



Ambulance Patient Offload Time

February 2019

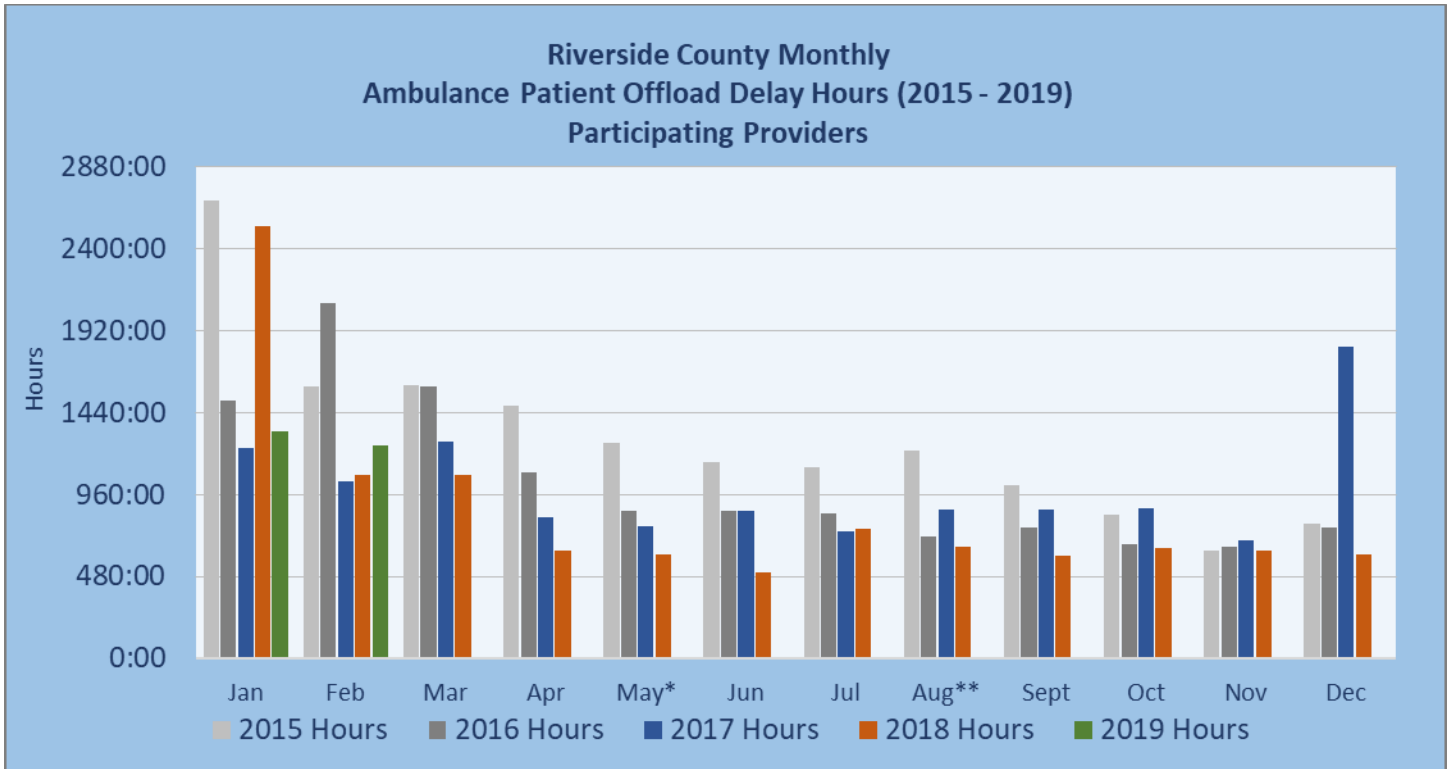
*Monthly
Report*

UPDATED AND REDESIGNED FOR 2019

Prepared by Misty Heyden, Riverside County EMS Agency – March 5, 2019

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

This chart represents total ambulance patient offload delay (APOD) time from hospitals within Riverside County. This chart includes only delays greater than 30 minutes, and only the time after the first 30 minutes is summed.



APOD times for years 2015 and 2016 (represented in grayscale) were measured using a different methodology. See page 6 for details.

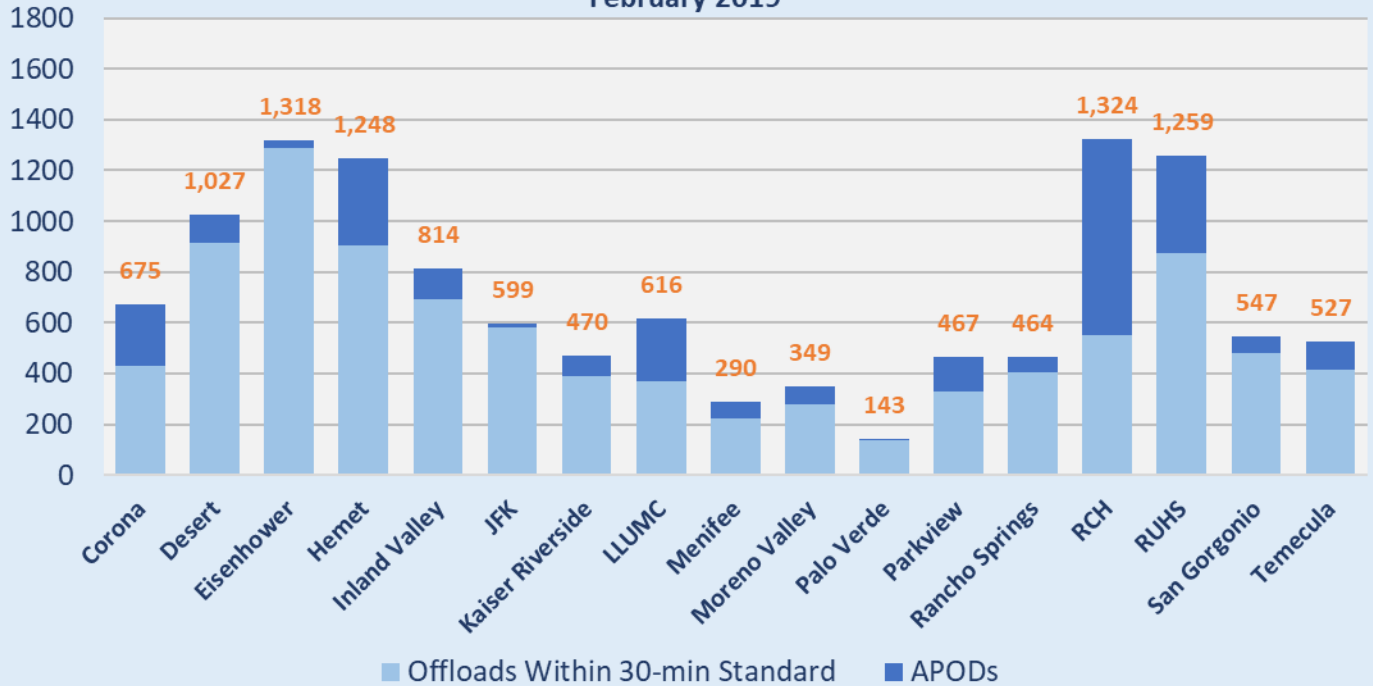
*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

	February 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	675	333:40:17	97:46:22	245	63.7%	0:58:03
Desert Regional Med Ctr	1,027	278:06:13	30:35:22	112	89.1%	0:31:16
Eisenhower Health	1,318	227:48:14	4:17:26	30	97.7%	0:18:04
Hemet Valley Hospital	1,248	509:57:56	71:59:12	341	72.7%	0:42:58
Inland Valley Med Ctr	814	251:52:20	30:13:07	121	85.1%	0:35:56
JFK Hospital	599	99:09:48	2:58:28	17	97.2%	0:18:46
Kaiser Hospital Riverside	470	164:27:32	28:00:43	79	83.2%	0:37:21
Loma Linda Univ Med Ctr Mur	616	361:00:28	123:18:42	246	60.1%	1:10:20
Menifee Med Ctr	290	114:30:19	25:45:01	65	77.6%	0:50:17
Moreno Valley Hospital	349	123:01:04	17:00:37	72	79.4%	0:39:21
Palo Verde Hospital	143	14:28:01	1:06:32	4	97.2%	0:11:17
Parkview Community Hospital	467	219:06:48	65:27:41	136	70.9%	0:58:10
Rancho Springs Med Ctr	464	145:50:05	19:29:35	59	87.3%	0:33:55
Riverside Community Hospital	1,324	1134:07:56	585:43:35	775	41.5%	1:51:19
Riverside University Health System	1,259	552:33:52	100:51:59	384	69.5%	0:46:11
San Geronio Mem Hospital	547	167:05:07	16:40:48	68	87.6%	0:34:38
Temecula Valley Hospital	527	183:04:39	23:46:02	110	79.1%	0:37:01
Grand Total	12,137	4879:50:39	1245:01:12	2,864	76.4%	0:47:27

Key High Low

Riverside County Hospitals Transports and APODs February 2019



February 2019 APOT 1, 90th Percentile



Data for this report has been collected from ePCRs (electronic patient care records) via 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.

APOT AND APOD TRENDS

The first table below shows the **monthly averages** in *Transports, APOT, APOD Hours, and APODs* for the previous 12 months: **March 2018 through the end of the present month**. Also included are the minimum and maximum APODs during the same 12-month period.

The bottom table shows a three-month comparison of **actuals** for *Transports, APODs, and APOD Hours* from December 2018 through the end of the present month.

Monthly Average over last 12 Months 3/1/2018 through 2/28/2019)						
	Avg		Avg APOD		Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	729	317:49:38	79:19:10	204	143	254
Desert Regional Med Ctr	1,072	255:42:08	17:11:46	68	34	163
Eisenhower Health	1,249	218:53:05	3:15:21	21	10	40
Hemet Valley Hospital	1,332	589:47:04	121:44:13	445	341	574
Inland Valley Med Ctr	854	249:54:24	31:43:06	107	56	159
JFK Hospital	548	81:45:08	1:12:56	8	3	22
Kaiser Hospital Riverside	509	158:58:13	16:16:17	68	41	94
Loma Linda Univ Med Ctr Mur	613	297:36:48	84:54:54	194	110	304
Menifee Med Ctr	321	115:36:04	24:24:19	60	35	75
Moreno Valley Hospital	324	103:22:54	14:05:09	50	29	91
Palo Verde Hospital	156	14:33:37	1:05:34	3	0	7
Parkview Community Hospital	463	186:14:14	41:22:32	101	62	192
Rancho Springs Med Ctr	437	115:33:03	9:07:20	37	17	59
Riverside Community Hospital	1,510	833:22:55	246:08:49	644	533	806
Riverside University Health System	1,244	463:11:27	57:27:14	255	211	384
San Geronio Mem Hospital	558	154:56:37	9:37:34	53	39	68
Temecula Valley Hospital	526	162:47:02	14:06:33	73	53	123
Grand Total	732	254:07:19	45:28:24	141	0	806

	Transports and APODs: 3-Month Comparison								
	Dec. 2018			Jan. 2019			Feb. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Corona Regional Med Ctr	710	174	57:54:00	788	239	110:44:19	675	245	97:46:22
Desert Regional Med Ctr	1,055	34	6:15:47	1,167	77	24:04:44	1,027	112	30:35:22
Eisenhower Health	1,303	21	2:34:44	1,398	20	2:27:40	1,318	30	4:17:26
Hemet Valley Hospital	1,393	383	98:45:01	1,477	397	90:03:02	1,248	341	71:59:12
Inland Valley Med Ctr	903	143	42:08:22	869	129	50:06:53	814	121	30:13:07
JFK Hospital	496	12	1:34:47	640	22	3:14:06	599	17	2:58:28
Kaiser Hospital Riverside	518	59	15:16:35	524	70	18:04:01	470	79	28:00:43
Loma Linda Univ Med Ctr Mur	653	227	98:34:25	669	304	146:48:38	616	246	123:18:42
Menifee Med Ctr	333	65	23:44:14	302	68	34:37:52	290	65	25:45:01
Moreno Valley Hospital	321	30	9:17:23	380	57	17:50:28	349	72	17:00:37
Palo Verde Hospital	149	6	1:23:54	162	2	0:40:55	143	4	1:06:32
Parkview Community Hospital	426	78	29:41:39	525	143	78:09:04	467	136	65:27:41
Rancho Springs Med Ctr	427	42	8:42:18	448	46	14:54:08	464	59	19:29:35
Riverside Community Hospital	1,528	570	145:59:05	1,374	806	617:30:35	1,324	775	585:43:35
Riverside University Health System	1,296	224	45:53:04	1,273	338	95:43:56	1,259	384	100:51:59
San Geronio Mem Hospital	541	50	8:15:06	542	52	9:07:04	547	68	16:40:48
Temecula Valley Hospital	533	72	14:01:32	552	84	14:40:03	527	110	23:46:02
Grand Total	12,585	2,190	610:01:56	13,090	2,854	1328:47:28	12,137	2,864	1245:01:12

APOD hours only include the time after the 30-minute standard has elapsed.

Key

High	Low
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EMERGENCY TREATMENT SERVICES

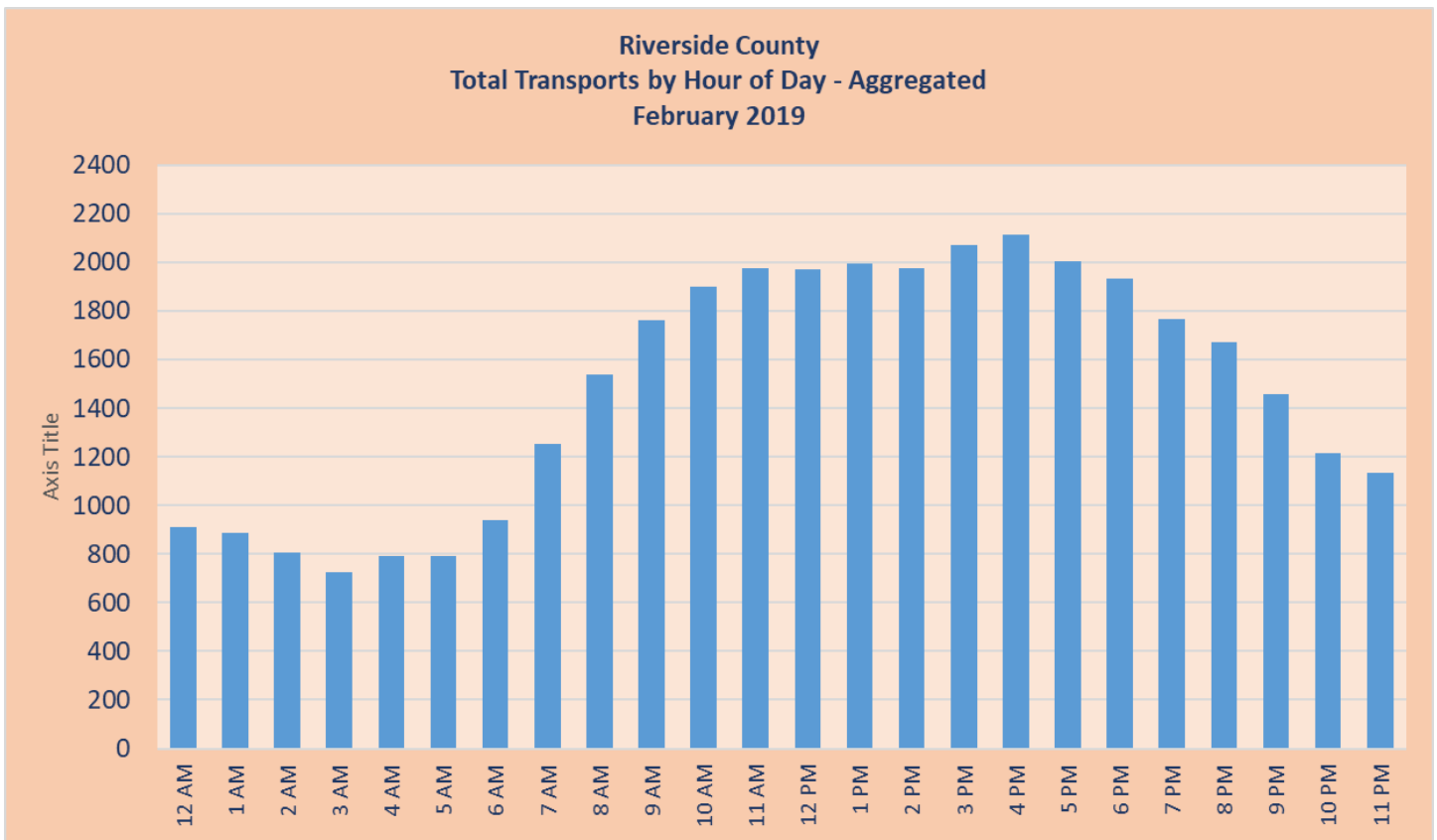
Transports to ETS do not meet the EMSA definitions for APOT (see page 6); therefore, they are not being included with the APOT aggregates. Comprising over 3% of overall transports, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

February 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	476	290:03:03	90:01:29	250	47.5%

Transports and APODs at ETS: 3-Month Comparison									
	Dec. 2018			Jan. 2019			Feb. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	478	222	67:42:46	507	219	96:01:20	476	250	90:01:29

TRANSPORTS BY HOUR OF DAY

The chart below shows the full month's transports aggregated and distributed **by hour of day**. The time referenced is the time of day that the unit is notified by dispatch of the incident. This chart shows that the greatest proportion of transports falls between the hours of 7:00am and 10:00pm.



APOT AND APOD DEFINITIONS

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

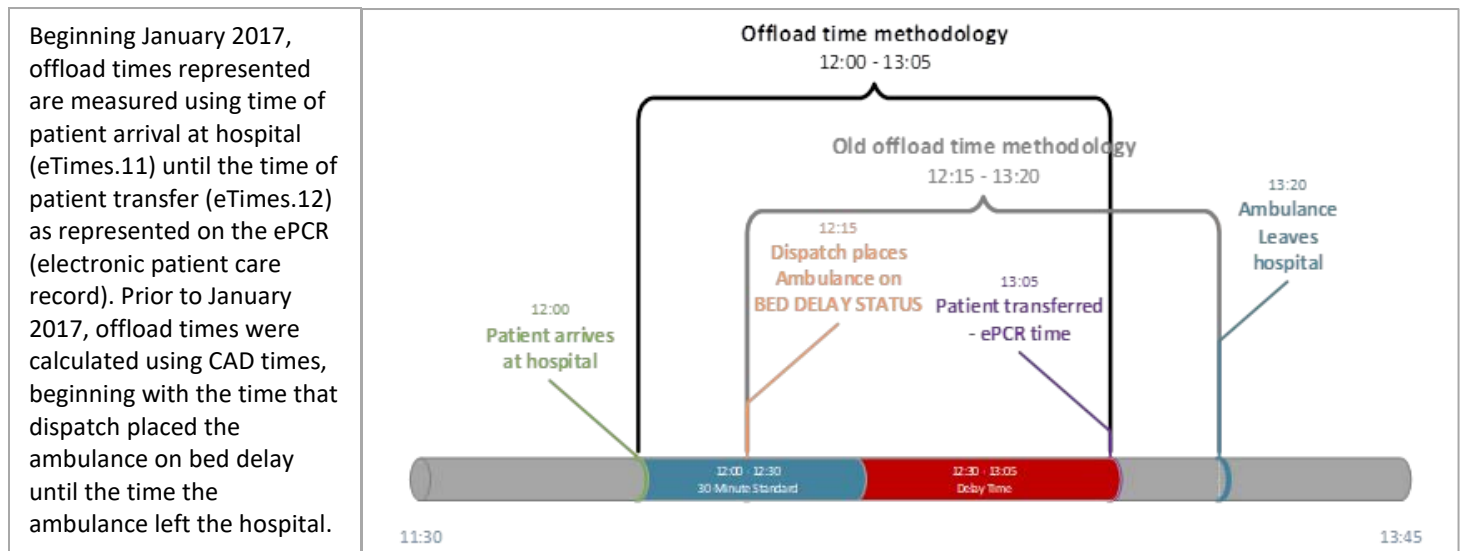
Ambulance Patient Offload Delay (APOD)

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

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.



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>