



# AMBULANCE PATIENT OFFLOAD DELAYS

**July 12, 2016**

*Report covers data YTD through June 30, 2016.*

# RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

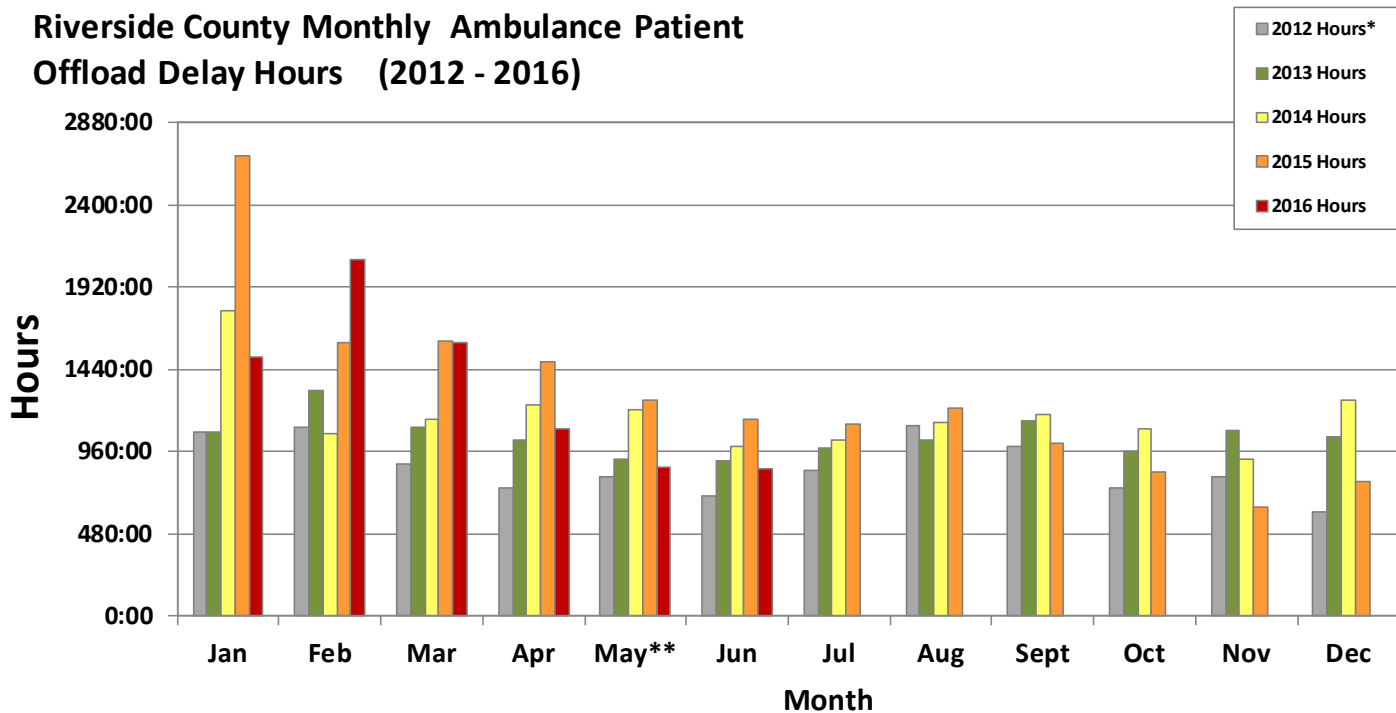
## Historical Comparison

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.

### Riverside County Monthly Ambulance Patient Offload Delay Hours (2012 - 2016)



### 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
RRCMC	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
<b>Totals</b>	<b>10,443:33:24</b>	<b>21,923</b>	<b>12,576:35:54</b>	<b>23,815</b>	<b>14,039:12:32</b>	<b>29,354</b>	<b>15,385:48:38</b>	<b>30,325</b>

\*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	1077:24:21	2314:54:21	9709	2475	74.5%	0:56:07
Kaiser	366:03:13	677:03:13	3122	622	80.1%	1:05:19
Parkview	821:53:59	1365:53:59	3281	1088	66.8%	1:15:20
RCRMC	605:33:56	1338:33:56	7890	1466	81.4%	0:54:47
Corona	734:40:05	1187:10:05	3702	905	75.6%	1:18:42
Moreno Valley	328:17:37	638:47:37	2028	621	69.4%	1:01:43
Menifee	311:24:46	559:24:46	2491	496	80.1%	1:07:40
LLUMC –Murrieta	622:27:24	1134:57:24	2961	1025	65.4%	1:06:26
Inland Valley	735:59:36	1294:59:36	5152	1118	78.3%	1:09:30
Rancho Springs	139:37:37	300:07:37	2664	321	88.0%	0:56:06
Temecula Valley	188:10:20	461:10:20	2859	546	80.9%	0:50:41
Hemet	1489:48:32	2821:48:32	7599	2664	64.9%	1:03:33
San Geronio	343:24:09	707:24:09	3685	728	80.2%	0:58:18
Eisenhower	13:18:27	58:48:27	2206	91	95.9%	0:38:46
Desert	158:00:35	422:30:35	5951	529	91.1%	0:47:55
JFK	66:04:24	165:34:24	2064	199	90.4%	0:49:55
<b>Totals</b>	<b>8002:09:01</b>	<b>15449:09:01</b>	<b>67,364</b>	<b>14,894</b>	<b>77.9%</b>	<b>1:02:14</b>

\* 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).

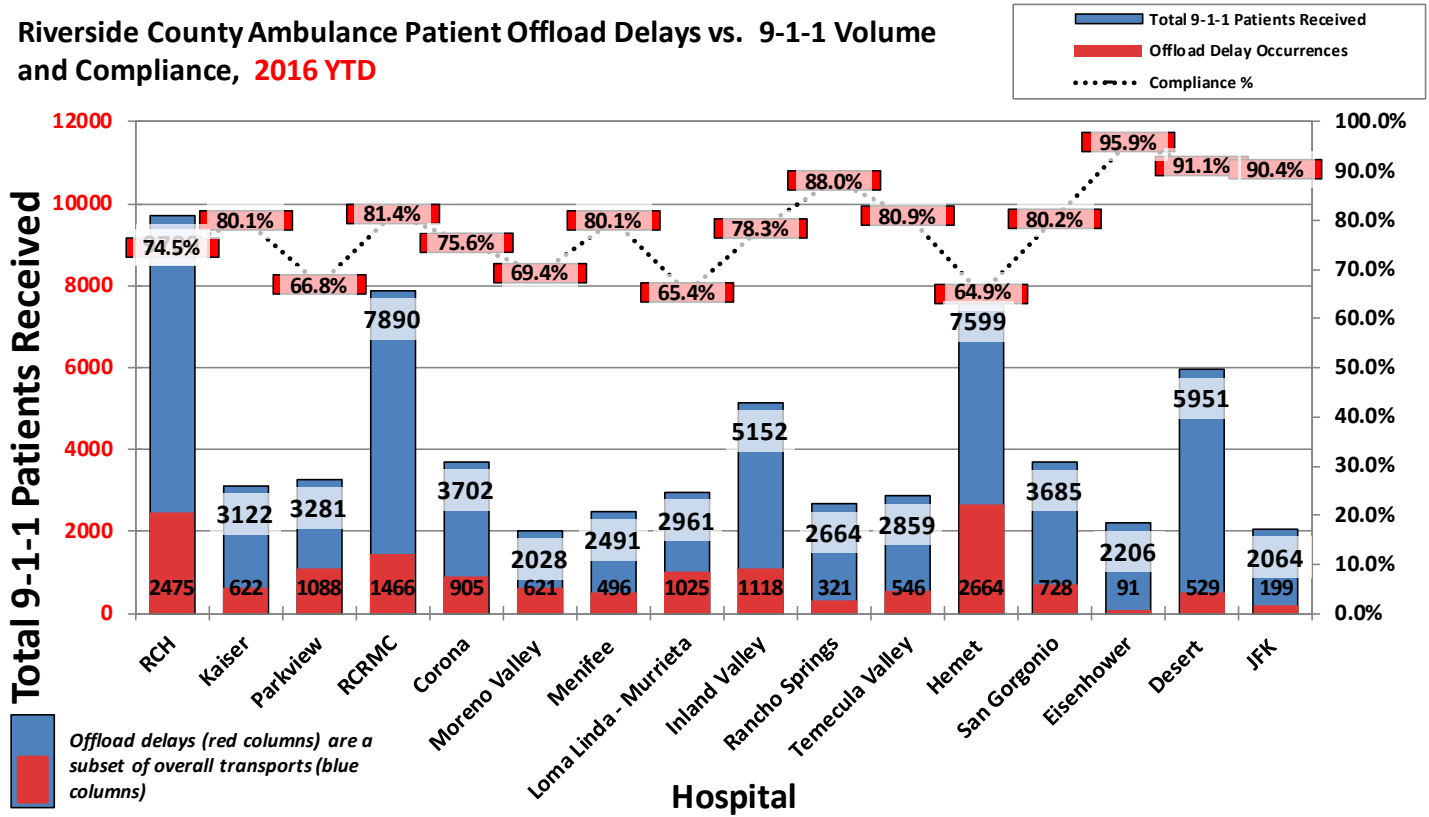
### Ambulance Patient Offload Delay Data, 2015 – Transports and Occurrences - ALS Units Only

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
<b>Totals</b>	<b>15385:48:38</b>	<b>30548:18:38</b>	<b>124,885</b>	<b>30,325</b>	<b>75.7%</b>	<b>1:00:27</b>

\* Includes the first 30 minutes of each Offload Delay.

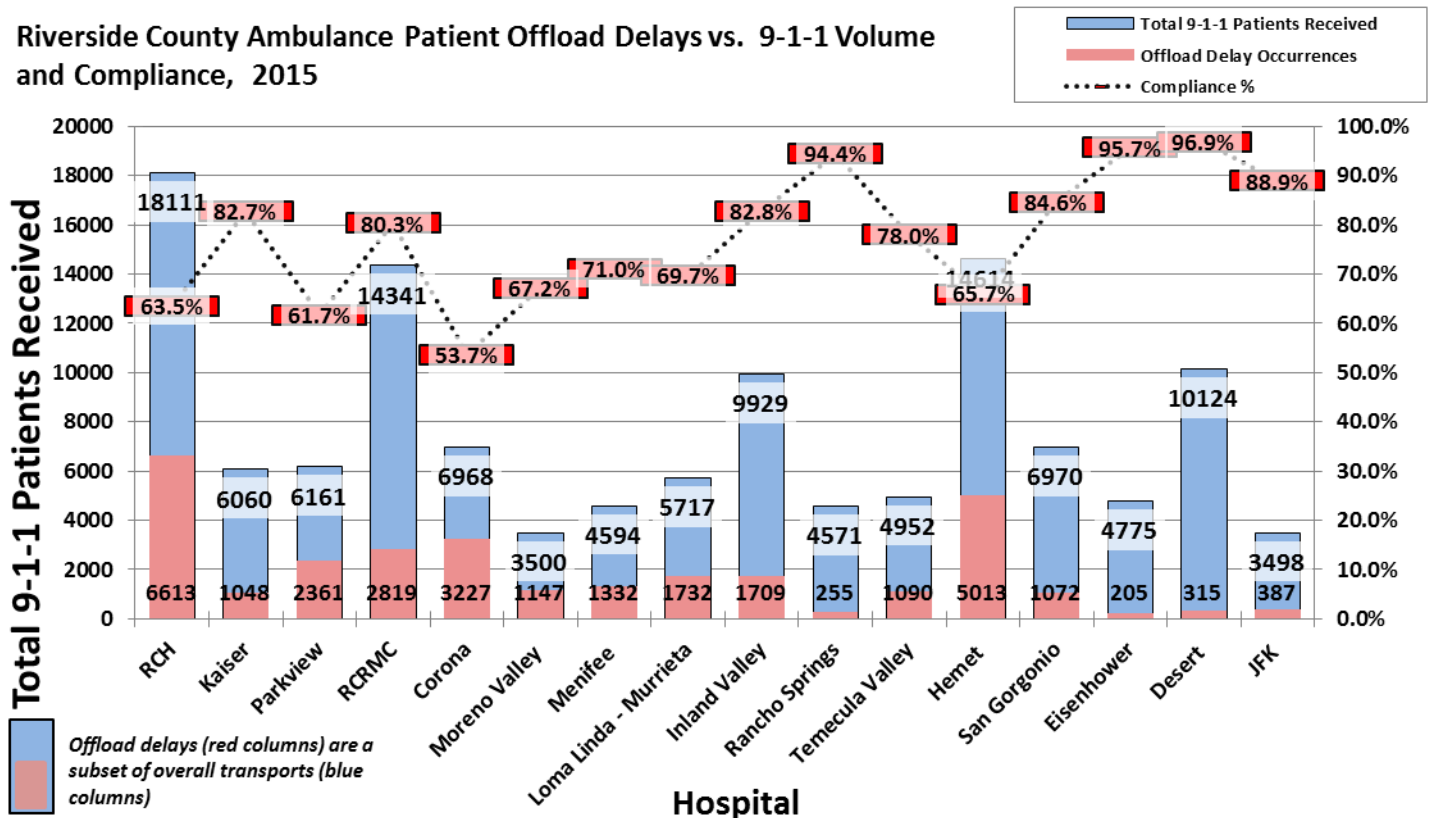
\*\* Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

### 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\* - April through June 2016**

Hospital	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	Jun '16 Delay Hours	ALS 9-1-1 Trans.	Jun '16 Offload Delays
RCH	116:54:31	1525	328	96:26:59	1623	315	96:31:09	1621	322
Kaiser	44:00:53	516	92	22:03:24	492	69	9:54:17	471	36
Parkview	90:18:42	469	160	71:54:47	523	133	54:20:54	527	119
RCRMC	87:42:13	1294	228	78:57:44	1286	199	86:49:51	1353	241
Corona	63:06:00	663	108	57:42:34	636	90	49:51:52	608	108
Moreno Val.	74:58:06	364	133	43:19:31	322	83	85:10:02	349	134
Menifee	34:36:26	426	77	36:16:41	396	58	28:02:46	375	58
LLUMC –Murrieta	137:47:48	528	200	71:19:35	455	129	66:28:11	480	136
Inland Valley	95:57:20	864	152	89:19:58	834	141	74:10:48	863	133
Rancho Spgs.	12:12:03	440	41	9:55:45	387	26	12:47:40	404	38
Temecula Val.	26:34:53	482	87	26:56:48	492	81	19:26:44	474	76
Hemet	253:12:42	1260	472	212:35:43	1325	427	214:16:34	1253	429
San Gorgonio	34:23:14	641	106	28:36:14	596	71	48:15:05	617	112
Eisenhower	0:47:50	360	11	2:20:23	327	10	0:44:56	308	6
Desert	12:28:10	984	49	14:42:51	974	67	8:56:18	952	52
JFK	7:55:44	443	36	3:50:37	352	18	8:34:12	316	25
<b>Totals</b>	<b>1092:56:35</b>	<b>11,259</b>	<b>3,225</b>	<b>866:19:34</b>	<b>11,020</b>	<b>1,917</b>	<b>864:21:19</b>	<b>10,971</b>	<b>2,025</b>

\*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.