



Ambulance Patient Offload Time

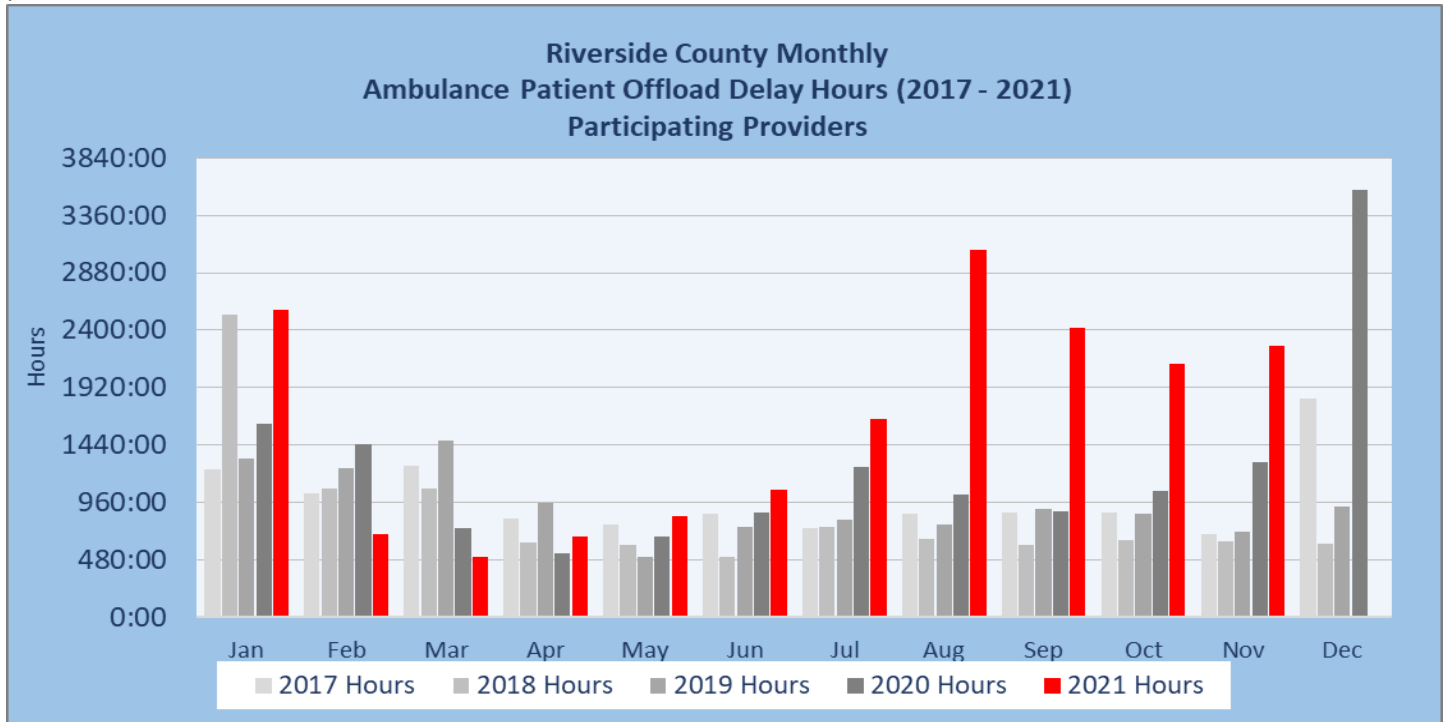
November 2021

*Monthly
Report*

This report was updated 01/19/2022 due to a minor duplication error identified in the Nov-2021 dataset. Transport volume and APOT hours are 2% less than previously reported, however, differences in compliance percentage and APOT-1 are negligible.

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD TIME

These charts represent total ambulance patient offload times (APOT) and delays (APOD) from hospitals within Riverside County. APOD includes delays greater than 30 minutes, and only the time after the first 30 minutes has passed.

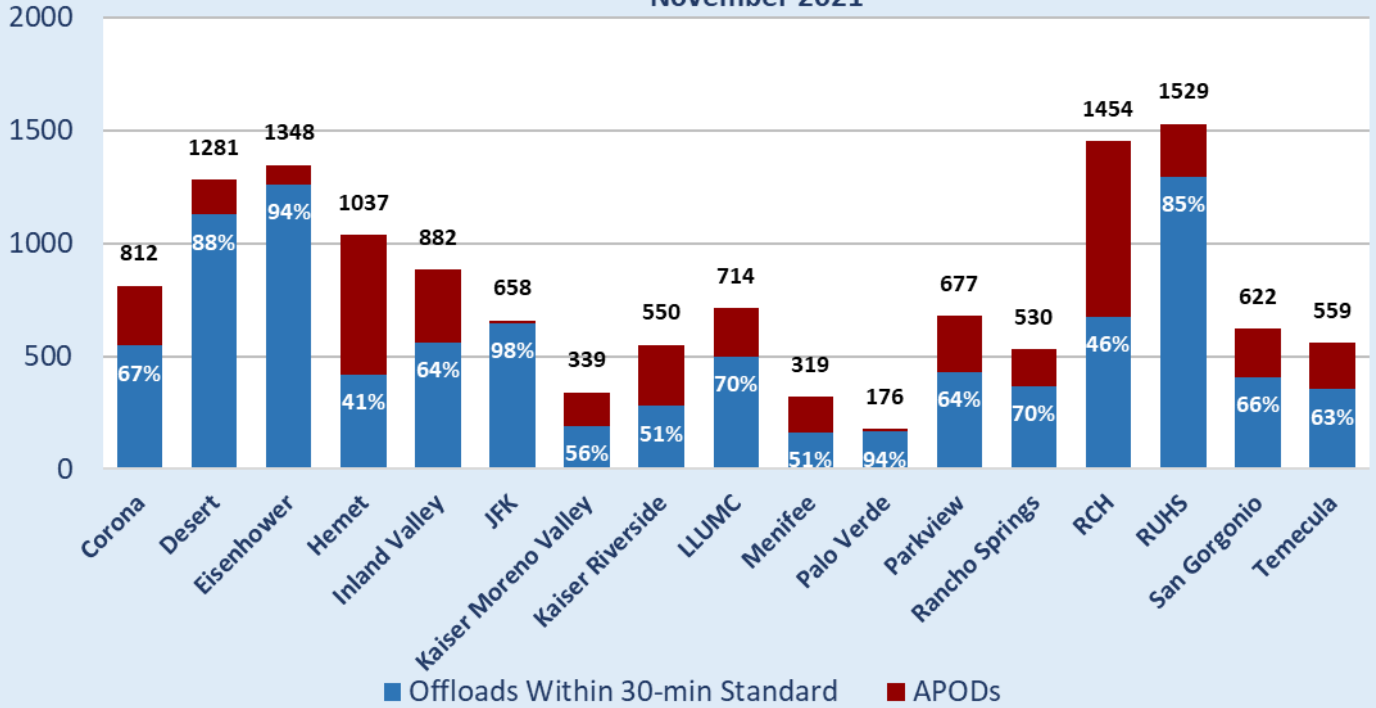


**Beginning August 2017, times represented include all participating providers. Prior to August, data included AMR responses only.

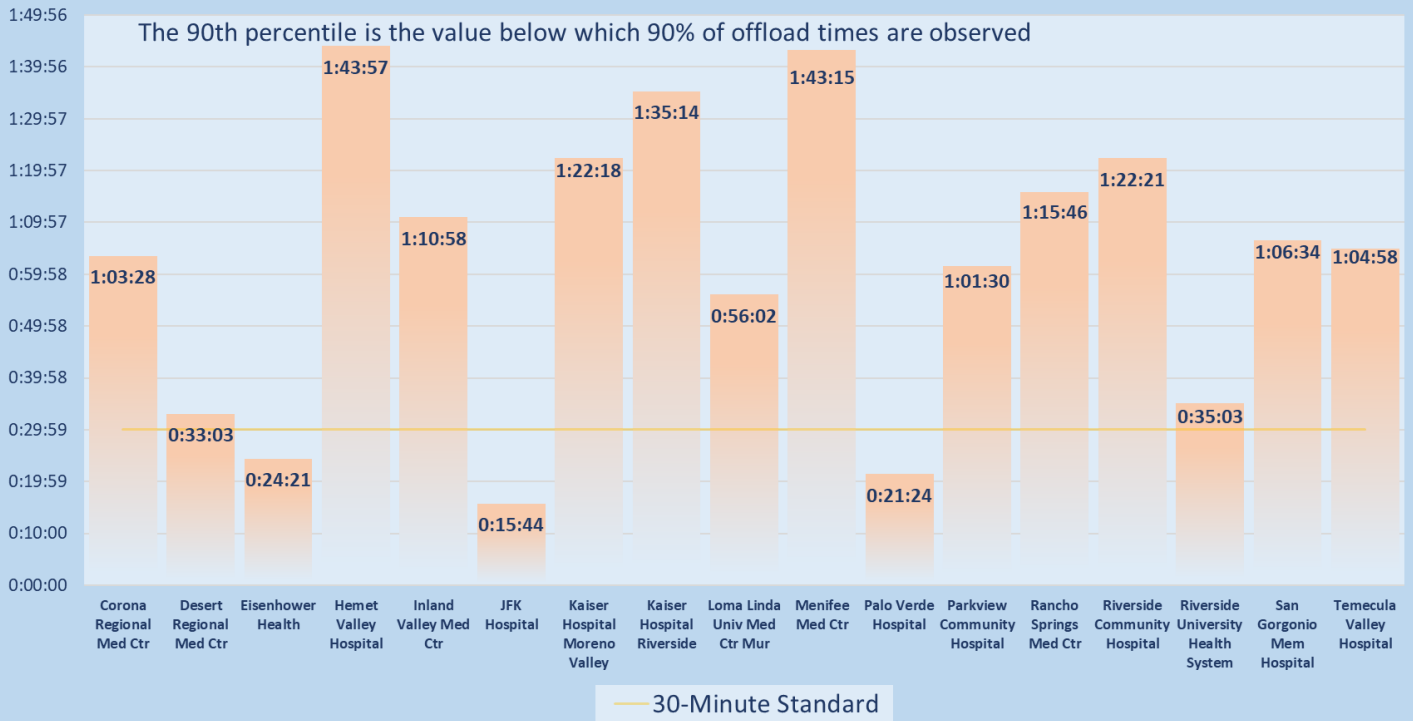
| | November 2021 | | | | | |
|------------------------------------|----------------|-------------------|-------------------|--------------|-----------------|----------------|
| | ALS Transports | APOT | APOD Hours | APODs | APOD Compliance | APOT - 1 |
| Corona Regional Med Ctr | 812 | 430:16:31 | 142:44:31 | 265 | 67.4% | 1:03:28 |
| Desert Regional Med Ctr | 1,281 | 367:11:33 | 75:25:28 | 153 | 88.1% | 0:33:03 |
| Eisenhower Health | 1,348 | 314:15:02 | 32:24:57 | 86 | 93.6% | 0:24:21 |
| Hemet Valley Hospital | 1,037 | 868:55:48 | 433:03:01 | 617 | 40.5% | 1:43:57 |
| Inland Valley Med Ctr | 882 | 470:46:26 | 168:28:48 | 320 | 63.7% | 1:10:58 |
| JFK Hospital | 658 | 94:41:38 | 5:07:23 | 11 | 98.3% | 0:15:44 |
| Kaiser Hospital Moreno Valley | 339 | 225:33:59 | 98:17:55 | 149 | 56.0% | 1:22:18 |
| Kaiser Hospital Riverside | 550 | 398:01:30 | 184:26:44 | 271 | 50.7% | 1:35:14 |
| Loma Linda Univ Med Ctr Mur | 714 | 351:05:11 | 103:54:27 | 214 | 70.0% | 0:56:02 |
| Menifee Med Ctr | 319 | 243:30:53 | 115:59:22 | 155 | 51.4% | 1:43:15 |
| Palo Verde Hospital | 176 | 32:11:52 | 3:51:35 | 11 | 93.8% | 0:21:24 |
| Parkview Community Hospital | 677 | 370:48:34 | 123:45:09 | 246 | 63.7% | 1:01:30 |
| Rancho Springs Med Ctr | 530 | 288:32:27 | 110:10:02 | 161 | 69.6% | 1:15:46 |
| Riverside Community Hospital | 1,454 | 1007:50:34 | 427:37:48 | 780 | 46.4% | 1:22:21 |
| Riverside University Health System | 1,529 | 522:35:39 | 43:35:37 | 232 | 84.8% | 0:35:03 |
| San Geronio Mem Hospital | 622 | 328:42:06 | 109:41:09 | 213 | 65.8% | 1:06:34 |
| Temecula Valley Hospital | 559 | 285:21:59 | 89:33:48 | 206 | 63.1% | 1:04:58 |
| Grand Total | 13,487 | 6600:21:42 | 2268:07:44 | 4,090 | 69.7% | 1:02:40 |

Key High Low

Riverside County Hospitals Transports, APODs and % Compliance November 2021



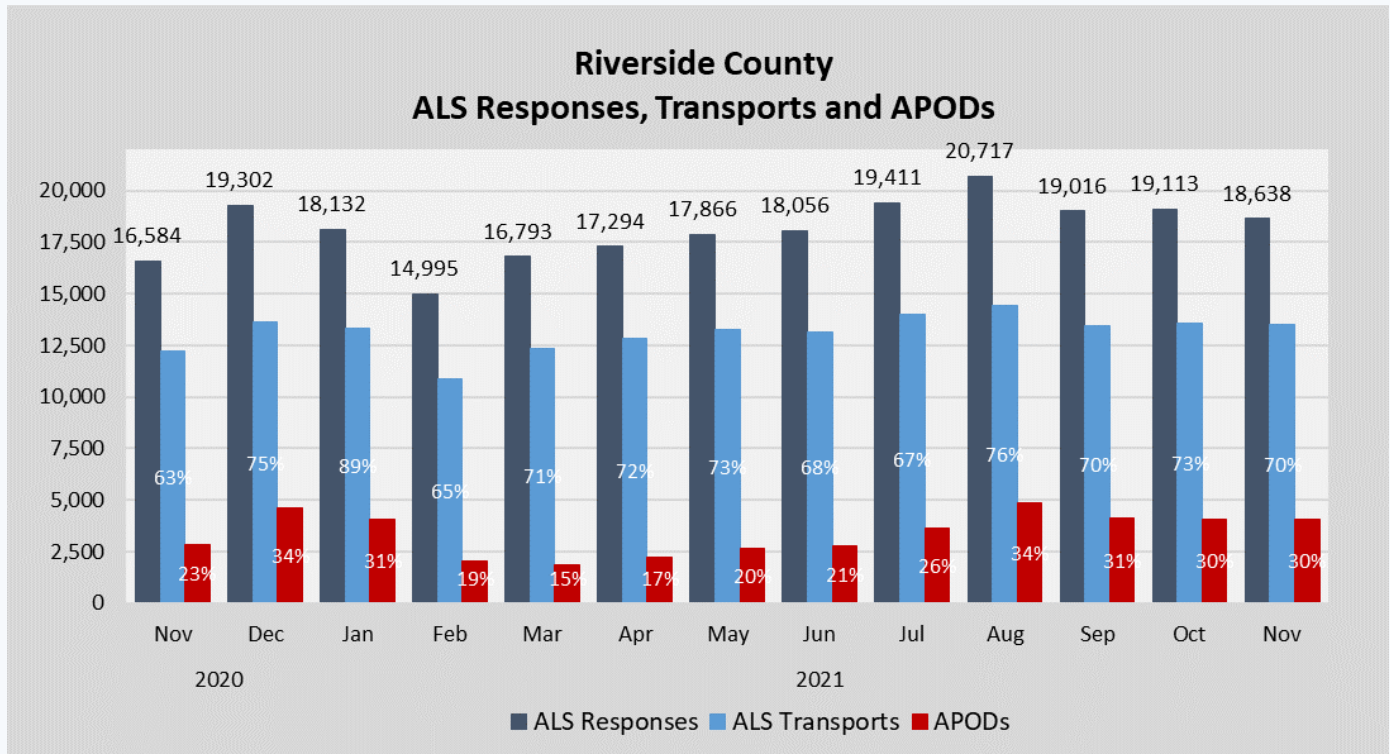
Riverside County Hospitals APOT-1, 90th Percentile November 2021



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: *ROLLING ANNUAL REVIEW*

The first chart represents a summary of Riverside County's total 9-1-1 ambulance (ALS) responses, transports, and total transports resulting in patient offload delay (APOD) for a rolling 12-months compared to the current month.



TRANSPORT VOLUME. Transport volume for each hospital over a 12 month period compared to the current month is described below. Each hospital can be categorized as a low to high volume facility relative to all facilities in the county. Hospitals are color coded ranging from low to high based on an average transports of the last 12 months.

| Hospital | Transport Volume | | | | | | | | | | | | Monthly | | | |
|-------------------------------|------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----|------|
| | 2020 | | 2021 | | | | | | | | | | | | Low | High |
| | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Avg | | |
| Corona Regional Med Ctr | 638 | 700 | 683 | 606 | 680 | 624 | 757 | 747 | 832 | 800 | 735 | 792 | 812 | 724 | | |
| Desert Regional Med Ctr | 1090 | 1126 | 1174 | 969 | 1242 | 1406 | 1417 | 1395 | 1424 | 1346 | 1262 | 1247 | 1281 | 1,260 | | |
| Eisenhower Health | 1148 | 1284 | 1302 | 1051 | 1272 | 1273 | 1220 | 1112 | 1187 | 1286 | 1213 | 1299 | 1348 | 1,230 | | |
| Hemet Valley Hospital | 1318 | 1130 | 1085 | 1006 | 1229 | 1286 | 1339 | 1302 | 1256 | 1214 | 1135 | 1199 | 1037 | 1,195 | | |
| Inland Valley Med Ctr | 808 | 914 | 806 | 733 | 829 | 847 | 943 | 910 | 946 | 953 | 886 | 958 | 882 | 878 | | |
| JFK Hospital | 579 | 705 | 618 | 520 | 574 | 577 | 639 | 627 | 639 | 670 | 634 | 634 | 658 | 621 | | |
| Kaiser Hospital Moreno Valley | 300 | 390 | 400 | 266 | 308 | 310 | 263 | 309 | 342 | 363 | 332 | 344 | 339 | 328 | | |
| Kaiser Hospital Riverside | 582 | 674 | 642 | 459 | 507 | 505 | 523 | 540 | 517 | 579 | 519 | 527 | 550 | 548 | | |
| Loma Linda Univ Med Ctr Mur | 642 | 709 | 714 | 546 | 630 | 589 | 652 | 639 | 730 | 666 | 694 | 658 | 714 | 660 | | |
| Menifee Med Ctr | 273 | 324 | 274 | 204 | 237 | 249 | 241 | 269 | 341 | 359 | 311 | 286 | 319 | 284 | | |
| Palo Verde Hospital | 159 | 154 | 169 | 128 | 110 | 147 | 148 | 143 | 169 | 162 | 157 | 168 | 176 | 153 | | |
| Parkview Community Hospital | 538 | 713 | 565 | 384 | 442 | 486 | 537 | 526 | 630 | 668 | 674 | 653 | 677 | 576 | | |
| Rancho Springs Med Ctr | 412 | 552 | 586 | 449 | 454 | 462 | 503 | 500 | 536 | 611 | 567 | 563 | 530 | 517 | | |
| Riverside Comm Hospital | 1311 | 1217 | 1405 | 1242 | 1406 | 1544 | 1456 | 1511 | 1546 | 1560 | 1461 | 1506 | 1454 | 1,432 | | |
| Riverside Univ Health System | 1409 | 1732 | 1643 | 1240 | 1388 | 1415 | 1514 | 1476 | 1607 | 1804 | 1619 | 1516 | 1529 | 1,530 | | |
| San Geronio Mem Hospital | 530 | 737 | 669 | 541 | 507 | 575 | 566 | 602 | 640 | 697 | 628 | 632 | 622 | 611 | | |
| Temecula Valley Hospital | 484 | 563 | 586 | 504 | 505 | 537 | 525 | 539 | 631 | 664 | 595 | 596 | 559 | 561 | | |
| Riverside County Total | 12221 | 13624 | 13321 | 10848 | 12320 | 12832 | 13243 | 13147 | 13973 | 14402 | 13422 | 13578 | 13487 | 13109 | | |

COMPLIANCE. Compliance is a frequency comparison between the total number of transports and those resulting in APOD. The table below shows compliance by hospital for the last 12 months compared to the current month.



| APOT % Compliance by Hospital for the last 12 months | | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | 2020 | | 2021 | | | | | | | | | | | Monthly |
| | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Avg |
| Corona Regional Med Ctr | 60% | 41% | 55% | 72% | 75% | 75% | 73% | 74% | 76% | 54% | 67% | 70% | 67% | 66% |
| Desert Regional Med Ctr | 91% | 84% | 85% | 91% | 88% | 89% | 85% | 90% | 92% | 82% | 84% | 85% | 88% | 87% |
| Eisenhower Health | 99% | 98% | 98% | 99% | 99% | 98% | 97% | 98% | 98% | 96% | 95% | 94% | 94% | 97% |
| Hemet Valley Hospital | 52% | 43% | 42% | 53% | 69% | 70% | 64% | 62% | 51% | 49% | 47% | 48% | 41% | 53% |
| Inland Valley Med Ctr | 85% | 61% | 60% | 80% | 88% | 85% | 85% | 82% | 66% | 52% | 60% | 61% | 64% | 71% |
| JFK Hospital | 100% | 96% | 97% | 99% | 99% | 99% | 98% | 97% | 98% | 99% | 97% | 98% | 98% | 98% |
| Kaiser Hospital Moreno Valley | 76% | 65% | 78% | 83% | 85% | 72% | 72% | 73% | 56% | 57% | 66% | 58% | 56% | 69% |
| Kaiser Hospital Riverside | 70% | 58% | 69% | 80% | 76% | 71% | 74% | 63% | 50% | 53% | 61% | 58% | 51% | 64% |
| Loma Linda Univ Med Ctr Mur | 76% | 68% | 70% | 76% | 76% | 74% | 66% | 69% | 58% | 52% | 62% | 62% | 70% | 68% |
| Menifee Med Ctr | 67% | 45% | 45% | 67% | 80% | 75% | 83% | 72% | 59% | 51% | 42% | 54% | 51% | 61% |
| Palo Verde Hospital | 96% | 94% | 97% | 99% | 99% | 100% | 99% | 100% | 98% | 99% | 96% | 95% | 94% | 97% |
| Parkview Community Hospital | 76% | 51% | 61% | 80% | 85% | 77% | 86% | 78% | 82% | 68% | 67% | 72% | 64% | 73% |
| Rancho Springs Med Ctr | 90% | 72% | 64% | 91% | 93% | 92% | 94% | 90% | 84% | 64% | 69% | 62% | 70% | 80% |
| Riverside Community Hospital | 50% | 35% | 44% | 66% | 80% | 68% | 56% | 58% | 54% | 45% | 46% | 45% | 46% | 53% |
| Riverside University Health System | 84% | 75% | 82% | 91% | 92% | 91% | 89% | 90% | 82% | 79% | 80% | 84% | 85% | 85% |
| San Geronio Mem Hospital | 87% | 69% | 64% | 86% | 86% | 87% | 85% | 79% | 80% | 60% | 74% | 69% | 66% | 76% |
| Temecula Valley Hospital | 76% | 71% | 71% | 87% | 83% | 84% | 86% | 86% | 78% | 63% | 64% | 76% | 63% | 76% |
| Riverside County Compliance | 77% | 66% | 69% | 81% | 85% | 83% | 80% | 79% | 74% | 66% | 69% | 70% | 70% | 75% |

APOT-1. APOT-1 is an Ambulance Patient Offload Time interval measure of the 90th percentile. This metric is a continuous variable measured in hours and minutes then aggregated and reported at the 90th percentile. The table below illustrates APOT-1 by hospital for the last 12 months compared to the current month

| APOT-1 (90th Percentile) for the last 12 Months | | | | | | | | | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Hospital | 2020 | | 2021 | | | | | | | | | | | Avg |
| | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | APOT-1 |
| Corona Regional Med Ctr | 1:38 | 2:38 | 2:01 | 0:48 | 0:45 | 0:44 | 0:44 | 0:49 | 0:44 | 1:29 | 1:02 | 0:53 | 1:03 | 1:10 |
| Desert Regional Med Ctr | 0:30 | 0:41 | 0:37 | 0:30 | 0:34 | 0:32 | 0:40 | 0:31 | 0:29 | 0:48 | 0:42 | 0:40 | 0:33 | 0:35 |
| Eisenhower Health | 0:16 | 0:17 | 0:17 | 0:14 | 0:16 | 0:18 | 0:19 | 0:18 | 0:18 | 0:21 | 0:21 | 0:24 | 0:24 | 0:18 |
| Hemet Valley Hospital | 1:08 | 1:56 | 1:58 | 1:12 | 0:45 | 0:45 | 0:45 | 1:00 | 1:23 | 1:34 | 1:34 | 1:22 | 1:44 | 1:18 |
| Inland Valley Med Ctr | 0:38 | 1:21 | 1:17 | 0:43 | 0:33 | 0:35 | 0:37 | 0:43 | 1:04 | 1:31 | 1:21 | 1:20 | 1:11 | 0:59 |
| JFK Hospital | 0:15 | 0:20 | 0:19 | 0:16 | 0:18 | 0:16 | 0:17 | 0:18 | 0:17 | 0:17 | 0:17 | 0:18 | 0:16 | 0:17 |
| Kaiser Hospital Moreno Valley | 1:04 | 1:53 | 0:58 | 0:37 | 0:41 | 1:00 | 1:02 | 1:07 | 1:34 | 1:42 | 1:16 | 1:12 | 1:22 | 1:11 |
| Kaiser Hospital Riverside | 1:04 | 1:43 | 1:05 | 0:42 | 0:46 | 1:04 | 0:50 | 1:15 | 1:42 | 1:41 | 1:16 | 1:16 | 1:35 | 1:13 |
| Loma Linda Univ Med Ctr Mur | 0:44 | 1:10 | 1:09 | 0:50 | 0:48 | 0:49 | 0:57 | 0:54 | 1:17 | 2:04 | 1:20 | 1:26 | 0:56 | 1:06 |
| Menifee Med Ctr | 1:26 | 2:56 | 2:39 | 1:02 | 0:40 | 0:44 | 0:36 | 0:45 | 1:25 | 1:48 | 2:04 | 1:15 | 1:43 | 1:27 |
| Palo Verde Hospital | 0:17 | 0:21 | 0:20 | 0:14 | 0:11 | 0:14 | 0:13 | 0:14 | 0:14 | 0:14 | 0:15 | 0:23 | 0:21 | 0:16 |
| Parkview Community Hospital | 0:42 | 2:13 | 1:21 | 0:41 | 0:35 | 0:41 | 0:34 | 0:41 | 0:36 | 1:02 | 1:00 | 0:49 | 1:02 | 0:55 |
| Rancho Springs Med Ctr | 0:30 | 1:03 | 1:17 | 0:29 | 0:26 | 0:27 | 0:26 | 0:29 | 0:37 | 1:18 | 1:06 | 1:30 | 1:16 | 0:50 |
| Riverside Comm Hospital | 1:13 | 2:19 | 1:15 | 0:48 | 0:37 | 0:49 | 1:01 | 1:03 | 1:04 | 1:28 | 1:34 | 1:30 | 1:22 | 1:14 |
| Riverside Univ Health System | 0:36 | 0:42 | 0:35 | 0:29 | 0:29 | 0:29 | 0:31 | 0:30 | 0:35 | 0:39 | 0:38 | 0:34 | 0:35 | 0:34 |
| San Geronio Mem Hospital | 0:34 | 0:59 | 1:13 | 0:36 | 0:34 | 0:33 | 0:34 | 0:41 | 0:40 | 1:28 | 0:56 | 1:00 | 1:07 | 0:50 |
| Temecula Valley Hospital | 0:40 | 0:46 | 0:45 | 0:34 | 0:37 | 0:37 | 0:33 | 0:34 | 0:42 | 1:01 | 0:57 | 0:44 | 1:05 | 0:44 |
| Riverside County Compliance | 0:49 | 1:20 | 1:03 | 0:40 | 0:35 | 0:38 | 0:41 | 0:44 | 0:50 | 1:11 | 1:03 | 1:01 | 1:03 | 0:53 |

AMBULANCE DIVERSIONS

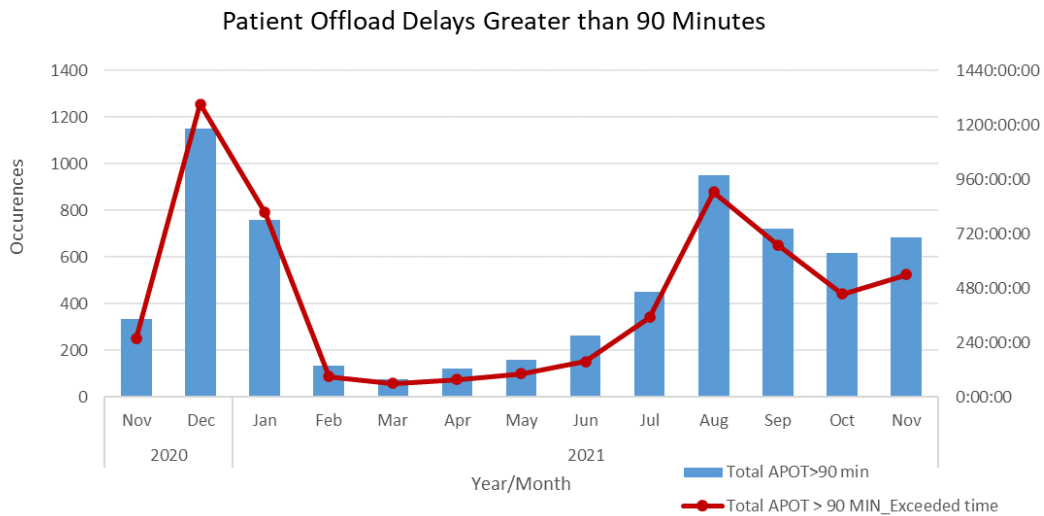
REMSA Policy 6103 (<https://www.remsa.us/policy/6103.pdf>) describes ground and air ambulance diversions to facilitate safe transport of patients to the closest alternate facility. Ambulance Diversions described here are those activated as a result of unusual circumstances at a facility limiting access to emergency care (*Internal Disaster - INT*) or a temporary outage in Specialty Care services (*STEMI, Stroke, Trauma*). The following tables provide diversion history by count of occurrences and total hours/minutes by facility for a rolling 12 months compared to the current month. *Hospitals not listed had no diversions during this evaluation period.*

| Diversions by Count | | 2020 | | 2021 | | | | | | | | | Total | |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Diversion Category/Facility | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | |
| INT | | | 2 | | 1 | 1 | 1 | 2 | | 1 | 1 | 2 | 2 | 13 |
| Corona Regional Medical Center | | | | | | | | | | | | 2 | | 2 |
| Desert Regional Medical Center | | | | | | | | | | | 1 | | 1 | 2 |
| Menifee Valley Medical Center | | | | | | | | | | 1 | | | | 1 |
| Riverside Community Hospital | | | | | | 1 | | | | | | | | 1 |
| Inland Valley Medical Center | | | 1 | | 1 | | | | | | | | 1 | 3 |
| Loma Linda University Medical Center--Murrieta | | | 1 | | | | | | | | | | | 1 |
| Eisenhower Health | | | | | | 1 | | | | | | | | 1 |
| Palo Verde Hospital | | | | | | | | 2 | | | | | | 2 |
| STEMI | | | 1 | | | | | | 1 | | 2 | | 1 | 5 |
| Desert Regional Medical Center | | | | | | | | | | | 2 | | 1 | 3 |
| Riverside Community Hospital | | | 1 | | | | | | | | | | | 1 |
| Loma Linda University Medical Center--Murrieta | | | | | | | | | 1 | | | | | 1 |
| Stroke | | 2 | 1 | | | | | | 1 | 1 | | | | 5 |
| Riverside Community Hospital | | | 1 | | | | | | | | | | | 1 |
| Rancho Springs Medical Center | | | | | | | | | 1 | | | | | 1 |
| Riverside University Health System | | | 1 | | | | | | | 1 | | | | 2 |
| Parkview Community Hospital | | | 1 | | | | | | | | | | | 1 |
| Trauma | 8 | 4 | 1 | 5 | 2 | 1 | 2 | 5 | 3 | 1 | 1 | 4 | 3 | 40 |
| Riverside Community Hospital | 3 | | | | | | 1 | 1 | 1 | | | 2 | | 8 |
| Inland Valley Medical Center | | | 1 | | 1 | | | 2 | 1 | | 1 | | | 6 |
| Riverside University Health System | 5 | 4 | | 5 | 1 | 1 | 1 | 2 | 1 | 1 | | 2 | 3 | 26 |
| Total | 8 | 6 | 5 | 5 | 3 | 2 | 3 | 7 | 5 | 3 | 4 | 6 | 6 | 63 |

| Diversions by HH:MM | | 2020 | | 2021 | | | | | | | | | Total | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|-------------|--------------|--------------|-------------|------|
| Diversion Category/Facility | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | |
| INT | | | 1:53 | | 0:09 | 0:14 | 3:32 | 18:05 | | 1:56 | 3:16 | 20:19 | 1:03 | |
| Corona Regional Medical Center | | | | | | | | | | | | 20:19 | | |
| Desert Regional Medical Center | | | | | | | | | | | 3:16 | | | 0:27 |
| Menifee Valley Medical Center | | | | | | | | | | 1:56 | | | | |
| Riverside Community Hospital | | | | | | | 3:32 | | | | | | | |
| Inland Valley Medical Center | | | 1:26 | | 0:09 | | | | | | | | | 0:36 |
| Loma Linda University Medical Center--Murrieta | | | 0:27 | | | | | | | | | | | |
| Eisenhower Health | | | | | | 0:14 | | | | | | | | |
| Palo Verde Hospital | | | | | | | | 18:05 | | | | | | |
| STEMI | | | 2:01 | | | | | | 4:11 | | 13:42 | | 0:19 | |
| Desert Regional Medical Center | | | | | | | | | | | 13:42 | | 0:19 | |
| Riverside Community Hospital | | | 2:01 | | | | | | | | | | | |
| Loma Linda University Medical Center--Murrieta | | | | | | | | | 4:11 | | | | | |
| Stroke | | 5:27 | 2:02 | | | | | | 0:17 | 0:01 | | | | |
| Riverside Community Hospital | | | 2:02 | | | | | | | | | | | |
| Rancho Springs Medical Center | | | | | | | | | 0:17 | | | | | |
| Riverside University Health System | | 0:08 | | | | | | | | 0:01 | | | | |
| Parkview Community Hospital | | 5:19 | | | | | | | | | | | | |
| Trauma | 9:20 | 1:31 | 2:03 | 8:15 | 2:42 | 0:51 | 1:48 | 7:58 | 9:52 | 0:11 | 0:53 | 2:23 | 4:36 | |
| Riverside Community Hospital | 2:40 | | | | | | 0:51 | 3:42 | 5:01 | | | 1:03 | | |
| Inland Valley Medical Center | | | 2:03 | | 0:13 | | | 1:51 | 0:50 | | 0:53 | | | |
| Riverside University Health System | 6:40 | 1:31 | | 8:15 | 2:29 | 0:51 | 0:57 | 2:25 | 4:01 | 0:11 | | 1:20 | 4:36 | |
| Total | 9:20 | 6:58 | 7:59 | 8:15 | 2:51 | 1:05 | 5:20 | 26:03 | 14:20 | 2:08 | 17:51 | 22:42 | 5:58 | |

AMBULANCE REDIRECTION

REMSA [Policy 6104](#) allows redirection of ambulances away from hospitals experiencing significant Ambulance Patient Offload Delays (APOD) to the next most appropriate facility. *Significant* APOD is defined as a patient remaining on an ambulance gurney for **90 minutes or greater after arrival at the hospital** (APOT < 90 min). Standard transfer of care is 30 minutes or less (APOT<30 min). Until the transfer of care is complete (patient is removed from the gurney and hospital staff assume care of the patient), ambulance crews must remain at the hospital and continue care. While patients held on excessive APODs are generally those classified as lower acuity, approximately one-third of the County’s ~600 daily 9-1-1 medical responses are determined by dispatch as critical, requiring immediate medical attention (e.g. cardiac arrest, stroke, traumatic injury). As a result, excessive, or multiple APODs within the same service area impact ambulance timeliness and availability in the field posing direct risk to 9-1-1 patient safety. Ambulance redirection is one strategy to reduce the consequential backlog of EMS services which occurs when there are excessive ambulance delays at hospital emergency departments. Below is the countywide breakdown of APOD occurrences where ambulances were documented as held for greater than 90 minutes before transfer of care for the last 12 months compared to the current month.



The table below shows the count of ambulances that held for greater than 90 minutes and total hours accumulated after 90 minute threshold by facility for the reporting month.

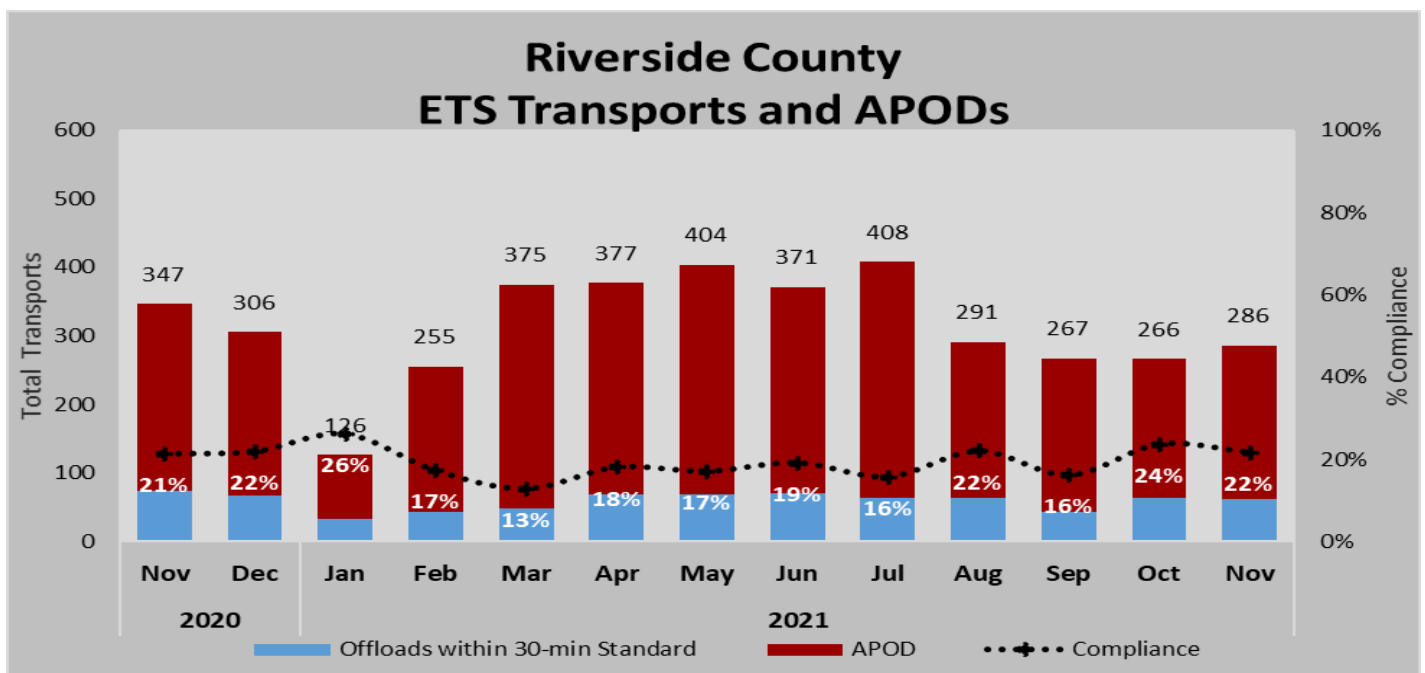
| Facility | Total Time APOT>90 min (HR: MM: S) | Total Incidents APOT>90 min |
|------------------------------------|------------------------------------|-----------------------------|
| Corona Regional Med Ctr | 36:48:07 | 48 |
| Desert Regional Med Ctr | 18:04:40 | 23 |
| Eisenhower Health | 1:48:40 | 7 |
| Hemet Valley Hospital | 140:04:42 | 133 |
| Inland Valley Med Ctr | 28:09:14 | 50 |
| JFK Hospital | 0:43:01 | 2 |
| Kaiser Hospital Moreno Valley | 26:38:13 | 30 |
| Kaiser Hospital Riverside | 43:01:03 | 67 |
| Loma Linda Univ Med Ctr Mur | 21:00:56 | 28 |
| Menifee Med Ctr | 37:57:12 | 39 |
| Palo Verde Hospital | 0:07:23 | 1 |
| Parkview Community Hospital | 28:44:40 | 36 |
| Rancho Springs Med Ctr | 23:35:19 | 39 |
| Riverside Community Hospital | 97:35:48 | 120 |
| Riverside University Health System | 2:36:23 | 2 |
| San Geronio Mem Hospital | 22:20:51 | 35 |
| Temecula Valley Hospital | 10:31:22 | 23 |
| Grand Total | 539:47:34 | 683 |

EMERGENCY TREATMENT SERVICES

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

| November 2021 - Emergency Treatment Services | | | | | |
|--|-------------------|---------------|------------|-------|-----------------|
| | Transports to ETS | Total Offload | | APODs | APOD Compliance |
| | | Time | APOD Hours | | |
| Emergency Treatment Services | 286 | 228:11:42 | 97:23:07 | 224 | 21.7% |

The chart below represents Riverside County's total number of *ETS ambulance transports*, *patient offload delay (APOD)*, and *percent compliance* for the current month and a rolling 12 months prior.



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.

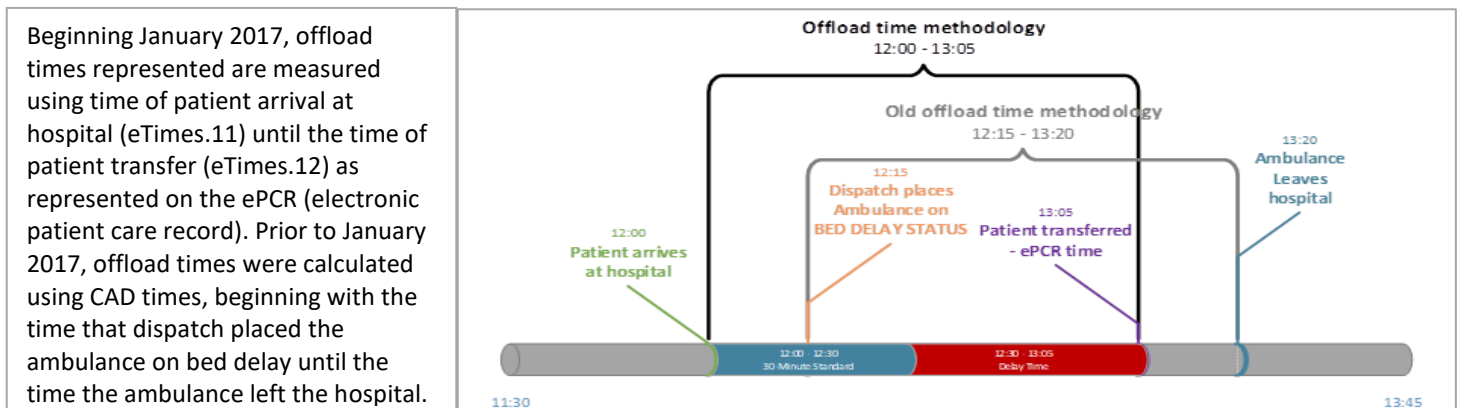
9-1-1 Ambulance Response

For the purpose of reporting patient offload time and delays, only ground transport units responding to 9-1-1 incidents are included in this report. It excludes all records from First Responder Fire agencies arriving on scene as part of the dual 9-1-1 medical response system in Riverside County. It also excludes interfacility transports and other types of 9-1-1 responses such as air ambulance responses.

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.



-For inquiries, please contact Riverside County EMS Agency EMS Administrator, TDouville@rivco.org

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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>