

*Special Seasonal Report*



Ambulance Patient Offload Time  
Week 28 (07/05/20 – 07/11/20)

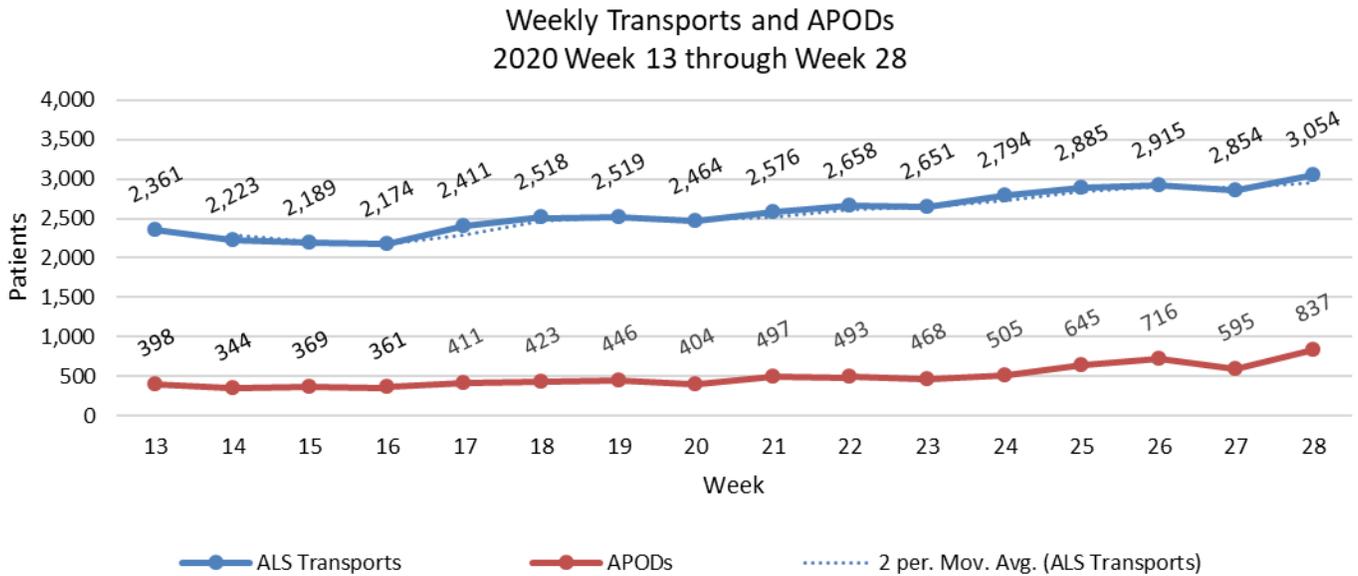
**2019-20  
Seasonal  
Report**

This report and all current and recent APOT reports can be found online at:  
<http://www.rivcoems.org/Documents/Reports-Current>

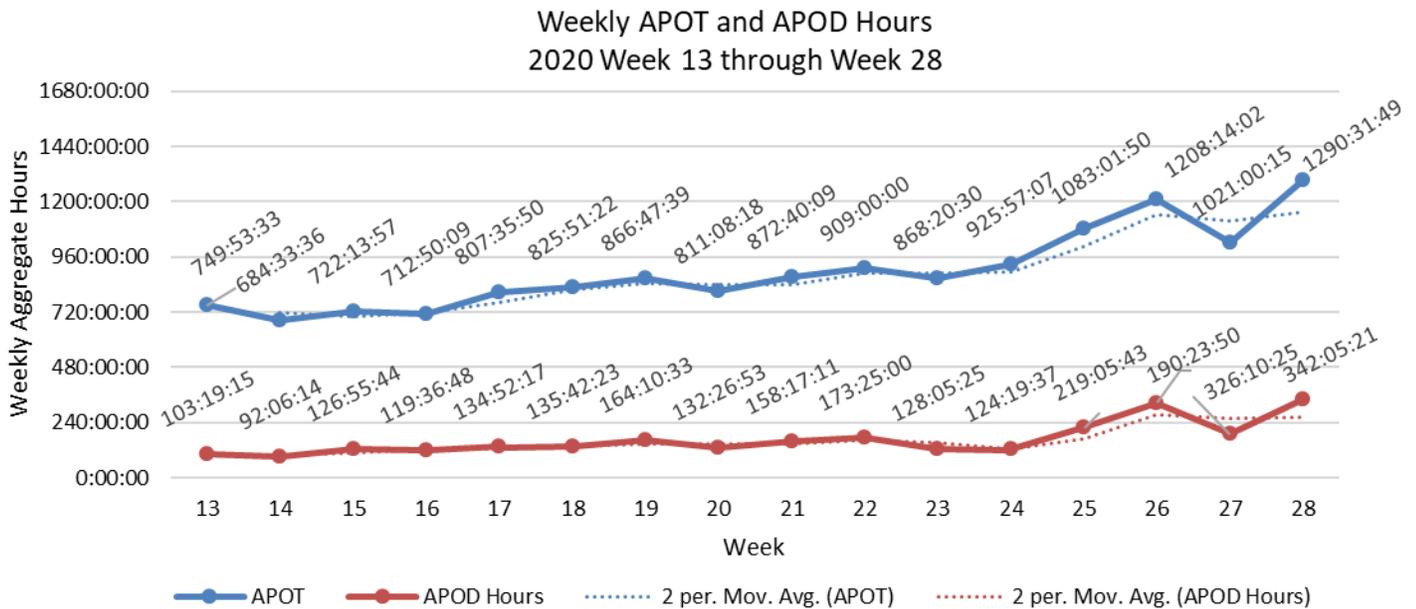
Prepared by Riverside County EMS Agency – July 20, 2020

# SPECIAL SEASONAL REPORT

In an effort to monitor seasonal surge in Ambulance Patient Offload Time (APOT) during the 2019-20 Influenza season, Riverside County EMS Agency is publishing weekly reports. The following charts represent weekly aggregate APOT/APOD data for the past 16 weeks, updated weekly.



- During 2020 Week 28, there were a total of **3,054 transports in Riverside County**— a 7.0% INCREASE from the previous week’s 2,854 transports.
- The number of **APODs in Week 28 was 837**, 40.7% ABOVE the previous week’s total of 595 APODs.

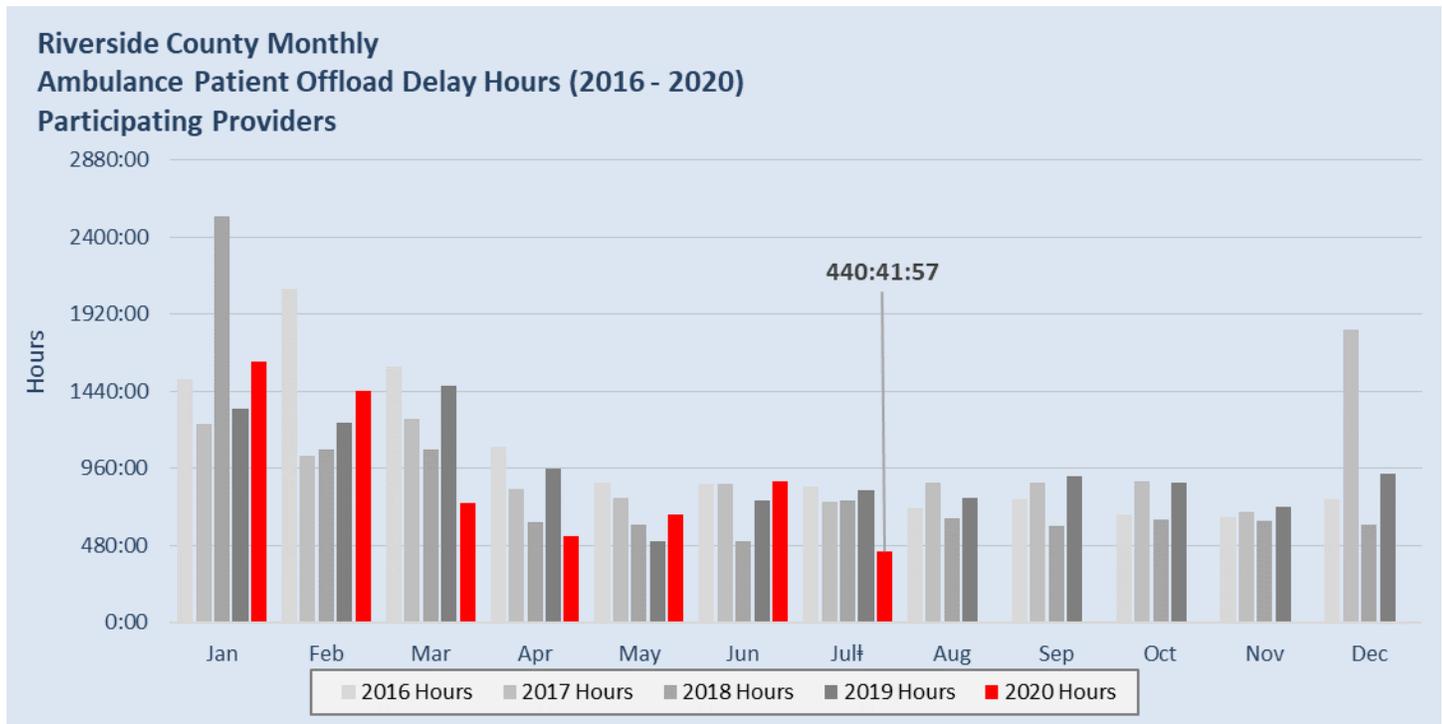


- During 2020 Week 28, **APOT county-wide totaled 1290.5 hours** —26.4% ABOVE the previous week’s total of 1021 hours.
- County-wide **APOD hours for Week 28 totaled 342.1 hours**, a 79.7% INCREASE from the previous week’s total of 190.4 hours.

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

The data provided illustrates total ambulance patient offload delay time (hh:mm:ss) by month for 2016 through the current Week 28 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.*



\*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.

†June 2020 is a partial month

## APOD AMBULANCE REDIRECTION

On October 1, 2019, Riverside County EMS Agency activated Policy 6104 (<http://www.remsa.us/policy/6104.pdf>) to allow 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 Week 28.

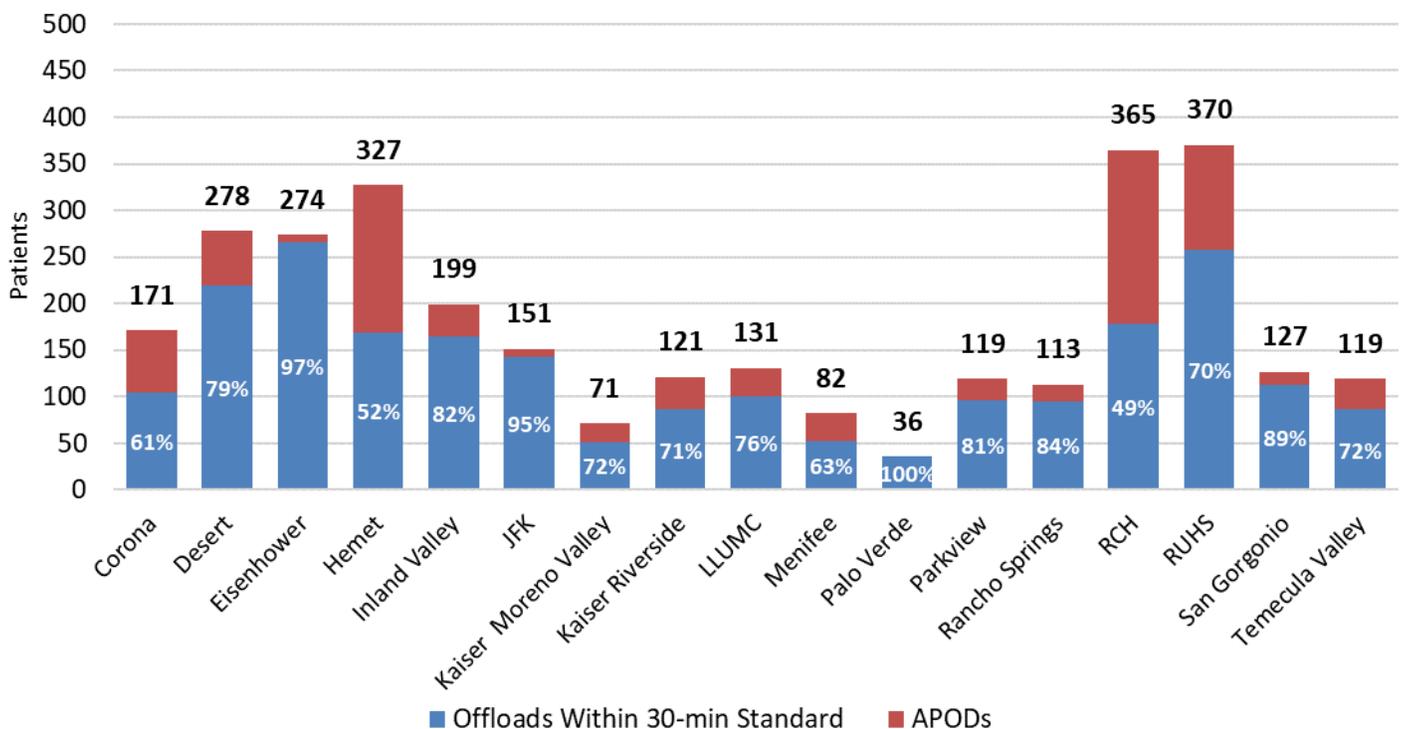
	Occurrences of APOD Redirection
Corona Regional Medical Center	3
Desert Regional Medical Center	2
Hemet Valley Medical Center	6
Inland Valley Medical Center	2
Kaiser Permanente Moreno Valley Medical Center	3
Kaiser Permanente Riverside Medical Center	4
Loma Linda University Medical Center--Murrieta	1
Menifee Valley Medical Center	2
Palo Verde Hospital	1
Riverside Community Hospital	3
<b>Grand Total</b>	<b>27</b>

# AMBULANCE PATIENT OFFLOAD TIME BY HOSPITAL

Key: High Low/Best

APOT Snapshot						
	ALS Transports	APOT	APOD Hours	APODs	APOD Compliance	
Corona Regional Med Ctr	171	100:53:48	38:46:40	67	60.8%	
Desert Regional Med Ctr	278	100:23:42	25:26:58	58	79.1%	
Eisenhower Health	274	50:35:21	1:08:44	8	97.1%	
Hemet Valley Hospital	327	199:54:58	72:28:47	158	51.7%	
Inland Valley Med Ctr	199	72:01:22	15:58:02	35	82.4%	
JFK Hospital	151	27:01:12	2:27:46	8	94.7%	
Kaiser Hospital Moreno Valley	71	36:21:21	15:32:14	20	71.8%	
Kaiser Hospital Riverside	121	60:08:23	19:45:50	35	71.1%	
Loma Linda Univ Med Ctr Mur	131	50:46:36	9:08:09	31	76.3%	
Menifee Med Ctr	82	44:58:56	14:23:01	30	63.4%	
Palo Verde Hospital	36	2:15:05	0:00:00	0	100.0%	
Parkview Community Hospital	119	48:43:40	10:24:15	23	80.7%	
Rancho Springs Med Ctr	113	35:13:36	2:51:38	18	84.1%	
Riverside Community Hospital	365	216:20:49	72:24:25	187	48.8%	
Riverside University Health System	370	157:13:29	29:10:10	112	69.7%	
San Geronio Mem Hospital	127	38:37:48	2:36:17	14	89.0%	
Temecula Valley Hospital	119	49:01:43	9:32:25	33	72.3%	
<b>Totals</b>	<b>3,054</b>	<b>1290:31:49</b>	<b>342:05:21</b>	<b>837</b>	<b>72.6%</b>	

Transports and APODs by Hospital

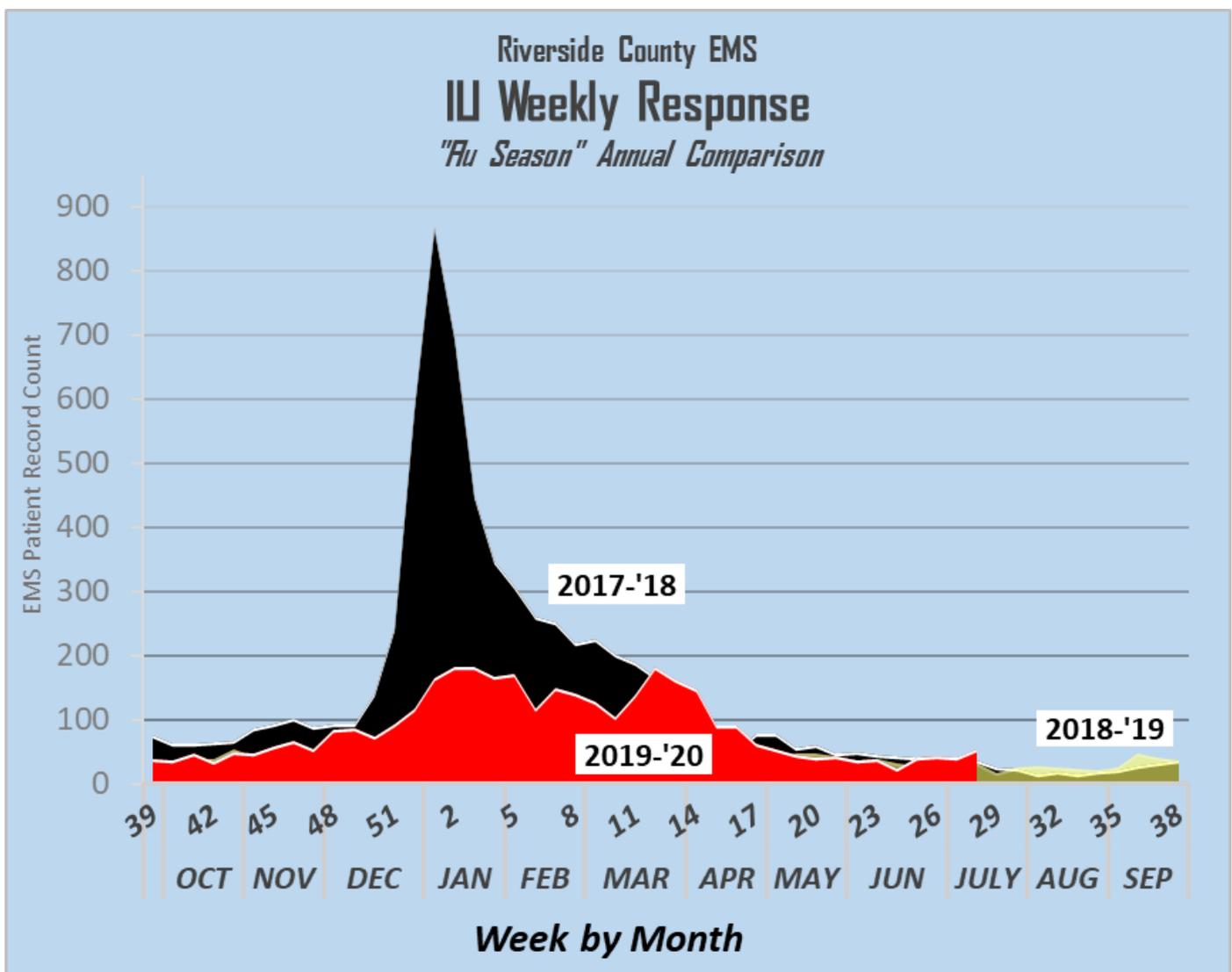


## ILI - INFLUENZA-LIKE ILLNESS RESPONSE

The purpose of the REMSA ILI (Influenza-like Illness) trigger and report is to improve tracking of influenza-related activity and facilitate EMS preparedness in the event of a significant influenza surge event, similar or greater than that observed during the 2017-18 flu season.

The ILI trigger evaluates electronic patient report (ePCR) data using the following methodology:

1. Filters primary or secondary impression of code J11 (Influenza due to unidentified influenza virus)  
OR
2. A primary / secondary impression code J80, J98.09 (Acute respiratory distress syndrome, Respiratory disorder unspecified) with a match in the narrative for ILI, influenza like illness, Flu, Flu-, Flu\., or influenza  
OR
3. Any incident with a match in the narrative for ILI, influenza like illness, Flu, Flu-, Flu\., or influenza.

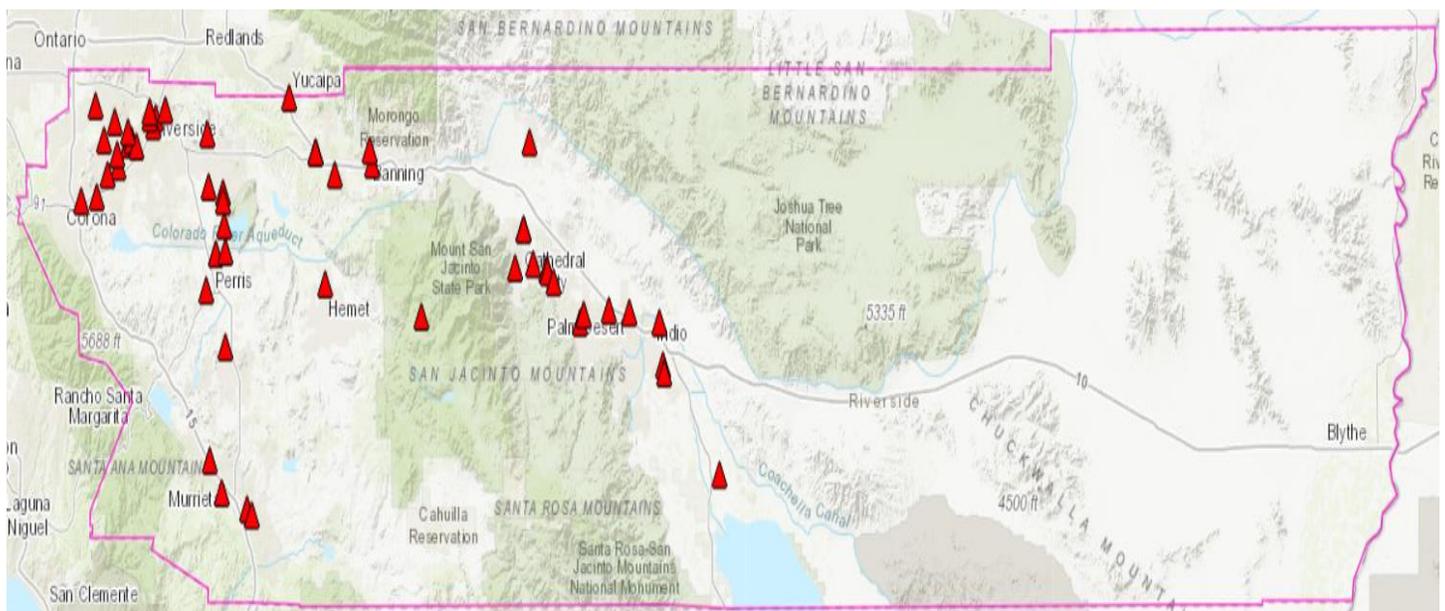
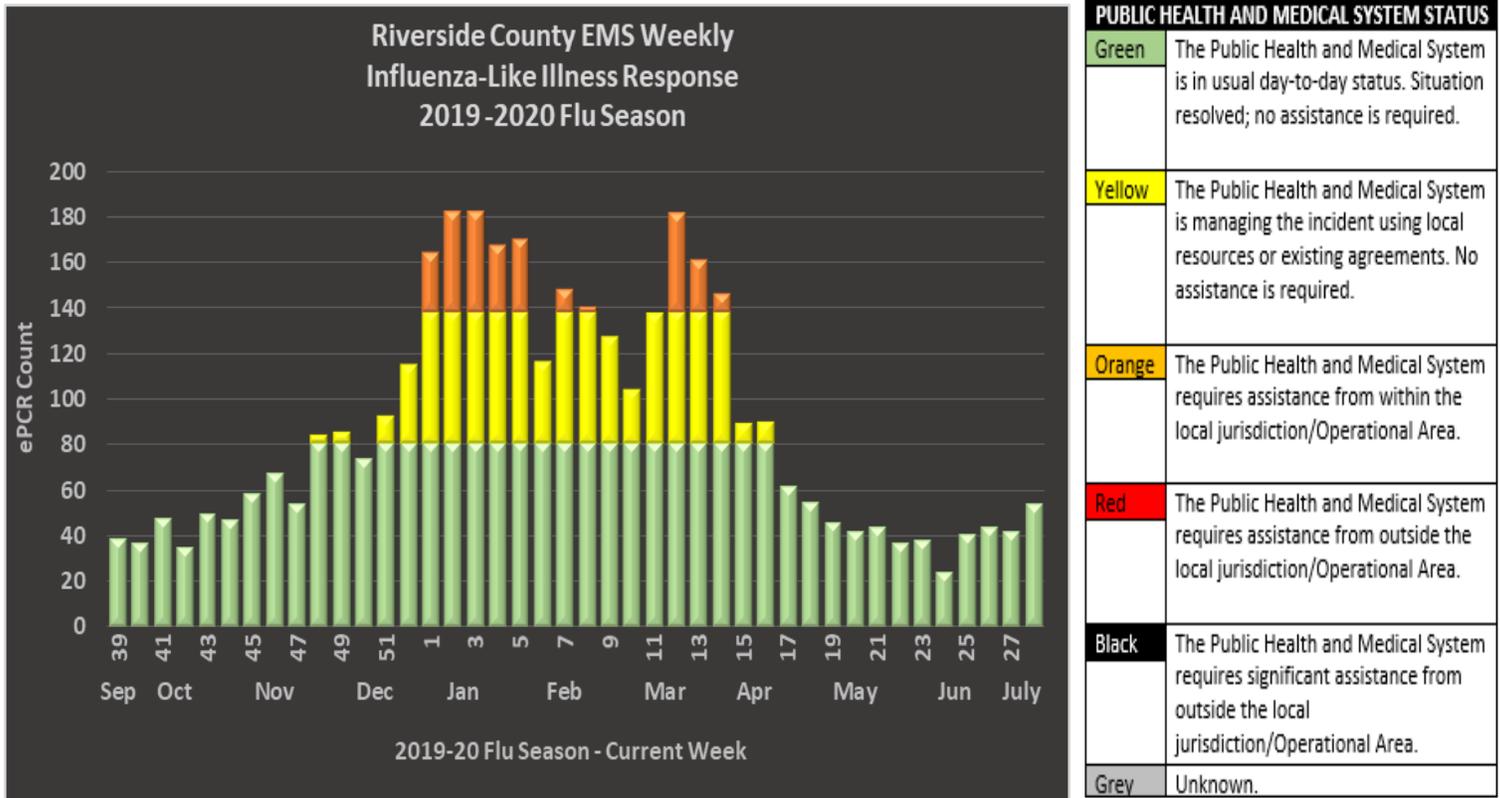


## ILI - INFLUENZA-LIKE ILLNESS RESPONSE (CONT.)

EMS ILI response two standard deviations above the calculated baseline average during non-peak flu seasons is considered a surge in flu activity. Surges are identified as color levels adapted from the *CDPH Standards and Guidelines for Healthcare Surge During Emergencies*:

<https://www.cdph.ca.gov/Programs/EPO/CDPH%20Document%20Library/FinalEOM712011.pdf>

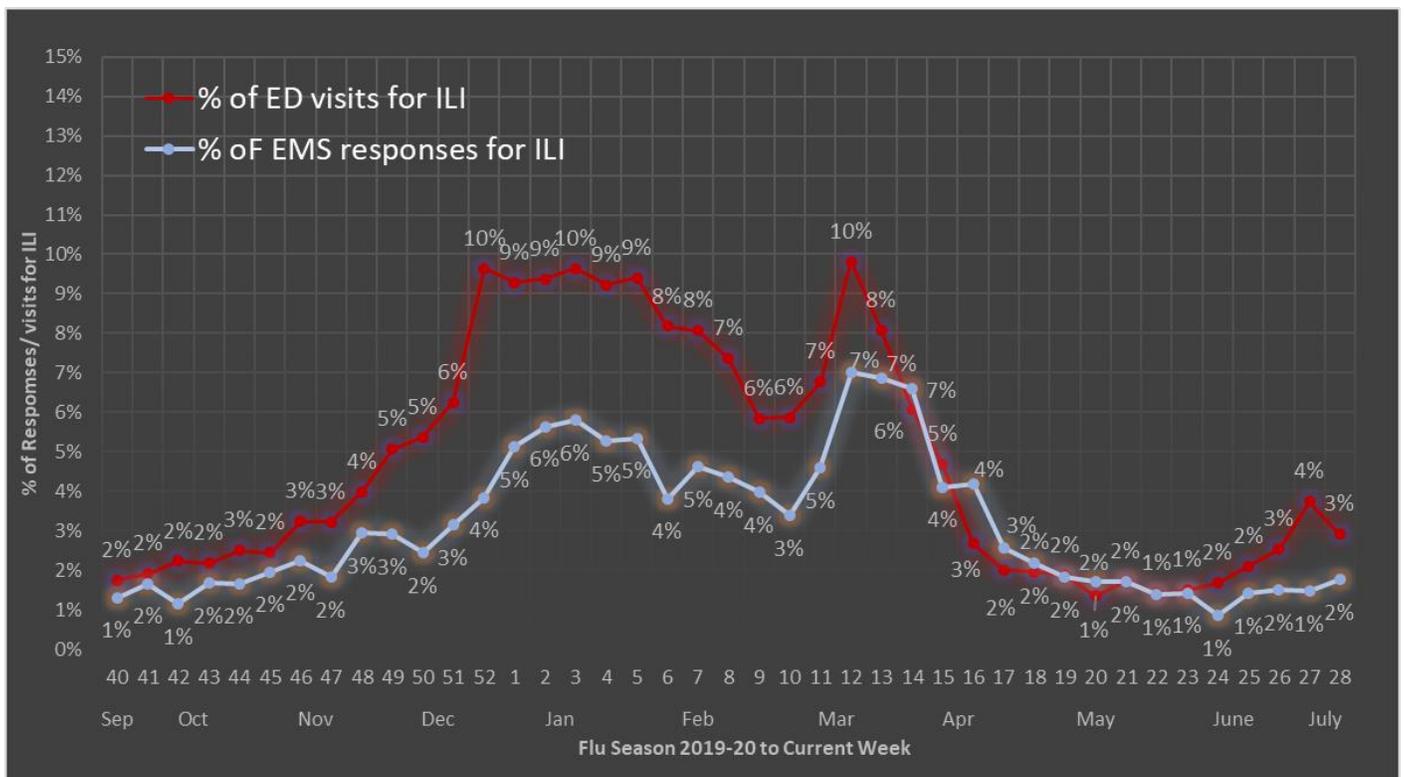
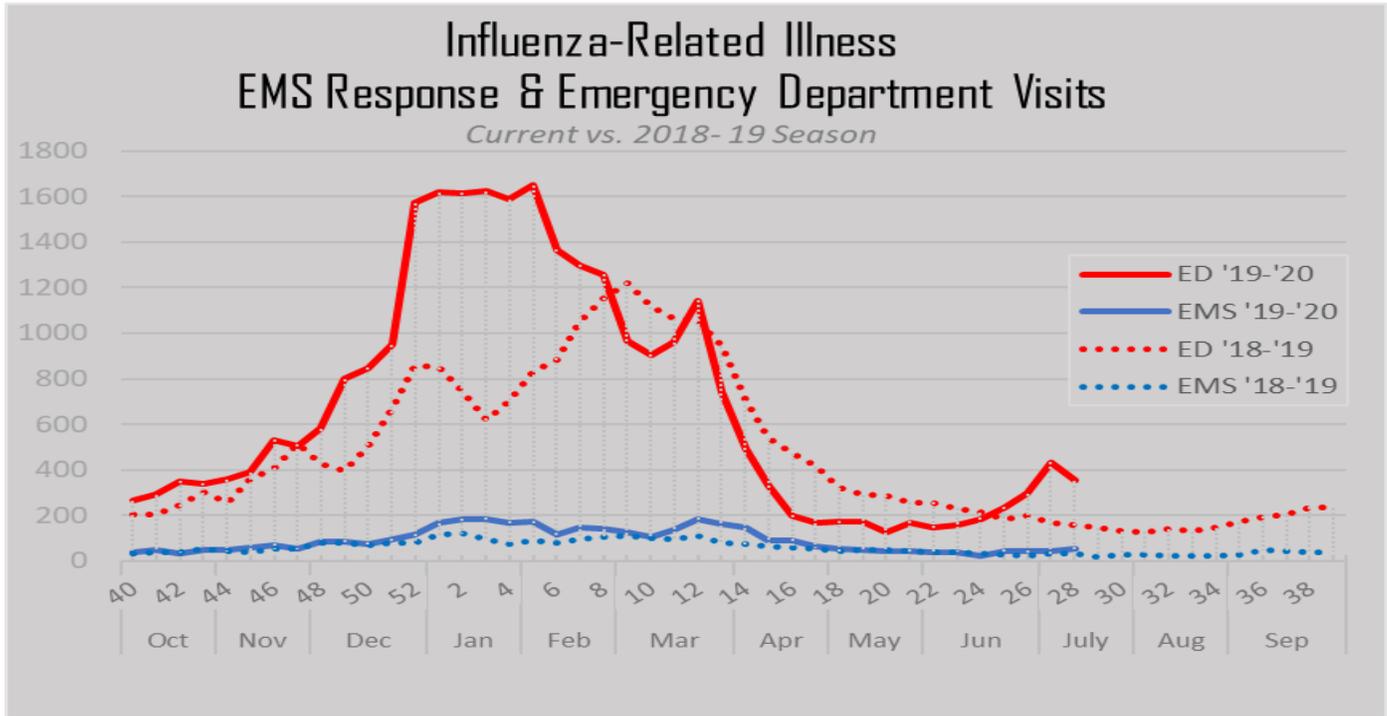
During Week 28, EMS ILI response was at **BASELINE** compared to non-peak flu season activity levels (weeks 13-38).



ILI-related EMS response in Riverside County, ePCR distribution map: Week 28

# RIVERSIDE COUNTY PUBLIC HEALTH INFLUENZA-LIKE ILLNESS DATA

Riverside County Public Health Department – DOPH collects Emergency Department ILI activity data from the Center for Disease Control’s (CDC’s) *Early Notification of Community-based Epidemics (ESSENCE)* system as part of the National Syndromic Surveillance Program (NSSP). As of November 2018, 14 of 17 Riverside County hospitals participate in ESSENCE. The graph below provides a comparison between Riverside County’s EMS ILI responses and Emergency Department (ED) ILI visits for the current year compared to the previous year.



EMS ILI responses and ED ILI visits as a percentage of their respective total volume (*adapted from CDC methodology*)

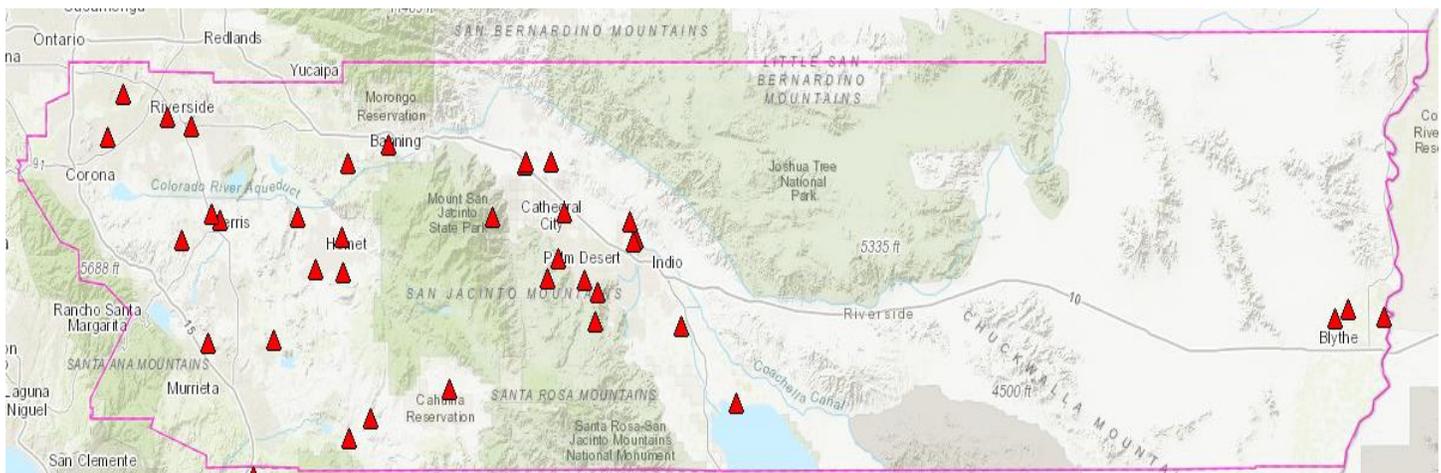
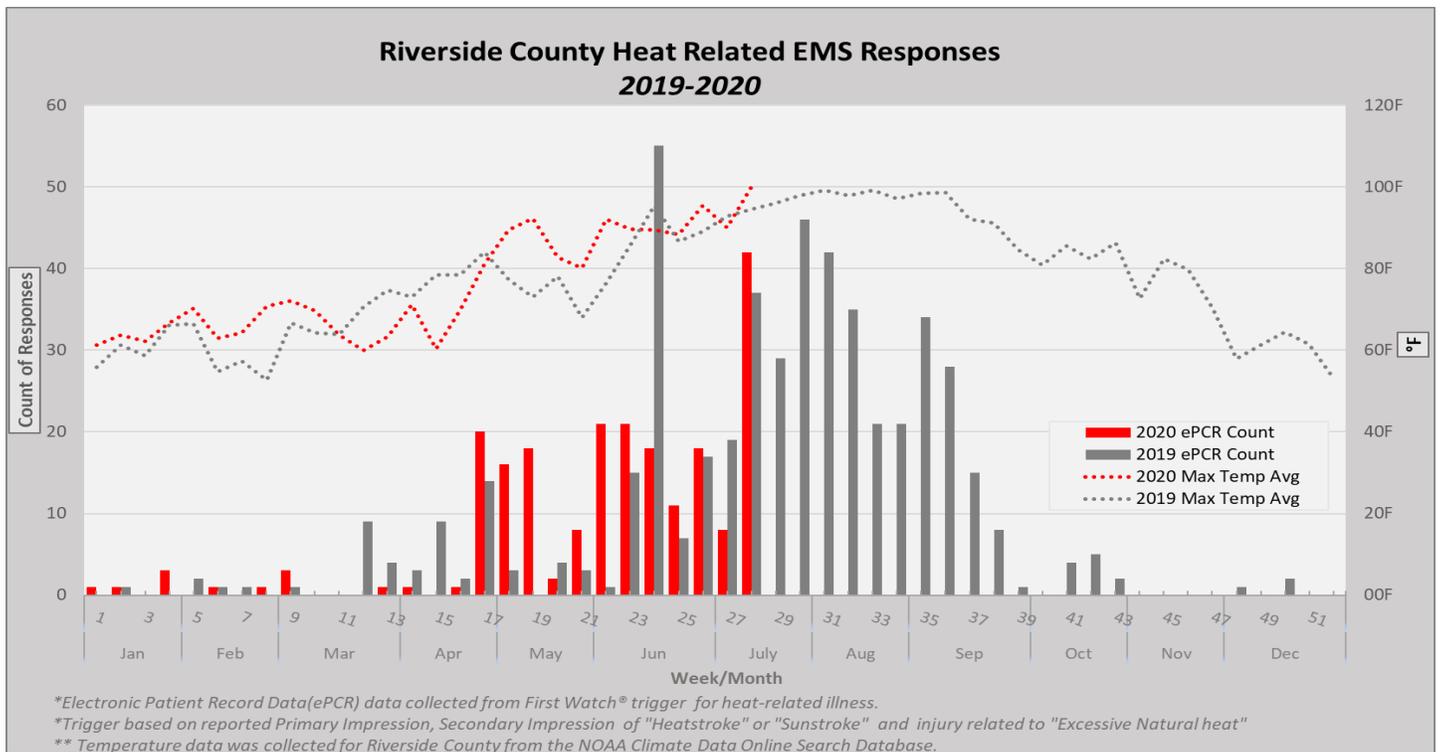
# HEAT-RELATED RESPONSE

Excessive heat exposure kills more people than any other weather-related phenomenon, aggravates chronic diseases, and causes direct heat illness<sup>7,8,9,10</sup>. Relationships between extreme heat and health can be identified through increased hospitalizations, emergency department visits and demand for emergency medical services (EMS). The purpose of the REMSA Environmental Heat trigger is to analyze EMS demand associated with extreme heat, using response data from electronic patient care reports (ePCRs).

The HEAT trigger evaluates ePCRs using the following methodology:

1. Primary or Secondary Impression as “Heatstroke” or “Sunstroke”
- OR**
2. Injury related to “Excessive Natural Heat”.

The graph below illustrates total EMS heat-related responses by week from 2019 through the current Week 28 and compares them against maximum temperature averages across Riverside County for the same week. Climate data is obtained from the National Climate Data Center, National Oceanic and Atmospheric Administration - NOAA.



Heat-related EMS response in Riverside County, ePCR distribution map: Week 28

# 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).

## *APOD Compliance*

Frequency comparison between the total number of transports and those resulting in APOD.

## *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>4</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>5</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.

-For inquiries, please contact EMS Administrator, [TDouville@rivco.org](mailto:TDouville@rivco.org)

-Current report prepared by Catherine Farrokhi, Riverside County EMS Agency

-ESSENCE Emergency Department data compiled by Rick Lopez, Riverside County Department of Public Health

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

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

<sup>7</sup> Calkins MM, Isaksen TB, Stubbs BA, Yost MG, Fenske RA (2016). Impacts of extreme heat on emergency medical service calls in King County, Washington, 2007-2012: relative risk and time series analyses of basic and advanced life support. *Environ Health*. doi: 10.1186/s12940-016-0109-0

<sup>8</sup> Sheridan SC, Kalkstein AM, Kalkstein LS (2009). Trends in heat-related mortality in the United States, 1975–2004. *Natural Hazards* 50:1, 145-160

<sup>9</sup> Guo Y, Gasparrini A, Armstrong BG (2017). Heat Wave and Mortality: A Multicountry, Multicommunity Study. *Environ Health Perspect*. 2017;125(8):087006. doi:10.1289/EHP1026

<sup>10</sup> CDC, Climate and Health Program. 2010. <https://www.cdc.gov/climateandhealth/effects/default.htm>