



AMBULANCE PATIENT OFFLOAD DELAYS

December 13, 2016

Report covers data YTD through November 30, 2016.

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

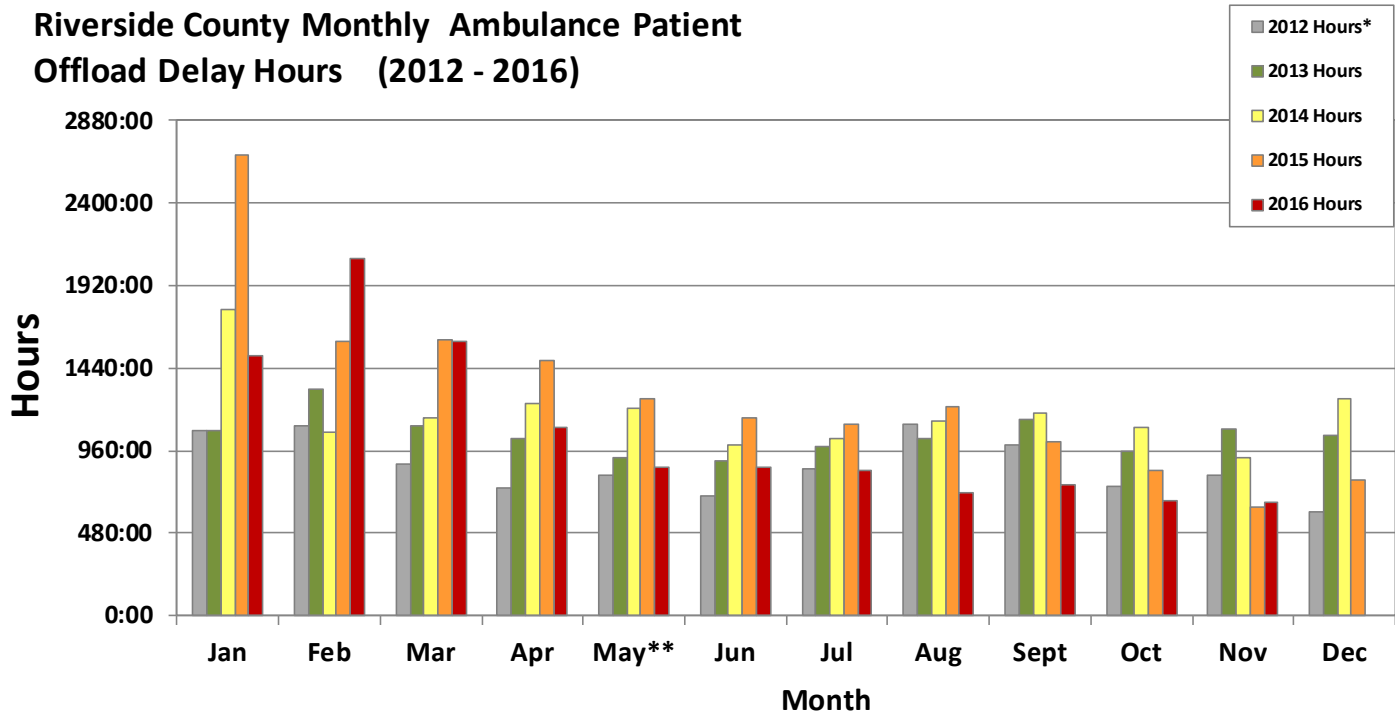
Historical Data

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	1568:50:32	3613:20:32	17831	4089	77.1%	0:53:01
Kaiser	442:48:32	877:18:32	5696	869	84.7%	1:00:34
Parkview	1088:23:09	1922:23:09	5844	1668	71.5%	1:09:09
RUHS (RCRMC)	1069:04:05	2367:34:05	14351	2597	81.9%	0:54:42
Corona	1034:36:30	1771:06:30	6982	1473	78.9%	1:12:09
Moreno Valley	415:54:14	844:54:14	3488	858	75.4%	0:59:05
Menifee	473:26:53	881:56:53	4413	817	81.5%	1:04:46
LLUMC –Murrieta	1051:26:10	1918:56:10	5386	1735	67.8%	1:06:22
Inland Valley	1040:55:11	1876:55:11	9246	1672	81.9%	1:07:21
Rancho Springs	193:27:07	437:57:07	4714	489	89.6%	0:53:44
Temecula Valley	351:57:07	863:27:07	5401	1023	81.1%	0:50:39
Hemet	2192:37:38	4350:37:38	14157	4316	69.5%	1:00:29
San Geronio	407:57:18	890:27:18	6554	965	85.3%	0:55:22
Eisenhower	18:55:47	81:55:47	3694	126	96.6%	0:39:01
Desert	208:53:40	600:23:40	10319	783	92.4%	0:46:00
JFK	91:40:16	238:40:16	3628	294	91.9%	0:48:43
Totals	11650:54:09	23537:54:09	121,704	23,774	80.5%	0:59:24

* 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	2701:28:26	5867:28:26	16513	6332	61.7%	0:55:36
Kaiser	318:33:55	809:03:55	5546	981	82.3%	0:49:29
Parkview	1358:28:17	2483:58:17	5651	2251	60.2%	1:06:13
RUHS (RCRMC)	975:15:45	2282:45:45	13085	2615	80.0%	0:52:23
Corona	2496:57:53	4011:27:53	6358	3029	52.4%	1:19:28
Moreno Valley	435:00:51	979:30:51	3210	1089	66.1%	0:53:58
Menifee	793:48:30	1433:48:30	4238	1280	69.8%	1:07:13
LLUMC –Murrieta	870:07:35	1663:07:35	5256	1586	69.8%	1:02:55
Inland Valley	669:37:11	1464:37:11	9144	1590	82.6%	0:55:16
Rancho Springs	73:34:35	192:04:35	4174	237	94.3%	0:48:38
Temecula Valley	384:04:51	890:34:51	4509	1013	77.5%	0:52:45
Hemet	2994:30:24	5335:00:24	13349	4681	64.9%	1:08:23
San Geronio	337:41:33	828:11:33	6373	981	84.6%	0:50:39
Eisenhower	34:28:12	125:28:12	4378	182	95.8%	0:41:22
Desert	45:37:10	187:07:10	9212	283	96.9%	0:39:40
JFK	107:10:34	289:10:34	3182	364	88.6%	0:47:40
Totals	14596:25:42	28843:25:42	114,178	28,494	75.0%	1:00:44

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

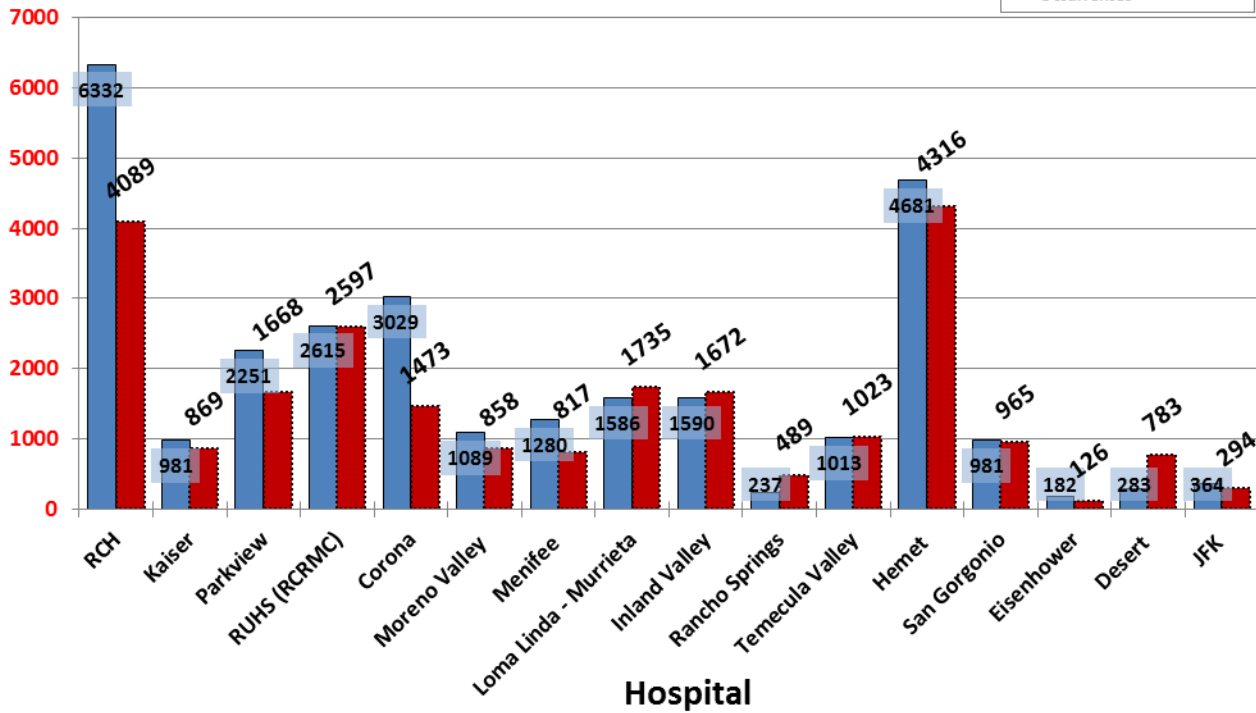
* Includes the first 30 minutes of each Offload Delay.

** 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)



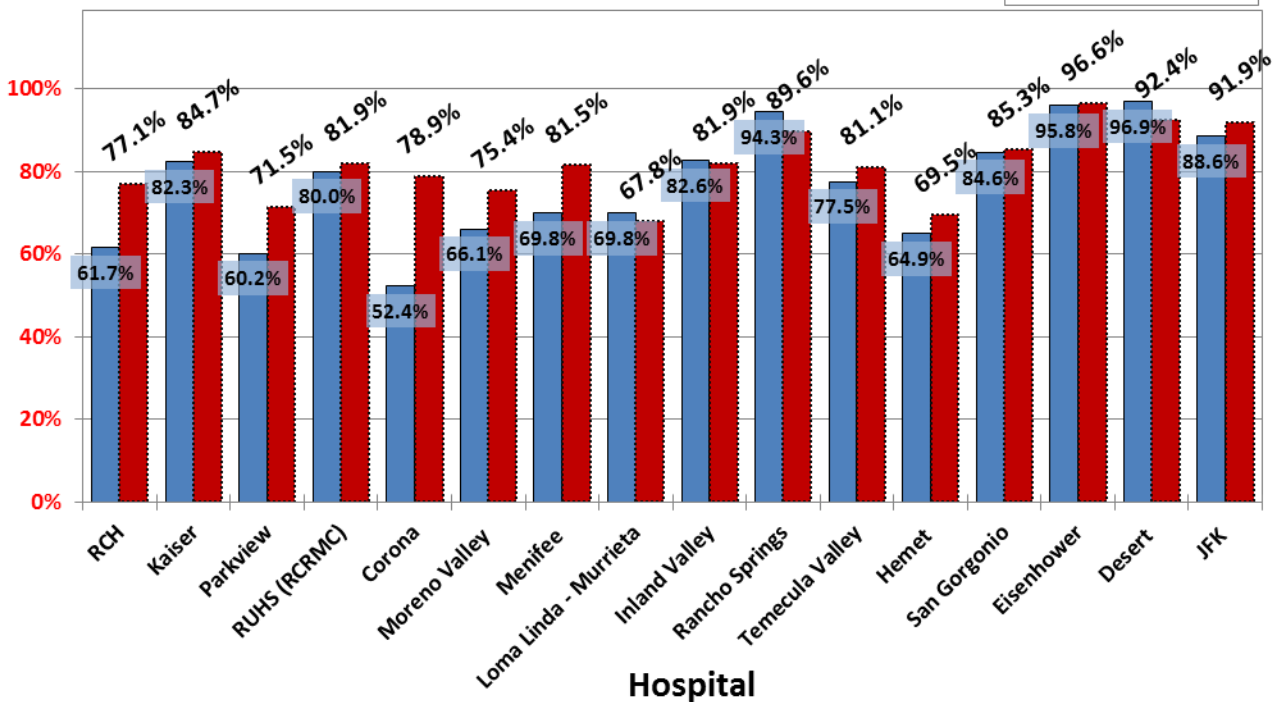
■ 2015 YTD Offload Delay Occurrences Same Period
■ 2016 YTD Offload Delay Occurrences



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: September 2016 through November 2016

Hospital	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	Nov '16 Delay Hours	ALS 9-1-1 Trans.	Nov '16 Offload Delays
RCH	138:45:22	1618	394	91:24:15	1739	301	105:01:11	1519	367
Kaiser	19:36:21	564	68	8:30:30	497	35	13:26:32	498	51
Parkview	42:12:09	516	104	48:20:06	492	103	37:43:23	497	106
RUHS (RCRMC)	120:40:46	1317	286	85:27:25	1291	200	61:38:25	1204	176
Corona	53:31:14	636	118	49:46:46	574	93	43:45:02	662	86
Moreno Val.	21:25:24	298	57	6:43:38	298	25	10:52:00	282	38
Menifee	23:53:10	364	50	43:42:33	381	80	35:20:33	384	66
LLUMC –Murrieta	84:17:00	478	138	79:10:30	486	136	119:02:37	509	167
Inland Valley	57:08:30	833	112	41:59:56	855	89	34:07:56	769	77
Rancho Spgs.	16:27:06	401	48	8:50:40	413	29	9:30:09	385	34
Temecula Val.	34:57:07	497	101	20:25:05	505	58	27:35:30	540	95
Hemet	131:27:12	1336	318	153:34:57	1272	336	131:49:57	1293	298
San Gorgonio	8:08:17	625	38	12:48:09	517	50	9:37:08	555	40
Eisenhower	2:08:21	296	10	0:45:13	322	6	0:47:19	290	6
Desert	5:39:54	783	33	9:13:00	888	49	10:00:27	874	44
JFK	4:21:28	290	16	8:56:57	339	26	4:37:43	323	18
Totals	764:39:21	10,852	3,225	669:39:40	10,869	1,616	654:55:52	10,584	1,669

*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.