



# AMBULANCE PATIENT OFFLOAD DELAYS

January 5, 2017

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

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

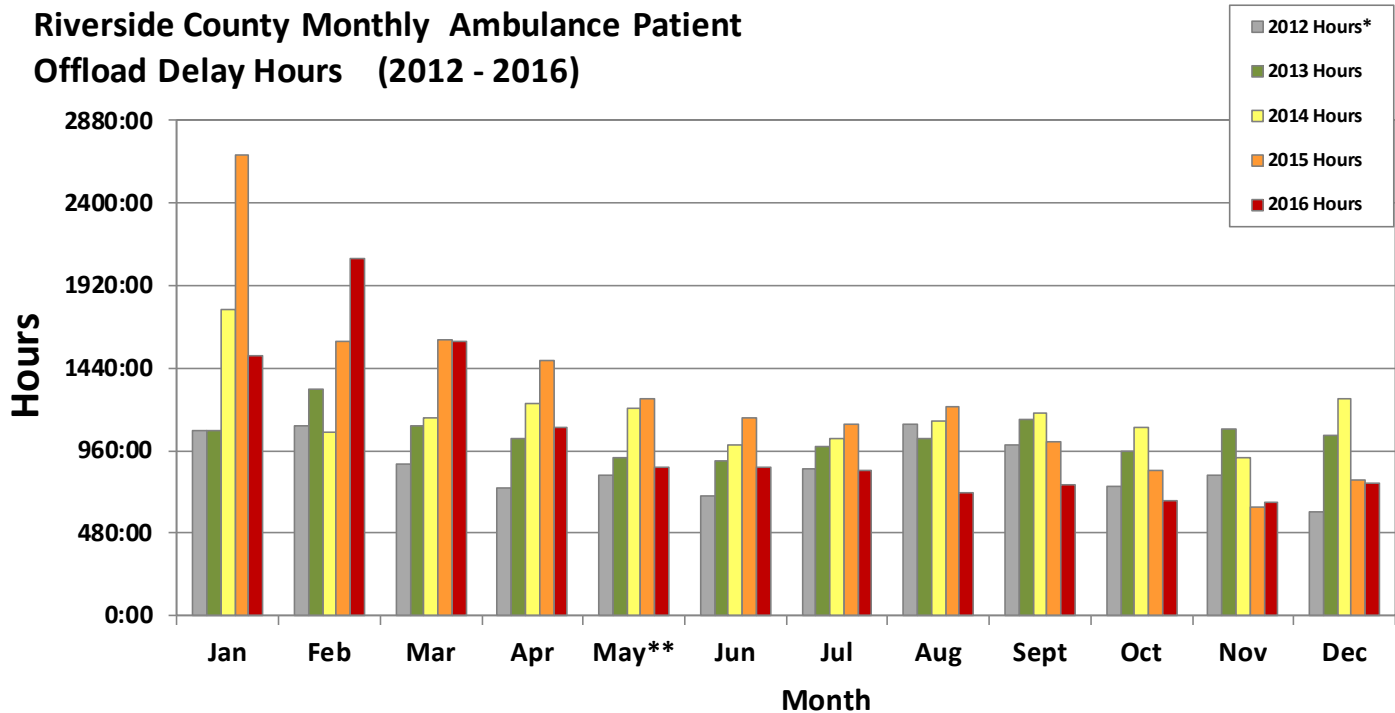
## Historical Data

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	<i>Opened August 2013</i>		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	1787:26:55	4094:26:55	19484	4614	76.3%	0:53:15
Kaiser	465:33:00	930:33:00	6274	930	85.2%	1:00:02
Parkview	1134:19:15	2018:49:15	6373	1769	72.2%	1:08:28
RUHS (RCRMC)	1123:05:32	2491:35:32	15590	2737	82.4%	0:54:37
Corona	1075:15:51	1857:15:51	7638	1564	79.5%	1:11:15
Moreno Valley	430:15:55	883:45:55	3820	907	76.3%	0:58:28
Menifee	500:34:37	938:34:37	4805	876	81.8%	1:04:17
LLUMC –Murrieta	1168:23:51	2127:53:51	5939	1919	67.7%	1:06:32
Inland Valley	1071:04:04	1944:04:04	10046	1746	82.6%	1:06:48
Rancho Springs	205:36:23	471:36:23	5168	532	89.7%	0:53:11
Temecula Valley	379:14:24	935:44:24	5933	1113	81.2%	0:50:27
Hemet	2318:48:58	4645:18:58	15549	4653	70.1%	0:59:54
San Geronio	424:02:30	938:02:30	7195	1028	85.7%	0:54:45
Eisenhower	20:21:13	89:21:13	4053	138	96.6%	0:38:51
Desert	220:54:58	639:54:58	11275	838	92.6%	0:45:49
JFK	95:17:21	250:47:21	3970	311	92.2%	0:48:23
<b>Totals</b>	<b>12420:14:47</b>	<b>25257:44:47</b>	<b>133,112</b>	<b>25,675</b>	<b>80.7%</b>	<b>0:59:01</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	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
RUHS (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>15385:48:38</b>	<b>30548:18:38</b>	<b>124,885</b>	<b>30,325</b>	<b>75.7%</b>	<b>1:00:27</b>

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

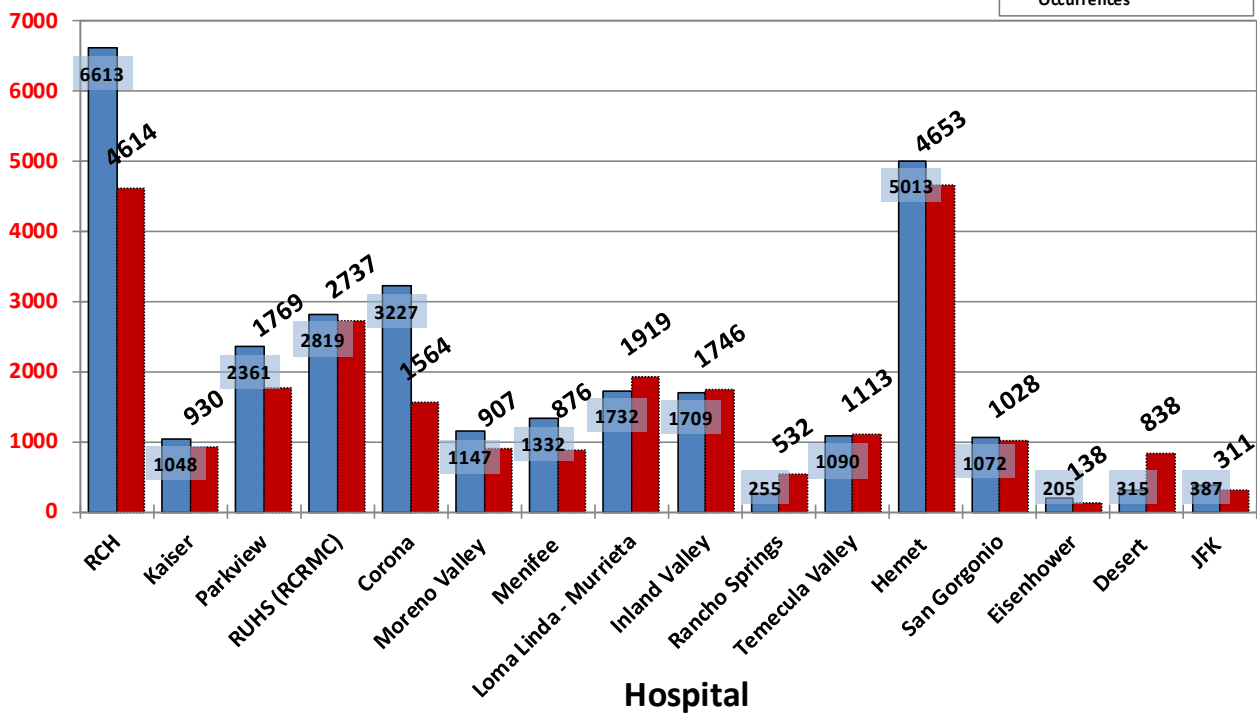
\* Includes the first 30 minutes of each Offload Delay.

\*\* 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)



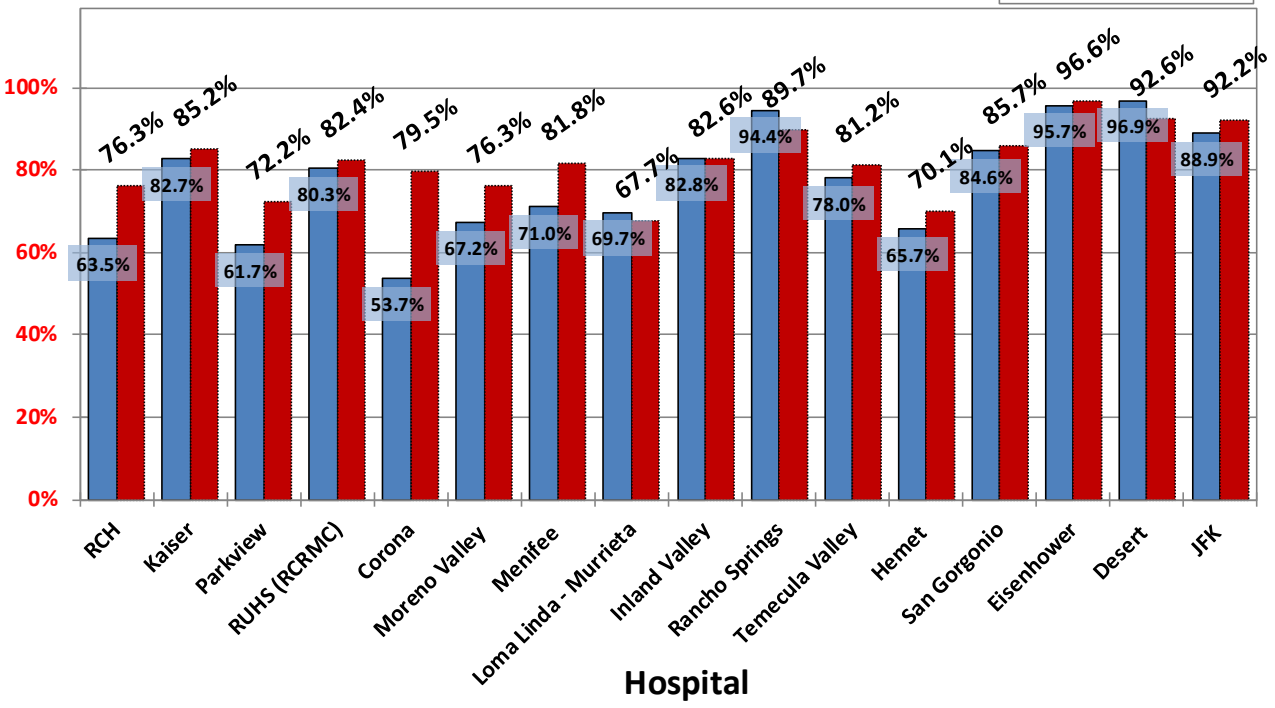
■ 2015 YTD Offload Delay Occurrences Same Period  
■ 2016 YTD Offload Delay Occurrences



### 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: October 2016 through December 2016

Hospital	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	Dec '16 Delay Hours	ALS 9-1-1 Trans.	Dec '16 Offload Delays
RCH	91:24:15	1739	301	105:01:11	1519	367	218:36:23	1653	525
Kaiser	8:30:30	497	35	13:26:32	498	51	22:44:28	578	61
Parkview	48:20:06	492	103	37:43:23	497	106	45:56:06	529	101
RUHS (RCRMC)	85:27:25	1291	200	61:38:25	1204	176	54:01:27	1239	140
Corona	49:46:46	574	93	43:45:02	662	86	40:39:21	656	91
Moreno Val.	6:43:38	298	25	10:52:00	282	38	14:21:41	332	49
Menifee	43:42:33	381	80	35:20:33	384	66	27:07:44	392	59
LLUMC –Murrieta	79:10:30	486	136	119:02:37	509	167	116:57:41	553	184
Inland Valley	41:59:56	855	89	34:07:56	769	77	30:08:53	800	74
Rancho Spgs.	8:50:40	413	29	9:30:09	385	34	12:09:16	454	43
Temecula Val.	20:25:05	505	58	27:35:30	540	95	27:17:17	532	90
Hemet	153:34:57	1272	336	131:49:57	1293	298	126:11:20	1392	337
San Geronio	12:48:09	517	50	9:37:08	555	40	16:05:12	641	63
Eisenhower	0:45:13	322	6	0:47:19	290	6	1:25:26	359	12
Desert	9:13:00	888	49	10:00:27	874	44	12:01:18	956	55
JFK	8:56:57	339	26	4:37:43	323	18	3:37:05	342	17
<b>Totals</b>	669:39:40	10,869	3,225	654:55:52	10,584	1,669	769:20:38	11,408	1,901

\*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.*