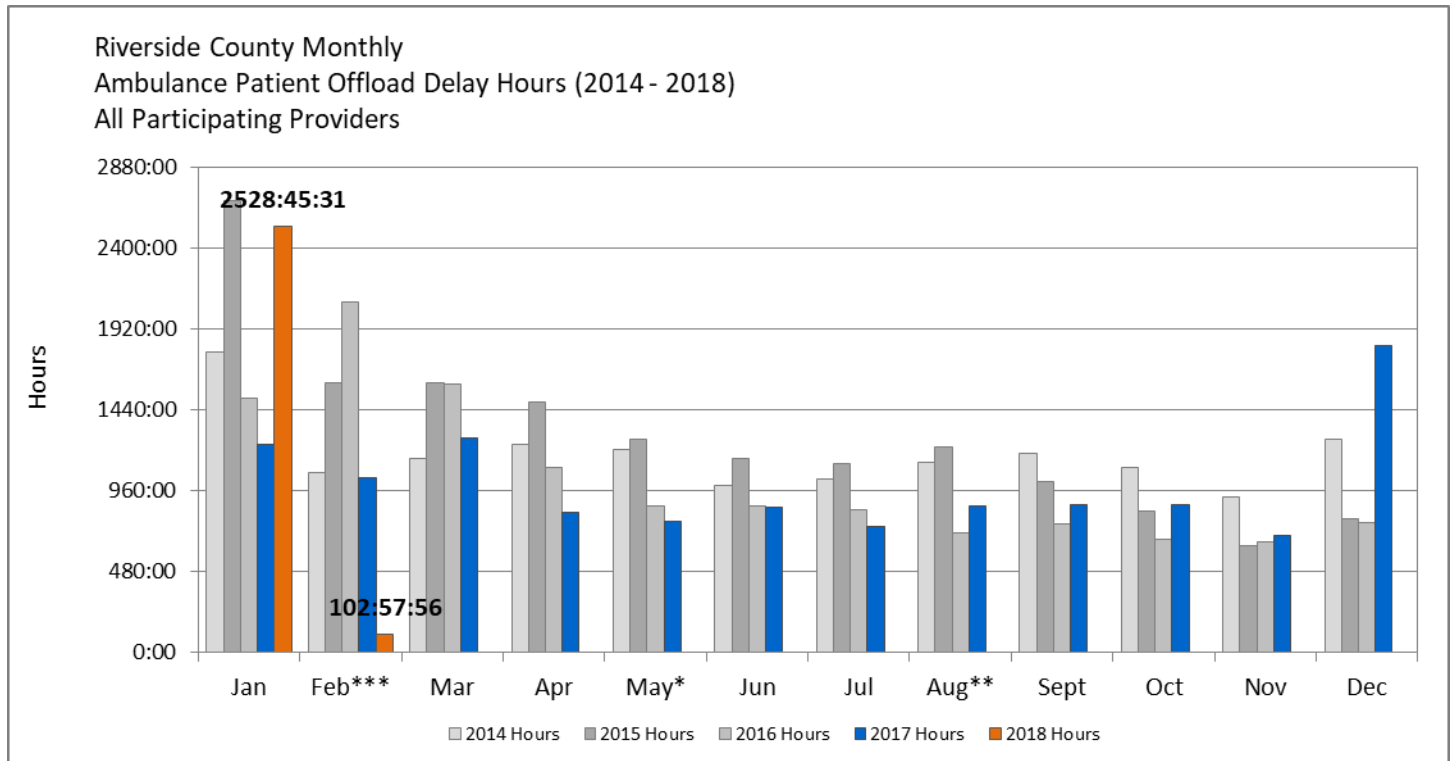
- During week 5, **APOT county-wide was over 1168 hours** total, an increase of **20.1%** over the 2017 weekly average of 973 hours. The 2018 weekly APOT average is 1500 hours.
- County-wide **APOD hours for week 5 totaled over 263**, which is an increase of **15.4% over** the 2017 weekly average of 228 hours. The 2018 weekly APOD average is 526 hours.

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2014 through **February 3, 2018 (week 5)** 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.

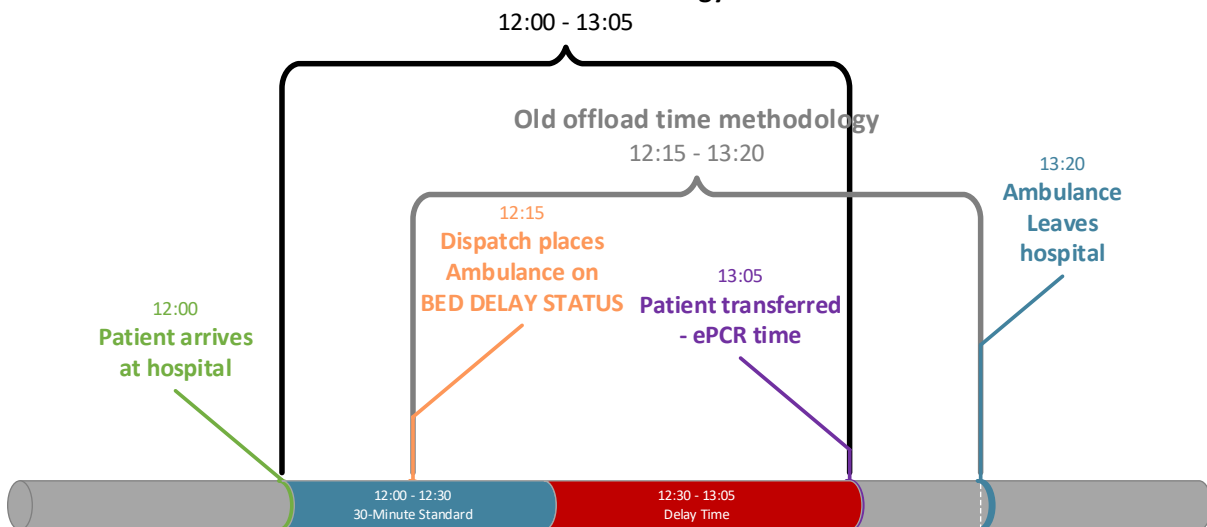


*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

***February 2018 is a partial month.

Offload time methodology



AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

The following table represents **CDC Week 5** (1/28/2018 through 2/3/18).

SPECIAL - Week 5 (1/28/2018 through 2/3/2018)						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT -1
Corona Regional Med Ctr	154	104:19:24	45:54:50	69	55.2%	1:37:15
Desert Regional Med Ctr	281	64:28:14	2:16:29	12	95.7%	0:22:31
Eisenhower Med Ctr	343	62:50:35	0:34:51	5	98.5%	0:17:33
Hemet Valley Hospital	335	192:51:42	63:40:06	171	49.0%	1:02:47
Inland Valley Med Ctr	220	72:46:35	14:58:45	42	80.9%	0:44:04
JFK Hospital	143	19:09:15	0:10:16	3	97.9%	0:18:07
Kaiser Hospital Riverside	137	45:50:32	5:20:05	29	78.8%	0:38:39
Loma Linda Univ Med Ctr Mur	138	64:25:05	19:34:27	46	66.7%	1:02:41
Menifee Med Ctr	75	39:18:37	15:49:51	18	76.0%	1:18:42
Moreno Valley Hospital	89	32:39:24	5:22:18	24	73.0%	0:42:31
Parkview Community Hospital	119	53:09:33	13:57:54	35	70.6%	0:52:48
Rancho Springs Med Ctr	96	25:49:13	2:11:25	8	91.7%	0:28:31
Riverside Community Hospital	370	188:11:36	44:38:02	161	56.5%	0:55:49
Riverside University Health System	280	115:55:13	16:47:45	73	73.9%	0:42:18
San Geronio Mem Hospital	149	50:11:20	9:47:36	28	81.2%	0:46:22
Temecula Valley Hospital	119	36:14:46	2:26:24	20	83.2%	0:32:42
Grand Total	3,048	1168:11:04	263:31:04	744	75.6%	0:46:22

The following table represents **2018 YTD**: January 1 through February 3, 2018.

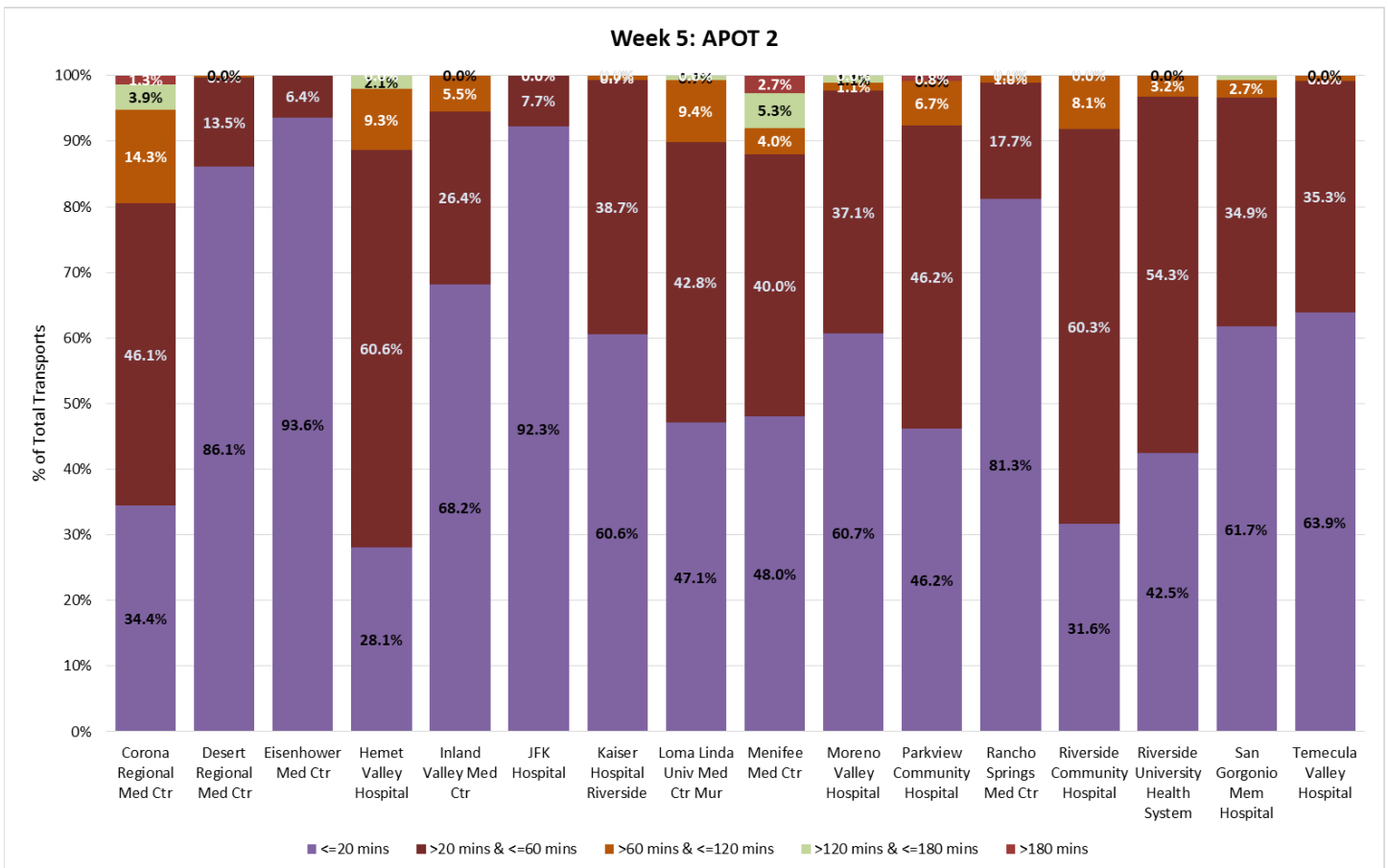
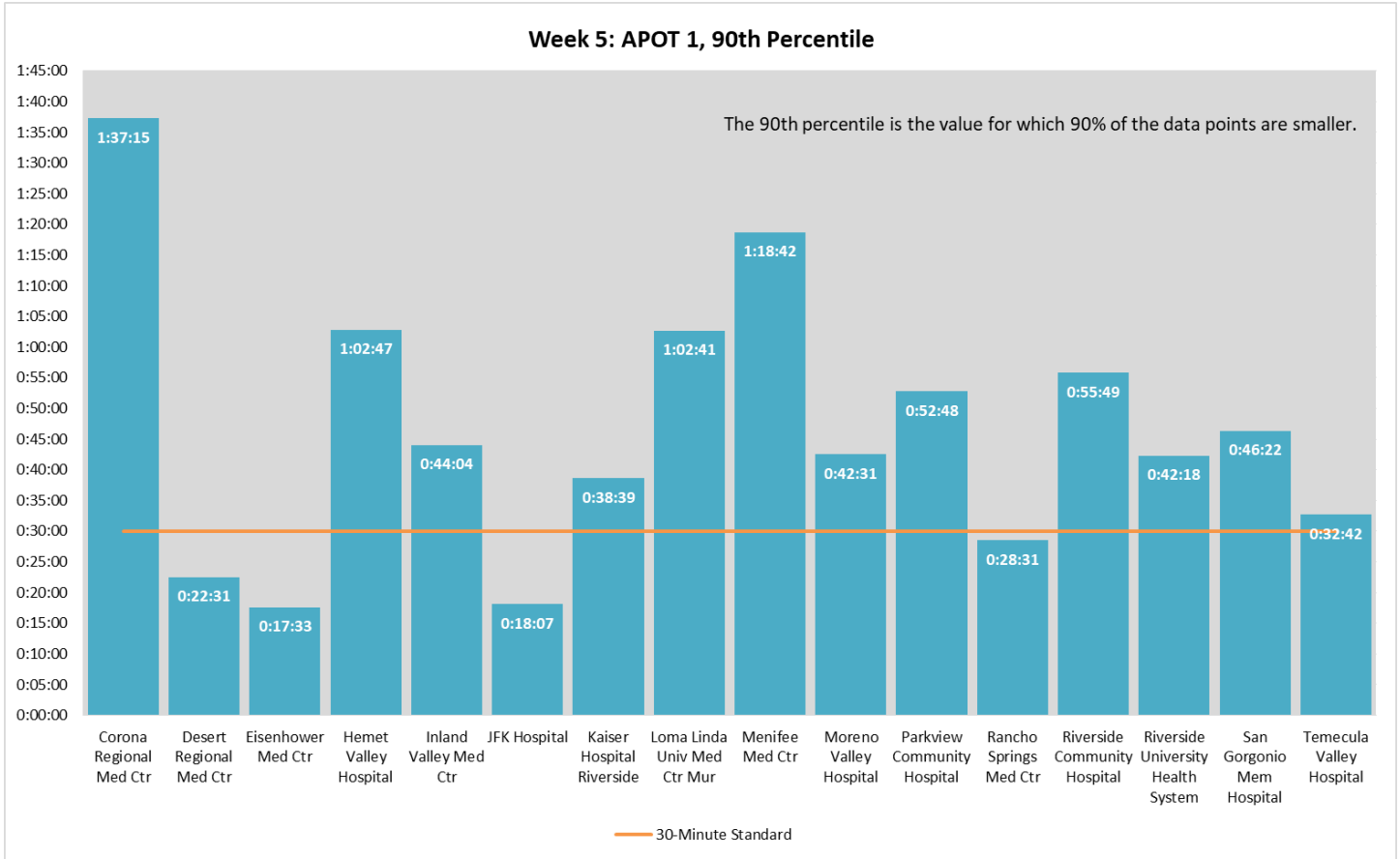
2018 Year-to-Date: January 1 through February 3						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1
Corona Regional Med Ctr	816	668:26:18	349:41:30	403	50.6%	1:56:56
Desert Regional Med Ctr	1,320	399:00:11	73:12:06	154	88.3%	0:32:54
Eisenhower Med Ctr	1,617	301:15:08	6:00:55	34	97.9%	0:19:06
Hemet Valley Hospital	1,636	1050:32:10	399:18:38	891	45.5%	1:11:00
Inland Valley Med Ctr	1,115	470:15:50	127:55:37	310	72.2%	0:56:17
JFK Hospital	742	122:58:38	4:54:44	17	97.7%	0:19:59
Kaiser Hospital Riverside	661	333:20:27	114:29:44	202	69.4%	1:04:22
Loma Linda Univ Med Ctr Mur	729	558:42:45	291:19:00	333	54.3%	1:48:42
Menifee Med Ctr	416	245:38:28	109:18:58	139	66.6%	1:14:37
Moreno Valley Hospital	423	233:14:10	90:22:17	142	66.4%	1:08:38
Parkview Community Hospital	601	438:45:21	220:21:29	255	57.6%	1:40:54
Rancho Springs Med Ctr	550	249:14:44	88:07:11	119	78.4%	0:49:01
Riverside Community Hospital	1,800	1284:15:30	551:43:02	965	46.4%	1:31:56
Riverside University Health System	1,517	636:22:24	105:11:47	426	71.9%	0:44:56
San Geronio Mem Hospital	733	256:53:50	45:44:53	140	80.9%	0:41:00
Temecula Valley Hospital	644	253:34:30	54:01:36	155	75.9%	0:48:58
Totals	15,320	7502:30:24	2631:43:27	4,685	69.4%	1:01:00

"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 5: January 28, 2018 through February 3, 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>