



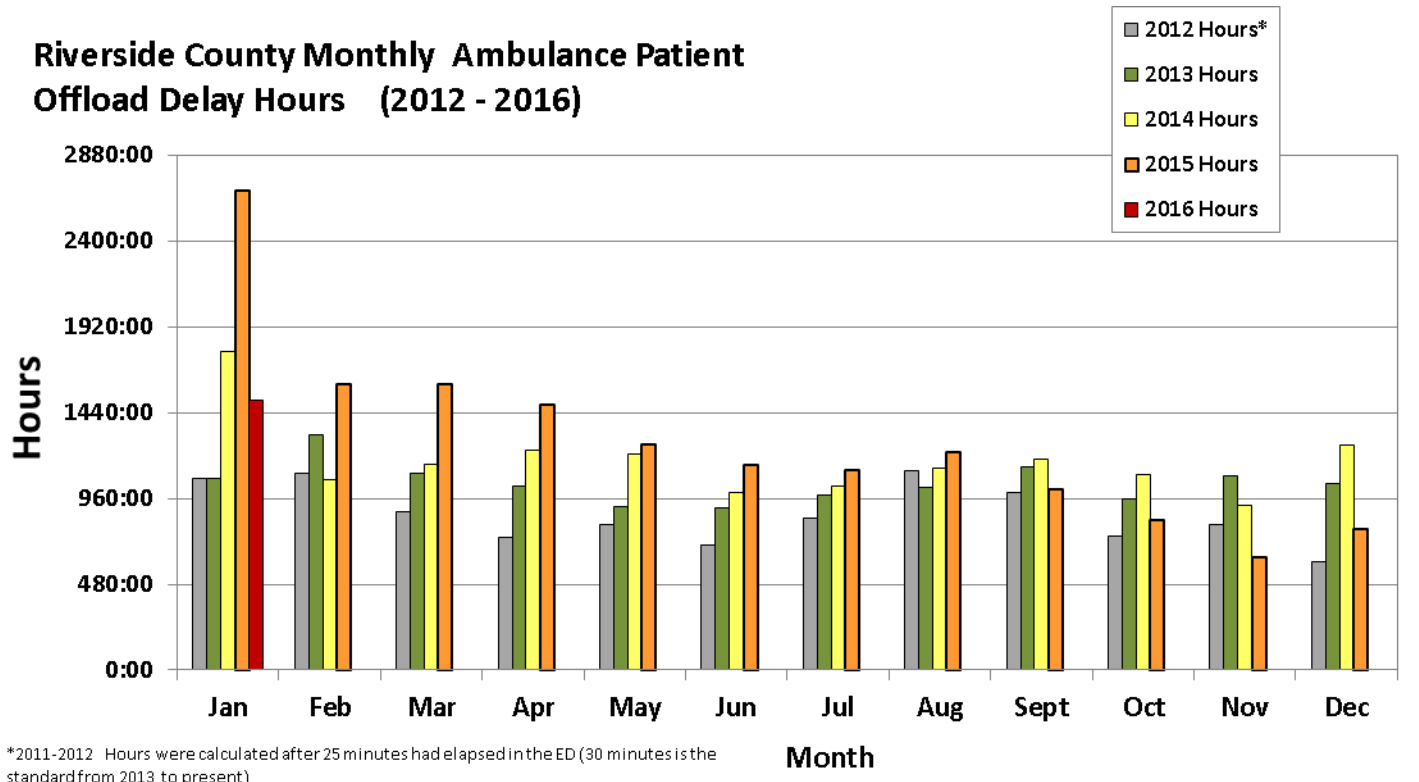
# AMBULANCE PATIENT OFFLOAD DELAYS

February 9, 2016

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

## HISTORICAL COMPARISON

Data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2011-2016 (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, 2012 to 2015

Hospital	2012		2013		2014		2015	
	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays
RCH	2198:41:11	3953	2712:32:25	5978	2984:29:25	7488	2773:05:19	6613
Kaiser	151:16:22	472	196:02:59	496	201:38:58	748	338:51:33	1048
Parkview	1881:03:47	2833	1171:41:25	2037	1694:56:01	2887	1408:38:48	2361
RCRMC	892:20:22	2276	1107:06:11	2375	1007:19:37	2547	1051:28:27	2819
Corona	1694:56:09	2803	1717:47:56	2522	1845:33:25	2912	2652:21:07	3227
Moreno Valley	268:19:32	809	420:59:39	888	545:55:06	1259	451:34:23	1147
Menifee	322:28:21	791	725:38:26	1158	733:35:51	1383	824:27:25	1332
LLUMC- Murrieta	265:40:04	675	888:15:15	1411	963:34:24	1756	946:18:08	1732
Inland Valley	949:05:59	2134	643:33:09	1307	432:21:44	1112	714:29:18	1709
Rancho Springs	136:57:10	417	137:27:11	326	76:31:30	247	79:13:52	255
Temecula Valley			10:07:03	28	139:03:35	446	411:05:43	1090
Hemet	1081:16:55	2720	2535:17:35	4151	3112:04:15	5387	3153:42:33	5013
San Geronio	222:07:47	595	127:45:02	298	157:47:22	483	374:17:20	1072
Eisenhower	64:56:15	320	54:56:39	241	24:15:55	149	39:07:26	205
Desert	233:06:47	788	68:47:04	347	40:12:27	213	50:21:13	315
JFK	81:16:43	337	58:37:55	252	79:52:57	337	116:46:03	387
<b>Totals</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>	<b>15,385:48:38</b>	<b>30,325</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, 2016 YTD – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	184:37:43	408:37:43	1673	448	73.2%	0:54:44
Kaiser	64:36:55	118:06:55	528	107	79.7%	1:06:14
Parkview	104:26:32	203:26:32	594	198	66.7%	1:01:39
RCRMC	121:36:27	249:36:27	1307	256	80.4%	0:58:30
Corona	192:48:04	300:48:04	590	216	63.4%	1:23:33
Moreno Valley	31:43:21	65:13:21	324	67	79.3%	0:58:24
Menifee	110:20:25	173:20:25	414	126	69.6%	1:22:33
LLUMC –Murrieta	103:00:01	182:00:01	455	158	65.3%	1:09:07
Inland Valley	120:44:12	201:44:12	817	162	80.2%	1:14:43
Rancho Springs	13:13:51	34:43:51	425	43	89.9%	0:48:28
Temecula Valley	35:50:07	81:20:07	458	91	80.1%	0:53:38
Hemet	306:13:29	528:13:29	1297	444	65.8%	1:11:23
San Geronio	83:39:25	165:39:25	614	164	73.3%	1:00:36
Eisenhower	2:39:49	10:39:49	396	16	96.0%	0:39:59
Desert	18:00:43	49:30:43	985	63	93.6%	0:47:09
JFK	15:08:23	32:38:23	302	35	88.4%	0:55:57
<b>Totals</b>	<b>1508:39:27</b>	<b>2805:39:27</b>	<b>11,179</b>	<b>2,594</b>	<b>76.8%</b>	<b>1:04:54</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).

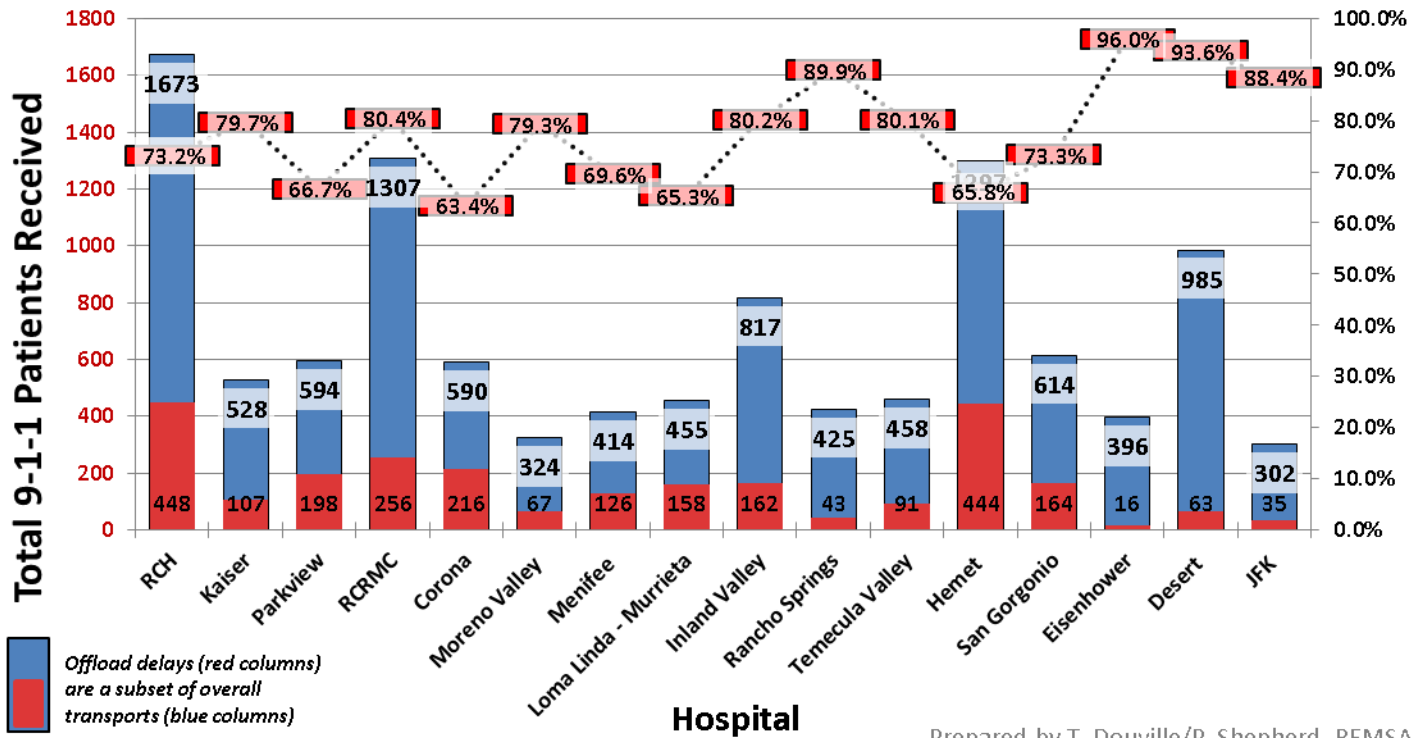
### Ambulance Patient Offload Delay Data, 2015 – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	2773:05:19	6079:35:19	18111	6613	63.5%	0:55:10
Kaiser	338:51:33	862:51:33	6060	1048	82.7%	0:49:24
Parkview	1408:38:48	2589:08:48	6161	2361	61.7%	1:05:48
RCRMC	1051:28:27	2460:58:27	14341	2819	80.3%	0:52:23
Corona	2652:21:07	4265:51:07	6968	3227	53.7%	1:19:19
Moreno Valley	451:34:23	1025:04:23	3500	1147	67.2%	0:53:37
Menifee	824:27:25	1490:27:25	4594	1332	71.0%	1:07:08
LLUMC –Murrieta	946:18:08	1812:18:08	5717	1732	69.7%	1:02:47
Inland Valley	714:29:18	1568:59:18	9929	1709	82.8%	0:55:05
Rancho Springs	79:13:52	206:43:52	4571	255	94.4%	0:48:39
Temecula Valley	411:05:43	956:05:43	4952	1090	78.0%	0:52:38
Hemet	3153:42:33	5660:12:33	14614	5013	65.7%	1:07:45
San Geronio	374:17:20	910:17:20	6970	1072	84.6%	0:50:57
Eisenhower	39:07:26	141:37:26	4775	205	95.7%	0:41:27
Desert	50:21:13	207:51:13	10124	315	96.9%	0:39:35
JFK	116:46:03	310:16:03	3498	387	88.9%	0:48:06
<b>Totals</b>	<b>15,385:48:38</b>	<b>30,548:18:38</b>	<b>124,885</b>	<b>30,325</b>	<b>75.7%</b>	<b>1:00:27</b>

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

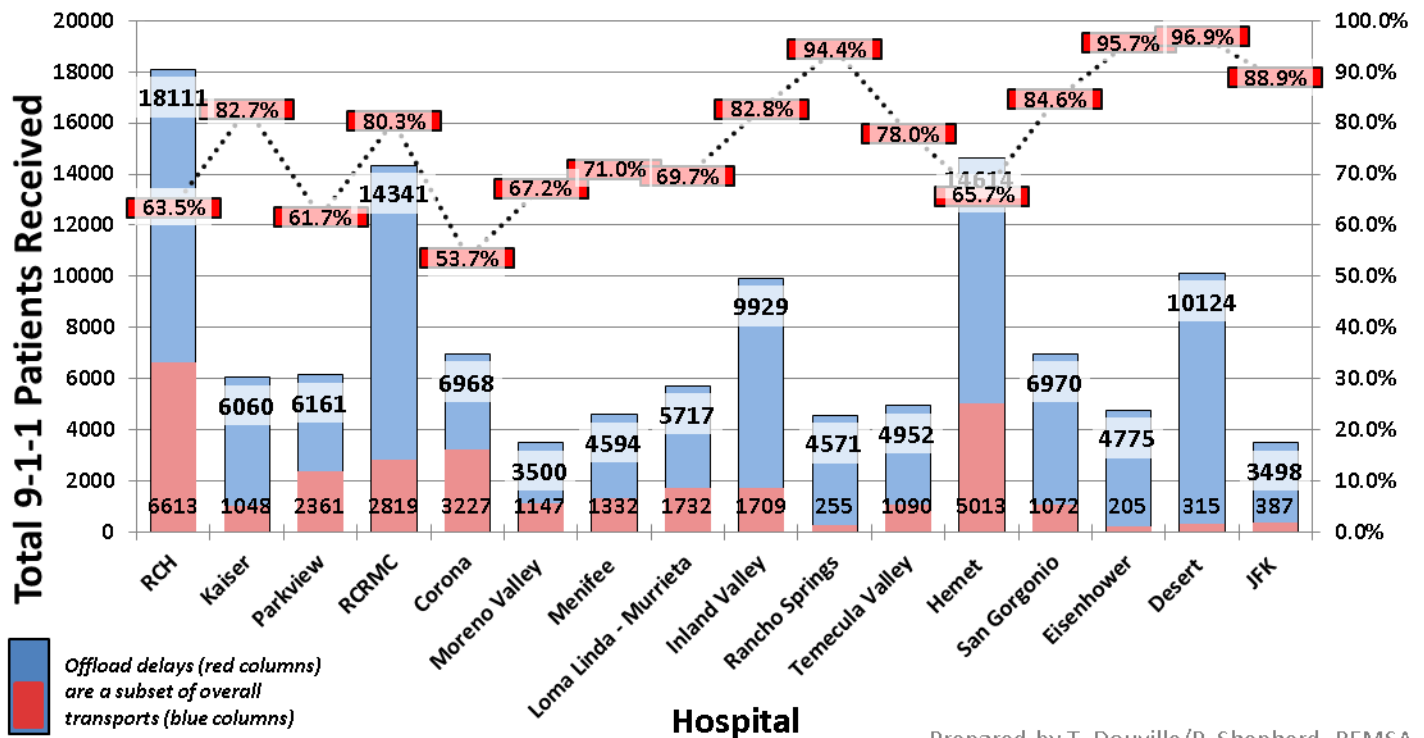
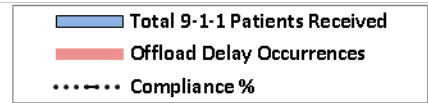
\*\* Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

## Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2016



Prepared by T. Douville/P. Shepherd, REMSA

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



Prepared by T. Douville/P. Shepherd, REMSA

**Ambulance Patient Offload Delays by Month: Offload Delay Time and Occurrences  
by hospital\* - Nov. – Jan. 2016**

Hospital	Nov. '15 Delay Hours	ALS 9-1-1 Trans.	Nov. '15 Offload Delays	Dec. '15 Delay Hours	ALS 9-1-1 Trans.	Dec. '15 Offload Delays	Jan. '16 Delay Hours	ALS 9-1-1 Trans.	Jan. '16 Offload Delays
<b>RCH</b>	105:00:58	1504	354	71:36:53	1598	281	184:37:43	1673	448
<b>Kaiser</b>	13:03:05	463	47	20:17:38	514	67	64:36:55	528	107
<b>Parkview</b>	20:40:23	463	77	50:10:31	510	110	104:26:32	594	198
<b>RCRMC</b>	76:53:45	1244	210	76:12:42	1256	204	121:36:27	1307	256
<b>Corona</b>	95:44:34	585	191	155:23:14	610	198	192:48:04	590	216
<b>Moreno Val.</b>	19:42:17	291	69	16:33:32	290	58	31:43:21	324	67
<b>Menifee</b>	18:51:43	341	51	30:38:55	356	52	110:20:25	414	126
<b>LLUMC –Murr.</b>	43:31:09	467	101	76:10:33	461	146	103:00:01	455	158
<b>Inland Valley</b>	62:15:43	803	137	44:52:07	785	119	120:44:12	817	162
<b>Rancho Spgs.</b>	3:34:22	359	9	5:39:17	397	18	13:13:51	425	43
<b>Temecula Val.</b>	33:12:05	449	90	27:00:52	443	77	35:50:07	458	91
<b>Hemet</b>	102:36:25	1261	271	159:12:09	1265	332	306:13:29	1297	444
<b>San Gorgonio</b>	18:54:15	523	64	36:35:47	597	91	83:39:25	614	164
<b>Eisenhower</b>	1:39:57	348	12	4:39:14	397	23	2:39:49	396	16
<b>Desert</b>	3:43:58	858	23	4:44:03	912	32	18:00:43	985	63
<b>JFK</b>	13:12:37	271	30	9:35:29	316	23	15:08:23	302	35
<b>Totals</b>	632:37:16	10,230	1,736	789:22:56	10,707	1,831	1508:39:27	11,179	2,594

\*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.