



Ambulance Patient Offload Time

September 2019

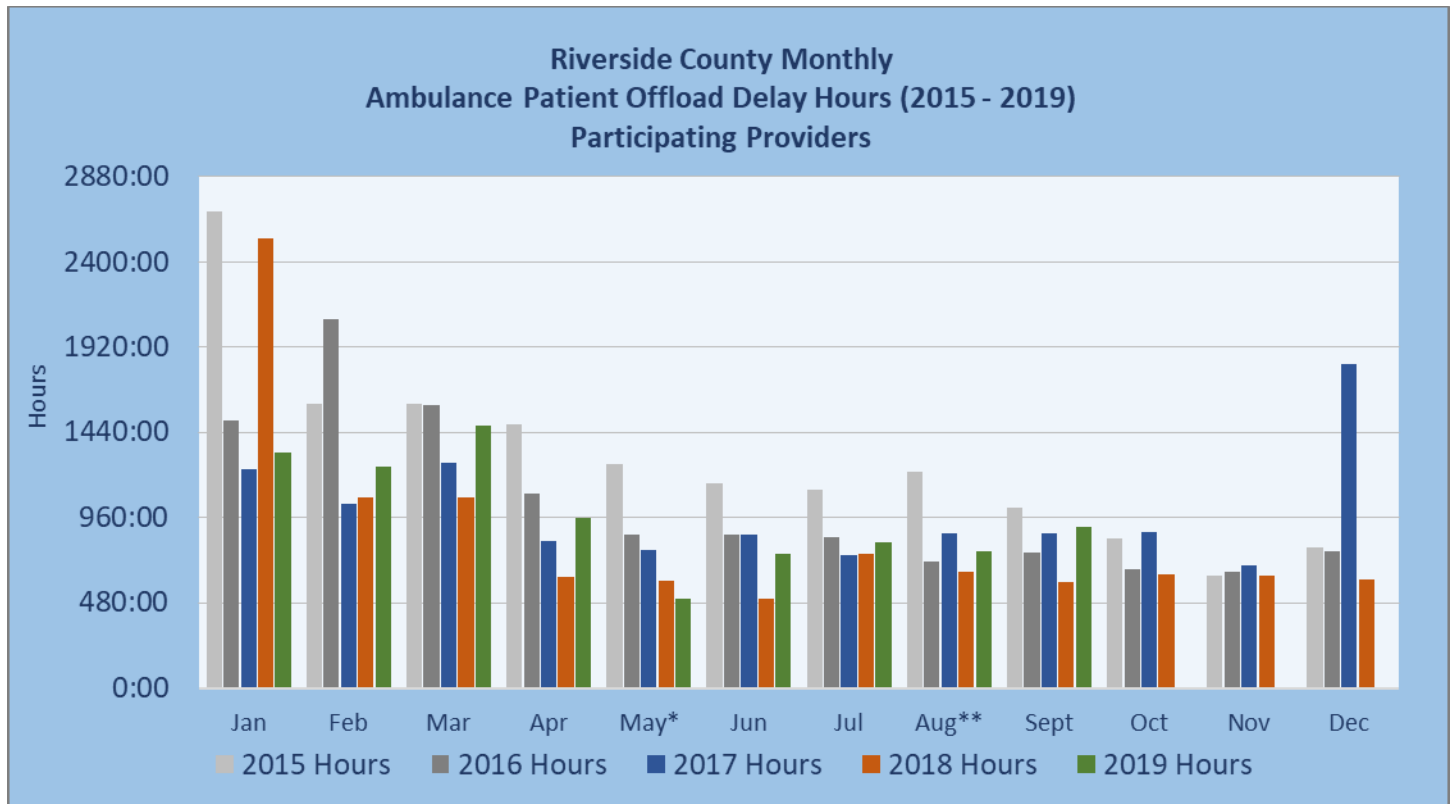
*Monthly
Report*

UPDATED AND REDESIGNED FOR 2019

Prepared by Sudha Mahesh, Riverside County EMS Agency – October 8, 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.

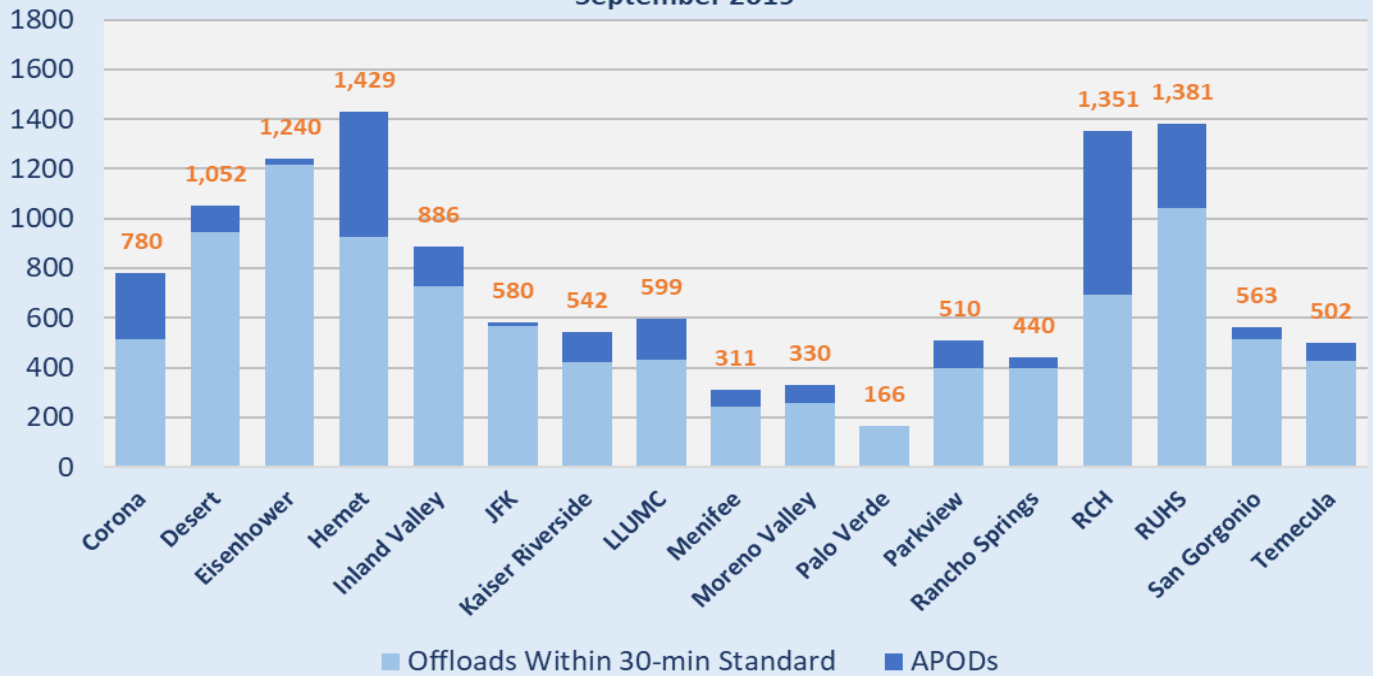
	September 2019					
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	APOT - 1
Corona Regional Med Ctr	780	384:15:41	121:19:08	266	65.9%	1:04:47
Desert Regional Med Ctr	1,052	274:14:50	21:32:24	105	90.0%	0:30:19
Eisenhower Health	1,240	218:07:13	3:51:39	23	98.1%	0:17:51
Hemet Valley Hospital	1,429	655:01:36	130:47:41	502	64.9%	0:49:47
Inland Valley Med Ctr	886	295:21:36	39:56:10	158	82.2%	0:39:29
JFK Hospital	580	89:41:04	4:38:40	11	98.1%	0:16:11
Kaiser Hospital Riverside	542	213:59:40	49:04:09	121	77.7%	0:49:23
Loma Linda Univ Med Ctr Mur	599	256:10:40	48:14:13	169	71.8%	0:42:41
Menifee Med Ctr	311	128:38:30	28:36:29	70	77.5%	0:44:57
Moreno Valley Hospital	330	126:49:57	27:46:44	72	78.2%	0:48:19
Palo Verde Hospital	166	14:10:12	0:00:00	0	100.0%	0:10:43
Parkview Community Hospital	510	190:04:04	39:51:30	112	78.0%	0:46:18
Rancho Springs Med Ctr	440	125:33:07	11:26:54	44	90.0%	0:30:18
Riverside Community Hospital	1,351	818:19:04	283:14:16	655	51.5%	1:06:08
Riverside University Health System	1,381	541:11:13	74:35:41	339	75.5%	0:41:13
San Geronio Mem Hospital	563	177:05:38	8:34:27	47	91.7%	0:29:19
Temecula Valley Hospital	502	160:52:37	15:13:06	75	85.1%	0:34:53
Grand Total	12,662	4669:36:42	908:43:11	2,769	78.1%	0:43:54

Key

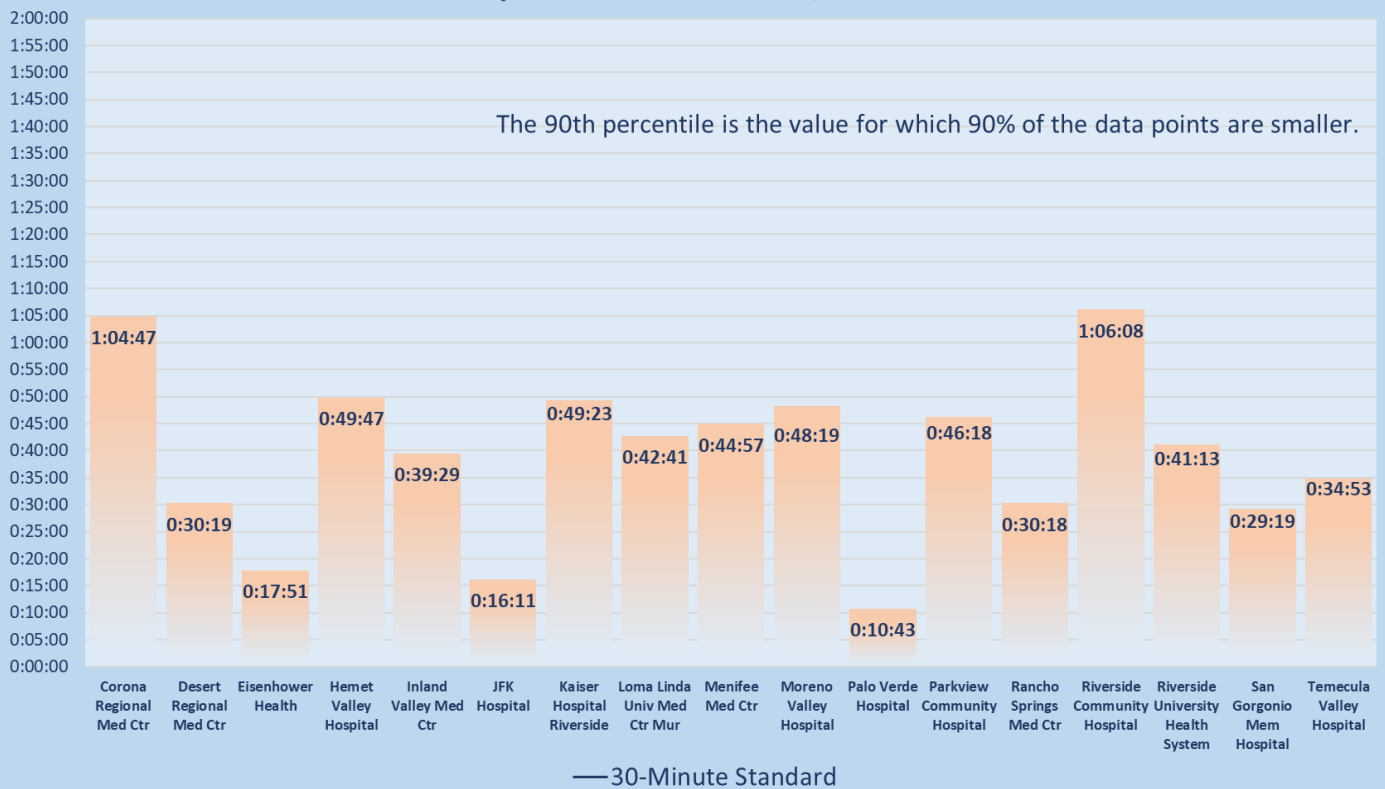
High

Low

Riverside County Hospitals Transports and APODs September 2019



September 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: **August 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*.

	Monthly Average over last 12 Months					
	Avg	Avg APOD		Avg APODs	Min of APODs	Max of APODs
	Transports	Avg APOT	Hours			
Corona Regional Med Ctr	746	332:28:52	87:58:07	222	152	310
Desert Regional Med Ctr	1,117	264:22:46	19:08:21	74	33	123
Eisenhower Health	1,310	223:59:25	3:28:50	24	15	61
Hemet Valley Hospital	1,400	618:21:34	122:31:24	453	341	565
Inland Valley Med Ctr	868	284:12:55	44:19:42	142	76	179
JFK Hospital	613	94:01:51	1:50:43	11	3	22
Kaiser Hospital Riverside	519	177:30:59	27:10:53	85	41	128
Loma Linda Univ Med Ctr Mur	624	318:55:39	89:10:14	226	163	304
Menifee Med Ctr	319	128:23:30	30:13:29	72	35	98
Moreno Valley Hospital	345	114:47:21	17:51:14	55	29	75
Palo Verde Hospital	162	15:21:31	0:35:19	2	0	6
Parkview Community Hospital	502	192:47:54	39:42:55	109	64	157
Rancho Springs Med Ctr	450	126:11:01	10:22:12	45	31	80
Riverside Community Hospital	1,411	874:19:13	319:42:38	648	346	806
Riverside University Health System	1,304	492:14:20	64:10:16	278	167	423
San Gorgonio Mem Hospital	566	169:47:44	11:42:33	65	39	97
Temecula Valley Hospital	541	183:27:17	21:43:27	96	57	137

Transports and APODs: 3-Month Comparison									
	Jul 2019			Aug 2019			Sep 2019		
	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours	Transports	APODS	APOD Hours
Corona Regional Med Ctr	819	273	141:54:28	802	227	66:55:08	780	266	121:19:08
Desert Regional Med Ctr	1,138	56	13:50:45	1,137	123	33:02:11	1,052	105	21:32:24
Eisenhower Health	1,218	21	2:39:46	1,139	17	1:25:19	1,240	23	3:51:39
Hemet Valley Hospital	1,465	561	156:25:30	1,435	405	99:10:56	1,429	502	130:47:41
Inland Valley Med Ctr	895	179	42:37:05	913	146	34:48:14	886	158	39:56:10
JFK Hospital	685	7	0:43:21	627	8	0:48:20	580	11	4:38:40
Kaiser Hospital Riverside	506	55	14:13:33	515	84	26:41:07	542	121	49:04:09
Loma Linda Univ Med Ctr Mur	637	165	36:02:30	594	163	42:51:47	599	169	48:14:13
Menifee Med Ctr	343	84	32:42:09	377	82	32:53:42	311	70	28:36:29
Moreno Valley Hospital	341	42	13:05:12	367	75	22:51:00	330	72	27:46:44
Palo Verde Hospital	154	2	0:01:49	192	0		166	0	
Parkview Community Hospital	554	95	21:59:44	572	95	23:33:00	510	112	39:51:30
Rancho Springs Med Ctr	448	40	6:02:12	463	34	4:21:59	440	44	11:26:54
Riverside Community Hospital	1,366	634	277:00:11	1,470	741	306:34:58	1,351	655	283:14:16
Riverside University Health System	1,314	167	29:34:58	1,377	227	44:25:07	1,381	339	74:35:41
San Gorgonio Mem Hospital	587	62	11:17:24	542	58	8:23:19	563	47	8:34:27
Temecula Valley Hospital	550	100	18:14:38	584	108	24:07:15	502	75	15:13:06
	13,020	2,543	818:25:15	13,106	2,593	772:53:22	12,662	2,769	908:43:11

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

Key

High	Low
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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 July 2019.

	Occurrences of APOD Redirection
Corona Regional Medical Center	5
Hemet Valley Medical Center	1
Kaiser Permanente Moreno Valley Medical Center	2
Kaiser Permanente Riverside Medical Center	2
Loma Linda University Medical Center--Murrieta	1
Menifee Valley Medical Center	2
Parkview Community Hospital	1
Riverside Community Hospital	19
Grand Total	33

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.

September 2019 - Emergency Treatment Services					
	Transports to ETS	Total Offload Time	APOD Hours	APODs	APOD Compliance
Emergency Treatment Services	478	251:11:42	63:44:15	206	56.9%

Transports and APODs at ETS: 3-Month Comparison									
	Jul 2019			Aug 2019			Sep 2019		
	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours	Transports	APODs	APOD Hours
Emergency Treatment Services	408	134	33:40:53	429	158	40:24:59	478	206	63:44:15

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).

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.⁴ 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.⁵

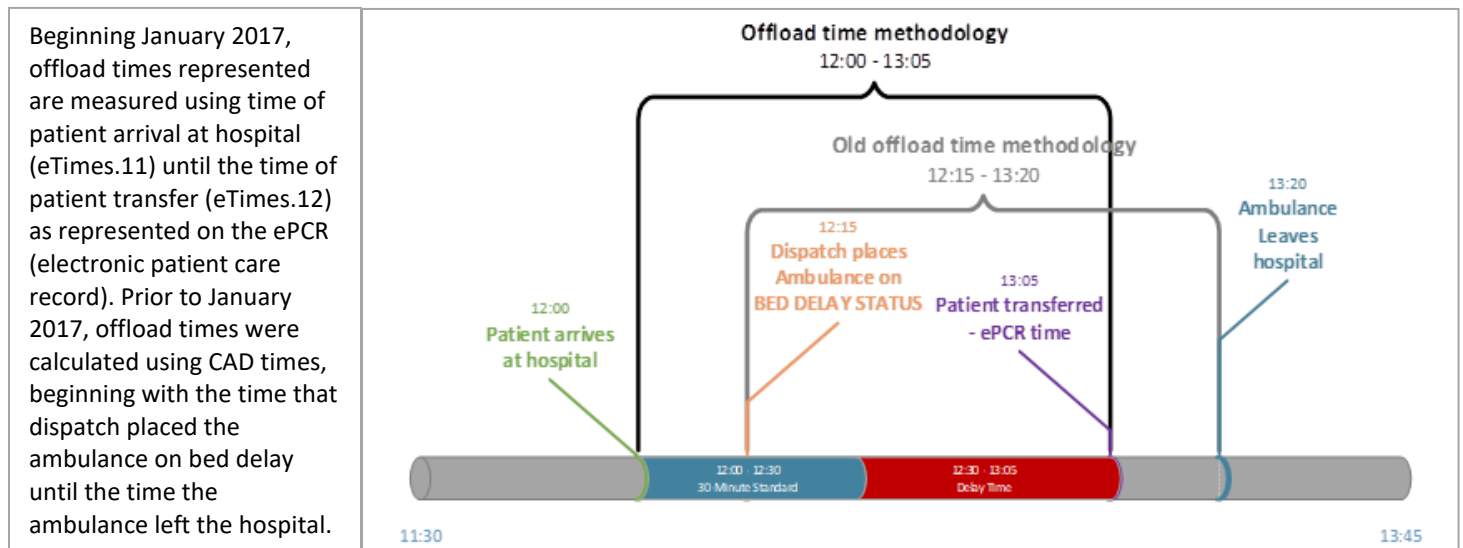
APOD Compliance

A frequency comparison between the total number of transports and those resulting in 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.



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 REMSA Policy 9101.6. <http://www.remsa.us/policy/9101.pdf>

⁵ REMSA Policy 4204, Transfer of Patient Care. <http://www.remsa.us/policy/4204.pdf>