



AMBULANCE PATIENT OFFLOAD DELAYS

June 6, 2016

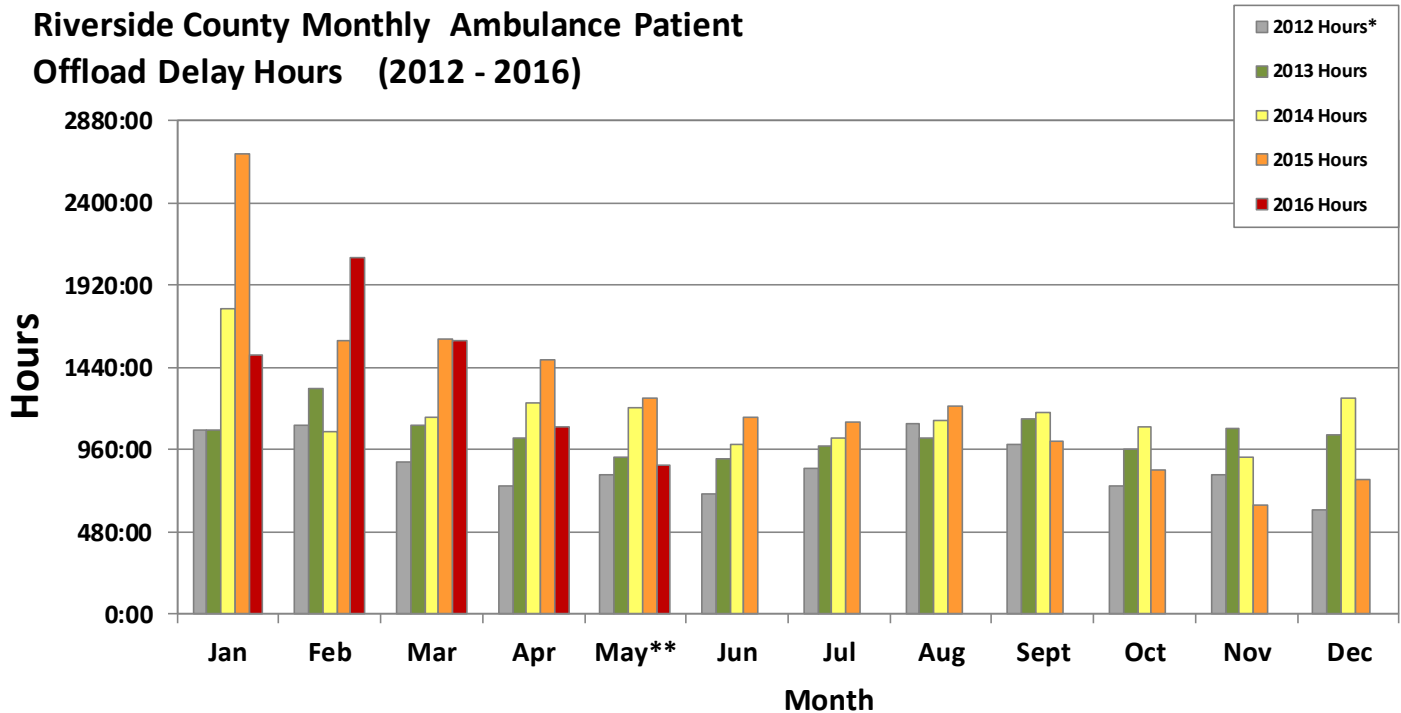
RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

Historical Comparison

The data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2012 through the present month of 2016 from hospitals within Riverside County. To qualify for this chart, the duration of offload delay must be greater than 30 minutes (years 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.

**For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.



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	980:53:12	2057:23:12	8088	2153	73.4%	0:57:20
Kaiser	356:08:56	649:08:56	2651	586	77.9%	1:06:28
Parkview	767:33:05	1252:03:05	2754	969	64.8%	1:17:32
RCRMC	518:44:05	1131:14:05	6537	1225	81.3%	0:55:24
Corona	684:48:13	1083:18:13	3094	797	74.2%	1:21:33
Moreno Valley	243:07:35	486:37:35	1679	487	71.0%	0:59:57
Menifee	283:22:00	502:22:00	2116	438	79.3%	1:08:49
LLUMC –Murrieta	555:59:13	1000:29:13	2481	889	64.2%	1:07:31
Inland Valley	661:48:48	1154:18:48	4289	985	77.0%	1:10:19
Rancho Springs	126:49:57	268:19:57	2260	283	87.5%	0:56:53
Temecula Valley	168:43:36	403:43:36	2385	470	80.3%	0:51:32
Hemet	1275:31:58	2393:01:58	6346	2235	64.8%	1:04:15
San Geronio	295:09:04	603:09:04	3068	616	79.9%	0:58:45
Eisenhower	12:33:31	55:03:31	1898	85	95.5%	0:38:52
Desert	149:04:17	387:34:17	4999	477	90.5%	0:48:45
JFK	57:30:12	144:30:12	1748	174	90.0%	0:49:50
Totals	7137:47:42	13572:17:42	56,393	12,869	77.2%	1:03:17

* 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).

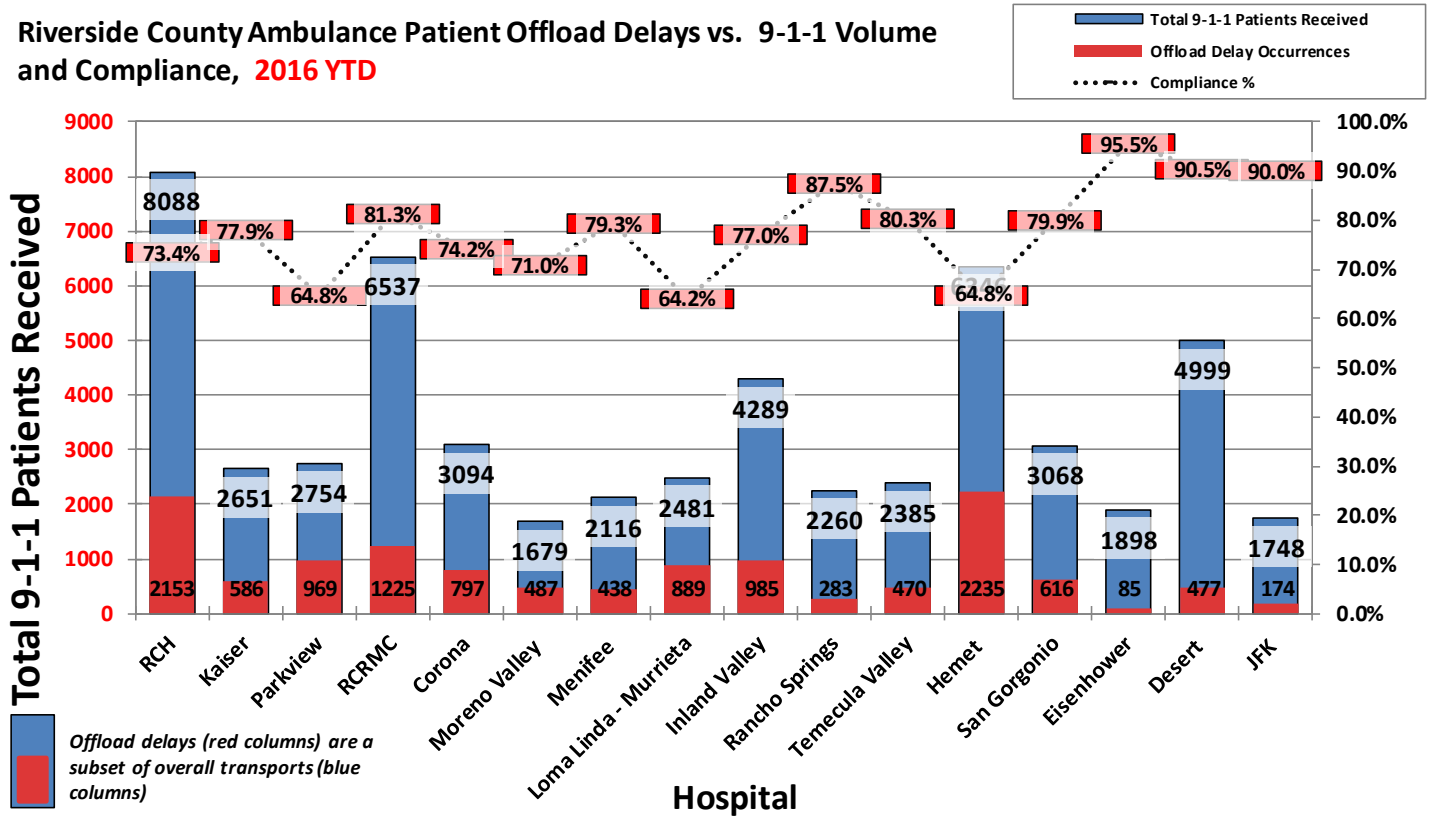
Ambulance Patient Offload Delay Data, 2015 – Transports and Occurrences - ALS Units Only

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	15385:48:38	30548:18:38	124,885	30,325	75.7%	1:00:27

* Includes the first 30 minutes of each Offload Delay.

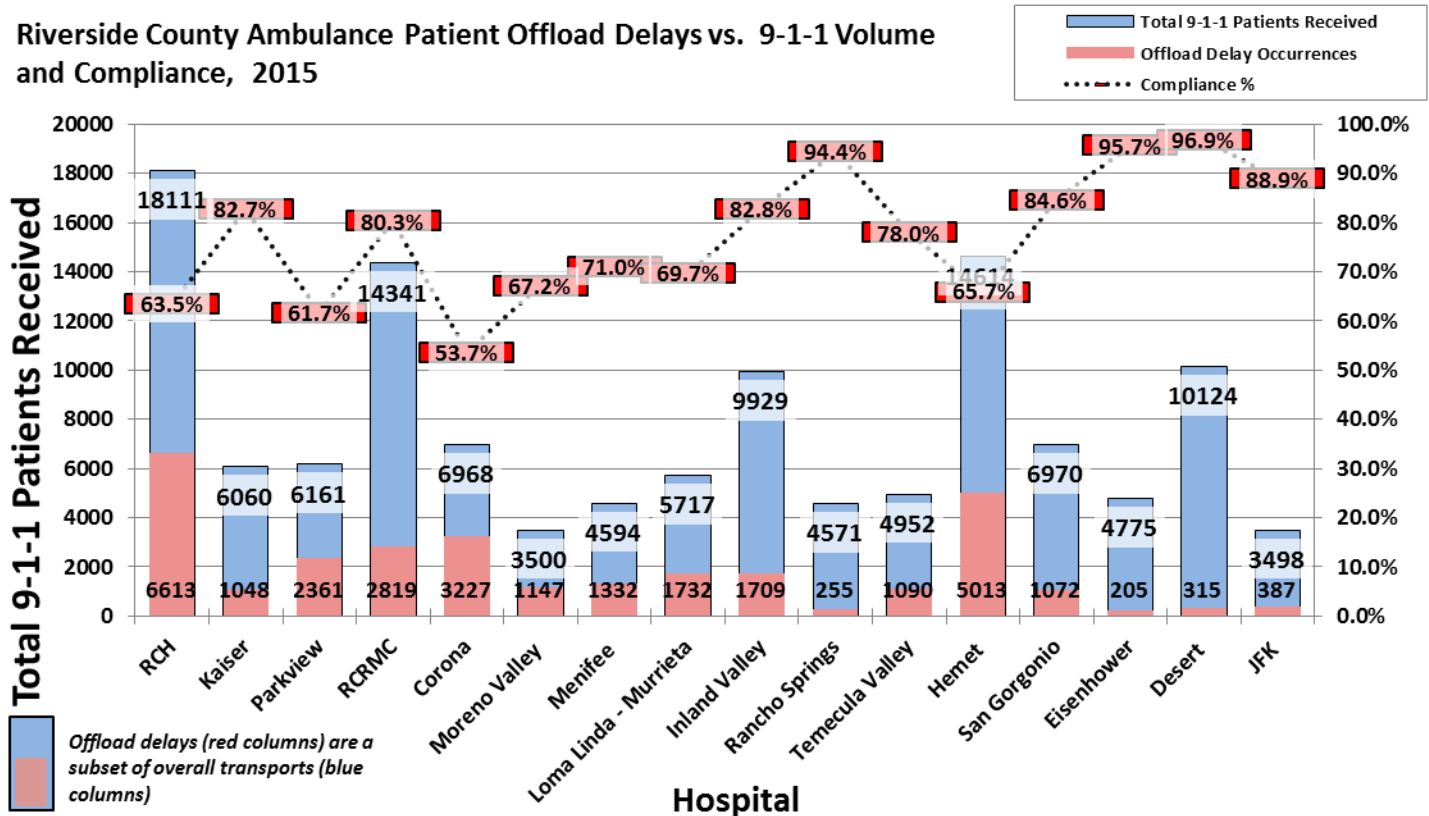
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

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



**For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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* - March through May 2016****

Hospital	Mar '16 Delay Hours	ALS 9-1-1 Trans.	Mar '16 Offload Delays	Apr '16 Delay Hours	ALS 9-1-1 Trans.	Apr '16 Offload Delays	May '16 Delay Hours	ALS 9-1-1 Trans.	May '16 Offload Delays
RCH	285:48:14	1644	526	116:54:31	1525	328	96:26:59	1623	315
Kaiser	73:26:28	533	127	44:00:53	516	92	22:03:24	492	69
Parkview	210:12:12	559	212	90:18:42	469	160	71:54:47	523	133
RCRMC	110:41:53	1380	282	87:42:13	1294	228	78:57:44	1286	199
Corona	91:45:53	641	139	63:06:00	663	108	57:42:34	636	90
Moreno Val.	39:29:09	324	91	74:58:06	364	133	43:19:31	322	83
Menifee	46:25:31	447	83	34:36:26	426	77	36:16:41	396	58
LLUMC –Murrieta	121:02:00	528	185	137:47:48	528	200	71:19:35	455	129
Inland Valley	160:28:10	917	254	95:57:20	864	152	89:19:58	834	141
Rancho Spgs.	21:00:27	497	66	12:12:03	440	41	9:55:45	387	26
Temecula Val.	29:51:25	477	89	26:34:53	482	87	26:56:48	492	81
Hemet	272:24:15	1233	463	253:12:42	1260	472	212:35:43	1325	427
San Geronio	65:10:54	619	139	34:23:14	641	106	28:36:14	596	71
Eisenhower	1:48:52	398	18	0:47:50	360	11	2:20:23	327	10
Desert	41:22:01	1009	129	12:28:10	984	49	14:42:51	974	67
JFK	20:25:42	334	50	7:55:44	443	36	3:50:37	352	18
Totals	1591:23:06	11,540	3,225	1092:56:35	11,259	2,280	866:19:34	11,020	1,917

*Monthly Delay Time does not include the first 30 minutes of each Offload Delay occurrence.

**For May of 2016, actual totals may have been slightly higher than are reported due to a 3-day CAD outage.

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.