



# AMBULANCE PATIENT OFFLOAD DELAYS

**November 8, 2016**

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

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

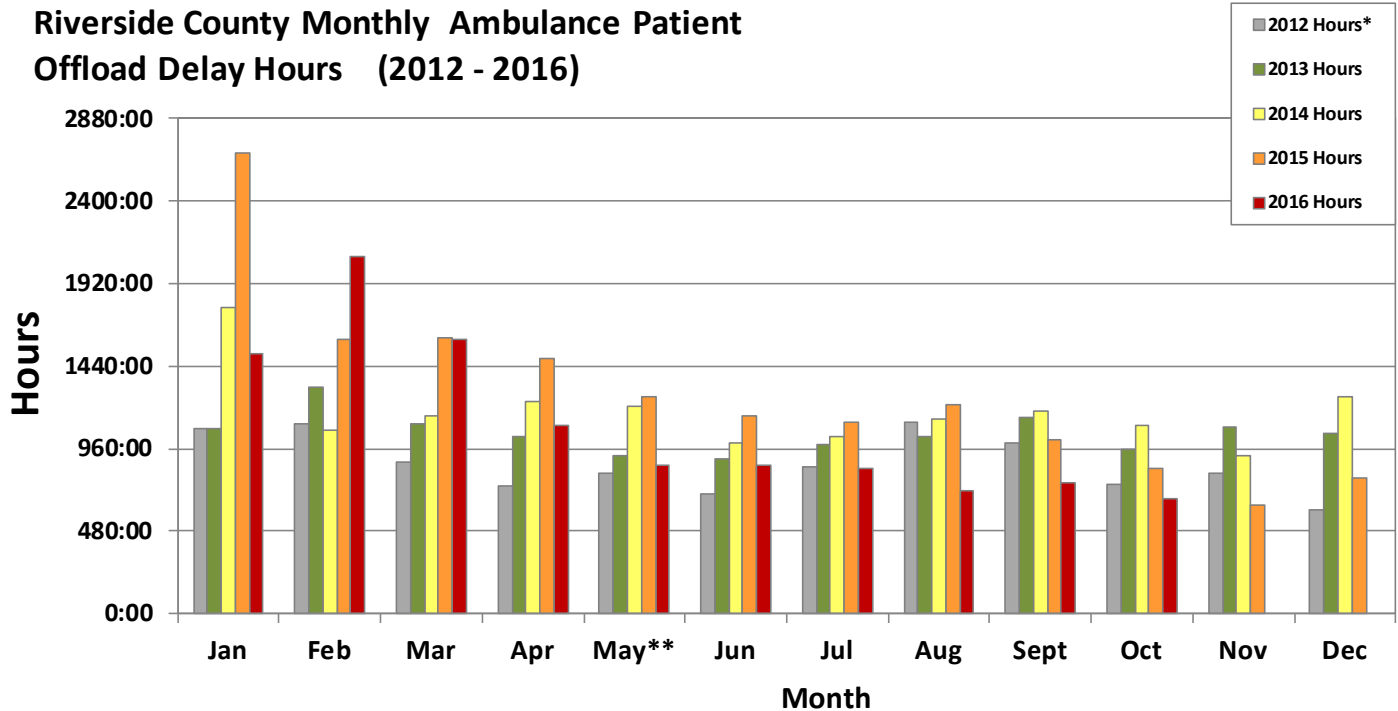
## Historical Data

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>10443:33:24</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	1463:49:21	3324:49:21	16312	3722	77.2%	0:53:36
Kaiser	429:22:00	838:22:00	5198	818	84.3%	1:01:30
Parkview	1050:39:46	1831:39:46	5347	1562	70.8%	1:10:22
RUHS (RCRMC)	1007:25:40	2217:55:40	13147	2421	81.6%	0:54:58
Corona	990:51:28	1684:21:28	6320	1387	78.1%	1:12:52
Moreno Valley	405:02:14	815:02:14	3206	820	74.4%	0:59:38
Menifee	438:06:20	813:36:20	4029	751	81.4%	1:05:00
LLUMC –Murrieta	932:23:33	1716:23:33	4877	1568	67.8%	1:05:41
Inland Valley	1006:47:15	1804:17:15	8477	1595	81.2%	1:07:52
Rancho Springs	183:56:58	411:26:58	4329	455	89.5%	0:54:15
Temecula Valley	324:21:37	788:21:37	4861	928	80.9%	0:50:58
Hemet	2060:47:41	4069:47:41	12864	4018	68.8%	1:00:46
San Geronio	398:20:10	860:50:10	5999	925	84.6%	0:55:50
Eisenhower	18:08:28	78:08:28	3404	120	96.5%	0:39:04
Desert	198:53:13	568:23:13	9445	739	92.2%	0:46:09
JFK	87:02:33	225:02:33	3305	276	91.6%	0:48:55
<b>Totals</b>	<b>10995:58:17</b>	<b>22048:28:17</b>	<b>111,120</b>	<b>22,105</b>	<b>80.1%</b>	<b>0:59:51</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	2596:27:28	5585:27:28	15009	5978	60.2%	0:56:04
Kaiser	305:30:50	772:30:50	5083	934	81.6%	0:49:38
Parkview	1337:47:54	2424:47:54	5188	2174	58.1%	1:06:55
RUHS (RCRMC)	898:22:00	2100:52:00	11841	2405	79.7%	0:52:25
Corona	2401:13:19	3820:13:19	5773	2838	50.8%	1:20:46
Moreno Valley	415:18:34	925:18:34	2919	1020	65.1%	0:54:26
Menifee	774:56:47	1389:26:47	3897	1229	68.5%	1:07:50
LLUMC –Murrieta	826:36:26	1569:06:26	4789	1485	69.0%	1:03:24
Inland Valley	607:21:28	1333:51:28	8341	1453	82.6%	0:55:05
Rancho Springs	70:00:13	184:00:13	3815	228	94.0%	0:48:25
Temecula Valley	350:52:46	812:22:46	4060	923	77.3%	0:52:49
Hemet	2891:53:59	5096:53:59	12088	4410	63.5%	1:09:21
San Geronio	318:47:18	777:17:18	5850	917	84.3%	0:50:52
Eisenhower	32:48:15	117:48:15	4030	170	95.8%	0:41:35
Desert	41:53:12	171:53:12	8354	260	96.9%	0:39:40
JFK	93:57:57	260:57:57	2911	334	88.5%	0:46:53
<b>Totals</b>	<b>13963:48:26</b>	<b>27342:48:26</b>	<b>103,948</b>	<b>26,758</b>	<b>74.3%</b>	<b>1:01:19</b>

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

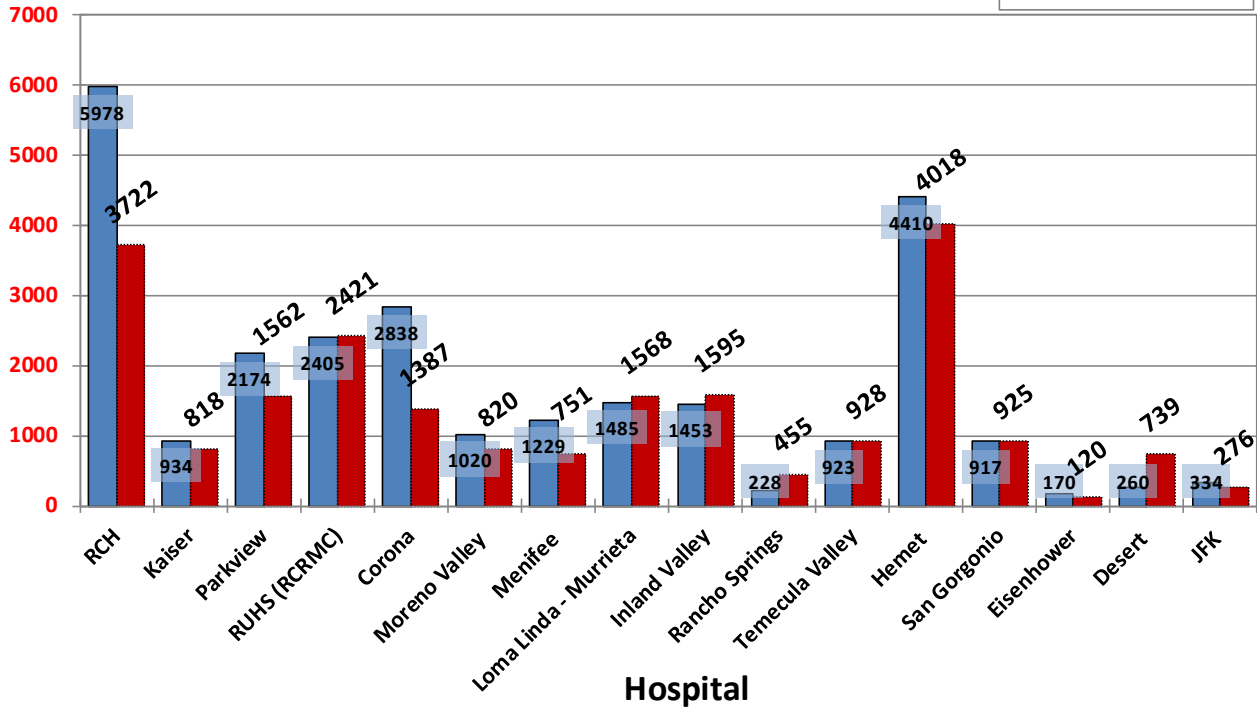
\* Includes the first 30 minutes of each Offload Delay.

\*\* 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)**



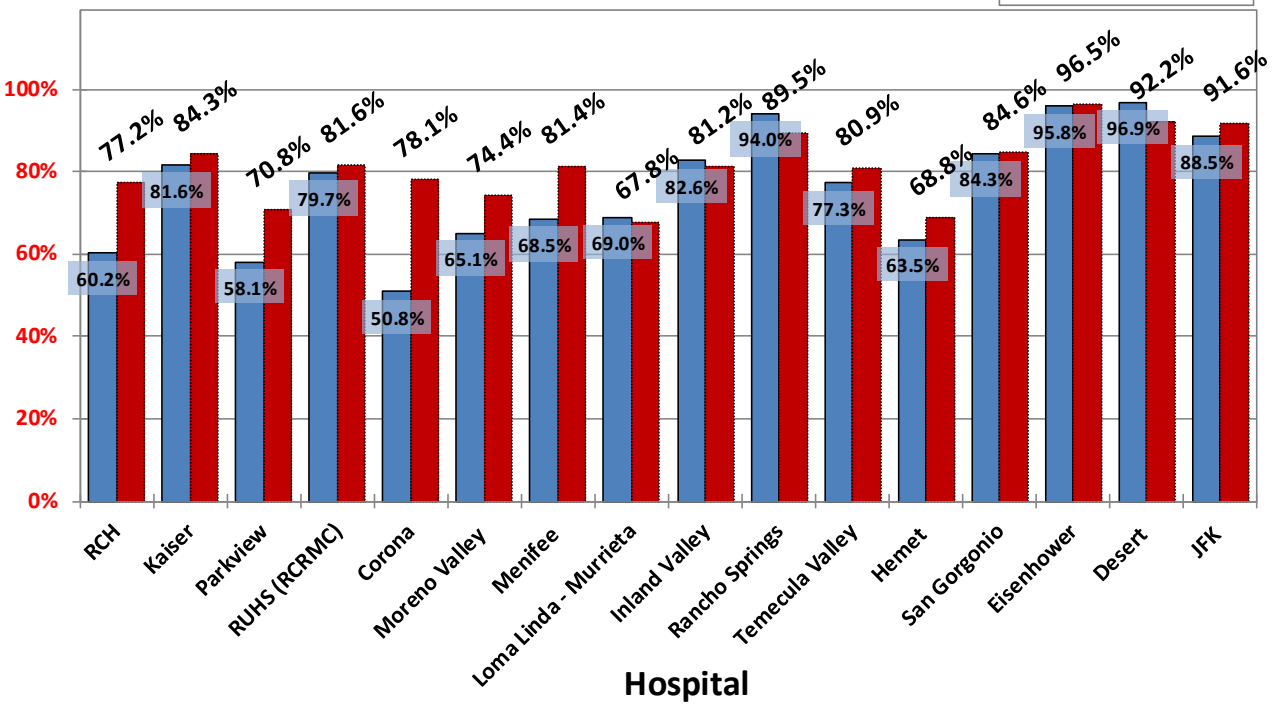
■ 2015 YTD Offload Delay Occurrences Same Period  
■ 2016 YTD Offload Delay Occurrences



**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.

Key: High Low/Best

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

Hospital	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	Oct '16 Delay Hours	ALS 9-1-1 Trans.	Oct '16 Offload Delays
RCH	88:57:37	1589	307	138:45:22	1618	394	91:24:15	1739	301
Kaiser	18:12:53	551	50	19:36:21	564	68	8:30:30	497	35
Parkview	61:30:12	549	126	42:12:09	516	104	48:20:06	492	103
RUHS (RCRMC)	98:20:23	1276	227	120:40:46	1317	286	85:27:25	1291	200
Corona	72:28:20	705	137	53:31:14	636	118	49:46:46	574	93
Moreno Val.	26:59:23	320	69	21:25:24	298	57	6:43:38	298	25
Menifee	14:37:09	384	47	23:53:10	364	50	43:42:33	381	80
LLUMC –Murrieta	71:58:07	497	139	84:17:00	478	138	79:10:30	486	136
Inland Valley	61:54:20	804	123	57:08:30	833	112	41:59:56	855	89
Rancho Spgs.	8:05:10	402	23	16:27:06	401	48	8:50:40	413	29
Temecula Val.	32:28:46	500	100	34:57:07	497	101	20:25:05	505	58
Hemet	119:01:48	1327	316	131:27:12	1336	318	153:34:57	1272	336
San Geronio	19:55:21	569	57	8:08:17	625	38	12:48:09	517	50
Eisenhower	0:44:46	267	4	2:08:21	296	10	0:45:13	322	6
Desert	11:50:26	912	66	5:39:54	783	33	9:13:00	888	49
JFK	4:25:15	288	18	4:21:28	290	16	8:56:57	339	26
<b>Totals</b>	<b>711:29:56</b>	<b>10,940</b>	<b>3,225</b>	<b>764:39:21</b>	<b>10,852</b>	<b>1,891</b>	<b>669:39:40</b>	<b>10,869</b>	<b>1,616</b>

\*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.