



# Ambulance Patient Offload Time

January 2019

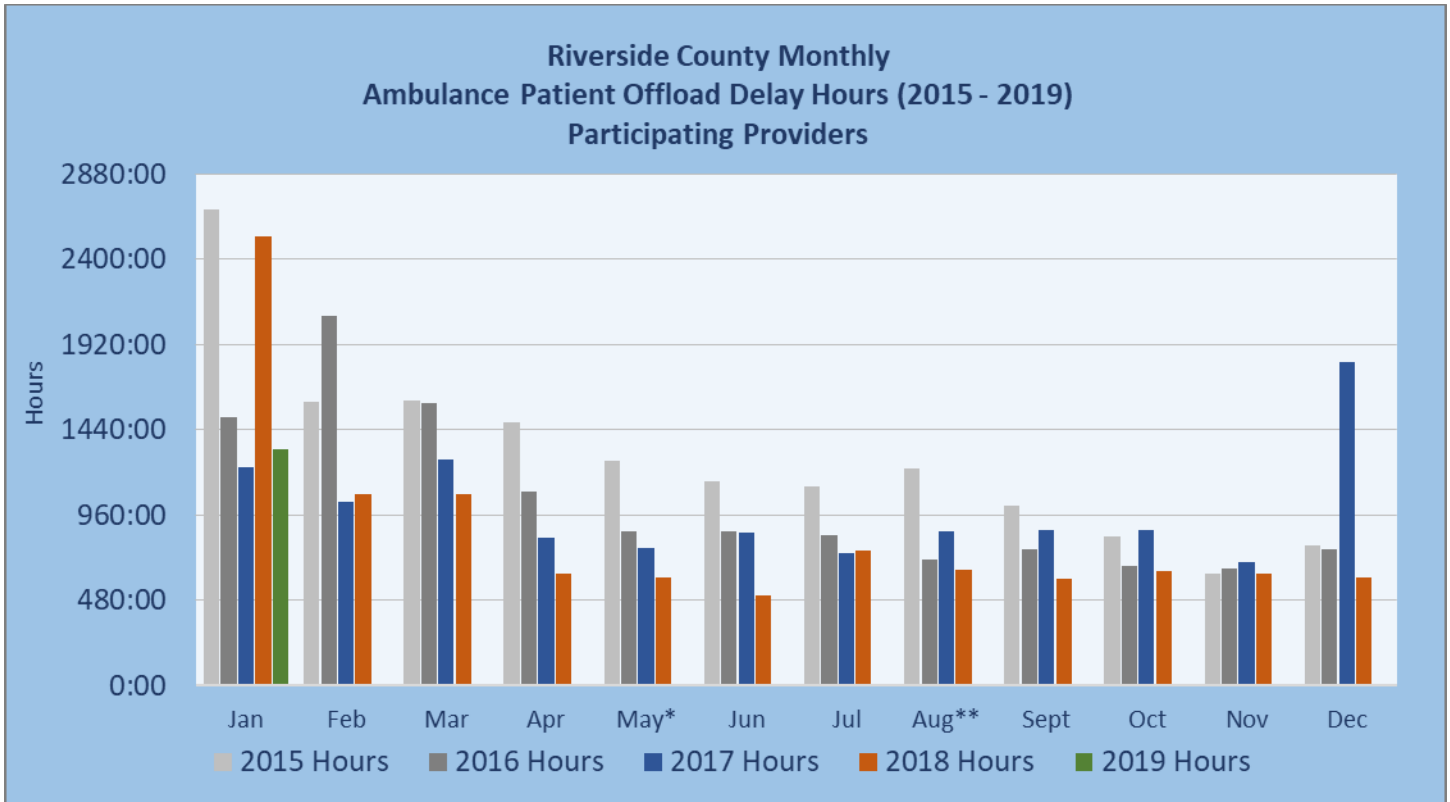
*Monthly  
Report*

*UPDATED AND REDESIGNED FOR 2019*

Prepared by Misty Heyden, Riverside County EMS Agency – February 7, 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.

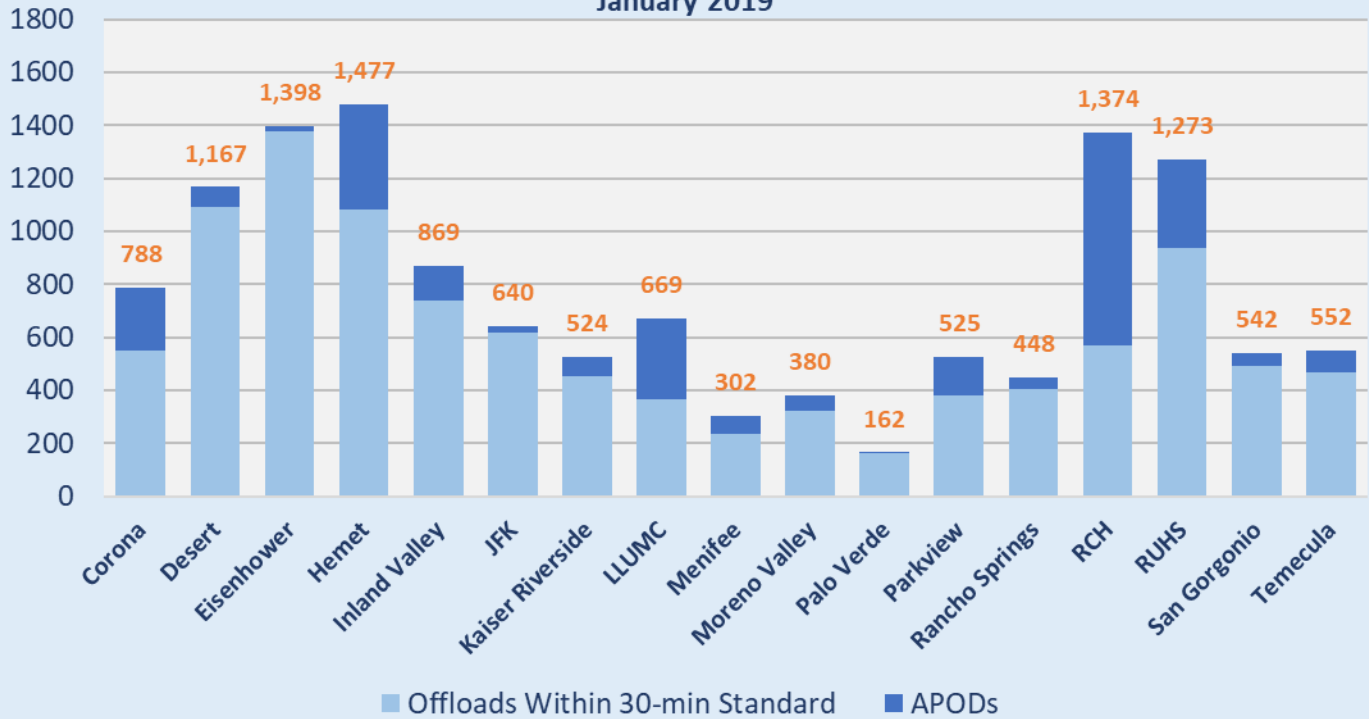
\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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

	January 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	788	370:17:12	110:44:19	239	69.7%	0:56:25
Desert Regional Med Ctr	1,167	282:46:23	24:04:44	77	93.4%	0:25:42
Eisenhower Health	1,398	236:32:24	2:27:40	20	98.6%	0:17:14
Hemet Valley Hospital	<b>1,477</b>	591:32:05	90:03:02	397	73.1%	0:42:32
Inland Valley Med Ctr	869	282:15:59	50:06:53	129	85.2%	0:37:09
JFK Hospital	640	117:45:40	3:14:06	22	96.6%	0:20:36
Kaiser Hospital Riverside	524	166:40:09	18:04:01	70	86.6%	0:34:24
Loma Linda Univ Med Ctr Mur	669	407:19:09	146:48:38	304	54.6%	1:14:34
Menifee Med Ctr	302	127:59:59	34:37:52	68	77.5%	0:48:08
Moreno Valley Hospital	380	124:52:38	17:50:28	57	85.0%	0:37:04
Palo Verde Hospital	<b>162</b>	<b>16:15:16</b>	<b>0:40:55</b>	<b>2</b>	<b>98.8%</b>	<b>0:13:56</b>
Parkview Community Hospital	525	249:19:03	78:09:04	143	72.8%	0:59:00
Rancho Springs Med Ctr	448	130:56:46	14:54:08	46	89.7%	0:31:27
Riverside Community Hospital	1,374	<b>1194:05:53</b>	<b>617:30:35</b>	<b>806</b>	<b>41.3%</b>	<b>1:54:54</b>
Riverside University Health System	1,273	539:06:10	95:43:56	338	73.4%	0:43:19
San Geronio Mem Hospital	542	155:14:09	9:07:04	52	90.4%	0:29:59
Temecula Valley Hospital	552	171:23:02	14:40:03	84	84.8%	0:34:59
<b>Grand Total</b>	<b>13,090</b>	<b>5164:21:57</b>	<b>1328:47:28</b>	<b>2,854</b>	<b>78.2%</b>	<b>0:45:31</b>

Key High Low

### Riverside County Hospitals Transports and APODs January 2019



### January 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: February 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 November 2018 through the end of the present month.

Monthly Average over last 12 Months (2/1/2018 through 1/31/2019)						
	Avg		Avg APOD		Min of APODs	Max of APODs
	Transports	Avg APOT	Hours	Avg APODs		
Corona Regional Med Ctr	728	324:04:29	85:12:16	206	143	268
Desert Regional Med Ctr	1,075	254:04:29	16:23:22	64	34	163
Eisenhower Health	1,251	220:55:48	3:04:13	21	10	40
Hemet Valley Hospital	1,333	599:32:15	129:09:40	461	372	574
Inland Valley Med Ctr	855	253:43:23	34:19:44	112	56	175
JFK Hospital	541	79:34:32	1:02:50	8	3	22
Kaiser Hospital Riverside	515	160:53:27	16:04:59	70	41	106
Loma Linda Univ Med Ctr Mur	610	291:34:38	82:59:12	188	110	304
Menifee Med Ctr	325	119:08:23	26:49:40	62	35	93
Moreno Valley Hospital	323	105:41:58	16:19:45	51	29	95
Palo Verde Hospital	<b>157</b>	<b>14:06:54</b>	<b>1:00:01</b>	<b>3</b>	<b>0</b>	<b>7</b>
Parkview Community Hospital	463	186:15:57	40:54:32	101	62	192
Rancho Springs Med Ctr	436	114:32:53	8:36:01	37	17	57
Riverside Community Hospital	<b>1,525</b>	<b>808:09:02</b>	<b>217:58:45</b>	<b>636</b>	<b>533</b>	<b>806</b>
Riverside University Health System	1,231	454:06:19	54:53:38	247	211	338
San Geronio Mem Hospital	561	156:09:37	9:55:34	55	39	90
Temecula Valley Hospital	526	163:04:23	14:10:32	72	53	123
<b>Grand Total</b>	<b>733</b>	<b>253:16:23</b>	<b>44:38:31</b>	<b>141</b>	<b>0</b>	<b>806</b>

Transports and APODs: 3-Month Comparison									
	Nov. 2018			Dec. 2018			Jan. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Corona Regional Med Ctr	643	152	53:53:34	710	174	57:54:00	788	239	110:44:19
Desert Regional Med Ctr	1,067	48	12:35:08	1,055	34	6:15:47	1,167	77	24:04:44
Eisenhower Health	1,315	18	3:51:40	1,303	21	2:34:44	1,398	20	2:27:40
Hemet Valley Hospital	1,296	414	126:54:08	1,393	383	98:45:01	<b>1,477</b>	397	90:03:02
Inland Valley Med Ctr	849	76	19:18:00	903	143	42:08:22	869	129	50:06:53
JFK Hospital	465	3	0:07:24	496	12	1:34:47	640	22	3:14:06
Kaiser Hospital Riverside	506	41	7:33:21	518	59	15:16:35	524	70	18:04:01
Loma Linda Univ Med Ctr Mur	592	244	106:34:11	653	227	98:34:25	669	304	146:48:38
Menifee Med Ctr	273	35	10:17:02	333	65	23:44:14	302	68	34:37:52
Moreno Valley Hospital	327	29	8:47:40	321	30	9:17:23	380	57	17:50:28
Palo Verde Hospital	<b>152</b>	<b>0</b>	<b>0:00:00</b>	<b>149</b>	<b>6</b>	<b>1:23:54</b>	<b>162</b>	<b>2</b>	<b>0:40:55</b>
Parkview Community Hospital	464	86	30:57:51	426	78	29:41:39	525	143	78:09:04
Rancho Springs Med Ctr	444	35	6:48:28	427	42	8:42:18	448	46	14:54:08
Riverside Community Hospital	<b>1,468</b>	<b>618</b>	<b>185:06:43</b>	<b>1,528</b>	<b>570</b>	<b>145:59:05</b>	1,374	<b>806</b>	<b>617:30:35</b>
Riverside University Health System	1,232	221	45:08:19	1,296	224	45:53:04	1,273	338	95:43:56
San Geronio Mem Hospital	561	39	4:04:59	541	50	8:15:06	542	52	9:07:04
Temecula Valley Hospital	486	57	8:05:44	533	72	14:01:32	552	84	14:40:03
<b>Total</b>	<b>12,140</b>	<b>2,116</b>	<b>630:04:12</b>	<b>12,585</b>	<b>2,190</b>	<b>610:01:56</b>	<b>13,090</b>	<b>2,854</b>	<b>1328:47:28</b>

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

**Key**

<b>High</b>	<b>Low</b>
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## EMERGENCY TREATMENT SERVICES

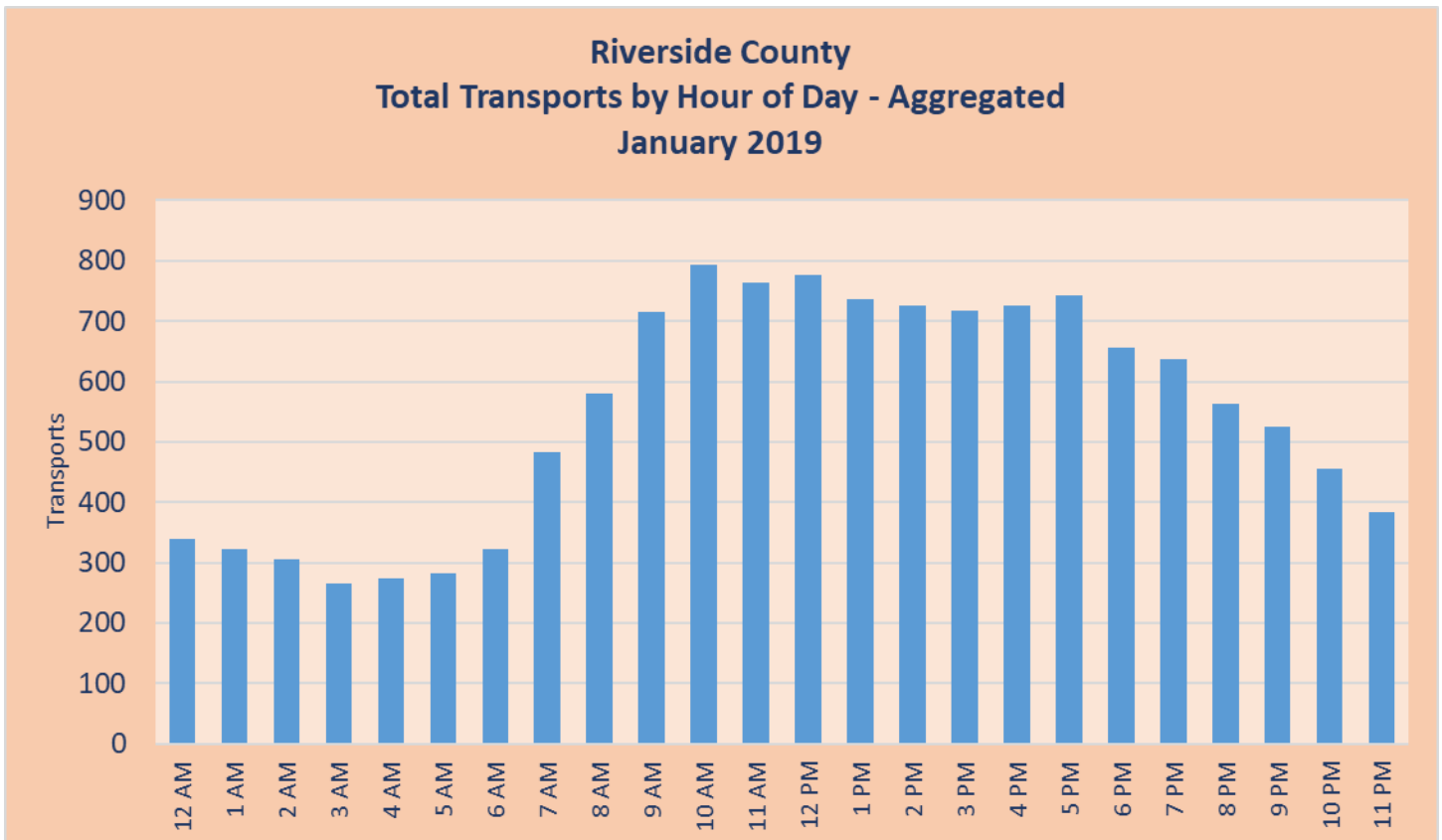
Transports to ETS do not meet the EMSA definitions for APOT (see page 6); therefore, they are not being included with the APOT aggregates. Comprising over 3% of overall transports, the number of transports to ETS is significant enough to impact the EMS system and, therefore, warrants reporting.

January 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	507	300:38:38	96:01:20	219	56.8%

Transports and APODs at ETS: 3-Month Comparison									
	Nov. 2018			Dec. 2018			Jan. 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	464	238	93:03:30	478	222	67:42:46	507	219	96:01:20

## 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.<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>

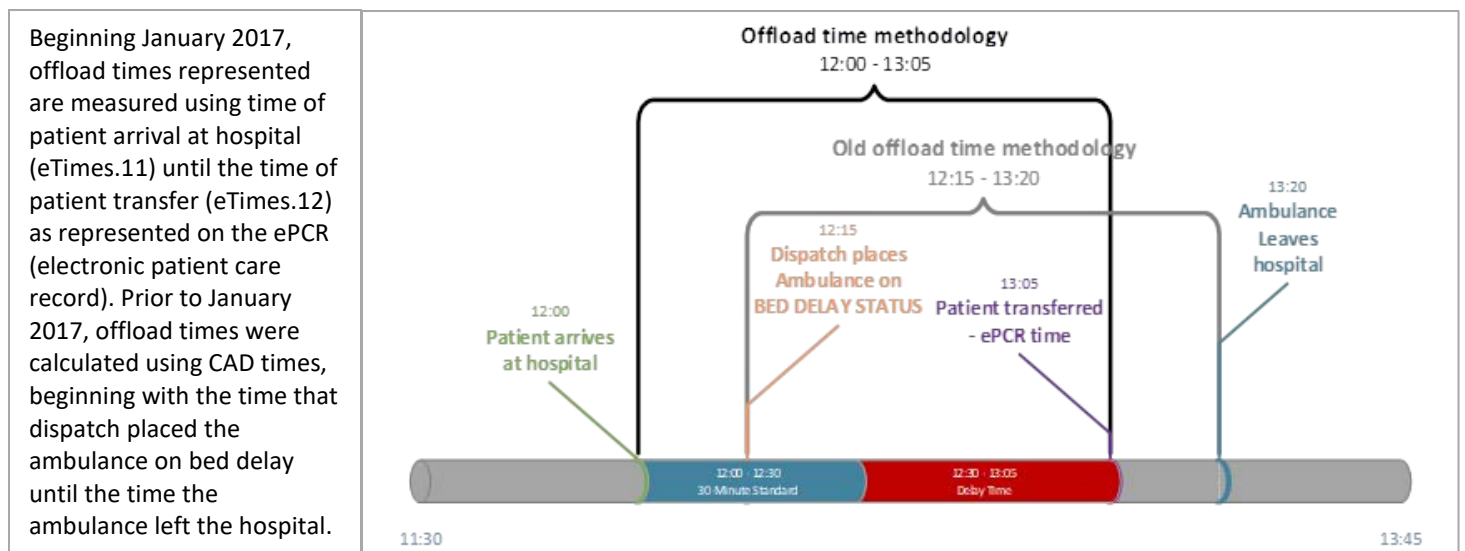
## Ambulance Patient Offload Delay (APOD)

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.



<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>