



AMBULANCE PATIENT OFFLOAD DELAYS

February 7, 2017

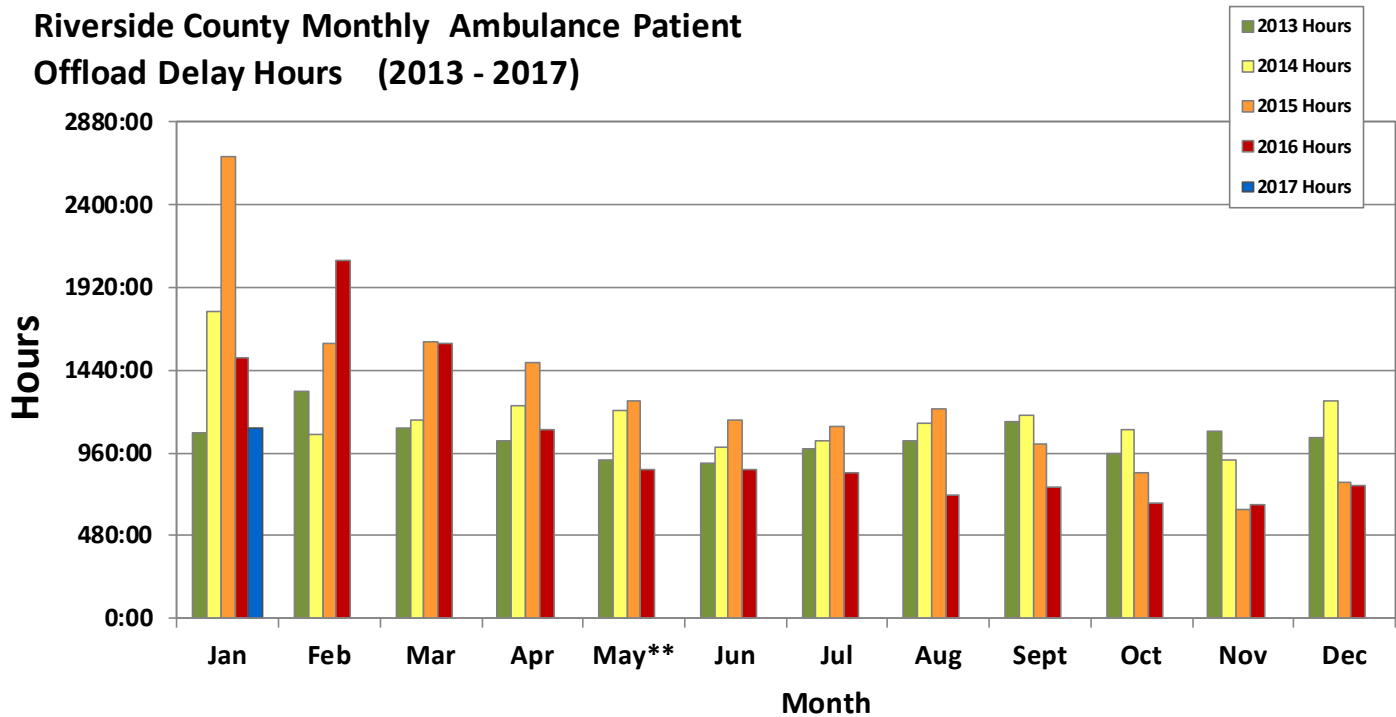
Report covers data YTD through January 31, 2017.

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

Historical Data

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2013 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, and only the time period after the first 30 minutes is summed.

Riverside County Monthly Ambulance Patient Offload Delay Hours (2013 - 2017)



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

Key: High Low/Best

Total Annual Hours* and Ambulance Patient Offload Delays by hospital: 2013 to 2016

Hospital	2013		2014		2015		2016	
	Total Hours	Offload Delays	Total Hours	Offload Delays	Total Hours	Offload Delays	Total Hours	Offload Delays
RCH	2712:32:25	5978	2984:29:25	7488	2773:05:19	6613	1787:26:55	4614
Kaiser	196:02:59	496	201:38:58	748	338:51:33	1048	465:33:00	930
Parkview	1171:41:25	2037	1694:56:01	2887	1408:38:48	2361	1134:19:15	1769
RUHS (RCRMC)	1107:06:11	2375	1007:19:37	2547	1051:28:27	2819	1123:05:32	2737
Corona	1717:47:56	2522	1845:33:25	2912	2652:21:07	3227	1075:15:51	1564
Moreno Valley	420:59:39	888	545:55:06	1259	451:34:23	1147	430:15:55	907
Menifee	725:38:26	1158	733:35:51	1383	824:27:25	1332	500:34:37	876
LLUMC- Murrieta	888:15:15	1411	963:34:24	1756	946:18:08	1732	1168:23:51	1919
Inland Valley	643:33:09	1307	432:21:44	1112	714:29:18	1709	1071:04:04	1746
Rancho Springs	137:27:11	326	76:31:30	247	79:13:52	255	205:36:23	532
Temecula Valley**	10:07:03	28	139:03:35	446	411:05:43	1090	379:14:24	1113
Hemet	2535:17:35	4151	3112:04:15	5387	3153:42:33	5013	2318:48:58	4653
San Geronio	127:45:02	298	157:47:22	483	374:17:20	1072	424:02:30	1028
Eisenhower	54:56:39	241	24:15:55	149	39:07:26	205	20:21:13	138
Desert	68:47:04	347	40:12:27	213	50:21:13	315	220:54:58	838
JFK	58:37:55	252	79:52:57	337	116:46:03	387	95:17:21	311
Totals	12576:35:54	23,815	14039:12:32	29,354	15385:48:38	30,325	12420:14:47	25,675

*Total Hours do not include the first 30 minutes.

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

AMBULANCE PATIENT OFFLOAD DELAYS AND COMPLIANCE COMPARISON

This data compares 2017 YTD to 2016 *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, 2017 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	330:53:58	622:53:58	1626	584	64.1%	1:04:00
Kaiser	37:18:07	76:18:07	606	78	87.1%	0:58:42
Parkview	127:34:00	212:34:00	549	170	69.0%	1:15:01
RUHS (RCRMC)	35:55:36	97:55:36	1243	124	90.0%	0:47:23
Corona	89:11:10	152:41:10	654	127	80.6%	1:12:08
Moreno Valley	10:57:40	32:57:40	360	44	87.8%	0:44:57
Menifee	23:23:55	47:53:55	394	49	87.6%	0:58:39
LLUMC –Murrieta	149:34:59	263:34:59	534	228	57.3%	1:09:22
Inland Valley	33:01:14	79:31:14	863	93	89.2%	0:51:18
Rancho Springs	7:52:12	26:22:12	455	37	91.9%	0:42:46
Temecula Valley	24:15:40	73:15:40	560	98	82.5%	0:44:51
Hemet	206:55:07	403:25:07	1400	393	71.9%	1:01:35
San Gorgonio	11:20:33	35:50:33	578	49	91.5%	0:43:53
Eisenhower	2:48:00	11:18:00	359	17	95.3%	0:39:53
Desert	11:42:10	43:12:10	966	63	93.5%	0:41:09
JFK	5:08:39	16:38:39	342	23	93.3%	0:43:25
Totals	1107:53:00	2196:23:00	11,489	2,177	81.1%	1:00:32

* 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).



2016 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	184:37:43	408:37:43	1673	448	73.2%	0:54:44
Kaiser	64:36:55	118:06:55	528	107	79.7%	1:06:14
Parkview	104:26:32	203:26:32	594	198	66.7%	1:01:39
RUHS (RCRMC)	121:36:27	249:36:27	1307	256	80.4%	0:58:30
Corona	192:48:04	300:48:04	590	216	63.4%	1:23:33
Moreno Valley	31:43:21	65:13:21	324	67	79.3%	0:58:24
Menifee	110:20:25	173:20:25	414	126	69.6%	1:22:33
LLUMC –Murrieta	103:00:01	182:00:01	455	158	65.3%	1:09:07
Inland Valley	120:44:12	201:44:12	817	162	80.2%	1:14:43
Rancho Springs	13:13:51	34:43:51	425	43	89.9%	0:48:28
Temecula Valley	35:50:07	81:20:07	458	91	80.1%	0:53:38
Hemet	306:13:29	528:13:29	1297	444	65.8%	1:11:23
San Gorgonio	83:39:25	165:39:25	614	164	73.3%	1:00:36
Eisenhower	2:39:49	10:39:49	396	16	96.0%	0:39:59
Desert	18:00:43	49:30:43	985	63	93.6%	0:47:09
JFK	15:08:23	32:38:23	302	35	88.4%	0:55:57
Totals	1508:39:27	2805:39:27	11,179	2,594	76.8%	1:04:54

Apples-to-Apples grid provides comparison data for the same Year-to-Date period in 2016 as 2017 Year-to-Date.

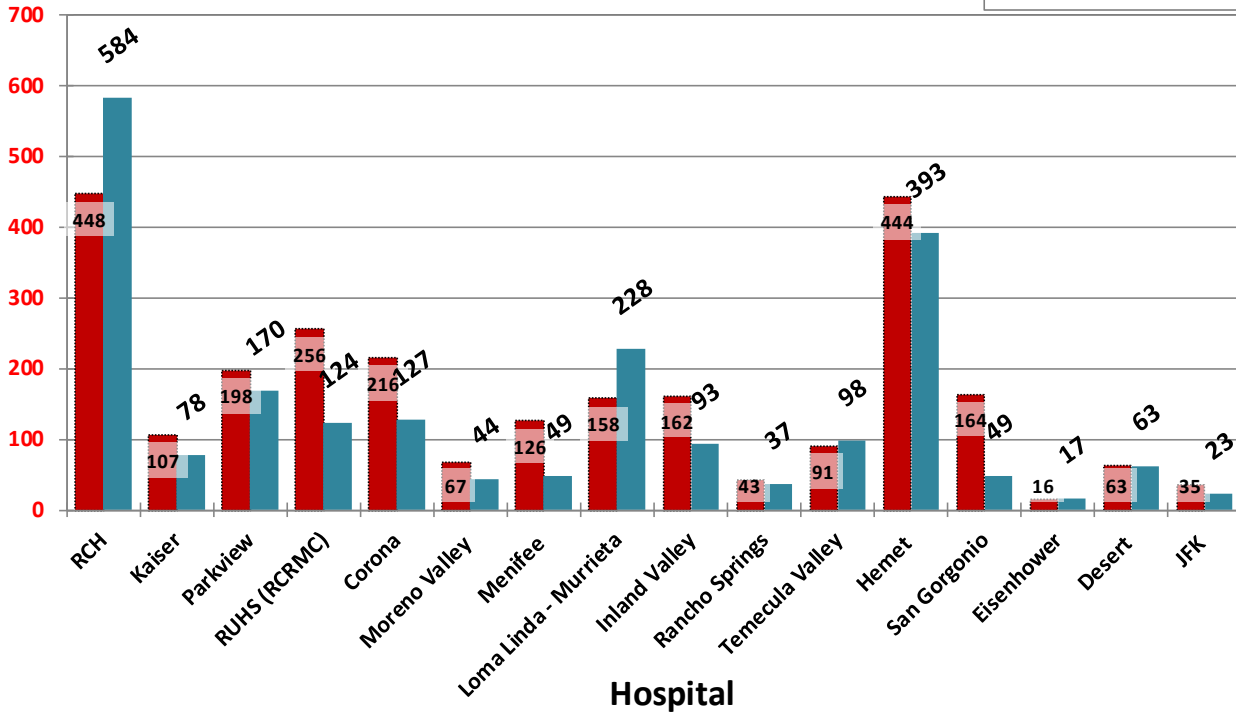
* Includes the first 30 minutes of each Offload Delay.

** 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 2017 YTD to 2016 YTD Same Period (Apples-to-Apples)**



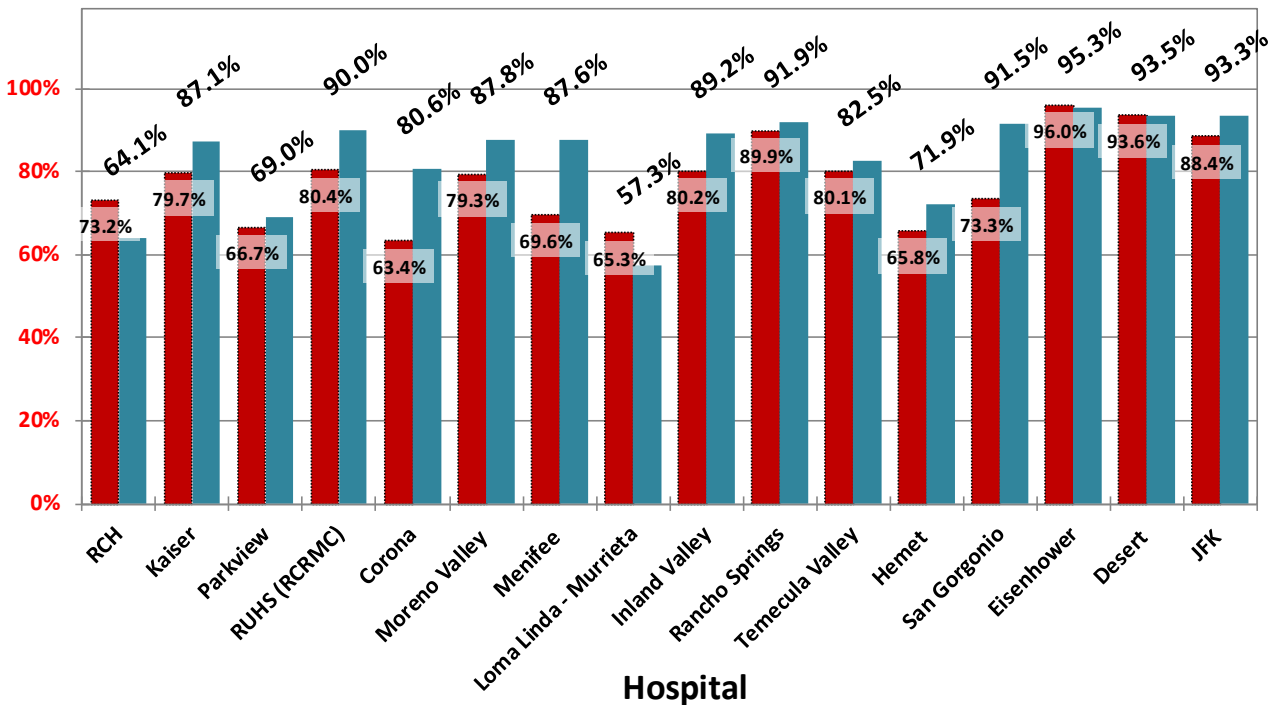
■ 2016 YTD Offload Delay Occurrences Same Period
■ 2017 YTD Offload Delay Occurrences



**Riverside County Overall Compliance by Hospital
Comparing 2017 YTD to 2016 YTD Same Period (Apples-to-Apples)**



■ 2016 YTD Overall Compliance Same Period
■ 2017 YTD Overall Compliance



2016-2017 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: November 2016 through January 2017

Hospital	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	Jan '17 Delay Hours	ALS 9-1-1 Trans.	Jan '17 Offload Delays
RCH	105:01:11	1519	367	218:36:23	1653	525	330:53:58	1626	584
Kaiser	13:26:32	498	51	22:44:28	578	61	37:18:07	606	78
Parkview	37:43:23	497	106	45:56:06	529	101	127:34:00	549	170
RUHS (RCRMC)	61:38:25	1204	176	54:01:27	1239	140	35:55:36	1243	124
Corona	43:45:02	662	86	40:39:21	656	91	89:11:10	654	127
Moreno Val.	10:52:00	282	38	14:21:41	332	49	10:57:40	360	44
Menifee	35:20:33	384	66	27:07:44	392	59	23:23:55	394	49
LLUMC –Murrieta	119:02:37	509	167	116:57:41	553	184	149:34:59	534	228
Inland Valley	34:07:56	769	77	30:08:53	800	74	33:01:14	863	93
Rancho Spgs.	9:30:09	385	34	12:09:16	454	43	7:52:12	455	37
Temecula Val.	27:35:30	540	95	27:17:17	532	90	24:15:40	560	98
Hemet	131:49:57	1293	298	126:11:20	1392	337	206:55:07	1400	393
San Geronio	9:37:08	555	40	16:05:12	641	63	11:20:33	578	49
Eisenhower	0:47:19	290	6	1:25:26	359	12	2:48:00	359	17
Desert	10:00:27	874	44	12:01:18	956	55	11:42:10	966	63
JFK	4:37:43	323	18	3:37:05	342	17	5:08:39	342	23
Totals	654:55:52	10,584	3,225	769:20:38	11,408	1,901	1107:53:00	11,489	2,177

*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.