



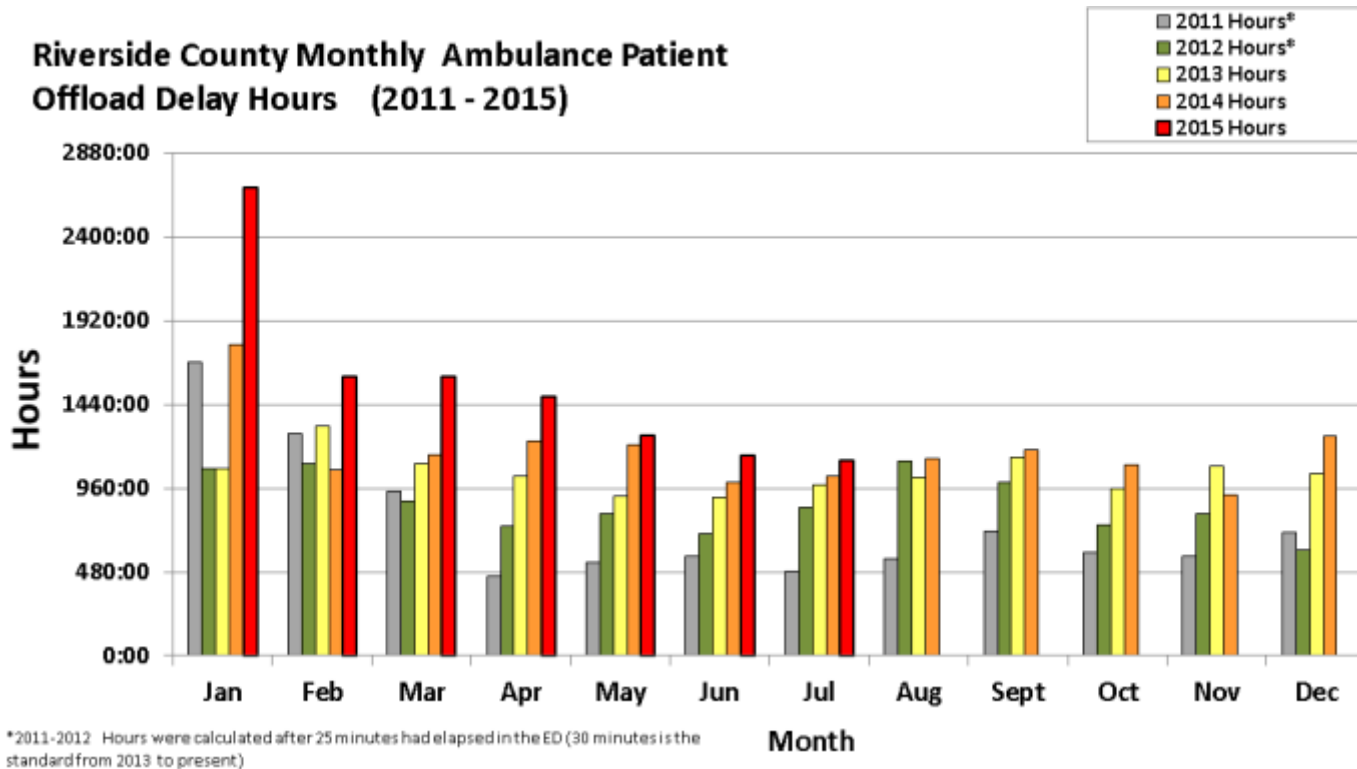
AMBULANCE PATIENT OFFLOAD DELAYS

August 31, 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(present month) 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, 2011 to 2014

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
RCRMC	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 Geronio	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- present)

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 Jan. – May – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2053:45:05	4339:45:05	10490	4572	56.4%	0:56:57
Kaiser	229:47:53	590:17:53	3563	721	79.8%	0:49:07
Parkview	1215:06:05	2125:06:05	3618	1820	49.7%	1:10:03
RCRMC	724:10:35	1670:40:35	8144	1893	76.8%	0:52:57
Corona	1846:03:55	2930:33:55	4115	2169	47.3%	1:21:04
Moreno Valley	309:23:54	699:23:54	2022	780	61.4%	0:53:48
Menifee	583:16:02	1053:16:02	2709	940	65.3%	1:07:14
LLUMC –Murrieta	640:58:49	1204:58:49	3378	1128	66.6%	1:04:06
Inland Valley	463:40:01	996:10:01	5747	1065	81.5%	0:56:07
Rancho Springs	54:33:14	135:03:14	2682	161	94.0%	0:50:20
Temecula Valley	253:19:49	580:49:49	2815	655	76.7%	0:53:12
Hemet	2167:10:31	3812:10:31	8391	3290	60.8%	1:09:31
San Gorgonio	220:27:56	538:57:56	3939	637	83.8%	0:50:46
Eisenhower	26:01:36	98:31:36	3104	145	95.3%	0:40:46
Desert	33:14:55	127:44:55	5707	189	96.7%	0:40:33
JFK	71:10:58	194:10:58	2086	246	88.2%	0:47:22
Totals	10,892:11:18	21,097:41:18	72,510	20,411	71.9%	1:02:01

* 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).

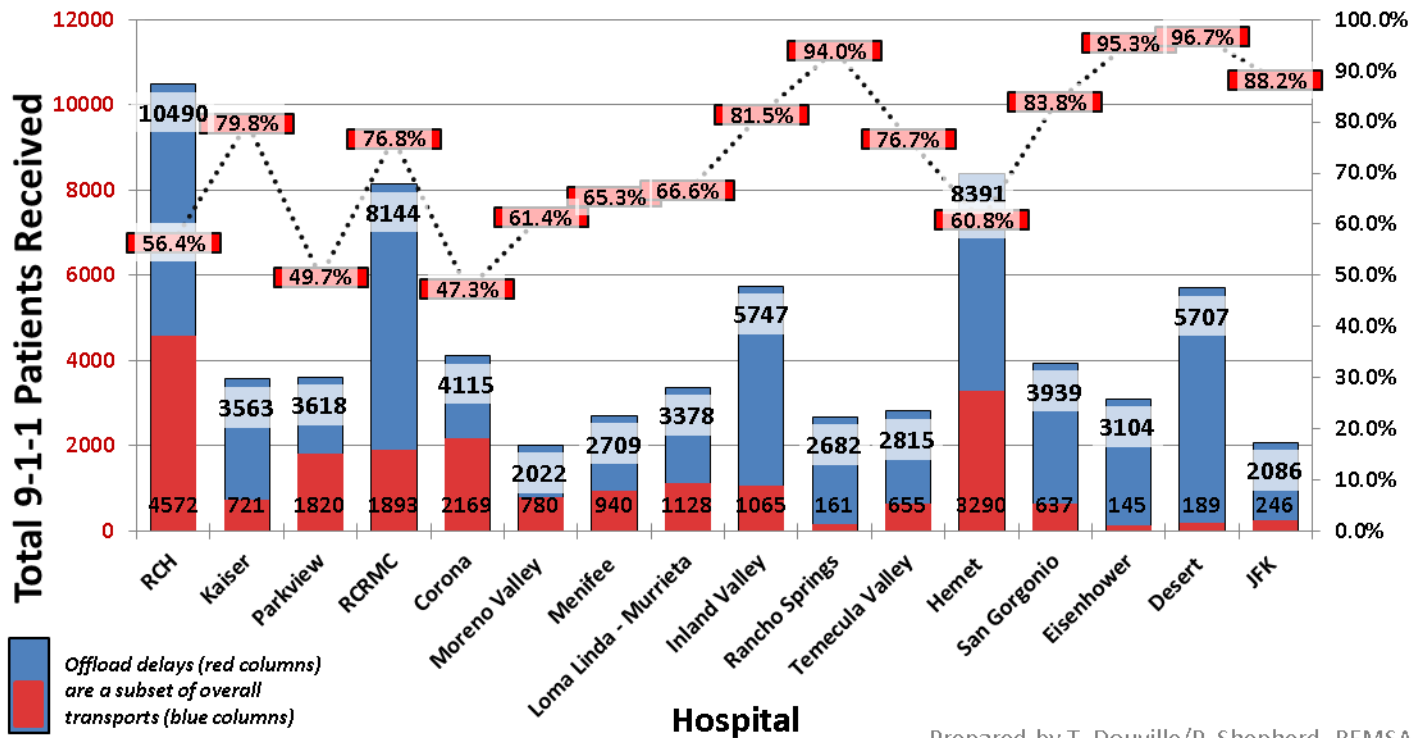
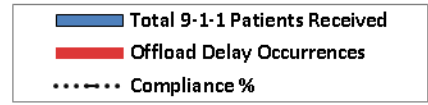
Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

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.

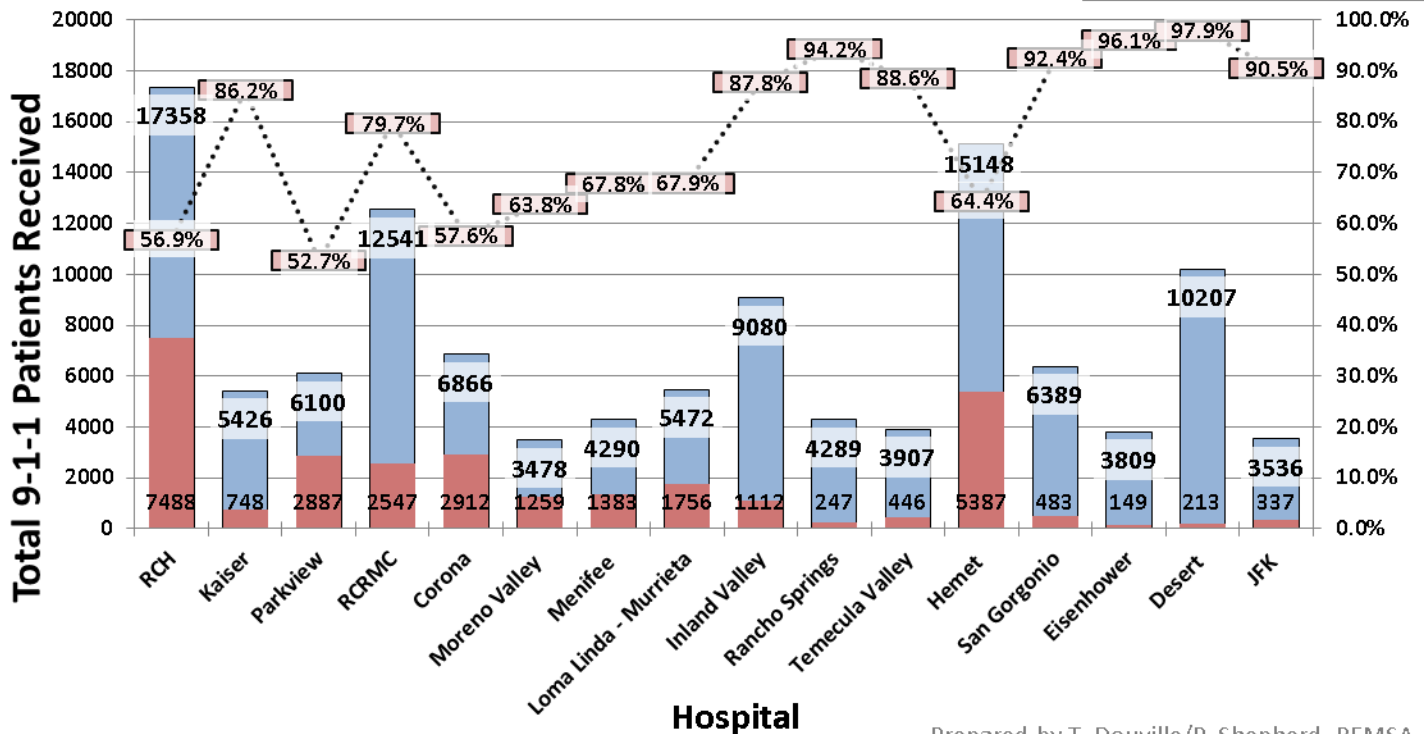
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

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



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: Offload Delay Time and Occurrences
by hospital* - May – July 2015**

Hospital	May '15 Delay Hours	ALS 9-1-1 Trans.	May '15 Offload Delays	June '15 Delay Hours	ALS 9-1-1 Trans.	June '15 Offload Delays	July '15 Delay Hours	ALS 9-1-1 Trans.	July '15 Offload Delays
RCH	142:09:45	1493	503	191:49:35	1526	557	103:33:58	1451	374
Kaiser	38:42:45	549	100	14:56:24	484	55	11:59:12	464	57
Parkview	102:16:04	496	204	86:46:39	564	224	46:50:04	488	123
RCRMC	77:16:13	1119	228	63:06:36	1159	213	70:00:36	1229	183
Corona	202:30:05	571	278	193:10:51	613	298	147:16:26	573	219
Moreno Val.	43:17:55	283	119	43:37:01	306	106	24:33:43	294	81
Menifee	117:20:22	445	182	80:29:15	428	142	90:02:53	443	133
LLUMC –Murr.	75:02:05	457	122	47:09:24	466	114	104:12:28	522	175
Inland Valley	54:58:15	840	137	42:30:08	773	124	61:24:49	799	146
Rancho Spgs.	3:57:52	395	12	4:28:08	364	17	8:34:06	387	20
Temecula Val.	34:35:22	449	94	40:10:21	409	97	24:33:49	411	71
Hemet	322:08:32	1143	453	313:40:45	1125	413	391:45:29	1099	413
San Gorgonio	33:37:41	507	90	15:24:57	623	61	19:28:37	620	60
Eisenhower	1:52:20	329	11	1:28:36	447	11	4:48:37	775	27
Desert	5:49:59	853	35	3:17:44	691	25	1:22:49	325	4
JFK	6:42:28	279	28	7:06:10	261	28	7:03:04	262	27
Totals	1,262:17:43	10,208	2,596	1149:12:34	10,239	2,485	1117:30:40	10,142	2,113

*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.