



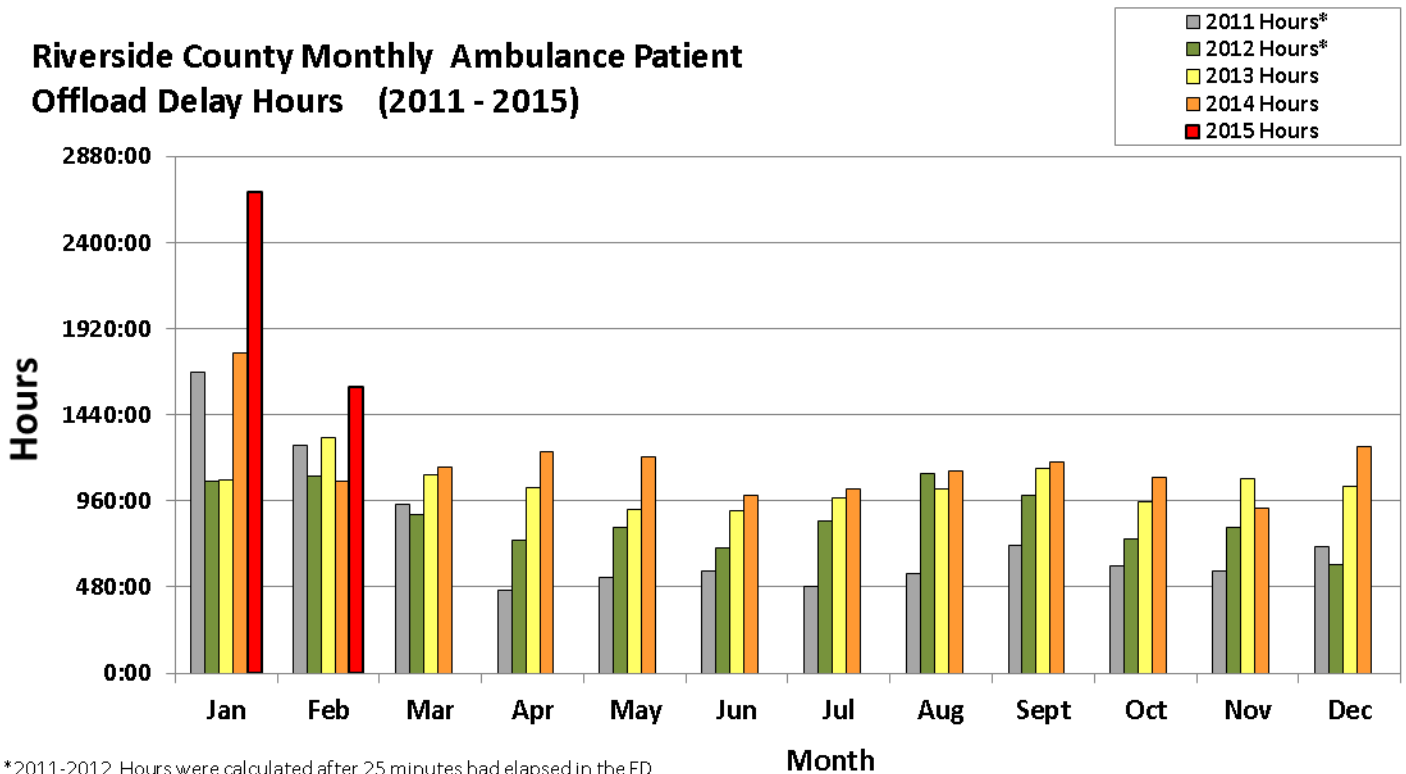
AMBULANCE PATIENT OFFLOAD DELAYS

March 9, 2015

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

HISTORICAL COMPARISON

Data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2011-2015 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes (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.



Total Annual Hours* and Ambulance Patient Offload Delays by hospital, 2010 to 2013

Hospital	2011		2012		2013		2014	
	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays
RCH	1571:42:46	3352	2198:41:11	3953	2712:32:25	5978	2984:29:25	7488
Kaiser	173:06:25	559	151:16:22	472	196:02:59	496	201:38:58	748
Parkview	1371:19:18	2435	1881:03:47	2833	1171:41:25	2037	1694:56:01	2887
RRCMC	545:44:19	1535	892:20:22	2276	1107:06:11	2375	1007:19:37	2547
Corona	1539:56:42	2550	1694:56:09	2803	1717:47:56	2522	1845:33:25	2912
Moreno Valley	285:04:10	824	268:19:32	809	420:59:39	888	545:55:06	1259
Menifee	568:04:22	1210	322:28:21	791	725:38:26	1158	733:35:51	1383
LLUMC- Murrieta	61:57:57	179	265:40:04	675	888:15:15	1411	963:34:24	1756
Inland Valley	879:15:32	1671	949:05:59	2134	643:33:09	1307	432:21:44	1112
Rancho Springs	577:15:19	1209	136:57:10	417	137:27:11	326	76:31:30	247
Temecula Valley					10:07:03	28	139:03:35	446
Hemet	1060:21:22	2980	1081:16:55	2720	2535:17:35	4151	3112:04:15	5387
San Gorgonio	215:17:12	568	222:07:47	595	127:45:02	298	157:47:22	483
Eisenhower	33:56:41	171	64:56:15	320	54:56:39	241	24:15:55	149
Desert	122:26:14	562	233:06:47	788	68:47:04	347	40:12:27	213
JFK	65:48:08	296	81:16:43	337	58:37:55	252	79:52:57	337
Totals	9,071:16:27	20,101	10,443:33:24	21,923	12,576:35:54	23,815	14,039:12:32	29,354

*Total Hours do not include the first 25 minutes of each offload delay (2011-2012), or the first 30 minutes (2013-)

AMBULANCE PATIENT OFFLOAD DELAYS AND OVERALL COMPLIANCE

This data includes 2014 and 2015 Ambulance Patient Offload Delays, 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.

Ambulance Patient Offload Delay Data, 2015 – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	1031:08:42	1879:08:42	2946	1696	42.4%	1:06:29
Kaiser	104:51:56	257:21:56	1039	305	70.6%	0:50:38
Parkview	594:32:00	929:02:00	1051	669	36.3%	1:23:19
RCRMC	241:16:42	535:46:42	2289	589	74.3%	0:54:35
Corona	815:58:59	1188:28:59	1156	745	35.6%	1:35:43
Moreno Valley	107:55:26	234:25:26	579	253	56.3%	0:55:36
Menifee	201:16:40	336:46:40	708	271	61.7%	1:14:34
LLUMC –Murrieta	210:54:55	392:54:55	951	364	61.7%	1:04:46
Inland Valley	170:56:01	340:26:01	1667	339	79.7%	1:00:15
Rancho Springs	15:49:59	38:49:59	761	46	94.0%	0:50:39
Temecula Valley	88:33:26	195:33:26	739	214	71.0%	0:54:50
Hemet	583:37:37	1081:37:37	2508	996	60.3%	1:05:09
San Gorgonio	65:54:26	161:54:26	1057	192	81.8%	0:50:36
Eisenhower	8:47:01	32:17:01	753	47	93.8%	0:41:13
Desert	9:47:26	39:17:26	1851	59	96.8%	0:39:57
JFK	28:21:48	74:51:48	612	93	84.8%	0:48:18
Totals	4,279:43:04	7,718:43:04	20,667	6,878	66.7%	1:07:20

* 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).

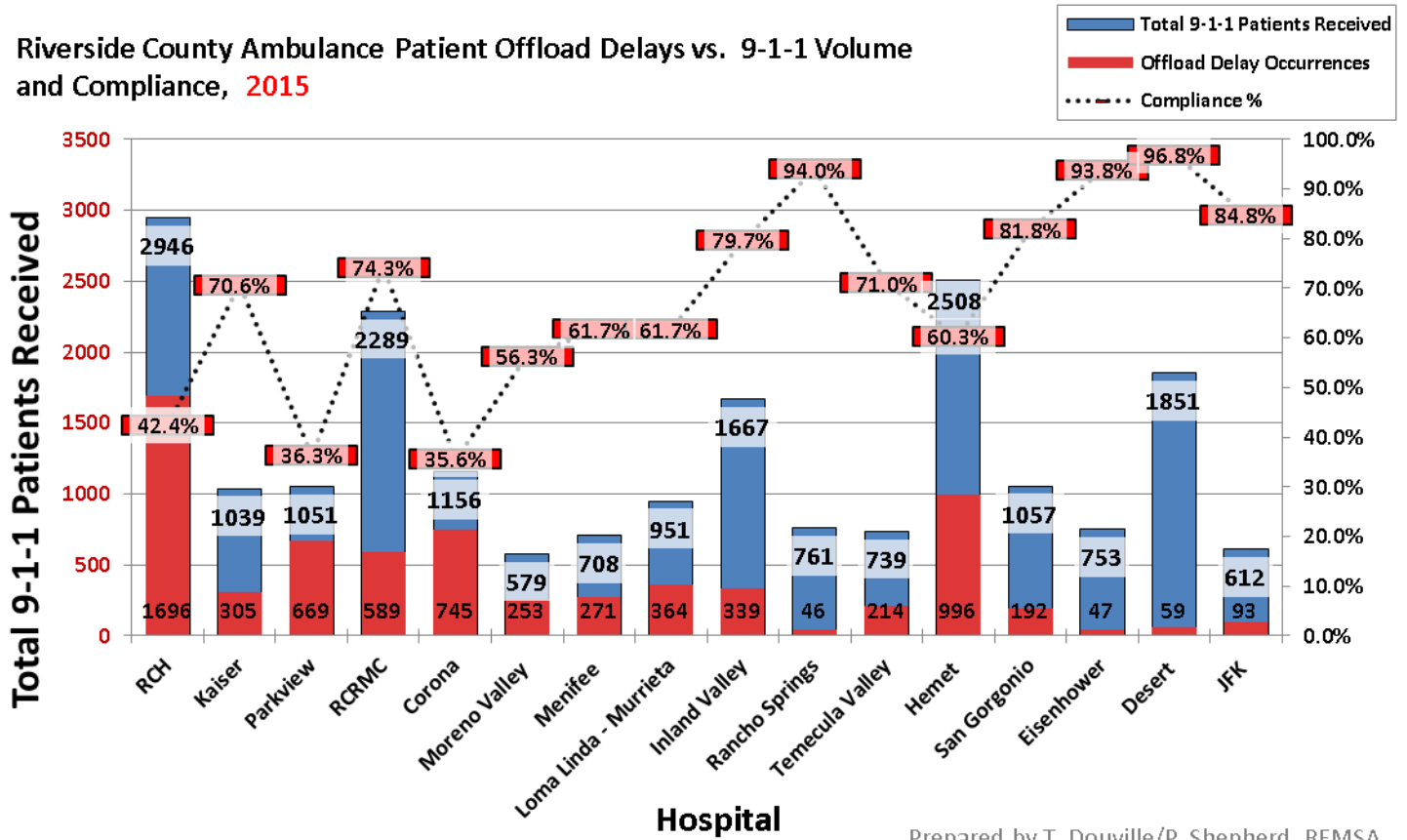
Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	2984:29:25	6728:29:25	17358	7488	56.9%	0:53:55
Kaiser	201:38:58	575:38:58	5426	748	86.2%	0:46:11
Parkview	1694:56:01	3138:26:01	6100	2887	52.7%	1:05:14
RCRMC	1007:19:37	2280:49:37	12541	2547	79.7%	0:53:44
Corona	1845:33:25	3301:33:25	6866	2912	57.6%	1:08:02
Moreno Valley	545:55:06	1175:25:06	3478	1259	63.8%	0:56:01
Menifee	733:35:51	1425:05:51	4290	1383	67.8%	1:01:50
LLUMC –Murrieta	963:34:24	1841:34:24	5472	1756	67.9%	1:02:55
Inland Valley	432:21:44	988:21:44	9080	1112	87.8%	0:53:20
Rancho Springs	76:31:30	200:01:30	4289	247	94.2%	0:48:35
Temecula Valley	139:03:35	362:03:35	3907	446	88.6%	0:48:42
Hemet	3112:04:15	5805:34:15	15148	5387	64.4%	1:04:40
San Gorgonio	157:47:22	399:17:22	6389	483	92.4%	0:49:36
Eisenhower	24:15:55	98:45:55	3809	149	96.1%	0:39:46
Desert	40:12:27	146:42:27	10207	213	97.9%	0:41:20
JFK	79:52:57	248:22:57	3536	337	90.5%	0:44:13
Totals	14,039:12:32	28,716:12:32	117,896	29,354	75.1%	0:58:42

* Includes the first 30 minutes of each Offload Delay.

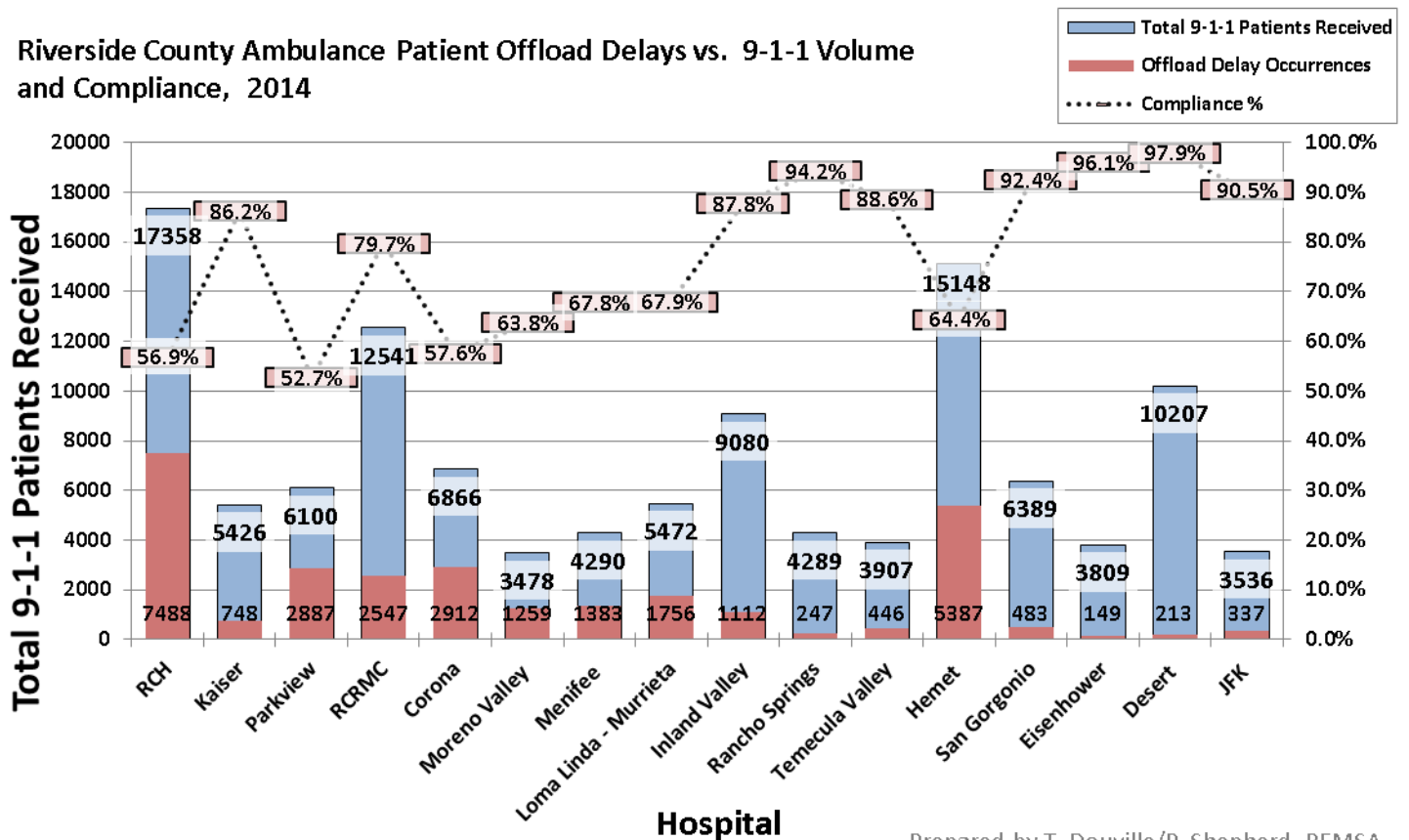
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2015



Prepared by T. Douville/P. Shepherd, REMSA

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2014



Prepared by T. Douville/P. Shepherd, REMSA

Ambulance Patient Offload Delays by Month: Delay Time and Occurrences by hospital* - Dec. 2014 – Feb. 2015

Hospital	Dec. '14 Delay Hours	ALS 9-1-1 Trans.	Dec. '14 Offload Delays	Jan. '15 Delay Hours	ALS 9-1-1 Trans.	Jan. '15 Offload Delays	Feb. '15 Delay Hours	ALS 9-1-1 Trans.	Feb. '15 Offload Delays
RCH	335:19:11	1439	743	678:29:16	1568	972	352:39:26	1378	724
Kaiser	24:43:41	504	88	60:09:11	522	172	44:42:45	517	133
Parkview	99:05:58	467	193	391:04:27	554	371	203:27:33	497	298
RCRMC	93:02:19	1079	240	156:09:14	1210	354	85:07:28	1079	235
Corona	201:09:06	568	276	523:41:47	629	424	292:17:12	527	321
Moreno Val.	47:42:34	313	117	47:13:49	294	123	60:41:37	285	130
Menifee	49:12:16	306	94	120:28:33	382	164	80:48:07	326	107
LLUMC –Murr.	91:48:08	490	165	94:24:08	473	161	116:30:47	478	203
Inland Valley	49:14:33	773	120	89:42:27	906	183	81:13:34	761	156
Rancho Spgs.	7:05:21	370	25	7:16:30	402	27	8:33:29	359	19
Temecula Val.	21:15:54	362	71	52:58:45	399	118	35:34:41	340	96
Hemet	203:08:29	1305	406	394:18:59	1354	588	189:18:38	1154	408
San Gorgonio	27:08:28	539	67	37:55:37	566	114	27:58:49	491	78
Eisenhower	2:14:07	367	14	5:40:32	401	26	3:06:29	352	21
Desert	4:49:38	888	30	6:39:33	944	33	3:07:53	907	26
JFK	3:34:05	301	20	16:32:26	313	54	11:49:22	299	39
Totals	1,260:33:48	10,071	2,669	2682:45:14	10,917	3884	1596:57:50	9,750	2994

*Monthly 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.