



# Ambulance Patient Offload Time October 2018

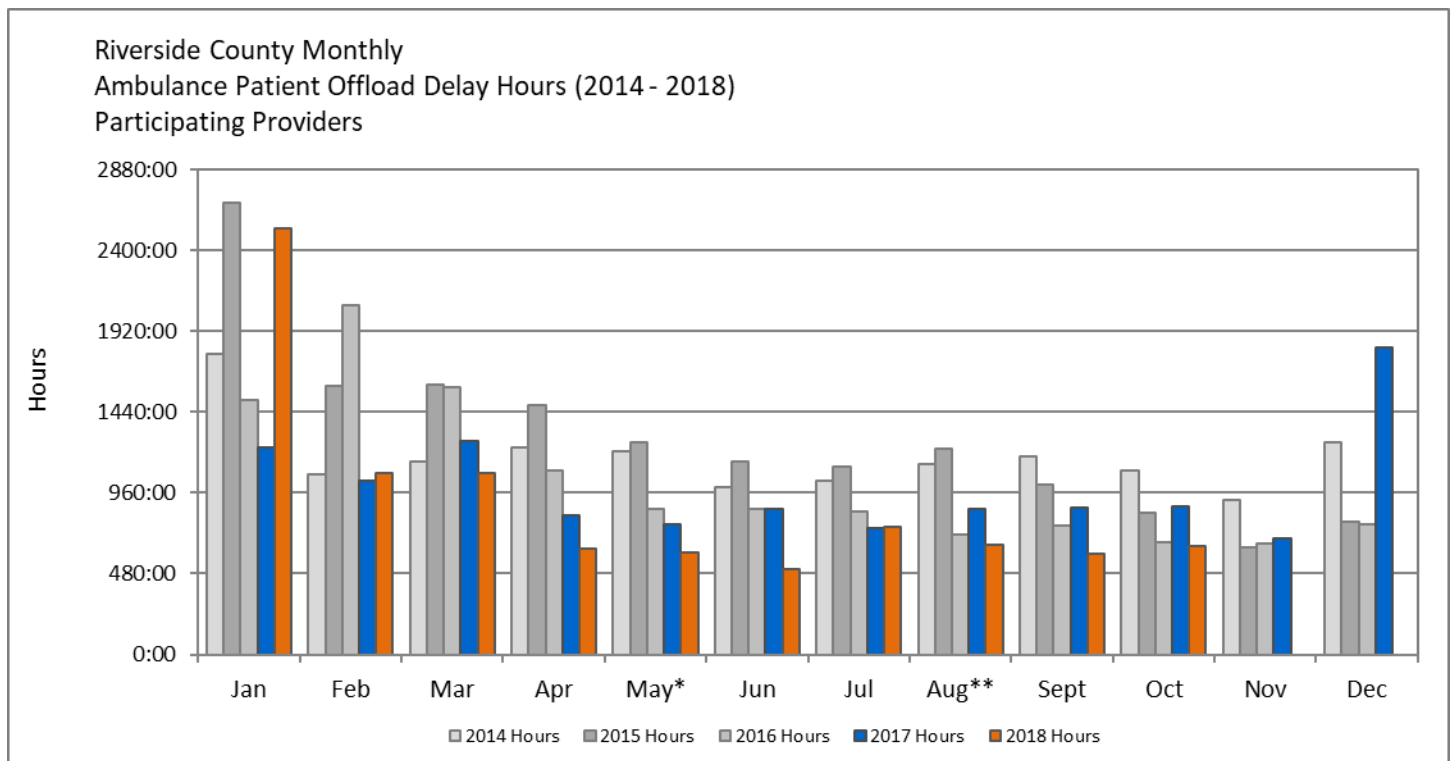
*Monthly  
Report*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

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

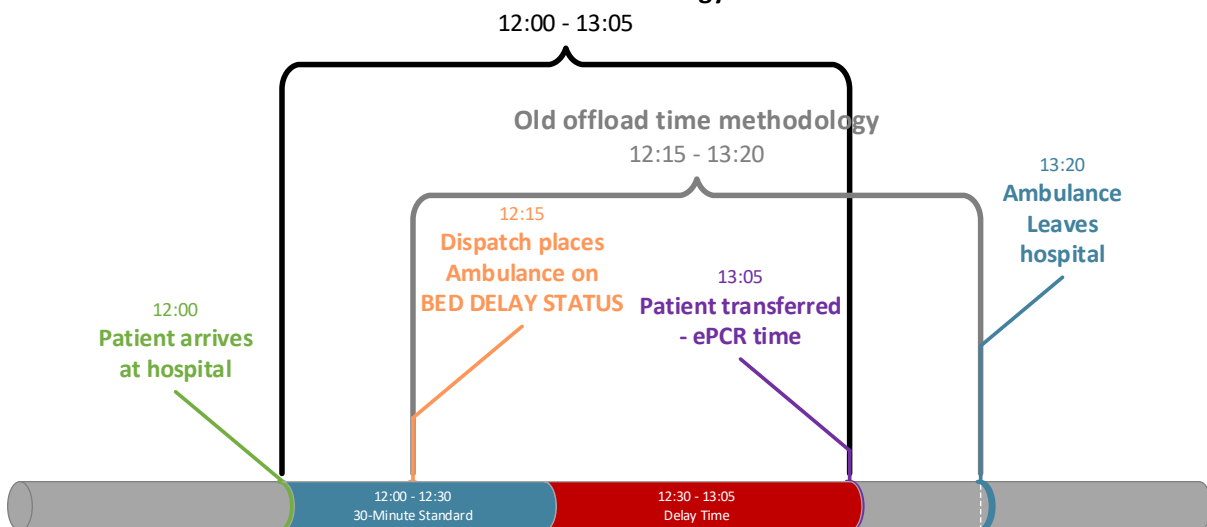
This chart represents the difference in the old vs. current by displaying the former time measurement/methodology in grayscale. The difference in methodology is illustrated in the timeline below.



\*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

October 2018 APOT by Hospital						
Hospital	Total ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT-1*
Corona Regional Med Ctr	732	339:17:09	95:42:38	215	70.6%	0:54:56
Desert Regional Med Ctr	1,046	232:33:33	6:17:54	46	95.6%	0:23:32
Eisenhower Health	1,182	208:23:05	2:20:03	22	98.1%	0:17:59
Hemet Valley Hospital	1,371	637:37:36	153:59:37	483	64.7%	0:50:22
Inland Valley Med Ctr	879	230:17:47	15:01:53	82	90.7%	0:29:28
JFK Hospital	472	60:49:50	0:22:48	3	99.4%	0:13:58
Kaiser Hospital Riverside	558	155:03:53	10:47:13	54	90.3%	0:29:50
Loma Linda Univ Med Ctr Mur	656	275:49:42	55:21:11	170	74.1%	0:45:17
Menifee Med Ctr	323	119:10:09	24:28:17	59	81.7%	0:40:26
Moreno Valley Hospital	303	91:19:17	9:36:57	37	87.8%	0:35:51
Palo Verde Hospital	<b>147</b>	<b>11:30:26</b>	<b>0:00:00</b>	<b>0</b>	<b>100.0%</b>	<b>0:11:04</b>
Parkview Community Hospital	420	140:17:48	13:15:38	62	85.2%	0:33:10
Rancho Springs Med Ctr	439	108:21:12	6:37:48	28	93.6%	0:25:47
Riverside Community Hospital	<b>1,569</b>	<b>811:22:49</b>	<b>196:13:10</b>	<b>647</b>	<b>58.8%</b>	<b>0:55:00</b>
Riverside University Health System	1,210	427:54:15	39:51:00	211	82.6%	0:35:28
San Gorgonio Mem Hospital	506	145:29:27	4:56:59	48	90.5%	0:29:52
Temecula Valley Hospital	552	162:21:27	8:01:05	61	88.9%	0:31:03
<b>Totals</b>	<b>12,365</b>	<b>4157:39:25</b>	<b>642:54:11</b>	<b>2,228</b>	<b>82.0%</b>	<b>0:38:24</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	7,345	3615:00:07	1131:00:27	2,278	69.0%	<b>0:59:34</b>
Desert Regional Med Ctr	10,812	2678:04:39	225:51:02	764	92.9%	0:26:05
Eisenhower Health	12,460	2250:03:57	33:48:26	222	98.2%	0:19:14
Hemet Valley Hospital	13,328	6451:58:34	1615:48:24	5,161	61.3%	0:53:11
Inland Valley Med Ctr	8,653	2698:08:12	419:42:20	1,284	85.2%	0:36:40
JFK Hospital	5,583	804:54:37	12:22:15	71	<b>98.7%</b>	0:17:05
Kaiser Hospital Riverside	5,230	1767:44:08	262:42:23	850	83.7%	0:37:00
Loma Linda Univ Med Ctr Mur	6,077	2954:31:58	927:07:44	1,797	70.4%	0:57:32
Menifee Med Ctr	3,368	1323:00:44	353:53:39	704	79.1%	0:46:43
Moreno Valley Hospital	3,233	1176:58:44	246:40:45	631	80.5%	0:43:00
Palo Verde Hospital	<b>1,596</b>	<b>139:36:09</b>	<b>11:59:52</b>	<b>34</b>	97.9%	<b>0:13:02</b>
Parkview Community Hospital	4,684	2068:13:18	567:06:08	1,147	75.5%	0:49:37
Rancho Springs Med Ctr	4,409	1243:42:01	159:51:01	434	90.2%	0:30:00
Riverside Community Hospital	<b>15,562</b>	<b>8221:42:09</b>	<b>2204:00:12</b>	<b>6,530</b>	<b>58.0%</b>	0:56:08
Riverside University Health System	12,370	4596:27:34	570:44:19	2,574	79.2%	0:39:00
San Gorgonio Mem Hospital	5,753	1640:30:53	140:28:21	643	88.8%	0:31:16
Temecula Valley Hospital	5,331	1709:33:46	185:45:36	799	85.0%	0:35:14
<b>Totals</b>	<b>125,794</b>	<b>45340:11:30</b>	<b>9068:52:54</b>	<b>25,923</b>	<b>79.4%</b>	<b>0:42:21</b>

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

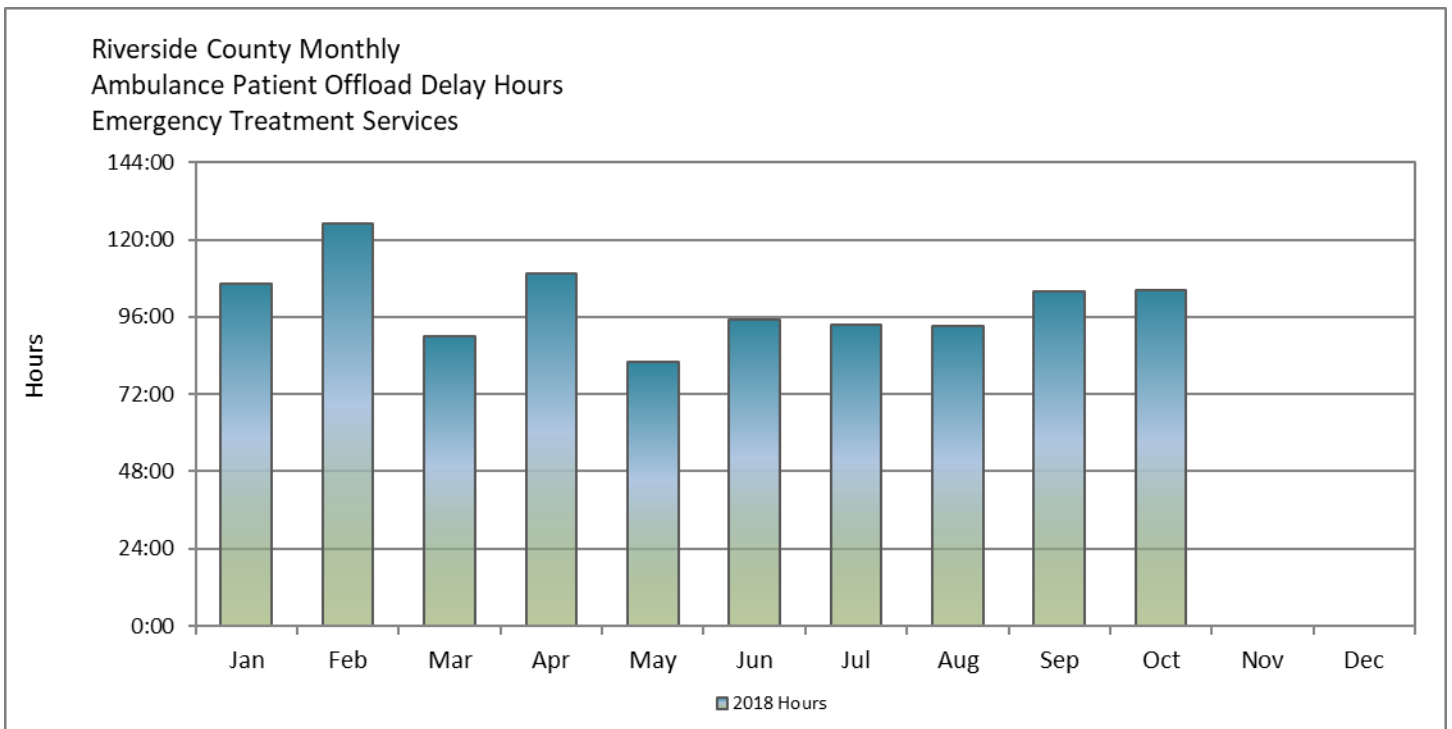
Key: High Low/Best

## EMERGENCY TREATMENT SERVICES

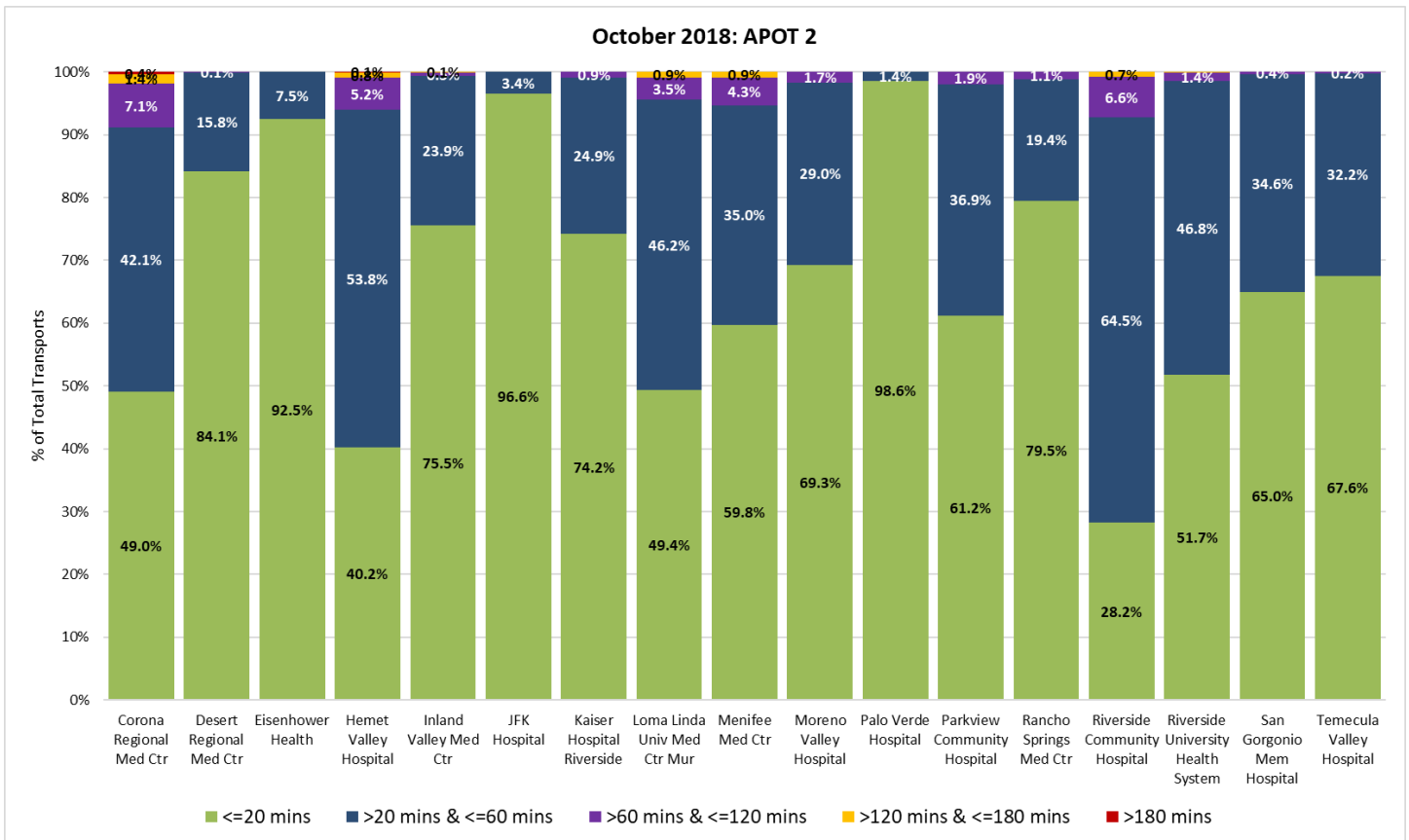
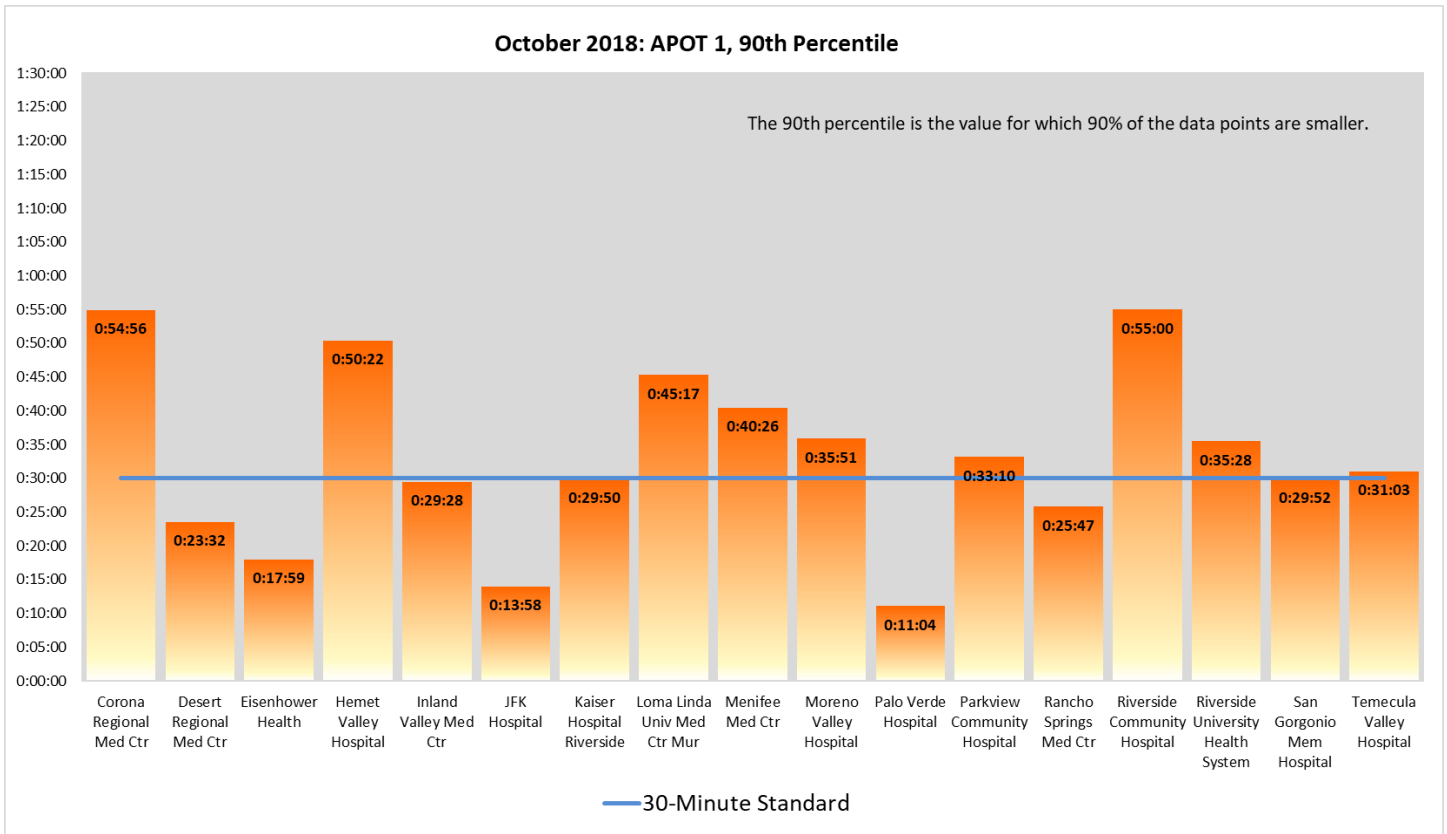
The following table includes all transports during October 2018 to Emergency Treatment Services (ETS). Since transports to ETS do not meet the EMSA definitions for APOT (see page 6 of this report), they are not being included with the APOT aggregates. Comprising over 3% of overall transports in 2018, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

October 2018 ETS						
Destination	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	510	322:23:15	104:22:32	275	46.1%	1:03:45
<b>Grand Total</b>	<b>510</b>	<b>322:23:15</b>	<b>104:22:32</b>	<b>275</b>	<b>46.1%</b>	<b>1:03:45</b>

ETS 2018 Year-to-Date						
Destination	ETS Transports	Total Offload Time	APOD Hours	APODs	APOD Compliance	90th Percentile
Emergency Treatment Services	4,528	2937:23:10	1002:24:42	2,541	43.9%	1:09:03
<b>Grand Total</b>	<b>4,528</b>	<b>2937:23:10</b>	<b>1002:24:42</b>	<b>2,541</b>	<b>43.9%</b>	<b>1:09:03</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 Definitions*

Data in this report includes all transports to the 17 hospitals monitored by REMSA in the respective month relative to the date and time the incident originates (eTimes.03--Dispatch Notified Date/Time). *For example, if an incident originates on June 30, and the patient is subsequently transferred to the care of an emergency department on July 1, that incident will be included in the month of June.*

Canceled calls, calls for which both arrival and transfer times are not present, and calls with erroneous/negative offload times are excluded. Certain incidents with offload times exceeding six hours and 12 hours are verified for accuracy, and incidents are excluded if the timeline cannot be validated.

Data for this report has been collected from ePCRs (electronic patient care reports) from FirstWatch® and 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.

<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>