



AMBULANCE PATIENT OFFLOAD DELAYS

October 11, 2016

Report covers data YTD through September 30, 2016.

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

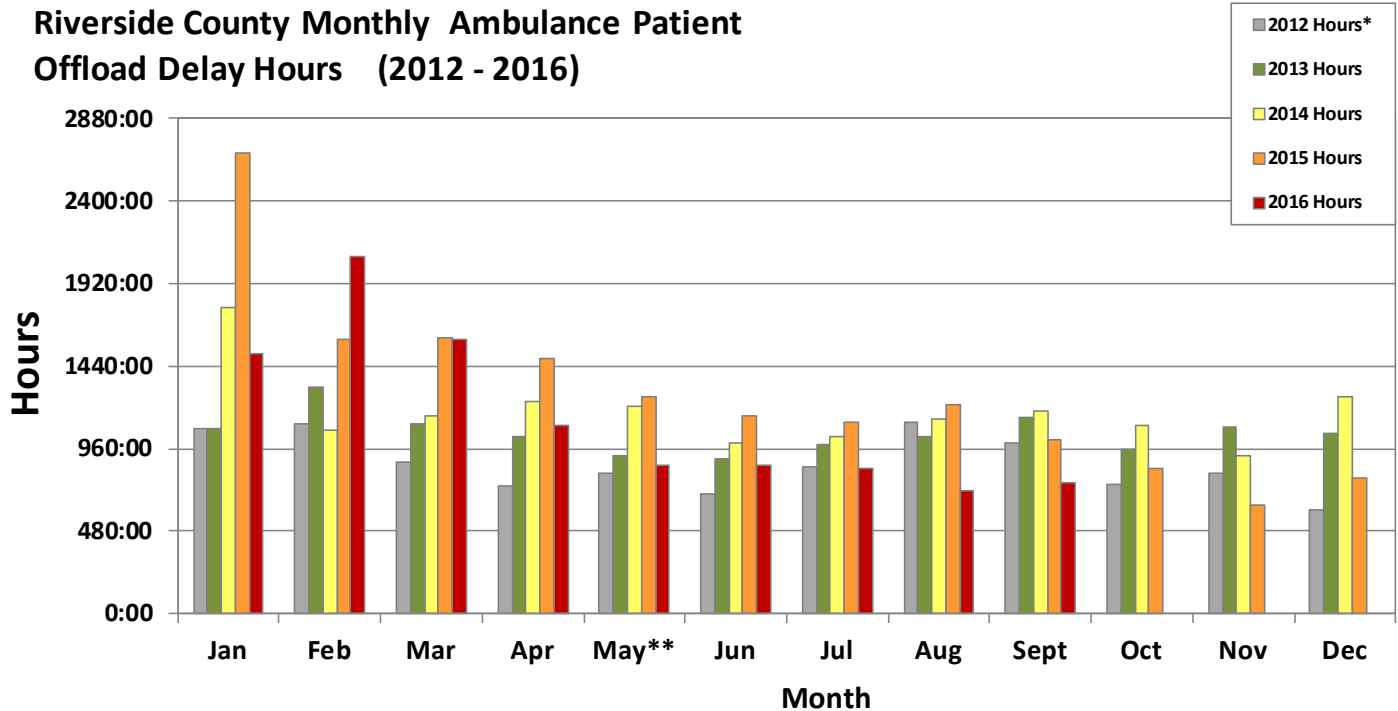
Historical Data

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
Totals	10443:33:24	21,923	12576:35:54	23,815	14039:12:32	29,354	15385:48:38	30,325

*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	1372:25:06	3082:55:06	14573	3421	76.5%	0:54:04
Kaiser	420:51:30	812:21:30	4701	783	83.3%	1:02:15
Parkview	1002:19:40	1731:49:40	4855	1459	69.9%	1:11:13
RUHS (RCRMC)	921:58:15	2032:28:15	11856	2221	81.3%	0:54:54
Corona	941:04:42	1588:04:42	5746	1294	77.5%	1:13:38
Moreno Valley	398:18:36	795:48:36	2908	795	72.7%	1:00:04
Menifee	394:23:47	729:53:47	3648	671	81.6%	1:05:16
LLUMC –Murrieta	853:13:03	1569:13:03	4391	1432	67.4%	1:05:45
Inland Valley	964:47:19	1717:47:19	7622	1506	80.2%	1:08:26
Rancho Springs	175:06:18	388:06:18	3916	426	89.1%	0:54:40
Temecula Valley	303:56:32	738:56:32	4356	870	80.0%	0:50:58
Hemet	1907:12:44	3748:12:44	11592	3682	68.2%	1:01:05
San Geronio	385:32:01	823:02:01	5482	875	84.0%	0:56:26
Eisenhower	17:23:15	74:23:15	3082	114	96.3%	0:39:09
Desert	189:40:13	534:40:13	8557	690	91.9%	0:46:30
JFK	78:05:36	203:05:36	2966	250	91.6%	0:48:45
Totals	10326:18:37	20570:48:37	100,251	20,489	79.6%	1:00:14

* 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	2440:50:19	5232:50:19	13437	5584	58.4%	0:56:14
Kaiser	292:23:06	732:23:06	4565	880	80.7%	0:49:56
Parkview	1294:34:59	2325:04:59	4656	2061	55.7%	1:07:41
RUHS (RCRMC)	835:48:02	1950:48:02	10583	2230	78.9%	0:52:29
Corona	2261:58:37	3589:58:37	5232	2656	49.2%	1:21:06
Moreno Valley	388:09:36	863:09:36	2639	950	64.0%	0:54:31
Menifee	736:06:20	1318:36:20	3545	1165	67.1%	1:07:55
LLUMC –Murrieta	769:46:10	1454:16:10	4341	1369	68.5%	1:03:44
Inland Valley	565:27:21	1229:27:21	7500	1328	82.3%	0:55:33
Rancho Springs	65:54:51	171:24:51	3452	211	93.9%	0:48:45
Temecula Valley	317:46:20	735:46:20	3651	836	77.1%	0:52:48
Hemet	2718:05:16	4753:35:16	10826	4071	62.4%	1:10:04
San Geronio	285:54:12	693:54:12	5234	816	84.4%	0:51:01
Eisenhower	28:27:46	108:27:46	3720	160	95.7%	0:40:40
Desert	39:52:12	161:22:12	7484	243	96.8%	0:39:51
JFK	82:19:46	229:19:46	2618	294	88.8%	0:46:48
Totals	13123:24:53	25550:24:53	93,483	24,854	73.4%	1:01:41

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

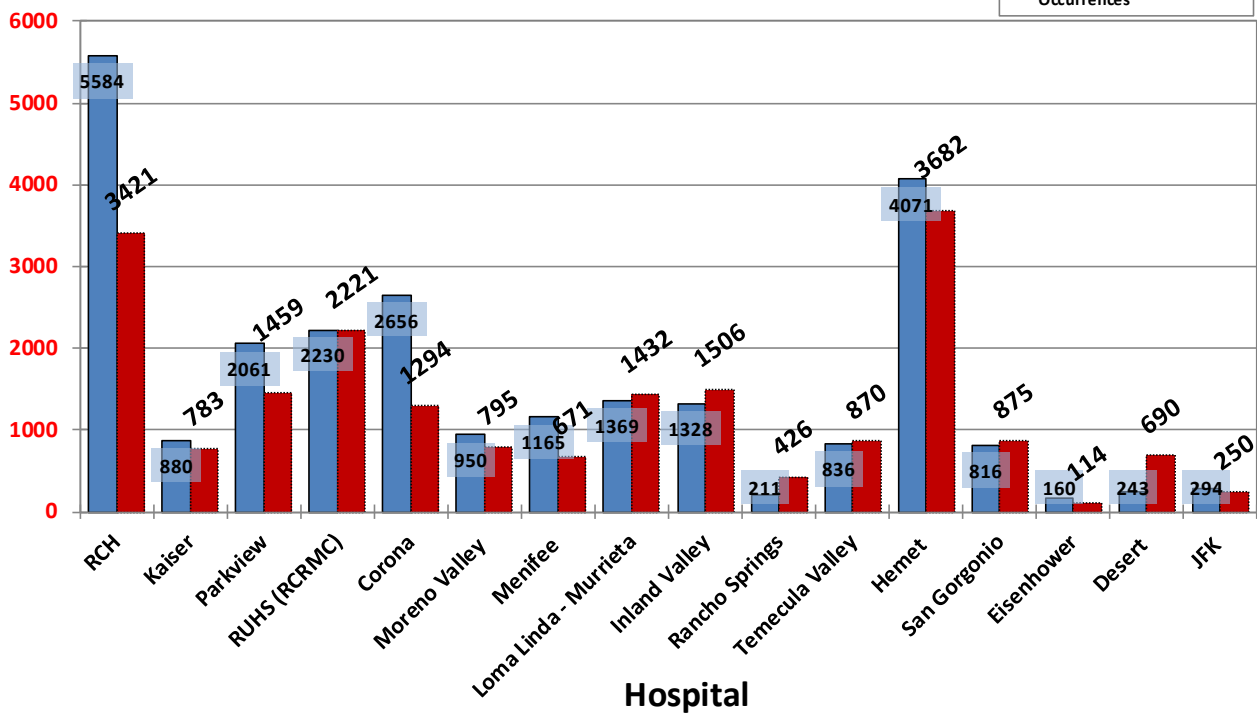
* Includes the first 30 minutes of each Offload Delay.

** 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)



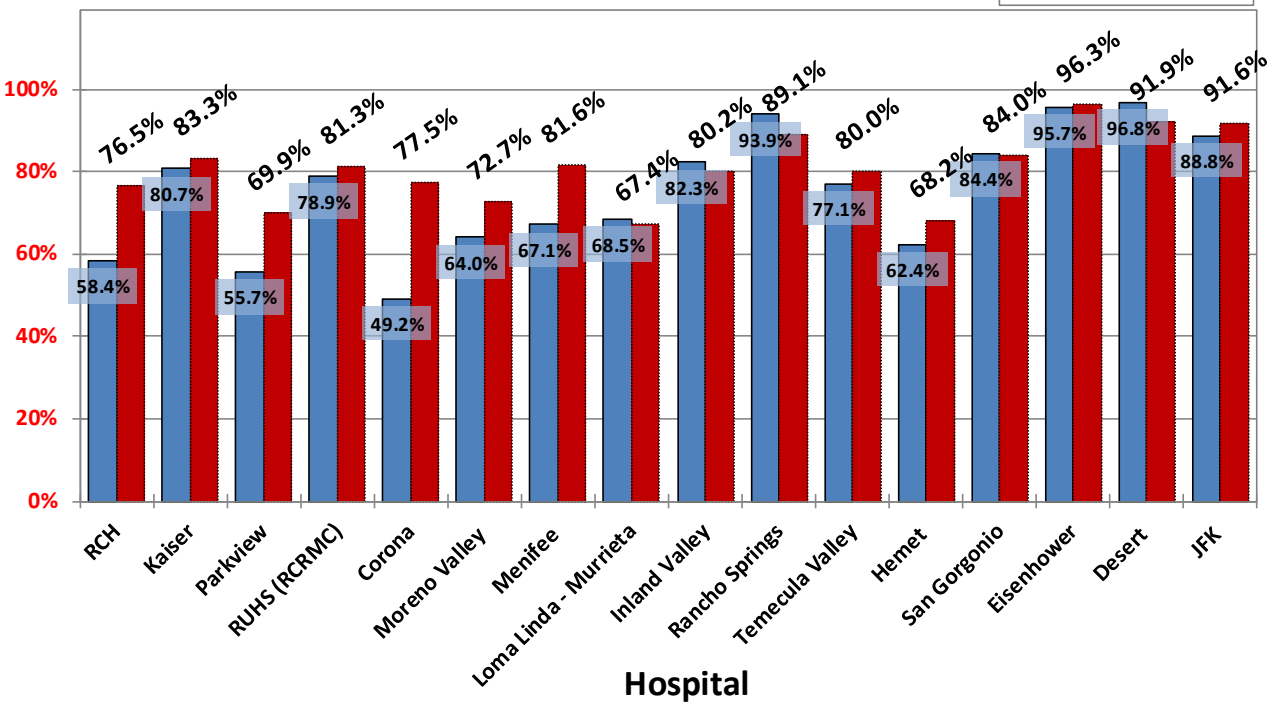
■ 2015 YTD Offload Delay Occurrences Same Period
■ 2016 YTD Offload Delay Occurrences



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.

Key: High Low/Best

Offload Delay Time* and Occurrences by hospital: July 2016 through September 2016

Hospital	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	Sep '16 Delay Hours	ALS 9-1-1 Trans.	Sep '16 Offload Delays
RCH	67:17:46	1657	245	88:57:37	1589	307	138:45:22	1618	394
Kaiser	16:59:03	464	43	18:12:53	551	50	19:36:21	564	68
Parkview	76:43:20	509	141	61:30:12	549	126	42:12:09	516	104
RUHS (RCRMC)	97:23:10	1373	242	98:20:23	1276	227	120:40:46	1317	286
Corona	80:25:03	703	134	72:28:20	705	137	53:31:14	636	118
Moreno Val.	21:36:12	262	48	26:59:23	320	69	21:25:24	298	57
Menifee	44:28:42	409	78	14:37:09	384	47	23:53:10	364	50
LLUMC –Murrieta	74:30:32	455	130	71:58:07	497	139	84:17:00	478	138
Inland Valley	109:44:53	833	153	61:54:20	804	123	57:08:30	833	112
Rancho Spgs.	10:56:25	449	34	8:05:10	402	23	16:27:06	401	48
Temecula Val.	48:20:19	500	123	32:28:46	500	100	34:57:07	497	101
Hemet	166:55:12	1330	384	119:01:48	1327	316	131:27:12	1336	318
San Geronio	14:04:14	603	52	19:55:21	569	57	8:08:17	625	38
Eisenhower	1:11:41	313	9	0:44:46	267	4	2:08:21	296	10
Desert	14:09:18	911	62	11:50:26	912	66	5:39:54	783	33
JFK	3:14:29	324	17	4:25:15	288	18	4:21:28	290	16
Totals	848:00:19	11,095	3,225	711:29:56	10,940	1,809	764:39:21	10,852	1,891

*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.