



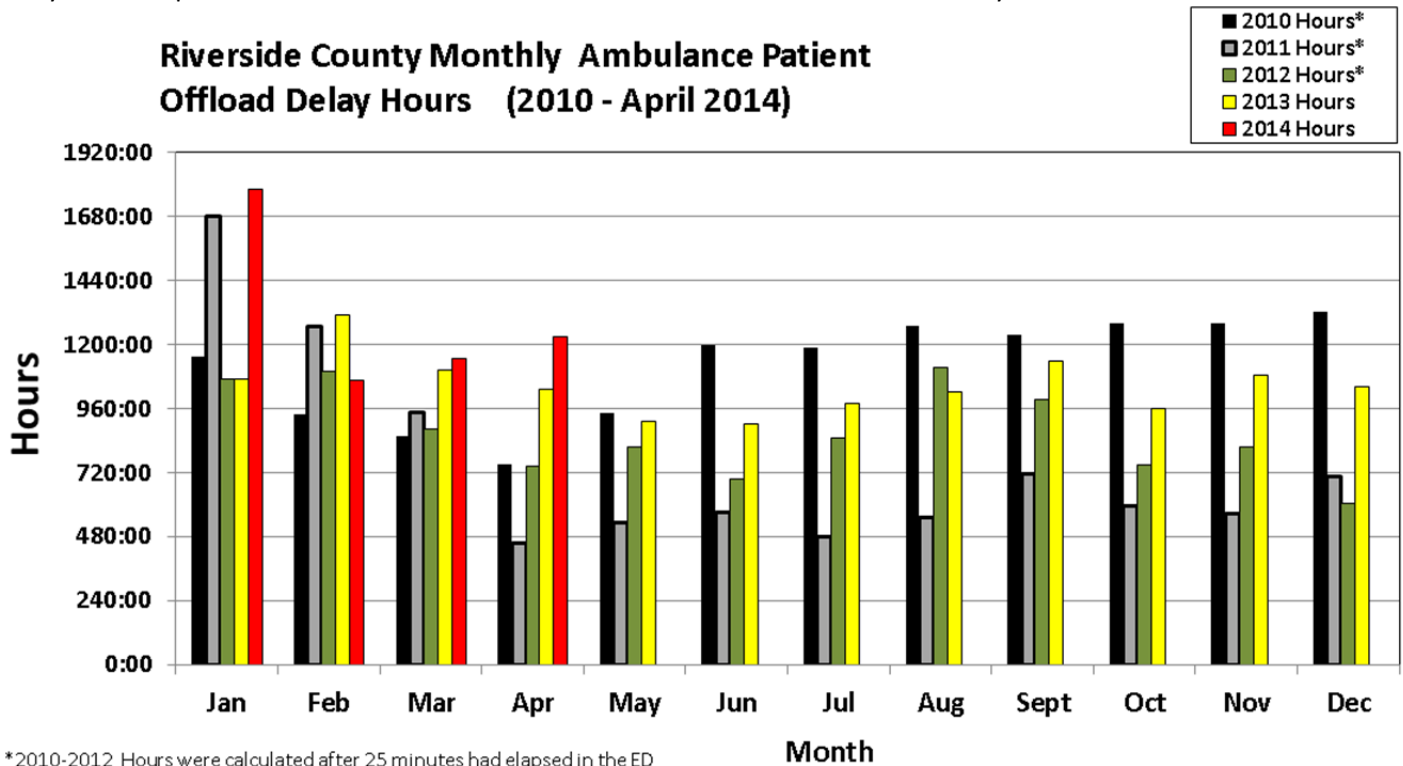
AMBULANCE PATIENT OFFLOAD DELAYS

May 20, 2014

RIVERSIDE COUNTY AMBULANCE PATIENT OFFLOAD DELAYS

HISTORICAL COMPARISON

Data provided illustrates total ambulance patient offload delay time (hh:mm) by month for 2010-2014 by 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. 2010-2012 Offload delay data used a 25-minute standard.



*2010-2012 Hours were calculated after 25 minutes had elapsed in the ED

Total Annual Hours* and Ambulance Patient Offload Delays by hospital, 2010 to 2013

Hospital	2010		2011		2012		2013	
	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays	Total Hours*	Offload Delays
RCH	4492:02:14	8936	1571:42:46	3352	2198:41:11	3953	2712:32:25	5978
Kaiser	228:13:15	779	173:06:25	559	151:16:22	472	196:02:59	496
Parkview	1408:19:41	2616	1371:19:18	2435	1881:03:47	2833	1171:41:25	2037
RCRM	459:22:28	1390	545:44:19	1535	892:20:22	2276	1107:06:11	2375
Corona	1649:46:36	2634	1539:56:42	2550	1694:56:09	2803	1717:47:56	2522
Moreno Valley	258:15:33	924	285:04:10	824	268:19:32	809	420:59:39	888
Menifee	621:54:58	1542	568:04:22	1210	322:28:21	791	725:38:26	1158
LLUMC- Murrieta	NA	NA	61:57:57	179	265:40:04	675	888:15:15	1411
Inland Valley	1772:47:13	3763	879:15:32	1671	949:05:59	2134	643:33:09	1307
Rancho Springs	1253:45:23	2908	577:15:19	1209	136:57:10	417	137:27:11	326
Temecula Valley							10:07:03	28
Hemet	939:40:28	2912	1060:21:22	2980	1081:16:55	2720	2535:17:35	4151
San Geronio	145:19:45	447	215:17:12	568	222:07:47	595	127:45:02	298
Eisenhower	23:06:49	114	33:56:41	171	64:56:15	320	54:56:39	241
Desert	102:38:56	412	122:26:14	562	233:06:47	788	68:47:04	347
JFK	63:07:19	310	65:48:08	296	81:16:43	337	58:37:55	252
Totals	13,418:20:38	29,687	9,071:16:27	20,101	10,443:33:24	21,923	12,576:35:54	23,815

*Total Hours do not include the first 25 minutes of each offload delay (2010-2012), or the first 30 minutes (2013-)

AMBULANCE PATIENT OFFLOAD DELAYS AND OVERALL COMPLIANCE

This data includes 2013 and 2014 Ambulance Patient Offload Delays, hours of delay, total time the ambulances and patients are delayed, ALS transports received by each hospital, compliance, and average delays 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, 2014 (January through April)

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrence	Compliance%**	Avg Delay/ Occurrence*
RCH	1124:32:30	2378:32:30	5652	2508	55.6%	0:56:54
Kaiser	64:40:12	177:10:12	1745	225	87.1%	0:47:15
Parkview	589:37:14	1074:07:14	2058	969	52.9%	1:06:31
RCRMC	309:24:28	687:24:28	3932	756	80.8%	0:54:33
Corona	664:41:32	1167:11:32	2260	1005	55.5%	1:09:41
Moreno Valley	180:21:31	379:21:31	1069	398	62.8%	0:57:11
Menifee	298:25:11	551:55:11	1482	507	65.8%	1:05:19
LLUMC –Murrieta	343:24:36	650:24:36	1771	614	65.3%	1:03:33
Inland Valley	153:31:50	345:31:50	2938	384	86.9%	0:53:59
Rancho Springs	29:39:45	75:39:45	1405	92	93.5%	0:49:21
Temecula Valley	25:43:37	66:13:37	1178	81	93.1%	0:49:03
Hemet	1326:06:40	2352:36:40	4911	2053	58.2%	1:08:45
San Geronio	53:10:37	133:10:37	2043	160	92.2%	0:49:56
Eisenhower	13:36:30	55:36:30	1359	84	93.8%	0:39:43
Desert	16:33:01	62:33:01	3456	92	97.3%	0:40:48
JFK	34:47:27	112:47:27	1307	156	88.1%	0:43:23
Totals	5,228:16:41	10,270:16:41	38,566	10,084	73.9%	1:01:07

* 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).

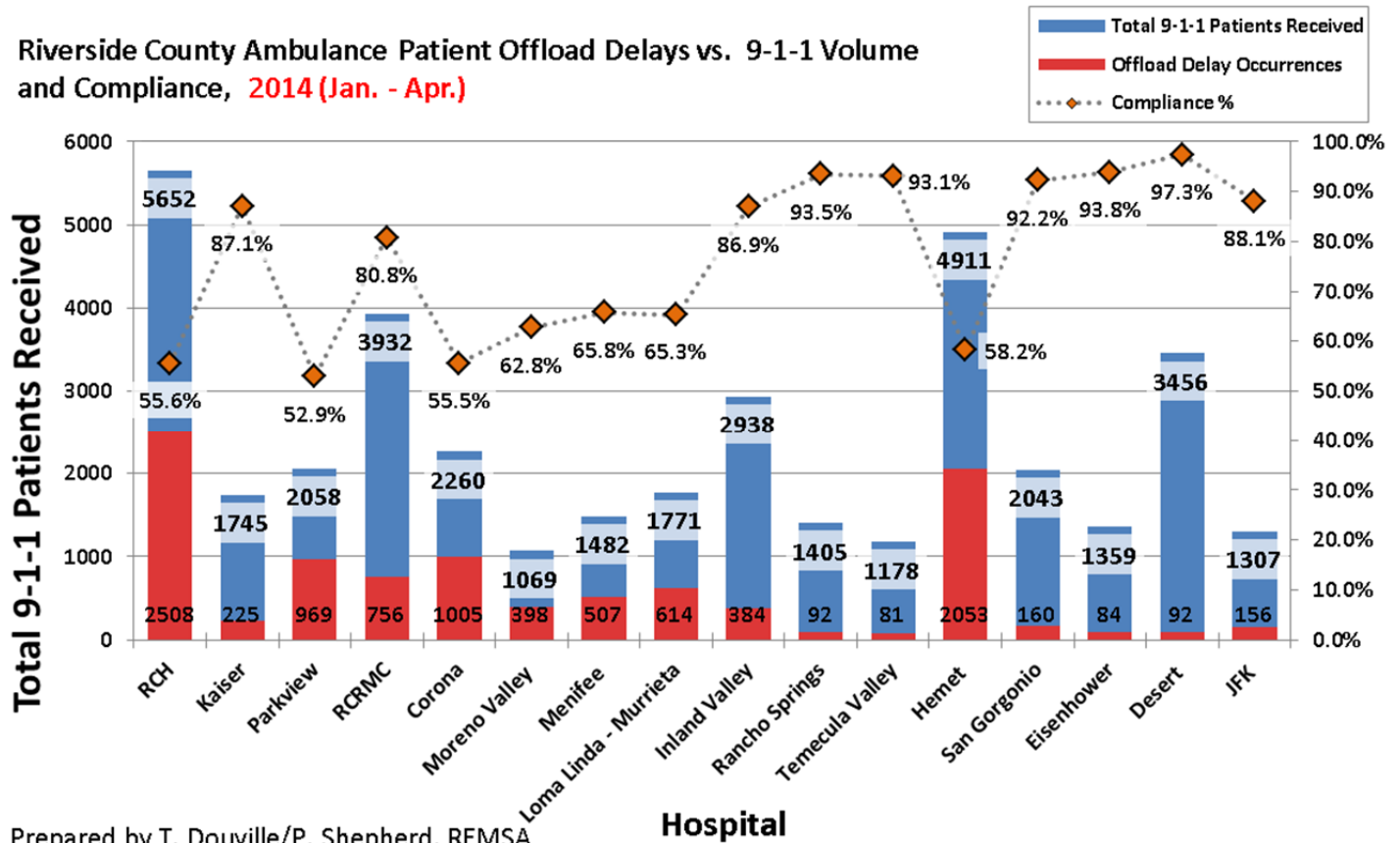
Ambulance Patient Offload Delay Data, 2013

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrence	Compliance%**	Avg Delay/ Occurrence*
RCH	2712:32:25	5701:32:25	19425	5978	69.2%	0:57:14
Kaiser	196:02:59	444:02:59	5591	496	91.1%	0:53:43
Parkview	1171:41:25	2190:11:25	6721	2037	69.7%	1:04:31
RCRMC	1107:06:11	2294:36:11	14113	2375	83.2%	0:57:58
Corona	1717:47:56	2978:47:56	7197	2522	65.0%	1:10:52
Moreno Valley	420:59:39	864:59:39	3069	888	71.1%	0:58:27
Menifee	725:38:26	1304:38:26	4581	1158	74.7%	1:07:36
LLUMC –Murrieta	888:15:15	1593:45:15	5079	1411	72.2%	1:07:46
Inland Valley	643:33:09	1297:03:09	9470	1307	86.2%	0:59:33
Rancho Springs	137:27:11	300:27:11	6667	326	95.1%	0:55:18
Temecula Valley	10:07:03	24:07:03	739	28	96.2%	0:51:41
Hemet	2535:17:35	4610:47:35	15599	4151	73.4%	1:06:39
San Geronio	127:45:02	276:45:02	6278	298	95.3%	0:55:43
Eisenhower	54:56:39	175:26:39	5108	241	95.3%	0:43:41
Desert	68:47:04	242:17:04	11406	347	97.0%	0:41:54
JFK	58:37:55	184:37:55	3714	252	93.2%	0:43:58
Totals	12,576:35:54	24,484:05:54	124,757	23,815	80.9%	1:01:41

* Includes the first 30 minutes of each Offload Delay.

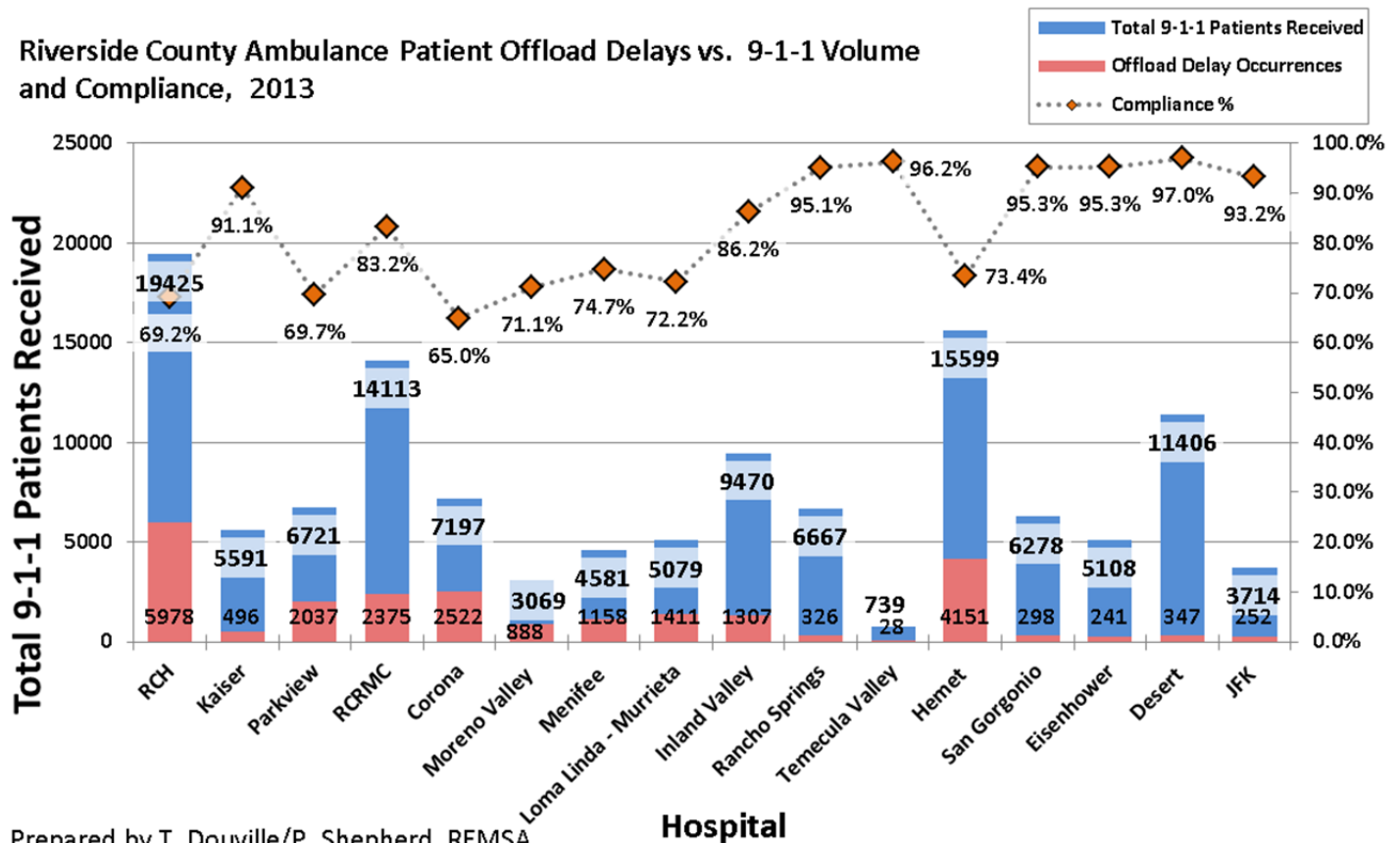
** Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2014 (Jan. - Apr.)



Prepared by T. Douville/P. Shepherd, REMSA

Riverside County Ambulance Patient Offload Delays vs. 9-1-1 Volume and Compliance, 2013



Prepared by T. Douville/P. Shepherd, REMSA

**Ambulance Patient Offload Delays by Month: Delay Time and Occurrences by hospital* -
Feb. 2014 –Apr. 2014**

Hospital	Feb. '14 Delay Hours	<i>Feb. '14 Offload Delays</i>	Mar. '14 Delay Hours	<i>Mar. '14 Offload Delays</i>	Apr. '14 Delay Hours	<i>Apr. '14 Offload Delays</i>
RCH	176:29:27	441	241:46:29	637	219:50:34	616
Kaiser	15:36:39	50	14:22:50	56	16:06:35	59
Parkview	105:03:54	189	134:43:23	229	178:51:48	276
RCRM	56:01:23	148	64:48:45	162	83:42:07	211
Corona	167:33:02	220	141:29:09	242	157:27:02	251
Moreno Valley	50:06:14	94	39:20:40	92	26:52:24	78
Menifee	39:44:40	83	57:54:41	96	96:12:03	163
LLUMC –Murrieta	85:11:39	159	80:17:39	158	70:59:17	123
Inland Valley	28:41:07	75	38:27:53	107	37:36:40	82
Rancho Springs	7:20:39	23	9:14:34	28	4:17:00	12
Temecula Valley	4:04:39	8	6:10:41	24	8:26:29	28
Hemet	296:36:55	459	295:08:56	496	298:05:40	500
San Geronio	15:29:53	40	12:26:00	35	9:31:29	36
Eisenhower	4:05:36	25	3:53:23	19	2:57:44	19
Desert	7:18:23	28	2:40:21	19	2:52:56	20
JFK	7:10:35	35	5:21:32	31	17:35:53	64
Totals	1,066:34:45	2,077	1,148:06:56	2,431	1,231:25:41	2,538

*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.