



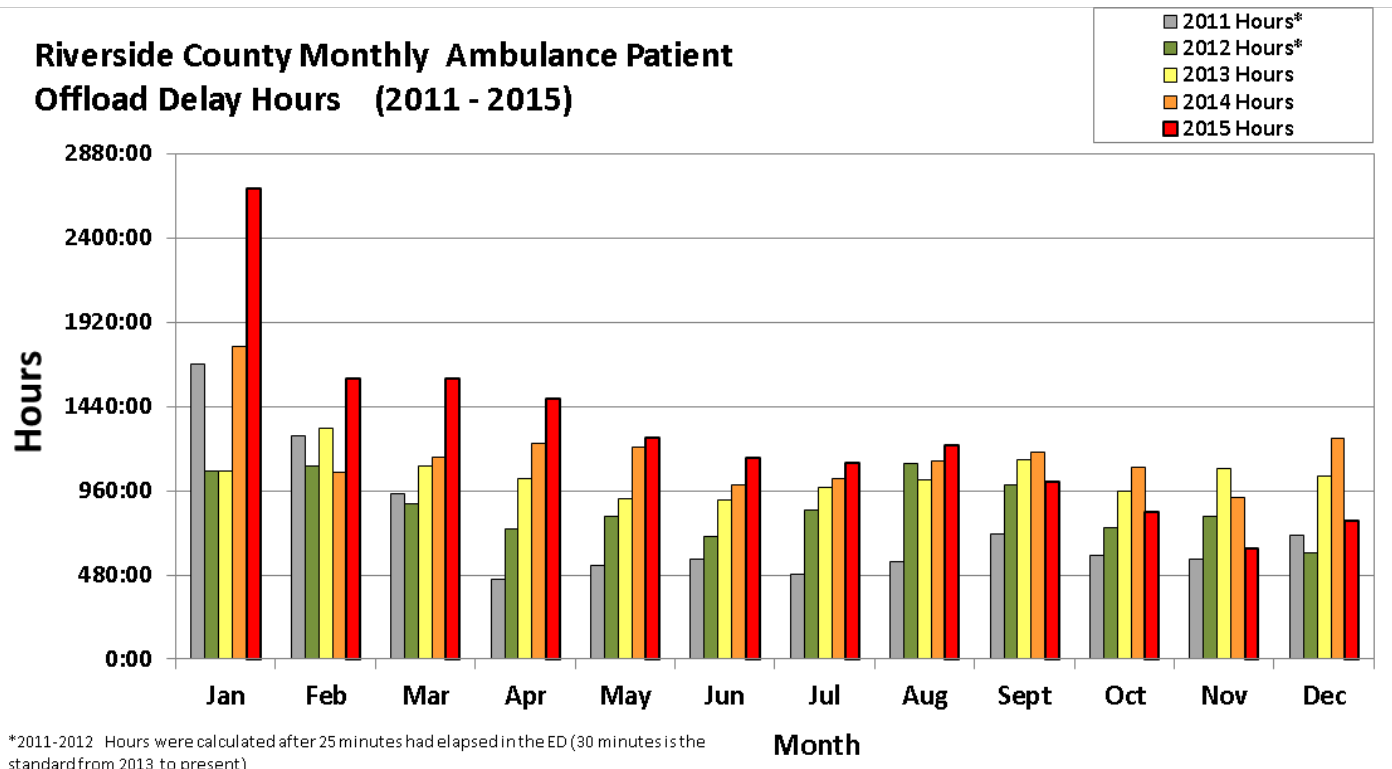
AMBULANCE PATIENT OFFLOAD DELAYS

January 7, 2016

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 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 – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/ Occurrence*
RCH	2773:05:19	6079:35:19	18111	6613	63.5%	0:55:10
Kaiser	338:51:33	862:51:33	6060	1048	82.7%	0:49:24
Parkview	1408:38:48	2589:08:48	6161	2361	61.7%	1:05:48
RCRMC	1051:28:27	2460:58:27	14341	2819	80.3%	0:52:23
Corona	2652:21:07	4265:51:07	6968	3227	53.7%	1:19:19
Moreno Valley	451:34:23	1025:04:23	3500	1147	67.2%	0:53:37
Menifee	824:27:25	1490:27:25	4594	1332	71.0%	1:07:08
LLUMC –Murrieta	946:18:08	1812:18:08	5717	1732	69.7%	1:02:47
Inland Valley	714:29:18	1568:59:18	9929	1709	82.8%	0:55:05
Rancho Springs	79:13:52	206:43:52	4571	255	94.4%	0:48:39
Temecula Valley	411:05:43	956:05:43	4952	1090	78.0%	0:52:38
Hemet	3153:42:33	5660:12:33	14614	5013	65.7%	1:07:45
San Geronio	374:17:20	910:17:20	6970	1072	84.6%	0:50:57
Eisenhower	39:07:26	141:37:26	4775	205	95.7%	0:41:27
Desert	50:21:13	207:51:13	10124	315	96.9%	0:39:35
JFK	116:46:03	310:16:03	3498	387	88.9%	0:48:06
Totals	15,385:48:38	30,548:18:38	124,885	30,325	75.7%	1:00:27

* 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).

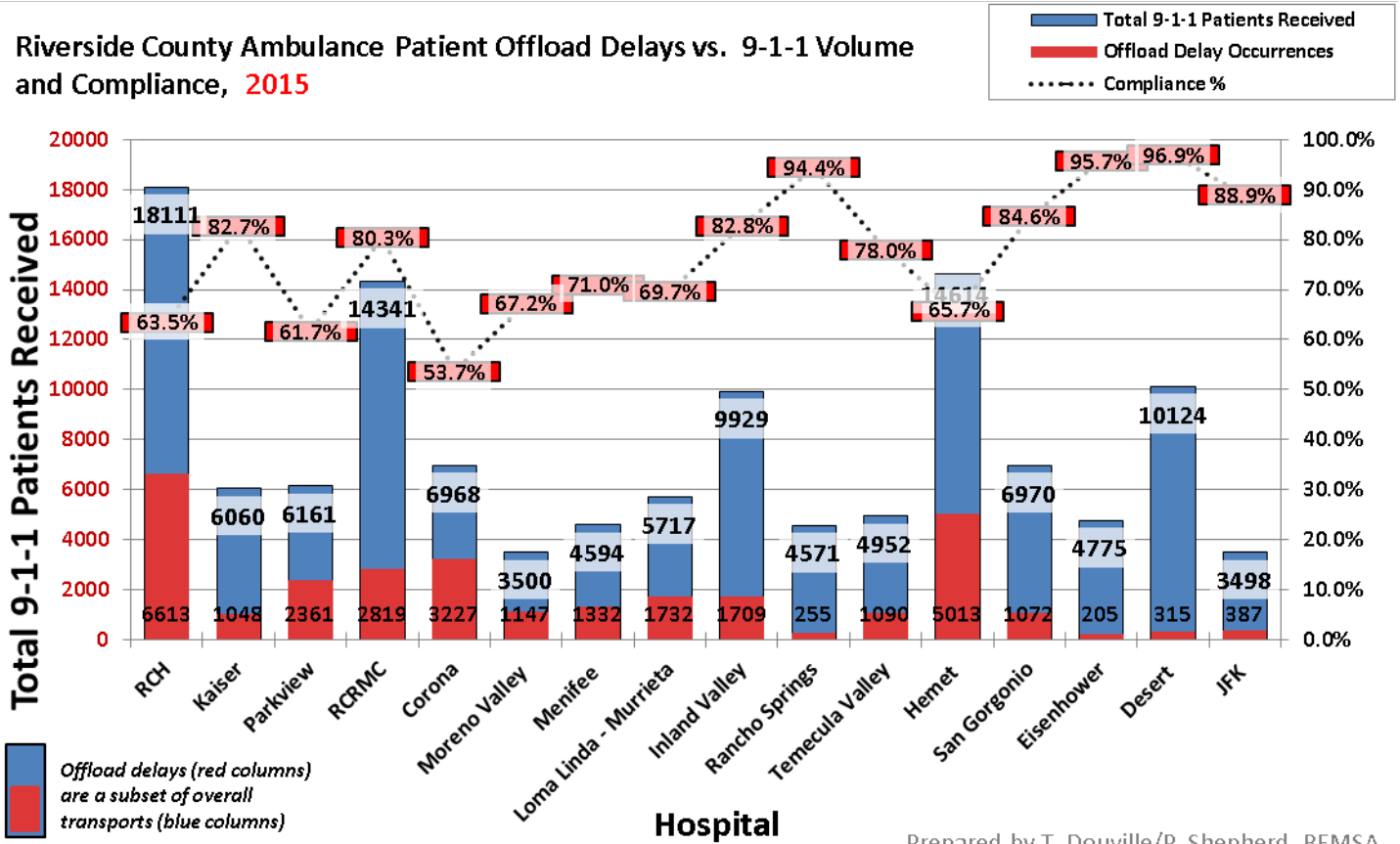
Ambulance Patient Offload Delay Data, 2014 – Transports and Occurrences - ALS Units Only

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.

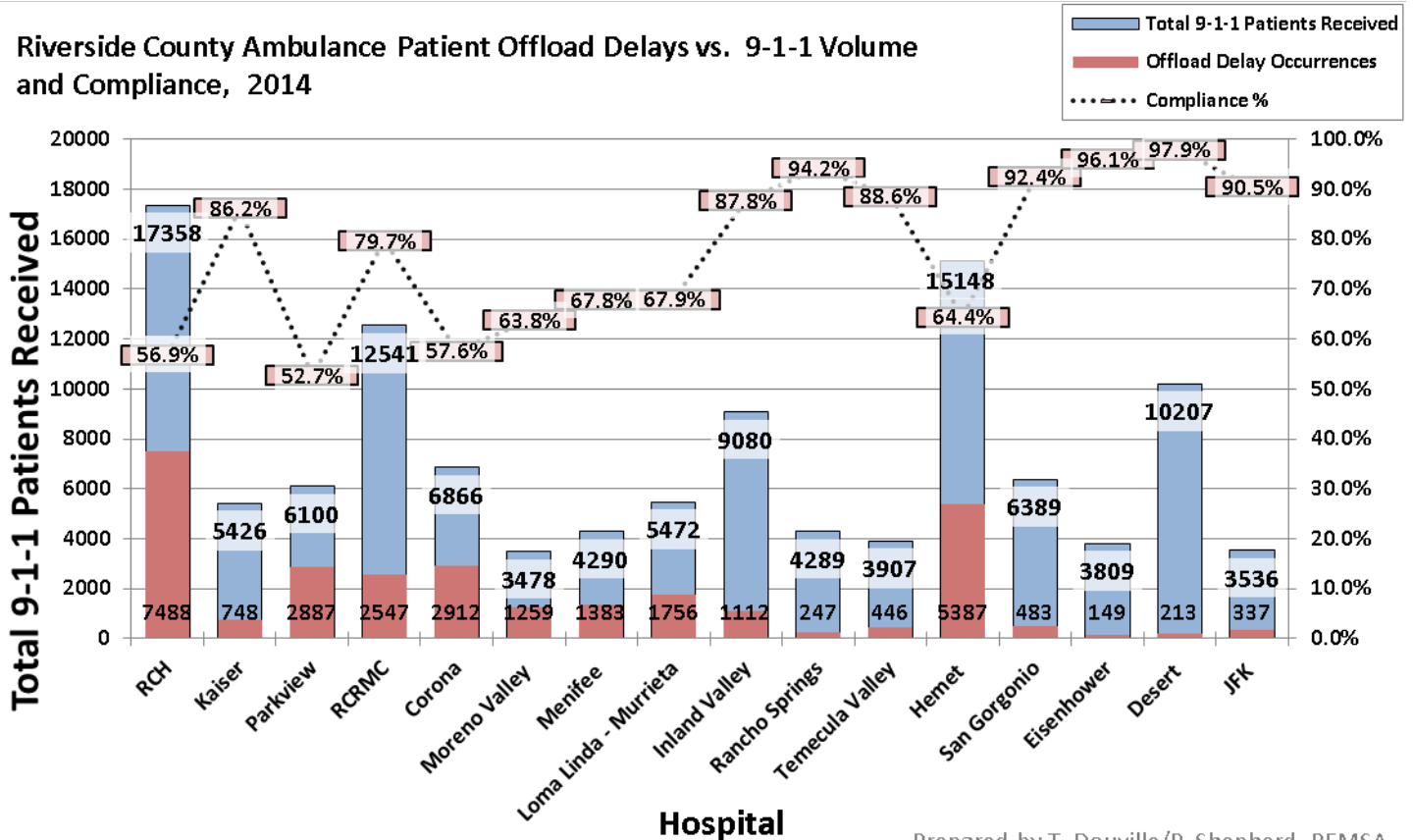
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

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



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* - Oct. – Dec. 2015

Hospital	Oct. '15 Delay Hours	ALS 9-1-1 Trans.	Oct'15 Offload Delays	Nov. '15 Delay Hours	ALS 9-1-1 Trans.	Nov. '15 Offload Delays	Dec. '15 Delay Hours	ALS 9-1-1 Trans.	Dec. '15 Offload Delays
RCH	155:37:09	1572	394	105:00:58	1504	354	71:36:53	1598	281
Kaiser	13:07:44	518	54	13:03:05	463	47	20:17:38	514	67
Parkview	43:12:55	532	113	20:40:23	463	77	50:10:31	510	110
RCRMC	62:33:58	1258	175	76:53:45	1244	210	76:12:42	1256	204
Corona	139:14:42	541	182	95:44:34	585	191	155:23:14	610	198
Moreno Val.	27:08:58	280	70	19:42:17	291	69	16:33:32	290	58
Menifee	38:50:27	352	64	18:51:43	341	51	30:38:55	356	52
LLUMC –Murr.	56:50:16	448	116	43:31:09	467	101	76:10:33	461	146
Inland Valley	41:54:07	841	125	62:15:43	803	137	44:52:07	785	119
Rancho Spgs.	4:05:22	363	17	3:34:22	359	9	5:39:17	397	18
Temecula Val.	33:06:26	409	87	33:12:05	449	90	27:00:52	443	77
Hemet	173:48:43	1262	339	102:36:25	1261	271	159:12:09	1265	332
San Gorgonio	32:53:06	616	101	18:54:15	523	64	36:35:47	597	91
Eisenhower	4:20:29	310	10	1:39:57	348	12	4:39:14	397	23
Desert	2:01:00	870	17	3:43:58	858	23	4:44:03	912	32
JFK	11:38:11	293	40	13:12:37	271	30	9:35:29	316	23
Totals	840:23:33	10,465	1,904	632:37:16	10,230	1,736	789:22:56	10,707	1,831

*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.