



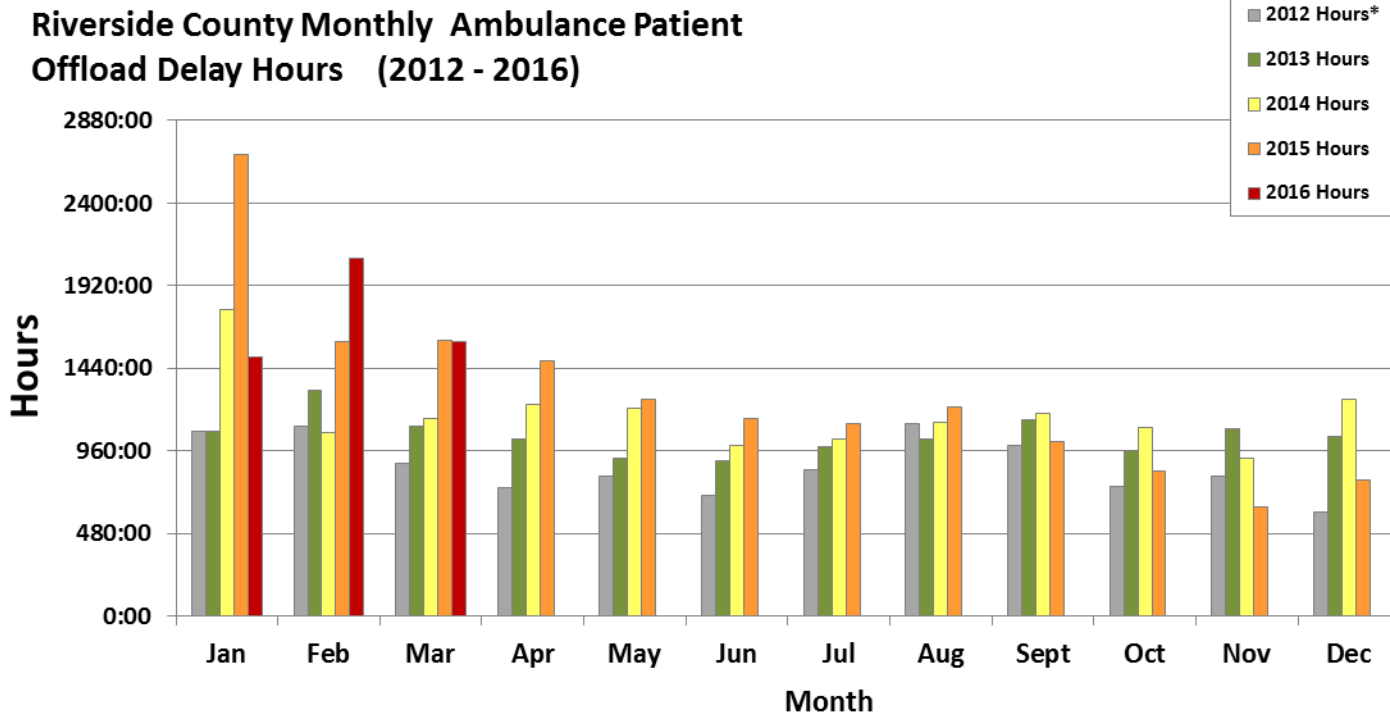
AMBULANCE PATIENT OFFLOAD DELAYS

April 12, 2016

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

HISTORICAL COMPARISON

Data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2012-2016 (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, 2012 to 2015

Hospital	2012		2013		2014		2015	
	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays
RCH	2198:41:11	3953	2712:32:25	5978	2984:29:25	7488	2773:05:19	6613
Kaiser	151:16:22	472	196:02:59	496	201:38:58	748	338:51:33	1048
Parkview	1881:03:47	2833	1171:41:25	2037	1694:56:01	2887	1408:38:48	2361
RCRMC	892:20:22	2276	1107:06:11	2375	1007:19:37	2547	1051:28:27	2819
Corona	1694:56:09	2803	1717:47:56	2522	1845:33:25	2912	2652:21:07	3227
Moreno Valley	268:19:32	809	420:59:39	888	545:55:06	1259	451:34:23	1147
Menifee	322:28:21	791	725:38:26	1158	733:35:51	1383	824:27:25	1332
LLUMC- Murrieta	265:40:04	675	888:15:15	1411	963:34:24	1756	946:18:08	1732
Inland Valley	949:05:59	2134	643:33:09	1307	432:21:44	1112	714:29:18	1709
Rancho Springs	136:57:10	417	137:27:11	326	76:31:30	247	79:13:52	255
Temecula Valley			10:07:03	28	139:03:35	446	411:05:43	1090
Hemet	1081:16:55	2720	2535:17:35	4151	3112:04:15	5387	3153:42:33	5013
San Gorgonio	222:07:47	595	127:45:02	298	157:47:22	483	374:17:20	1072
Eisenhower	64:56:15	320	54:56:39	241	24:15:55	149	39:07:26	205
Desert	233:06:47	788	68:47:04	347	40:12:27	213	50:21:13	315
JFK	81:16:43	337	58:37:55	252	79:52:57	337	116:46:03	387
Totals	10,443:33:24	21,923	12,576:35:54	23,815	14,039:12:32	29,354	15,385:48:38	30,325

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

AMBULANCE PATIENT OFFLOAD DELAYS AND OVERALL COMPLIANCE

This data includes 2015 and 2016 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, 2016 YTD – Transports and Occurrences - ALS Units Only

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrences	Compliance%**	Avg Delay/Occurrence*
RCH	767:31:42	1522:31:42	4940	1510	69.4%	1:00:30
Kaiser	290:04:39	502:34:39	1643	425	74.1%	1:10:57
Parkview	605:19:36	943:19:36	1762	676	61.6%	1:23:44
RCRMC	352:04:08	751:04:08	3957	798	79.8%	0:56:28
Corona	563:59:39	863:29:39	1795	599	66.6%	1:26:30
Moreno Valley	124:49:58	260:19:58	993	271	72.7%	0:57:38
Menifee	212:28:53	363:58:53	1294	303	76.6%	1:12:05
LLUMC –Murrieta	346:51:50	626:51:50	1498	560	62.6%	1:07:10
Inland Valley	476:31:30	822:31:30	2591	692	73.3%	1:11:19
Rancho Springs	104:42:09	212:42:09	1433	216	84.9%	0:59:05
Temecula Valley	115:11:55	266:11:55	1411	302	78.6%	0:52:53
Hemet	809:43:33	1477:43:33	3761	1336	64.5%	1:06:22
San Geronio	232:09:36	451:39:36	1831	439	76.0%	1:01:44
Eisenhower	9:25:18	41:25:18	1211	64	94.7%	0:38:50
Desert	121:53:16	302:23:16	3041	361	88.1%	0:50:16
JFK	45:43:51	105:43:51	953	120	87.4%	0:52:52
Totals	5178:31:33	9514:31:33	34,114	8,672	74.6%	1:05:50

* 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).

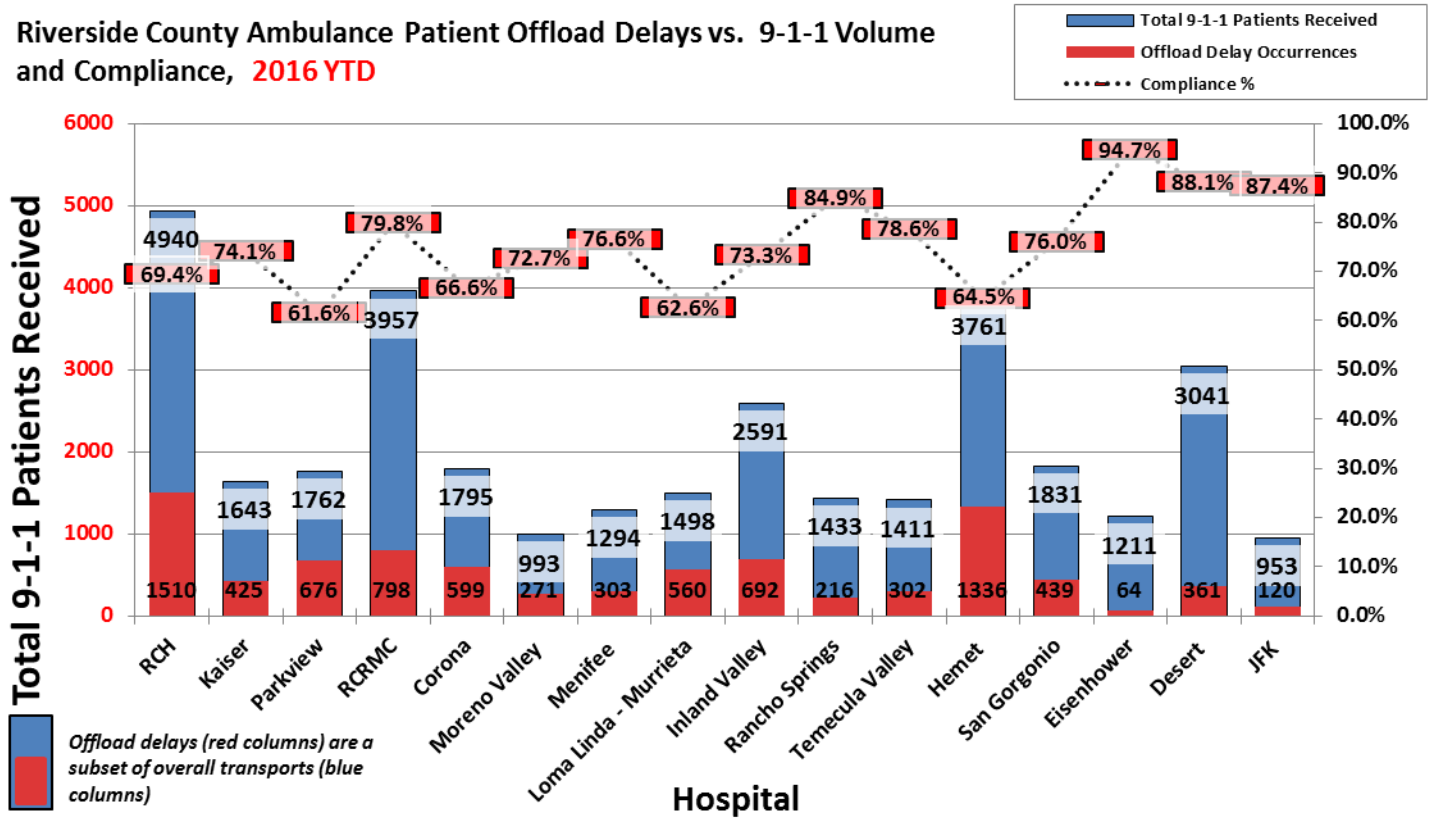
Ambulance Patient Offload Delay Data, 2015 – Transports and Occurrences - ALS Units Only

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

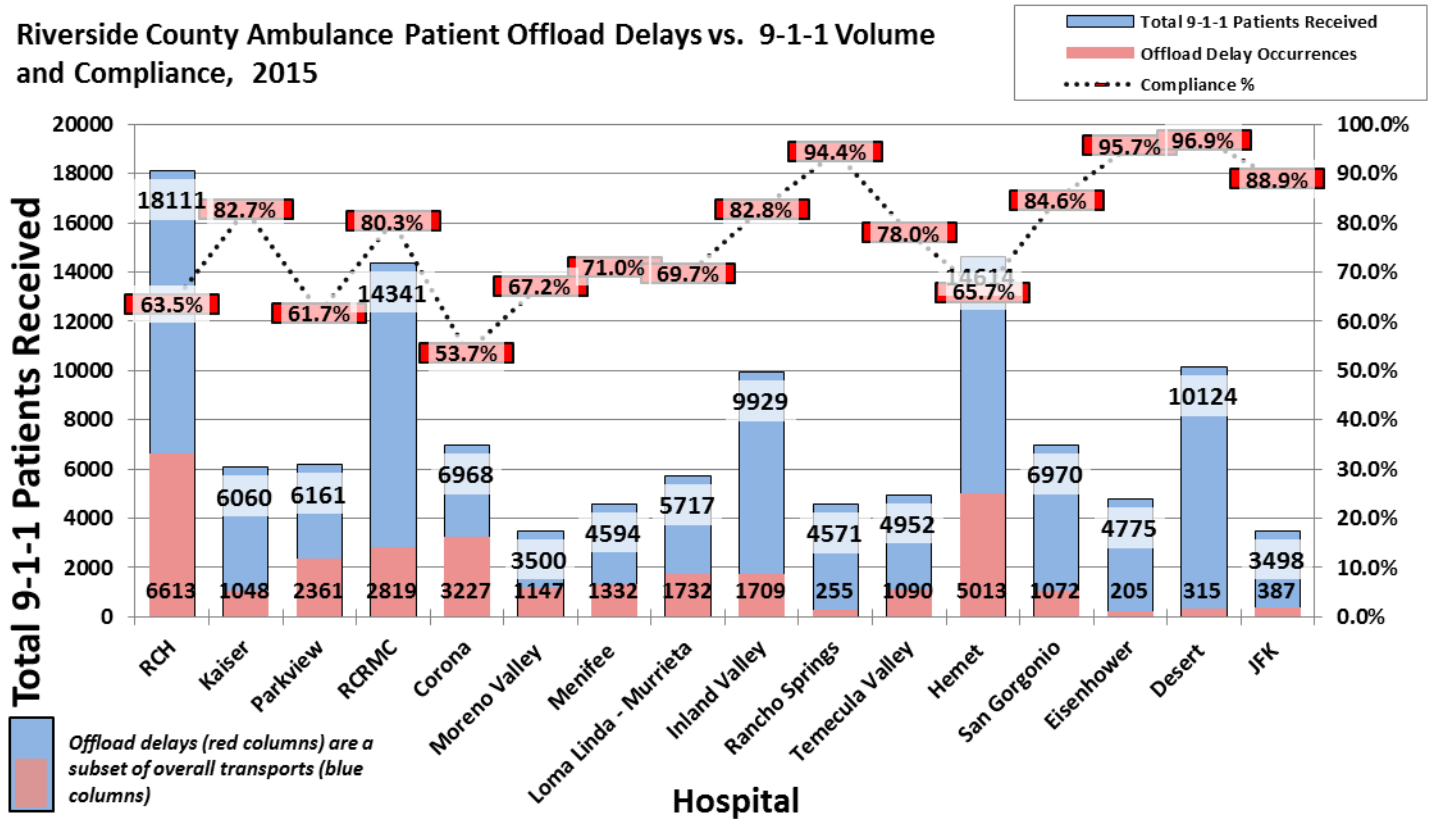
* Includes the first 30 minutes of each Offload Delay.

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

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2016 YTD



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



Ambulance Patient Offload Delays by Month: Offload Delay Time and Occurrences by hospital* - Jan. - Mar. 2016

Hospital	Jan. '16 Delay Hours	ALS 9-1-1 Trans.	Jan. '16 Offload Delays	Feb. '16 Delay Hours	ALS 9-1-1 Trans.	Feb. '16 Offload Delays	Mar. '16 Delay Hours	ALS 9-1-1 Trans.	Mar. '16 Offload Delays
RCH	184:37:43	1673	448	297:05:45	1623	536	285:48:14	1644	526
Kaiser	64:36:55	528	107	152:01:16	582	191	73:26:28	533	127
Parkview	104:26:32	594	198	290:40:52	609	266	210:12:12	559	212
RCRMC	121:36:27	1307	256	119:45:48	1270	260	110:41:53	1380	282
Corona	192:48:04	590	216	279:25:42	564	244	91:45:53	641	139
Moreno Val.	31:43:21	324	67	53:37:28	345	113	39:29:09	324	91
Menifee	110:20:25	414	126	55:42:57	433	94	46:25:31	447	83
LLUMC –	103:00:01	455	158	122:49:49	515	217	121:02:00	528	185
Inland Valley	120:44:12	817	162	195:19:08	857	276	160:28:10	917	254
Rancho Spgs.	13:13:51	425	43	70:27:51	511	107	21:00:27	497	66
Temecula	35:50:07	458	91	49:30:23	476	122	29:51:25	477	89
Hemet	306:13:29	1297	444	231:05:49	1231	429	272:24:15	1233	463
San Gorgonio	83:39:25	614	164	83:19:17	598	136	65:10:54	619	139
Eisenhower	2:39:49	396	16	4:56:37	417	30	1:48:52	398	18
Desert	18:00:43	985	63	62:30:32	1047	169	41:22:01	1009	129
JFK	15:08:23	302	35	10:09:46	317	35	20:25:42	334	50
Totals	1508:39:27	11,179	2584	2078:29:00	11,395	3,225	1591:23:06	11,540	2,853

*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.