



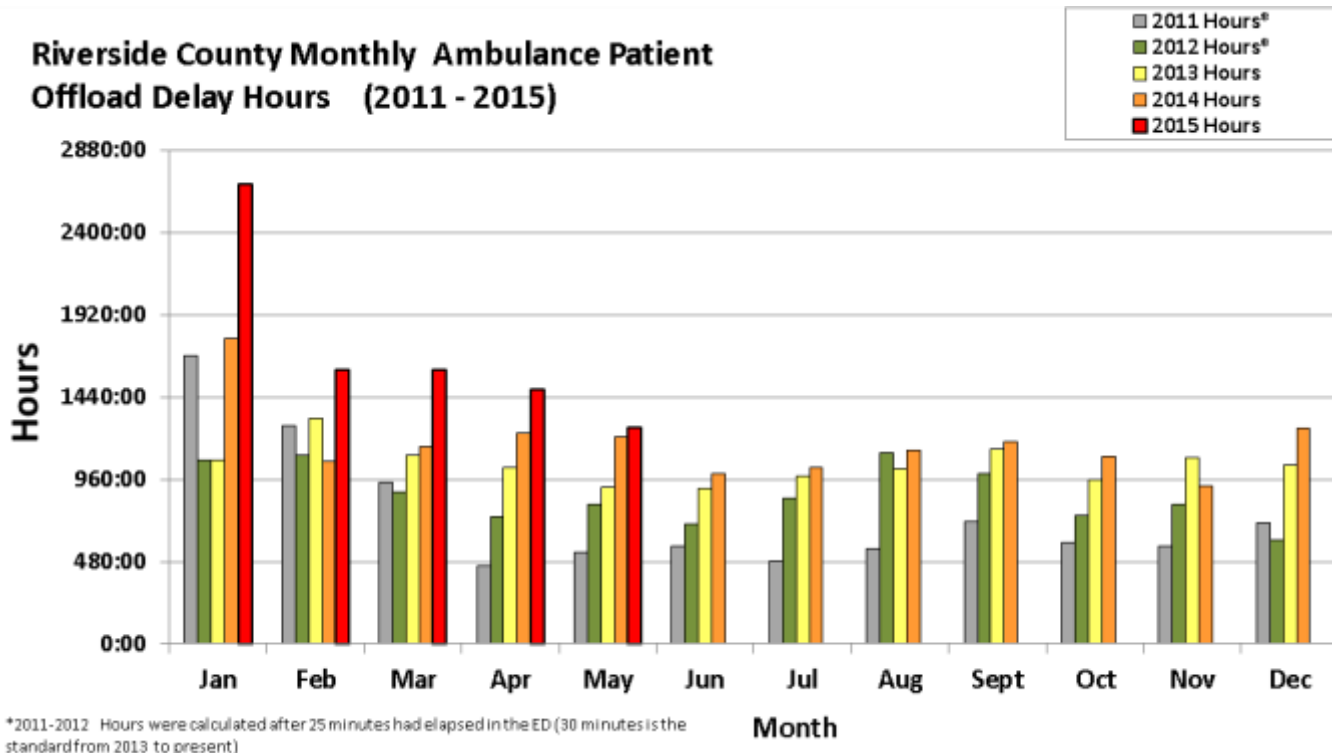
# AMBULANCE PATIENT OFFLOAD DELAYS

June 4, 2015

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

## HISTORICAL COMPARISON

Data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2011-2015(present month) from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes (2013 and forward) and only the time period after the first 30 minutes is summed. Prior to 2013, offload delay data used a 25-minute standard.



### Total Annual Hours\* and Ambulance Patient Offload Delays by hospital, 2011 to 2014

Hospital	2011		2012		2013		2014	
	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays
RCH	1571:42:46	3352	2198:41:11	3953	2712:32:25	5978	2984:29:25	7488
Kaiser	173:06:25	559	151:16:22	472	196:02:59	496	201:38:58	748
Parkview	1371:19:18	2435	1881:03:47	2833	1171:41:25	2037	1694:56:01	2887
RCRMC	545:44:19	1535	892:20:22	2276	1107:06:11	2375	1007:19:37	2547
Corona	1539:56:42	2550	1694:56:09	2803	1717:47:56	2522	1845:33:25	2912
Moreno Valley	285:04:10	824	268:19:32	809	420:59:39	888	545:55:06	1259
Menifee	568:04:22	1210	322:28:21	791	725:38:26	1158	733:35:51	1383
LLUMC- Murrieta	61:57:57	179	265:40:04	675	888:15:15	1411	963:34:24	1756
Inland Valley	879:15:32	1671	949:05:59	2134	643:33:09	1307	432:21:44	1112
Rancho Springs	577:15:19	1209	136:57:10	417	137:27:11	326	76:31:30	247
Temecula Valley					10:07:03	28	139:03:35	446
Hemet	1060:21:22	2980	1081:16:55	2720	2535:17:35	4151	3112:04:15	5387
San Gorgonio	215:17:12	568	222:07:47	595	127:45:02	298	157:47:22	483
Eisenhower	33:56:41	171	64:56:15	320	54:56:39	241	24:15:55	149
Desert	122:26:14	562	233:06:47	788	68:47:04	347	40:12:27	213
JFK	65:48:08	296	81:16:43	337	58:37:55	252	79:52:57	337
<b>Totals</b>	<b>9,071:16:27</b>	<b>20,101</b>	<b>10,443:33:24</b>	<b>21,923</b>	<b>12,576:35:54</b>	<b>23,815</b>	<b>14,039:12:32</b>	<b>29,354</b>

\*Total Hours do not include the first 25 minutes of each offload delay (2011-2012), or the first 30 minutes (2013- present)

## AMBULANCE PATIENT OFFLOAD DELAYS AND OVERALL COMPLIANCE

This data includes 2014 and 2015 Ambulance Patient Offload Delays, hours of delay, total time the ambulances and patients were delayed, ALS transports received by each hospital, compliance, and average delay time per occurrence. "Delay Hours" include any time after the initial 30 minutes in the ED have passed; "Total Delay Time" sums both the delay and the initial 30 minutes. "Compliance" represents the percentage of ALS ambulance transports that were not held on Offload Delay.

### Ambulance Patient Offload Delay Data, 2015 Jan. – May – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	1758:21:32	3578:51:32	7513	3641	51.5%	0:58:59
Kaiser	202:52:17	507:22:17	2615	609	76.7%	0:49:59
Parkview	1081:29:22	1817:59:22	2566	1473	42.6%	1:14:03
RCRMC	591:03:23	1339:33:23	5756	1497	74.0%	0:53:41
Corona	1505:36:38	2331:36:38	2929	1652	43.6%	1:24:41
Moreno Valley	241:13:10	537:43:10	1422	593	58.3%	0:54:24
Menifee	412:43:54	745:13:54	1838	665	63.8%	1:07:14
LLUMC –Murrieta	489:36:57	909:06:57	2390	839	64.9%	1:05:01
Inland Valley	359:45:04	757:15:04	4175	795	81.0%	0:57:09
Rancho Springs	41:31:00	103:31:00	1931	124	93.6%	0:50:05
Temecula Valley	188:35:39	432:05:39	1995	487	75.6%	0:53:14
Hemet	1461:44:17	2693:44:17	6167	2464	60.0%	1:05:36
San Geronio	185:34:22	443:34:22	2696	516	80.9%	0:51:35
Eisenhower	19:44:23	73:14:23	1882	107	94.3%	0:41:04
Desert	28:34:22	108:34:22	4691	160	96.6%	0:40:43
JFK	57:01:44	152:31:44	1563	191	87.8%	0:47:55
<b>Totals</b>	<b>8,625:28:04</b>	<b>16,531:58:04</b>	<b>52,129</b>	<b>15,813</b>	<b>69.7%</b>	<b>1:02:44</b>

\* Includes the first 30 minutes of each Offload Delay.

\*\* Compliance % represents the percentage of ALS ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

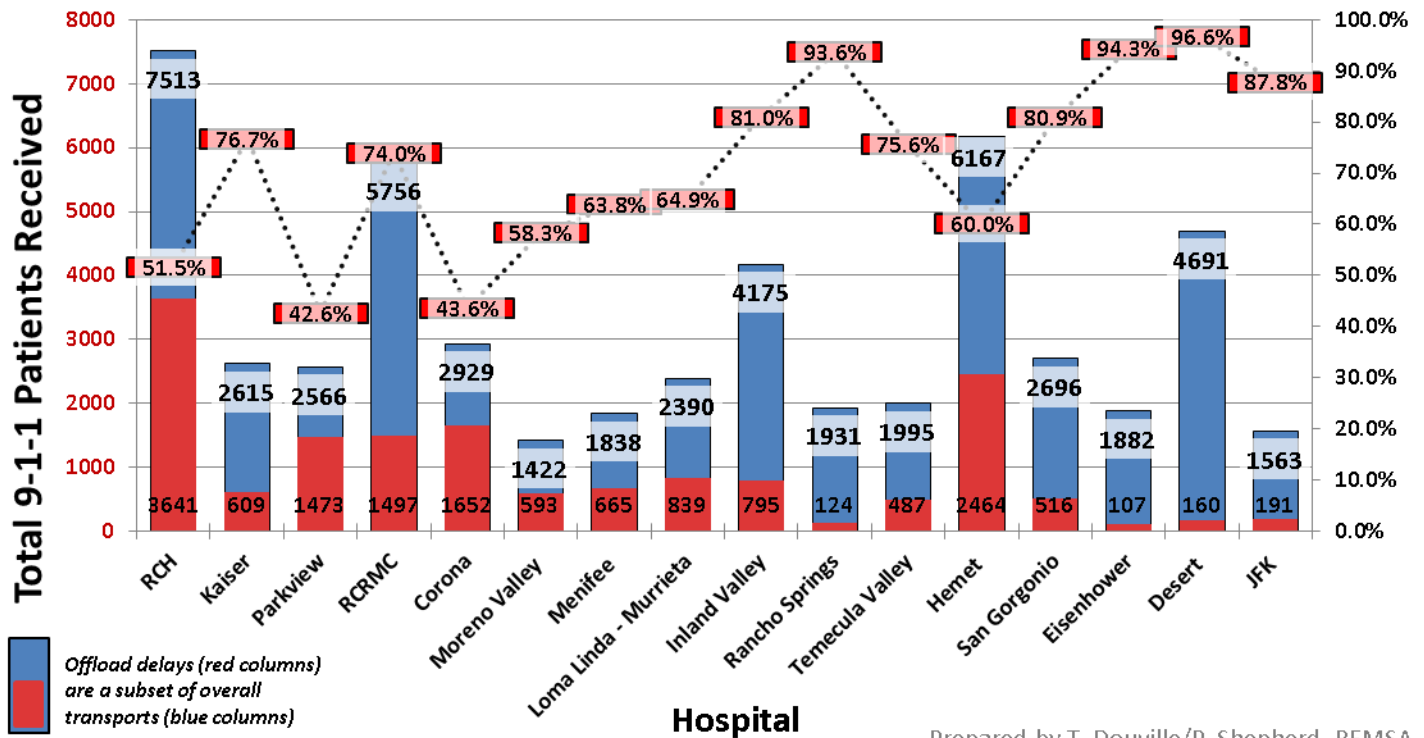
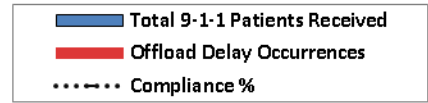
### Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2984:29:25	6728:29:25	17358	7488	56.9%	0:53:55
Kaiser	201:38:58	575:38:58	5426	748	86.2%	0:46:11
Parkview	1694:56:01	3138:26:01	6100	2887	52.7%	1:05:14
RCRMC	1007:19:37	2280:49:37	12541	2547	79.7%	0:53:44
Corona	1845:33:25	3301:33:25	6866	2912	57.6%	1:08:02
Moreno Valley	545:55:06	1175:25:06	3478	1259	63.8%	0:56:01
Menifee	733:35:51	1425:05:51	4290	1383	67.8%	1:01:50
LLUMC –Murrieta	963:34:24	1841:34:24	5472	1756	67.9%	1:02:55
Inland Valley	432:21:44	988:21:44	9080	1112	87.8%	0:53:20
Rancho Springs	76:31:30	200:01:30	4289	247	94.2%	0:48:35
Temecula Valley	139:03:35	362:03:35	3907	446	88.6%	0:48:42
Hemet	3112:04:15	5805:34:15	15148	5387	64.4%	1:04:40
San Geronio	157:47:22	399:17:22	6389	483	92.4%	0:49:36
Eisenhower	24:15:55	98:45:55	3809	149	96.1%	0:39:46
Desert	40:12:27	146:42:27	10207	213	97.9%	0:41:20
JFK	79:52:57	248:22:57	3536	337	90.5%	0:44:13
<b>Totals</b>	<b>14,039:12:32</b>	<b>28,716:12:32</b>	<b>117,896</b>	<b>29,354</b>	<b>75.1%</b>	<b>0:58:42</b>

\* Includes the first 30 minutes of each Offload Delay.

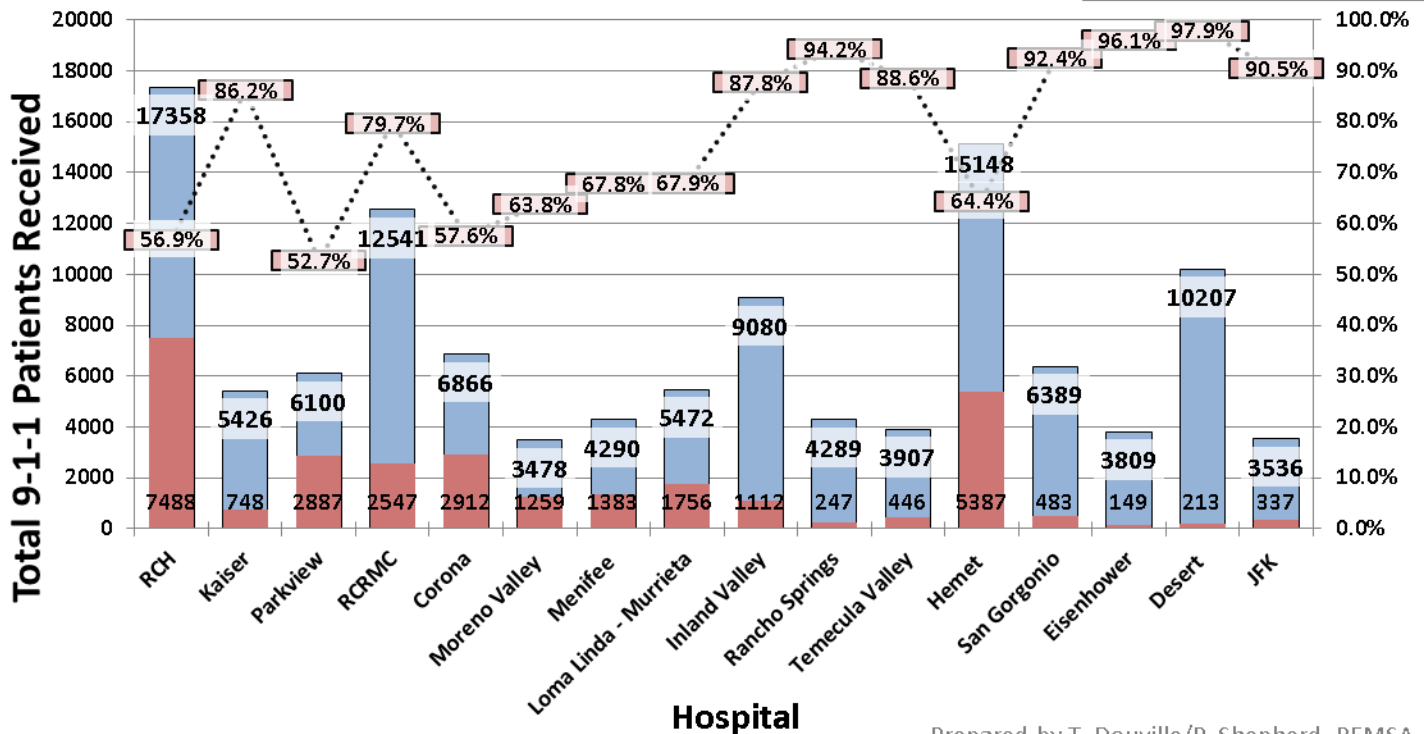
\*\* Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

### Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2015 Jan. - May



Prepared by T. Douville/P. Shepherd, REMSA

### Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2014



Prepared by T. Douville/P. Shepherd, REMSA

**Ambulance Patient Offload Delays by Month: Delay Time and Occurrences by hospital\* - Mar. – May 2015**

Hospital	Mar. '15 Delay Hours	ALS 9-1-1 Trans.	Mar. '15 Offload Delays	Apr. '15 Delay Hours	ALS 9-1-1 Trans.	Apr. '15 Offload Delays	May '15 Delay Hours	ALS 9-1-1 Trans.	May '15 Offload Delays
RCH	312:31:22	1600	772	272:31:43	1474	670	142:09:45	1493	503
Kaiser	37:09:20	519	122	22:08:16	508	82	38:42:45	549	100
Parkview	232:54:25	526	326	151:46:53	493	274	102:16:04	496	204
RCRMC	125:52:42	1179	322	146:37:46	1169	358	77:16:13	1119	228
Corona	231:40:49	608	311	255:26:45	594	318	202:30:05	571	278
Moreno Val.	44:42:25	296	110	45:17:24	264	111	43:17:55	283	119
Menifee	48:49:48	355	114	45:17:04	330	98	117:20:22	445	182
LLUMC –Murr.	91:53:48	493	168	111:46:09	489	185	75:02:05	457	122
Inland Valley	69:05:33	882	164	64:45:15	786	155	54:58:15	840	137
Rancho Spgs.	7:30:38	397	25	14:12:31	378	41	3:57:52	395	12
Temecula Val.	30:13:45	411	94	35:13:06	396	85	34:35:22	449	94
Hemet	302:26:28	1285	568	253:31:40	1231	447	322:08:32	1143	453
San Gorgonio	42:49:25	580	121	43:12:50	552	113	33:37:41	507	90
Eisenhower	4:06:26	424	19	4:58:36	376	30	1:52:20	329	11
Desert	7:28:43	992	35	5:28:14	995	31	5:49:59	853	35
JFK	12:24:35	311	43	9:32:53	361	27	6:42:28	279	28
<b>Totals</b>	<b>1,601:40:12</b>	<b>10,858</b>	<b>3,314</b>	<b>1,481:47:05</b>	<b>10,396</b>	<b>3,025</b>	<b>1,262:17:43</b>	<b>10,208</b>	<b>2,596</b>

\*Monthly Delay Time does not include the first 30 minutes of each Offload Delay occurrence.

Data for this report was provided by American Medical Response (AMR) to the Riverside County EMS Agency for review and analysis. The data represents only AMR 9-1-1 ALS resources and does not include any other ambulance companies or BLS-level service.