



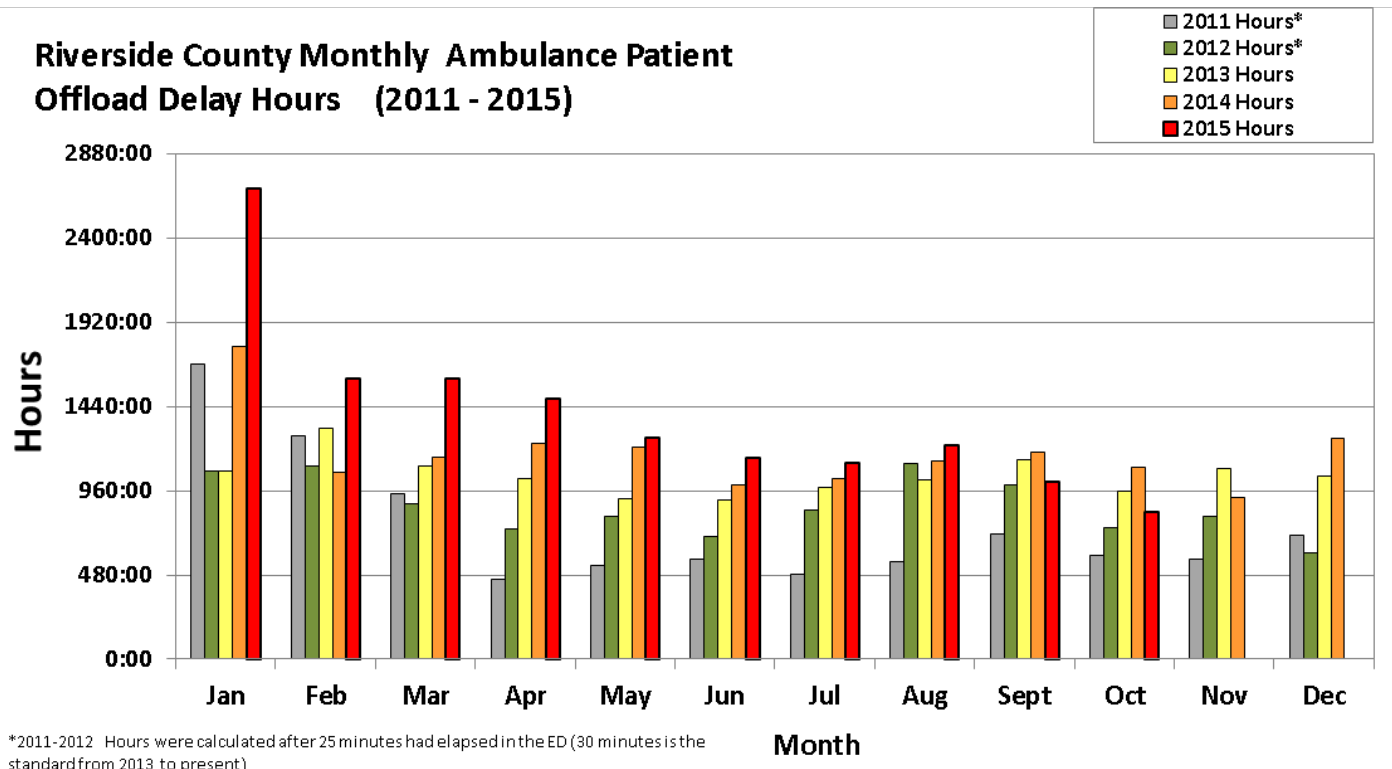
AMBULANCE PATIENT OFFLOAD DELAYS

November 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(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
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- 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. – Oct. – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2596:27:28	5585:27:28	15009	5978	60.2%	0:56:04
Kaiser	305:30:50	772:30:50	5083	934	81.6%	0:49:38
Parkview	1337:47:54	2424:47:54	5188	2174	58.1%	1:06:55
RCRMC	898:22:00	2100:52:00	11841	2405	79.7%	0:52:25
Corona	2401:13:19	3820:13:19	5773	2838	50.8%	1:20:46
Moreno Valley	415:18:34	925:18:34	2919	1020	65.1%	0:54:26
Menifee	774:56:47	1389:26:47	3897	1229	68.5%	1:07:50
LLUMC –Murrieta	826:36:26	1569:06:26	4789	1485	69.0%	1:03:24
Inland Valley	607:21:28	1333:51:28	8341	1453	82.6%	0:55:05
Rancho Springs	70:00:13	184:00:13	3815	228	94.0%	0:48:25
Temecula Valley	350:52:46	812:22:46	4060	923	77.3%	0:52:49
Hemet	2891:53:59	5096:53:59	12088	4410	63.5%	1:09:21
San Gorgonio	318:47:18	777:17:18	5850	917	84.3%	0:50:52
Eisenhower	32:48:15	117:48:15	4030	170	95.8%	0:41:35
Desert	41:53:12	171:53:12	8354	260	96.9%	0:39:40
JFK	93:57:57	260:57:57	2911	334	88.5%	0:46:53
Totals	13,963:48:26	27,342:48:26	103,948	26,758	74.3%	1:01:19

* 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).

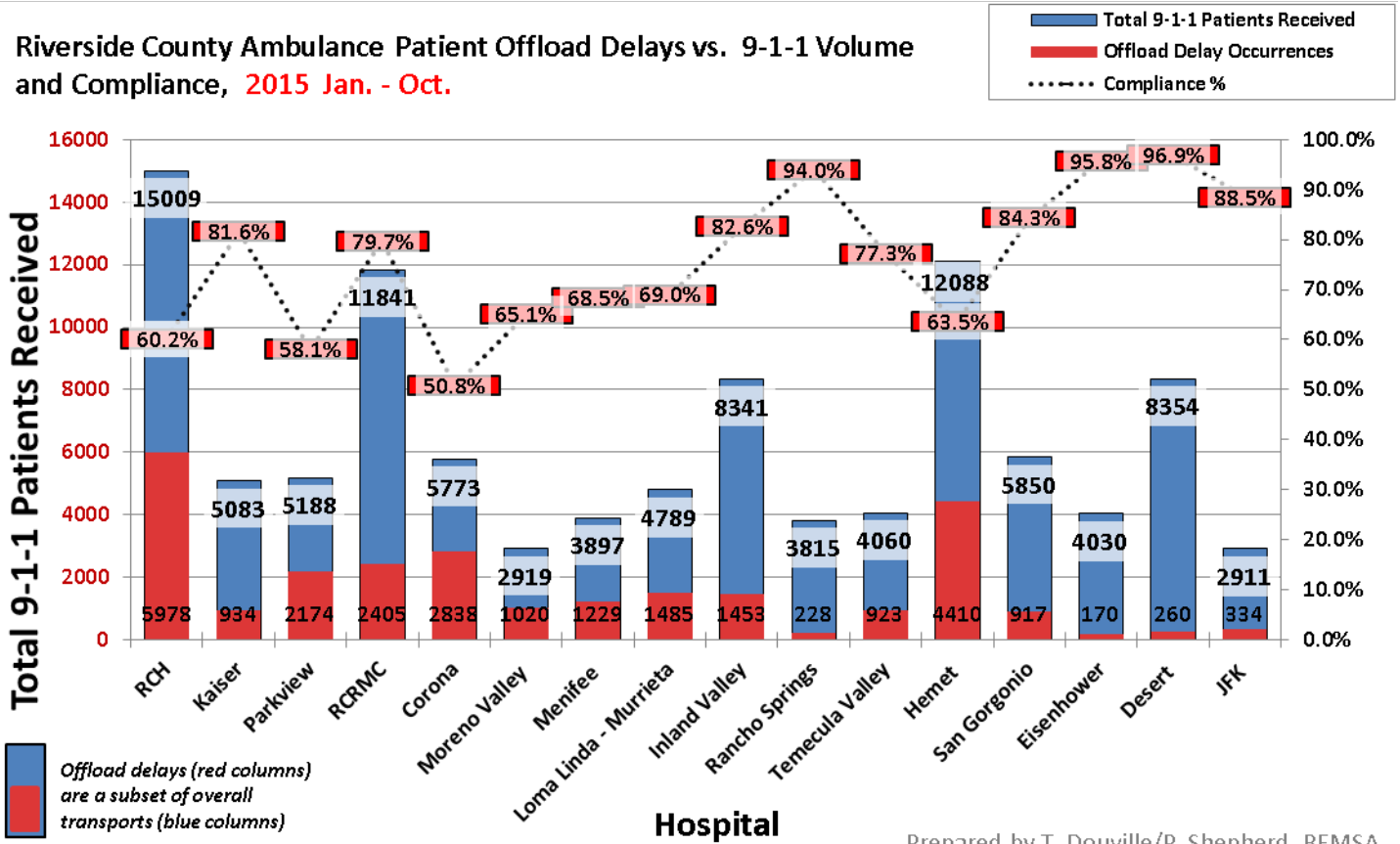
Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

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.

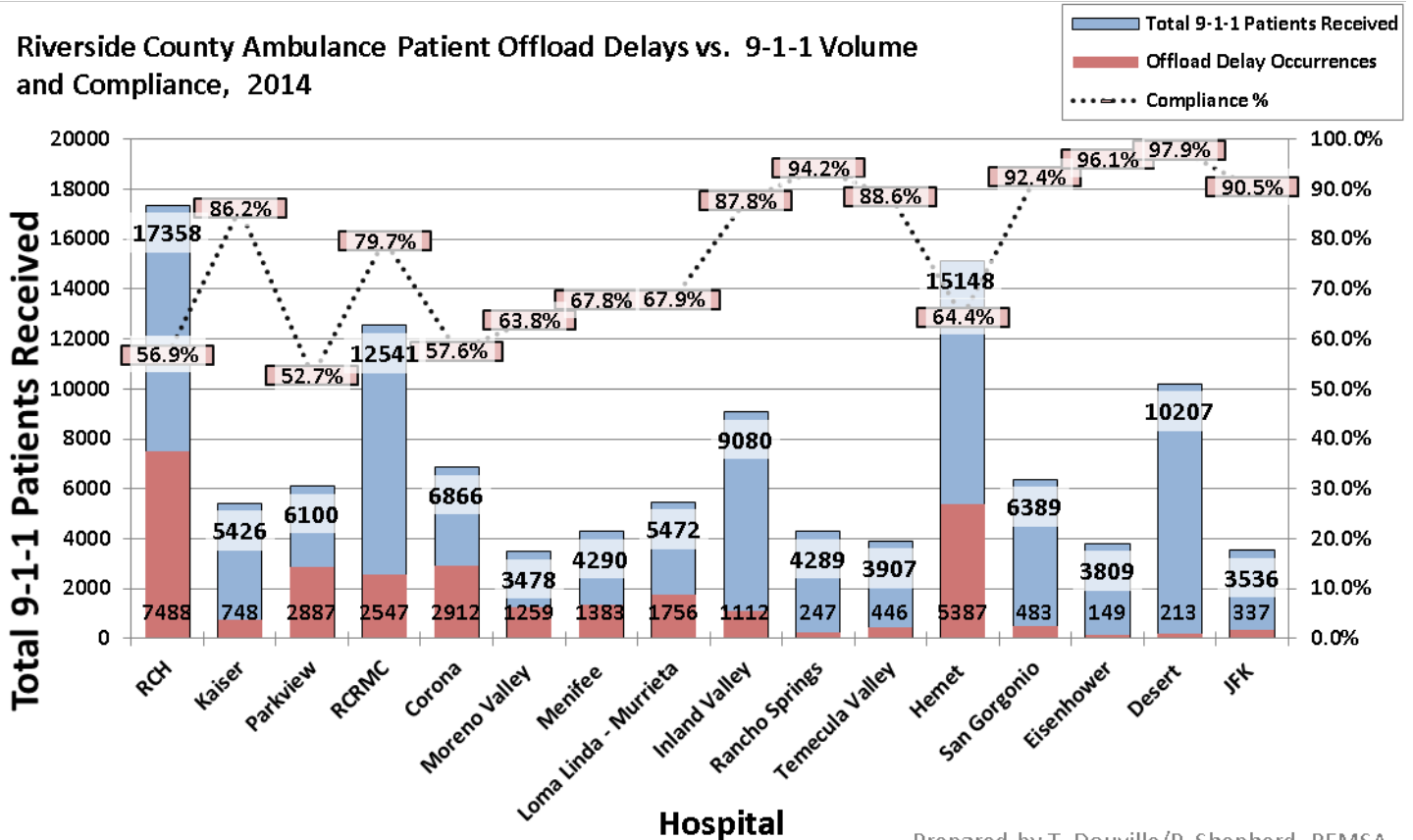
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

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



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* - Aug. – Oct. 2015**

Hospital	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	Oct. '15 Delay Hours	ALS 9-1-1 Trans.	Oct'15 Offload Delays
RCH	163:18:08	1433	484	223:47:06	1514	528	155:37:09	1572	394
Kaiser	23:47:01	472	61	38:48:12	530	98	13:07:44	518	54
Parkview	42:32:52	543	122	36:56:02	495	119	43:12:55	532	113
RCRMC	65:35:25	1214	189	46:02:02	1225	148	62:33:58	1258	175
Corona	226:38:48	568	253	189:15:54	549	234	139:14:42	541	182
Moreno Val.	30:40:04	310	83	48:05:38	307	87	27:08:58	280	70
Menifee	96:48:48	429	130	56:01:30	407	95	38:50:27	352	64
LLUMC –Murr.	69:44:02	483	138	59:03:19	480	103	56:50:16	448	116
Inland Valley	50:36:28	912	141	51:10:52	841	122	41:54:07	841	125
Rancho Spgs.	5:24:46	392	22	5:56:51	378	28	4:05:22	363	17
Temecula Val.	34:32:30	393	91	29:54:01	443	90	33:06:26	409	87
Hemet	373:05:25	1178	454	177:49:20	1257	327	173:48:43	1262	339
San Gorgonio	27:21:54	655	72	38:04:22	640	107	32:53:06	616	101
Eisenhower	1:01:44	296	6	1:24:26	320	9	4:20:29	310	10
Desert	2:17:02	945	23	4:20:15	832	31	2:01:00	870	17
JFK	5:02:05	267	30	6:06:43	265	18	11:38:11	293	40
Totals	1218:27:02	10,490	2,299	1012:46:33	10,483	2,144	840:23:33	10,465	1,904

*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.