



AMBULANCE PATIENT OFFLOAD DELAYS

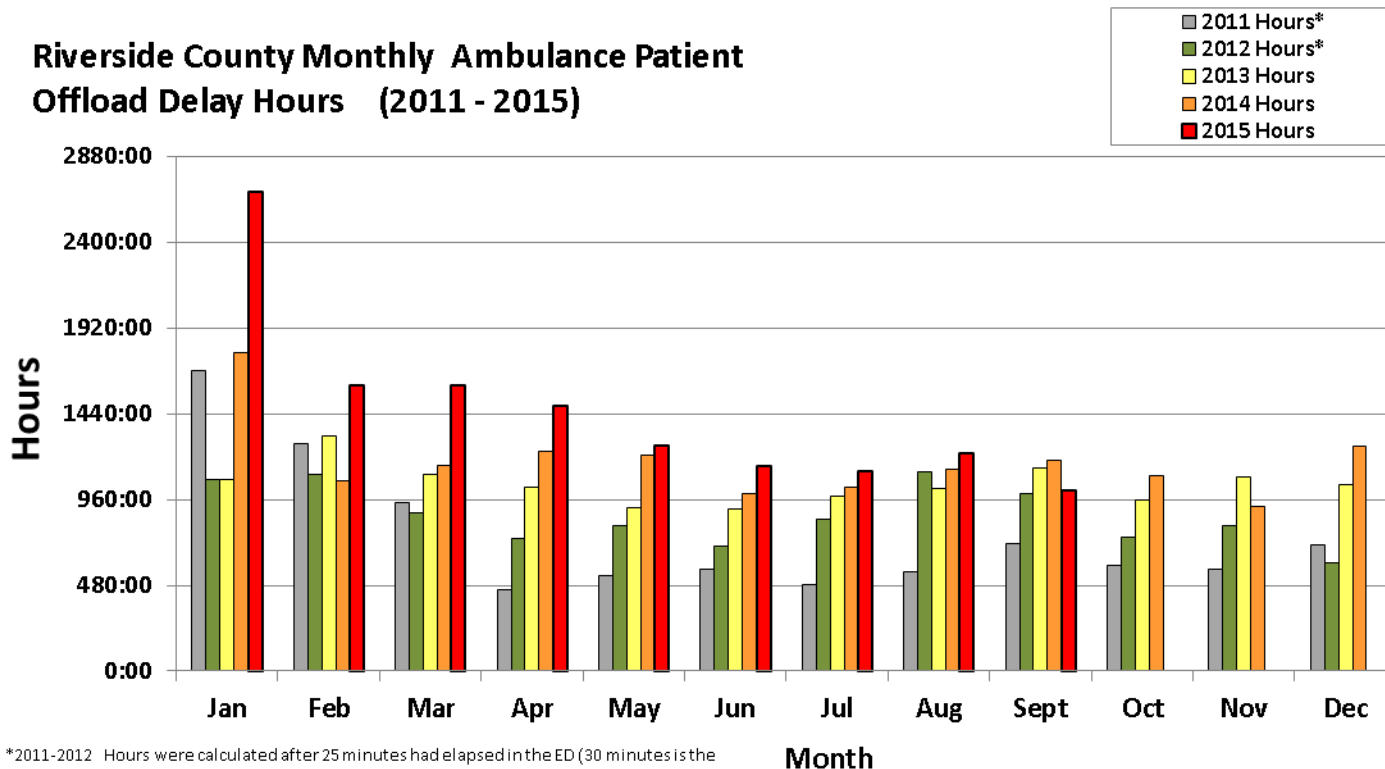
October 8, 2015

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.

Riverside County Monthly Ambulance Patient Offload Delay Hours (2011 - 2015)



*2011-2012 Hours were calculated after 25 minutes had elapsed in the ED (30 minutes is the standard from 2013 to present)

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. – Sept. – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2440:50:19	5232:50:19	13437	5584	58.4%	0:56:14
Kaiser	292:23:06	732:23:06	4565	880	80.7%	0:49:56
Parkview	1294:34:59	2325:04:59	4656	2061	55.7%	1:07:41
RCRMC	835:48:02	1950:48:02	10583	2230	78.9%	0:52:29
Corona	2261:58:37	3589:58:37	5232	2656	49.2%	1:21:06
Moreno Valley	388:09:36	863:09:36	2639	950	64.0%	0:54:31
Menifee	736:06:20	1318:36:20	3545	1165	67.1%	1:07:55
LLUMC –Murrieta	769:46:10	1454:16:10	4341	1369	68.5%	1:03:44
Inland Valley	565:27:21	1229:27:21	7500	1328	82.3%	0:55:33
Rancho Springs	65:54:51	171:24:51	3452	211	93.9%	0:48:45
Temecula Valley	317:46:20	735:46:20	3651	836	77.1%	0:52:48
Hemet	2718:05:16	4753:35:16	10826	4071	62.4%	1:10:04
San Geronio	285:54:12	693:54:12	5234	816	84.4%	0:51:01
Eisenhower	28:27:46	108:27:46	3720	160	95.7%	0:40:40
Desert	39:52:12	161:22:12	7484	243	96.8%	0:39:51
JFK	82:19:46	229:19:46	2618	294	88.8%	0:46:48
Totals	13,123:24:53	25,550:24:53	93,483	24,854	73.4%	1:01:41

* 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).

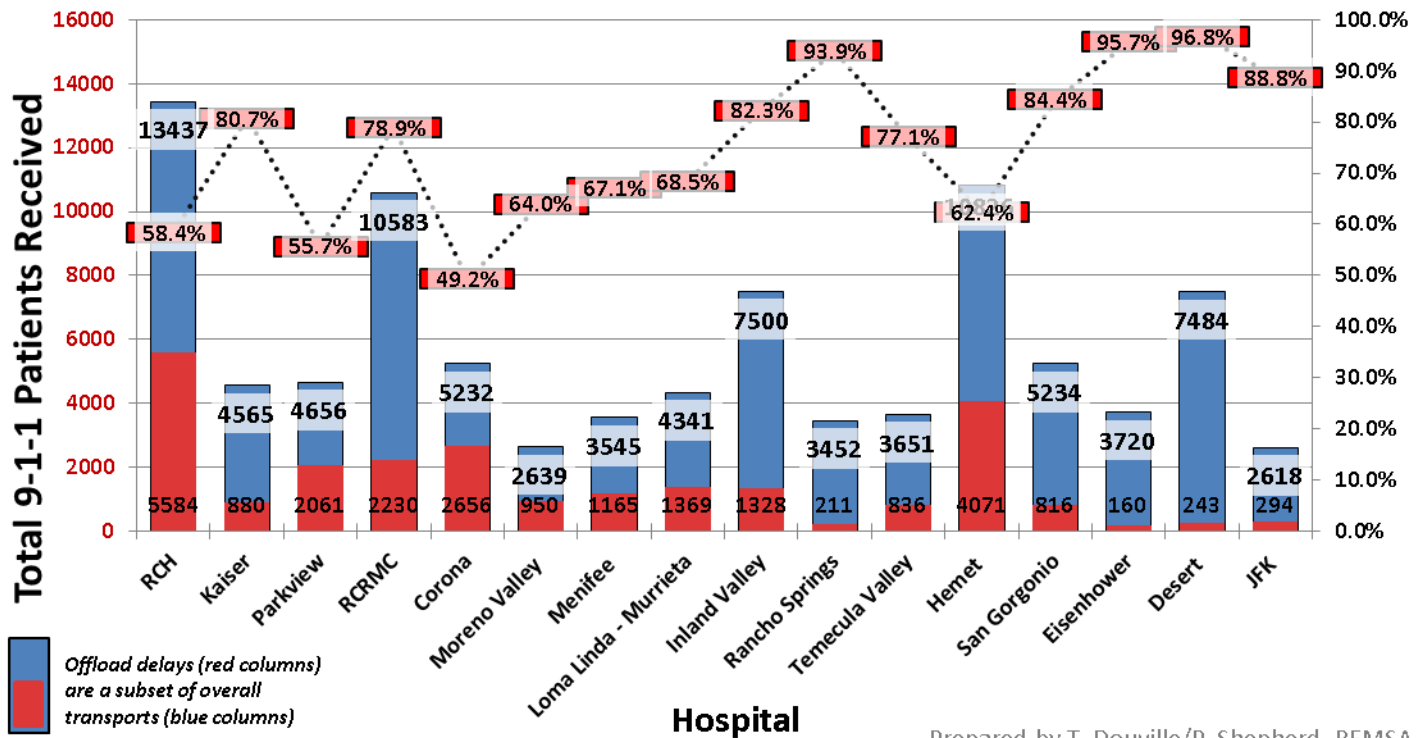
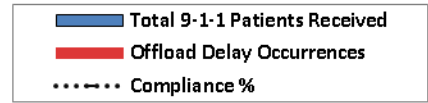
Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

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 Geronio	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.

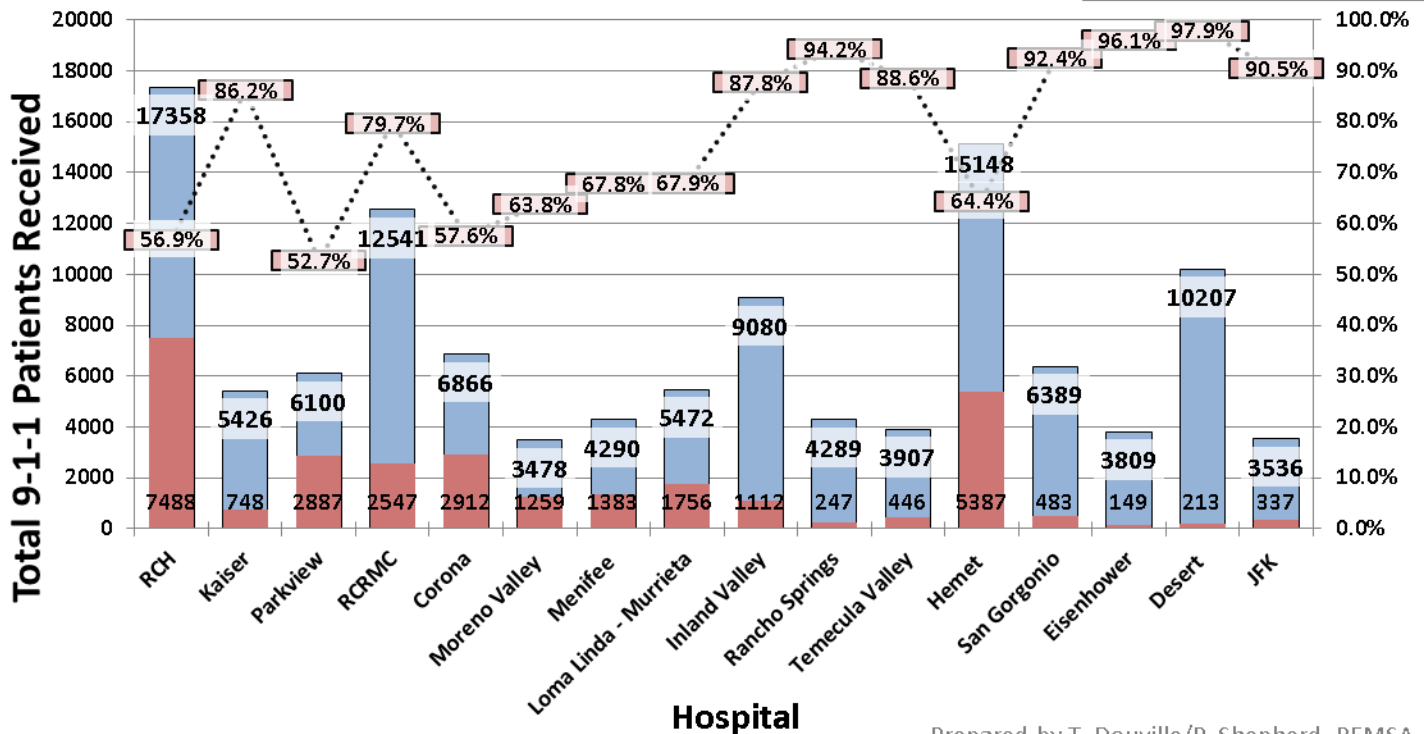
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

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



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* - July – Sept. 2015**

Hospital	July '15 Delay Hours	ALS 9-1-1 Trans.	July '15 Offload Delays	Aug. '15 Delay Hours	ALS 9-1-1 Trans.	Aug'15 Offload Delays	Sept. '15 Delay Hours	ALS 9-1-1 Trans.	Sept'15 Offload Delays
RCH	103:33:58	1451	374	163:18:08	1433	484	223:47:06	1514	528
Kaiser	11:59:12	464	57	23:47:01	472	61	38:48:12	530	98
Parkview	46:50:04	488	123	42:32:52	543	122	36:56:02	495	119
RCRMC	70:00:36	1229	183	65:35:25	1214	189	46:02:02	1225	148
Corona	147:16:26	573	219	226:38:48	568	253	189:15:54	549	234
Moreno Val.	24:33:43	294	81	30:40:04	310	83	48:05:38	307	87
Menifee	90:02:53	443	133	96:48:48	429	130	56:01:30	407	95
LLUMC –Murr.	104:12:28	522	175	69:44:02	483	138	59:03:19	480	103
Inland Valley	61:24:49	799	146	50:36:28	912	141	51:10:52	841	122
Rancho Spgs.	8:34:06	387	20	5:24:46	392	22	5:56:51	378	28
Temecula Val.	24:33:49	411	71	34:32:30	393	91	29:54:01	443	90
Hemet	391:45:29	1099	413	373:05:25	1178	454	177:49:20	1257	327
San Gorgonio	19:28:37	620	60	27:21:54	655	72	38:04:22	640	107
Eisenhower	4:48:37	775	27	1:01:44	296	6	1:24:26	320	9
Desert	1:22:49	325	4	2:17:02	945	23	4:20:15	832	31
JFK	7:03:04	262	27	5:02:05	267	30	6:06:43	265	18
Totals	1117:30:40	10,142	2,113	1218:27:02	10,490	2,299	1012:46:33	10,483	2,144

*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.