



# AMBULANCE PATIENT OFFLOAD DELAYS

**September 13, 2016**

*Report covers data YTD through August 31, 2016.*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

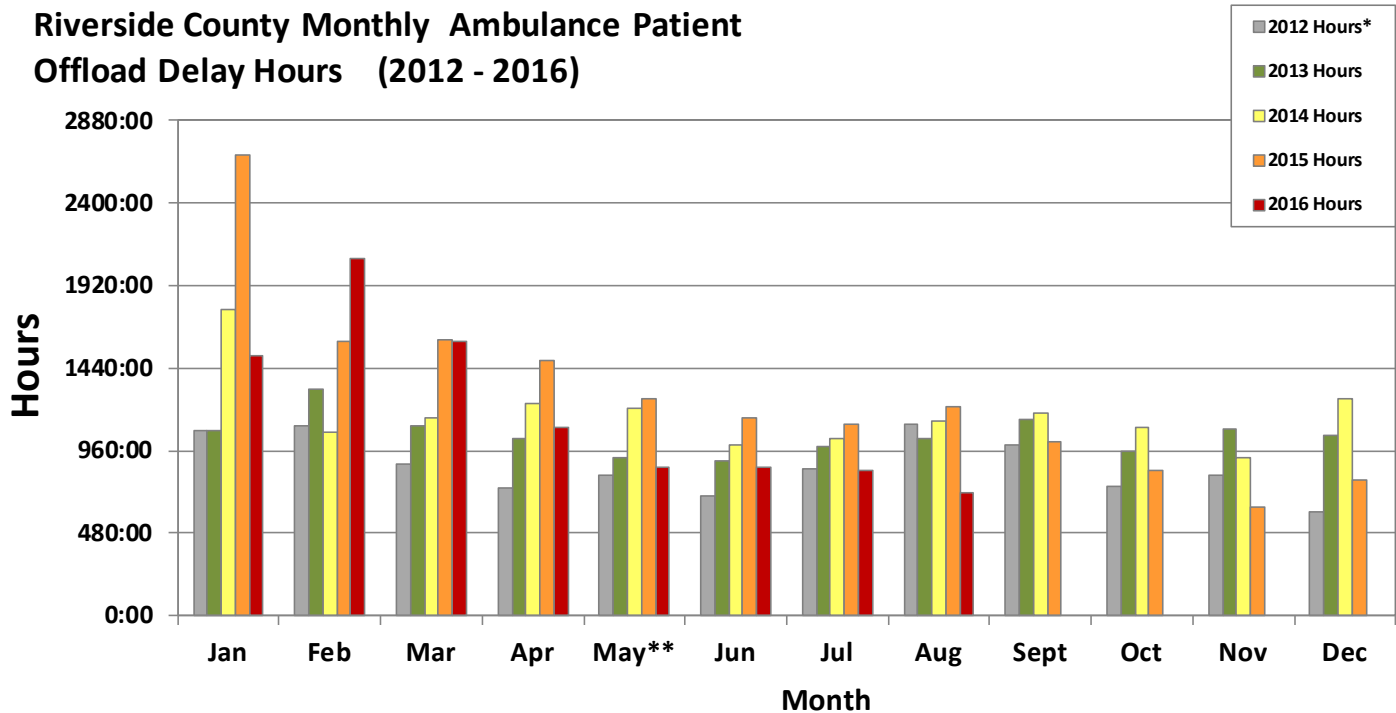
## Historical Data

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2012 through the present month of 2016 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes (years 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.

\*\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

### Riverside County Monthly Ambulance Patient Offload Delay Hours (2012 - 2016)



Key: High Low/Best

### 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
RUHS (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	Opened August 2013**		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 Gorgonio	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>1682:44:27</b>	<b>21,923</b>	<b>12576:35:54</b>	<b>23,815</b>	<b>14039:12:32</b>	<b>29,354</b>	<b>15385:48:38</b>	<b>30,325</b>

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

\*\*Temecula Valley 2013 totals represented for a partial year.

# AMBULANCE PATIENT OFFLOAD DELAYS AND COMPLIANCE COMPARISON

This data compares 2016 YTD to 2015 *YTD same period* (apples-to-apples) for: Ambulance Patient Offload Delays (APODs), 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.

Key: High Low/Best

## APOD Data, 2016 Year-to-Date: Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	1233:39:44	2747:09:44	12955	3027	76.6%	0:54:27
Kaiser	401:15:09	758:45:09	4137	715	82.7%	1:03:40
Parkview	960:07:31	1637:37:31	4339	1355	68.8%	1:12:31
RUHS (RCRMC)	801:17:29	1768:47:29	10539	1935	81.6%	0:54:51
Corona	887:33:28	1475:33:28	5110	1176	77.0%	1:15:17
Moreno Valley	376:53:12	745:53:12	2610	738	71.7%	1:00:38
Menifee	370:30:37	681:00:37	3284	621	81.1%	1:05:48
LLUMC –Murrieta	768:56:03	1415:56:03	3913	1294	66.9%	1:05:39
Inland Valley	907:38:49	1604:38:49	6789	1394	79.5%	1:09:04
Rancho Springs	158:39:12	347:39:12	3515	378	89.2%	0:55:11
Temecula Valley	268:59:25	653:29:25	3859	769	80.1%	0:50:59
Hemet	1775:45:32	3457:45:32	10256	3364	67.2%	1:01:40
San Geronio	377:23:44	795:53:44	4857	837	82.8%	0:57:03
Eisenhower	15:14:54	67:14:54	2786	104	96.3%	0:38:48
Desert	184:00:19	512:30:19	7774	657	91.5%	0:46:48
JFK	73:44:08	190:44:08	2676	234	91.3%	0:48:54
<b>Totals</b>	<b>9561:39:16</b>	<b>18860:39:16</b>	<b>89,399</b>	<b>18,598</b>	<b>79.2%</b>	<b>1:00:51</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).



## 2015 Year-to-Date Same Period Comparison (Apples-to-Apples)

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	2217:03:13	4745:03:13	11923	5056	57.6%	0:56:19
Kaiser	253:34:54	644:34:54	4035	782	80.6%	0:49:27
Parkview	1257:38:57	2228:38:57	4161	1942	53.3%	1:08:51
RUHS (RCRMC)	789:46:00	1830:46:00	9358	2082	77.8%	0:52:46
Corona	2072:42:43	3283:42:43	4683	2422	48.3%	1:21:21
Moreno Valley	340:03:58	771:33:58	2332	863	63.0%	0:53:39
Menifee	680:04:50	1215:04:50	3138	1070	65.9%	1:08:08
LLUMC –Murrieta	710:42:51	1343:42:51	3861	1266	67.2%	1:03:41
Inland Valley	514:16:29	1117:16:29	6659	1206	81.9%	0:55:35
Rancho Springs	59:58:00	151:28:00	3074	183	94.0%	0:49:40
Temecula Valley	287:52:19	660:52:19	3208	746	76.7%	0:53:09
Hemet	2540:15:56	4412:15:56	9569	3744	60.9%	1:10:43
San Geronio	247:49:50	602:19:50	4594	709	84.6%	0:50:58
Eisenhower	27:03:20	102:33:20	3400	151	95.6%	0:40:45
Desert	35:31:57	141:31:57	6652	212	96.8%	0:40:03
JFK	76:13:03	214:13:03	2353	276	88.3%	0:46:34
<b>Totals</b>	<b>12110:38:20</b>	<b>23465:38:20</b>	<b>83,000</b>	<b>22,710</b>	<b>72.6%</b>	<b>1:02:00</b>

Apples-to-Apples grid provides comparison data for the same Year-to-Date period in 2015 as 2016 Year-to-Date.

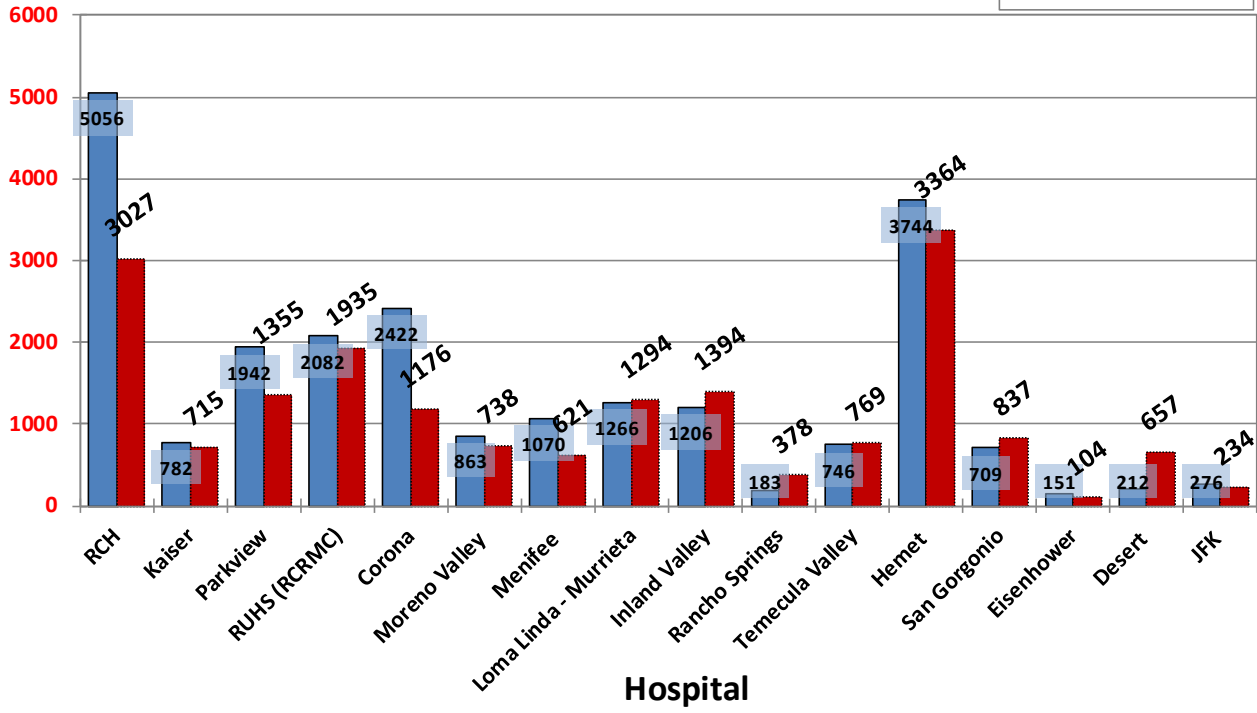
\* Includes the first 30 minutes of each Offload Delay.

\*\* 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 by Hospital  
Comparing 2016 YTD to 2015 YTD Same Period (Apples-to-Apples)**



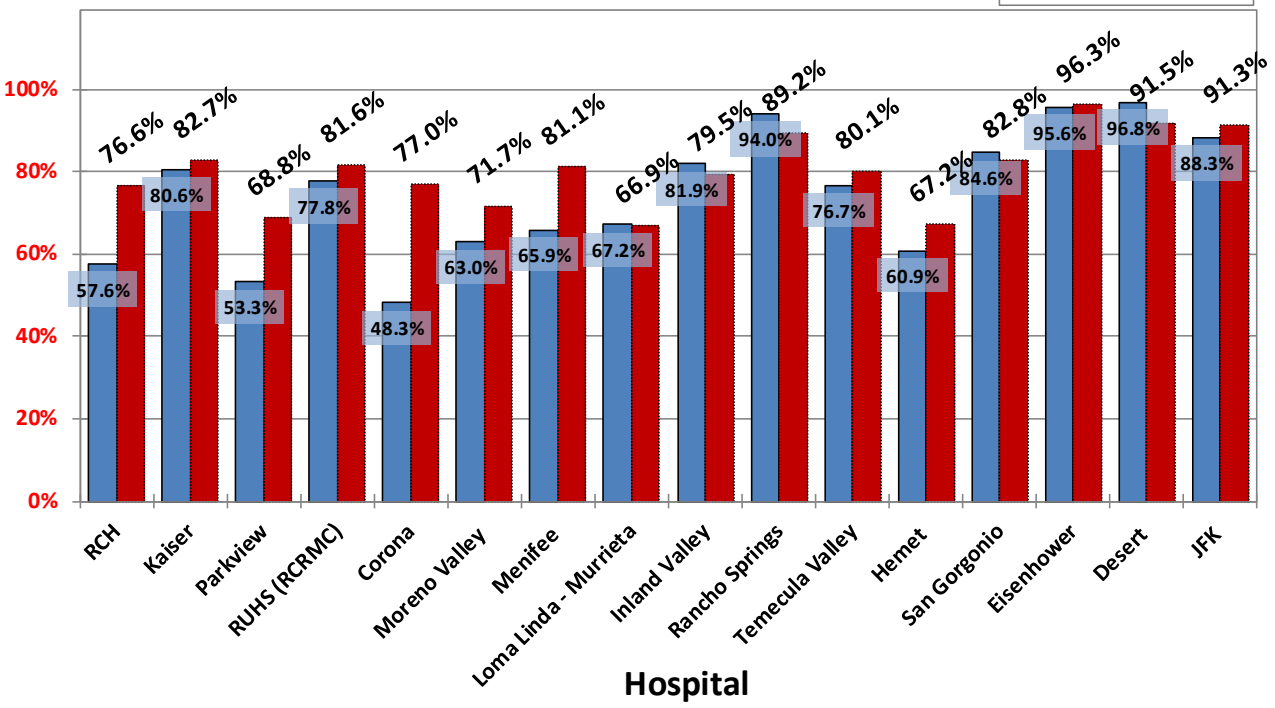
■ 2015 YTD Offload Delay Occurrences Same Period  
■ 2016 YTD Offload Delay Occurrences



**Riverside County Overall Compliance by Hospital  
Comparing 2016 YTD to 2015 YTD Same Period (Apples-to-Apples)**



■ 2015 YTD Overall Compliance Same Period  
■ 2016 YTD Overall Compliance



## 2016 3-MONTH AMBULANCE PATIENT OFFLOAD DELAYS BY HOSPITAL

This data shows the last three months' Total Delay Hours, Total 9-1-1 Transports, and Total Ambulance Patient Offload Delays by hospital.

### Offload Delay Time\* and Occurrences by hospital: June 2016 through August 2016

Hospital	Jun '16 Delay Hours	ALS 9-1-1 Trans.	Jun '16 Offload Delays	Jul '16 Delay Hours	ALS 9-1-1 Trans.	Jul '16** Offload Delays	Aug '16 Delay Hours	ALS 9-1-1 Trans.	Aug '16 Offload Delays
RCH	96:31:09	1621	322	67:17:46	1657	245	88:57:37	1589	307
Kaiser	9:54:17	471	36	16:59:03	464	43	18:12:53	551	50
Parkview	54:20:54	527	119	76:43:20	509	141	61:30:12	549	126
RUHS (RCRMC)	86:49:51	1353	241	97:23:10	1373	242	98:20:23	1276	227
Corona	49:51:52	608	108	80:25:03	703	134	72:28:20	705	137
Moreno Val.	85:10:02	349	134	21:36:12	262	48	26:59:23	320	69
Menifee	28:02:46	375	58	44:28:42	409	78	14:37:09	384	47
LLUMC –Murrieta	66:28:11	480	136	74:30:32	455	130	71:58:07	497	139
Inland Valley	74:10:48	863	133	109:44:53	833	153	61:54:20	804	123
Rancho Spgs.	12:47:40	404	38	10:56:25	449	34	8:05:10	402	23
Temecula Val.	19:26:44	474	76	48:20:19	500	123	32:28:46	500	100
Hemet	214:16:34	1253	429	166:55:12	1330	384	119:01:48	1327	316
San Geronio	48:15:05	617	112	14:04:14	603	52	19:55:21	569	57
Eisenhower	0:44:56	308	6	1:11:41	313	9	0:44:46	267	4
Desert	8:56:18	952	52	14:09:18	911	62	11:50:26	912	66
JFK	8:34:12	316	25	3:14:29	324	17	4:25:15	288	18
<b>Totals</b>	<b>864:21:19</b>	<b>10,971</b>	<b>3,225</b>	<b>848:00:19</b>	<b>11,095</b>	<b>1,895</b>	<b>711:29:56</b>	<b>10,940</b>	<b>1,809</b>

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

\*\*For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

*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.*