This chart represents total ambulance patient offload delay (A POD) 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.

<table>
<thead>
<tr>
<th>Participating Providers</th>
<th>ALS Transports</th>
<th>APOT</th>
<th>APOD Hours</th>
<th>APODs</th>
<th>APOD Compliance</th>
<th>APOT - 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corona Regional Med Ctr</td>
<td>705</td>
<td>275:22:27</td>
<td>57:38:57</td>
<td>170</td>
<td>75.9%</td>
<td>0:46:24</td>
</tr>
<tr>
<td>Desert Regional Med Ctr</td>
<td>1,083</td>
<td>216:29:12</td>
<td>6:48:27</td>
<td>33</td>
<td>97.0%</td>
<td>0:20:11</td>
</tr>
<tr>
<td>Eisenhower Health</td>
<td>1,293</td>
<td>209:54:38</td>
<td>2:32:36</td>
<td>15</td>
<td>98.8%</td>
<td>0:16:46</td>
</tr>
<tr>
<td>Hemet Valley Hospital</td>
<td>1,416</td>
<td>610:33:32</td>
<td>105:24:58</td>
<td>452</td>
<td>68.1%</td>
<td>0:45:32</td>
</tr>
<tr>
<td>Inland Valley Med Ctr</td>
<td>829</td>
<td>265:56:42</td>
<td>37:36:48</td>
<td>128</td>
<td>84.6%</td>
<td>0:37:35</td>
</tr>
<tr>
<td>JFK Hospital</td>
<td>597</td>
<td>80:35:37</td>
<td>0:39:16</td>
<td>9</td>
<td>98.5%</td>
<td>0:15:21</td>
</tr>
<tr>
<td>Kaiser Hospital Riverside</td>
<td>515</td>
<td>168:31:45</td>
<td>22:38:18</td>
<td>86</td>
<td>83.3%</td>
<td>0:35:56</td>
</tr>
<tr>
<td>Loma Linda Univ Med Ctr Mur</td>
<td>623</td>
<td>284:40:26</td>
<td>62:16:39</td>
<td>198</td>
<td>68.2%</td>
<td>0:48:30</td>
</tr>
<tr>
<td>Menifee Med Ctr</td>
<td>319</td>
<td>118:12:33</td>
<td>22:11:19</td>
<td>76</td>
<td>76.2%</td>
<td>0:45:47</td>
</tr>
<tr>
<td>Moreno Valley Hospital</td>
<td>328</td>
<td>93:55:29</td>
<td>9:59:19</td>
<td>39</td>
<td>88.1%</td>
<td>0:33:01</td>
</tr>
<tr>
<td>Palo Verde Hospital</td>
<td>169</td>
<td>15:49:42</td>
<td>0:17:59</td>
<td>2</td>
<td>98.8%</td>
<td>0:11:42</td>
</tr>
<tr>
<td>Parkview Community Hospital</td>
<td>454</td>
<td>144:47:41</td>
<td>14:50:40</td>
<td>64</td>
<td>85.9%</td>
<td>0:34:55</td>
</tr>
<tr>
<td>Rancho Springs Med Ctr</td>
<td>431</td>
<td>117:45:22</td>
<td>7:02:32</td>
<td>46</td>
<td>89.3%</td>
<td>0:30:56</td>
</tr>
<tr>
<td>Riverside Community Hospital</td>
<td>1,472</td>
<td>574:58:19</td>
<td>71:51:11</td>
<td>346</td>
<td>76.5%</td>
<td>0:39:53</td>
</tr>
<tr>
<td>Riverside University Health System</td>
<td>1,337</td>
<td>457:22:21</td>
<td>38:02:46</td>
<td>216</td>
<td>83.8%</td>
<td>0:34:44</td>
</tr>
<tr>
<td>San Gorgonio Mem Hospital</td>
<td>588</td>
<td>180:17:54</td>
<td>12:42:15</td>
<td>65</td>
<td>88.9%</td>
<td>0:31:13</td>
</tr>
<tr>
<td>Temecula Valley Hospital</td>
<td>573</td>
<td>207:12:25</td>
<td>29:56:16</td>
<td>110</td>
<td>80.8%</td>
<td>0:39:03</td>
</tr>
<tr>
<td>Grand Total</td>
<td>12,732</td>
<td>4022:26:05</td>
<td>502:30:16</td>
<td>2,055</td>
<td>83.9%</td>
<td>0:36:35</td>
</tr>
</tbody>
</table>
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: June 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 March 2019 through the end of the present month.

### Monthly Average over last 12 Months

<table>
<thead>
<tr>
<th></th>
<th>Avg Transports</th>
<th>Avg APOT</th>
<th>Avg APOD Hours</th>
<th>Avg APODs</th>
<th>Min of APODs</th>
<th>Max of APODs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corona Regional Med Ctr</td>
<td>729</td>
<td>318:21:24</td>
<td>79:36:02</td>
<td>207</td>
<td>143</td>
<td>310</td>
</tr>
<tr>
<td>Desert Regional Med Ctr</td>
<td>1,088</td>
<td>248:27:59</td>
<td>14:16:42</td>
<td>57</td>
<td>33</td>
<td>112</td>
</tr>
<tr>
<td>Eisenhower Health</td>
<td>1,284</td>
<td>222:51:58</td>
<td>3:10:52</td>
<td>23</td>
<td>10</td>
<td>61</td>
</tr>
<tr>
<td>Hemet Valley Hospital</td>
<td>1,367</td>
<td>599:59:09</td>
<td>122:07:38</td>
<td>444</td>
<td>341</td>
<td>565</td>
</tr>
<tr>
<td>Inland Valley Med Ctr</td>
<td>859</td>
<td>258:58:26</td>
<td>35:04:40</td>
<td>113</td>
<td>56</td>
<td>167</td>
</tr>
<tr>
<td>JFK Hospital</td>
<td>573</td>
<td>85:19:09</td>
<td>1:17:59</td>
<td>9</td>
<td>3</td>
<td>22</td>
</tr>
<tr>
<td>Kaiser Hospital Riverside</td>
<td>510</td>
<td>166:09:50</td>
<td>20:47:35</td>
<td>73</td>
<td>41</td>
<td>128</td>
</tr>
<tr>
<td>Loma Linda Univ Med Ctr Mur</td>
<td>622</td>
<td>313:33:45</td>
<td>90:22:34</td>
<td>212</td>
<td>110</td>
<td>304</td>
</tr>
<tr>
<td>Menifee Med Ctr</td>
<td>318</td>
<td>121:40:25</td>
<td>28:05:56</td>
<td>65</td>
<td>35</td>
<td>84</td>
</tr>
<tr>
<td>Moreno Valley Hospital</td>
<td>330</td>
<td>105:28:30</td>
<td>14:20:40</td>
<td>49</td>
<td>29</td>
<td>72</td>
</tr>
<tr>
<td>Palo Verde Hospital</td>
<td>160</td>
<td>15:37:56</td>
<td>1:12:18</td>
<td>3</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Rancho Springs Med Ctr</td>
<td>440</td>
<td>120:07:26</td>
<td>9:54:40</td>
<td>41</td>
<td>17</td>
<td>80</td>
</tr>
<tr>
<td>Riverside Community Hospital</td>
<td>1,471</td>
<td>848:53:13</td>
<td>278:09:07</td>
<td>632</td>
<td>346</td>
<td>806</td>
</tr>
<tr>
<td>Riverside University Health System</td>
<td>1,269</td>
<td>482:36:38</td>
<td>63:02:49</td>
<td>271</td>
<td>211</td>
<td>423</td>
</tr>
<tr>
<td>Temecula Valley Hospital</td>
<td>534</td>
<td>170:37:29</td>
<td>16:31:34</td>
<td>79</td>
<td>53</td>
<td>137</td>
</tr>
</tbody>
</table>

### Transports and APODs: 3-Month Comparison

<table>
<thead>
<tr>
<th></th>
<th>Mar. 2019 Transports</th>
<th>Apr. 2019 Transports</th>
<th>May 2019 Transports</th>
<th>APODs</th>
<th>APODs</th>
<th>APOD Hours</th>
<th>APODs</th>
<th>APODs</th>
<th>APOD Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corona Regional Med Ctr</td>
<td>804</td>
<td>710</td>
<td>705</td>
<td>310</td>
<td>143</td>
<td>47:25:08</td>
<td>770</td>
<td>170</td>
<td>57:38:57</td>
</tr>
<tr>
<td>Desert Regional Med Ctr</td>
<td>1,274</td>
<td>1,193</td>
<td>1,083</td>
<td>227</td>
<td>157</td>
<td>11:30:11</td>
<td>3,33</td>
<td>6:48:27</td>
<td></td>
</tr>
<tr>
<td>Eisenhower Health</td>
<td><strong>1,518</strong></td>
<td>1,389</td>
<td>1,293</td>
<td>423</td>
<td>157</td>
<td>2:42:17</td>
<td>1,293</td>
<td>232</td>
<td>6:36:02</td>
</tr>
<tr>
<td>Hemet Valley Hospital</td>
<td>1,374</td>
<td>1,487</td>
<td>1,416</td>
<td>423</td>
<td>157</td>
<td>15:17:50</td>
<td>1,416</td>
<td>232</td>
<td>6:36:02</td>
</tr>
<tr>
<td>Inland Valley Med Ctr</td>
<td>899</td>
<td>836</td>
<td>829</td>
<td>423</td>
<td>157</td>
<td>15:17:50</td>
<td>829</td>
<td>157</td>
<td>6:36:02</td>
</tr>
<tr>
<td>JFK Hospital</td>
<td>678</td>
<td>737</td>
<td>597</td>
<td>9</td>
<td>39:16</td>
<td>2:52:14</td>
<td>597</td>
<td>9</td>
<td>0:38:31</td>
</tr>
<tr>
<td>Moreno Valley Hospital</td>
<td>392</td>
<td>322</td>
<td>328</td>
<td>39</td>
<td>9:59:19</td>
<td>25:02:35</td>
<td>328</td>
<td>39</td>
<td>9:59:19</td>
</tr>
<tr>
<td>Palo Verde Hospital</td>
<td><strong>151</strong></td>
<td><strong>182</strong></td>
<td><strong>169</strong></td>
<td>2</td>
<td><strong>0:17:59</strong></td>
<td>2:32:17</td>
<td><strong>182</strong></td>
<td>2</td>
<td><strong>0:17:59</strong></td>
</tr>
<tr>
<td>Parkview Community Hospital</td>
<td>550</td>
<td>519</td>
<td>454</td>
<td>64</td>
<td>14:50:40</td>
<td>63:28:03</td>
<td>519</td>
<td>64</td>
<td>14:50:40</td>
</tr>
<tr>
<td>Rancho Springs Med Ctr</td>
<td>481</td>
<td>453</td>
<td>431</td>
<td>46</td>
<td>7:02:32</td>
<td>21:32:17</td>
<td>453</td>
<td>46</td>
<td>7:02:32</td>
</tr>
<tr>
<td>Riverside Community Hospital</td>
<td>1,323</td>
<td>1,388</td>
<td>1,472</td>
<td>346</td>
<td>71:51:11</td>
<td>595:48:59</td>
<td>1,388</td>
<td>346</td>
<td>71:51:11</td>
</tr>
<tr>
<td>Riverside University Health System</td>
<td>1,344</td>
<td>1,275</td>
<td>1,337</td>
<td>216</td>
<td>38:02:46</td>
<td>129:20:21</td>
<td>1,275</td>
<td>216</td>
<td>38:02:46</td>
</tr>
<tr>
<td>Temecula Valley Hospital</td>
<td>492</td>
<td>564</td>
<td>573</td>
<td>110</td>
<td>29:56:16</td>
<td>12:56:19</td>
<td>564</td>
<td>110</td>
<td>29:56:16</td>
</tr>
</tbody>
</table>


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

**Key**

<table>
<thead>
<tr>
<th>High</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>0</td>
</tr>
</tbody>
</table>
APOD AMBULANCE REDIRECTION

On March 20, 2019, Riverside County EMS Agency activated Provisional Policy 6104 (http://www.remsa.us/policy/6104.pdf) to allow provisional redirection of Ambulances from hospitals that have extended Ambulance Patient Offload Delay (APOD)--to the closest most appropriate hospital that does not have extended APOD. Extended APOD is a patient remaining on an ambulance gurney for 90 minutes or greater after arrival at a hospital. The table below shows the ambulance diversions that occurred during the month of May 2019.

<table>
<thead>
<tr>
<th>Occurrences of APOD</th>
<th>Redirection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corona Regional Medical Center</td>
<td>4</td>
</tr>
<tr>
<td>Hemet Valley Medical Center</td>
<td>2</td>
</tr>
<tr>
<td>Inland Valley Medical Center</td>
<td>2</td>
</tr>
<tr>
<td>Loma Linda University Medical Center--Murrieta</td>
<td>1</td>
</tr>
<tr>
<td>Riverside Community Hospital</td>
<td>1</td>
</tr>
<tr>
<td>Grand Total</td>
<td>10</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>May 2019 - Emergency Treatment Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transports to ETS</td>
</tr>
<tr>
<td>Total Offload Time</td>
</tr>
<tr>
<td>APOD Hours</td>
</tr>
<tr>
<td>APODs</td>
</tr>
<tr>
<td>APOD Compliance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transports and APODs at ETS: 3-Month Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transports</td>
</tr>
</tbody>
</table>
**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. 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. 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.”
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.

**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. 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.

**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.

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1 Health and Safety Code Division 2.5, Chapter 3, Article 1, Section 1797.120(b)
3 Ibid., APOT-1 Specifications.
4 Ibid., Definitions.