



# AMBULANCE PATIENT OFFLOAD DELAYS

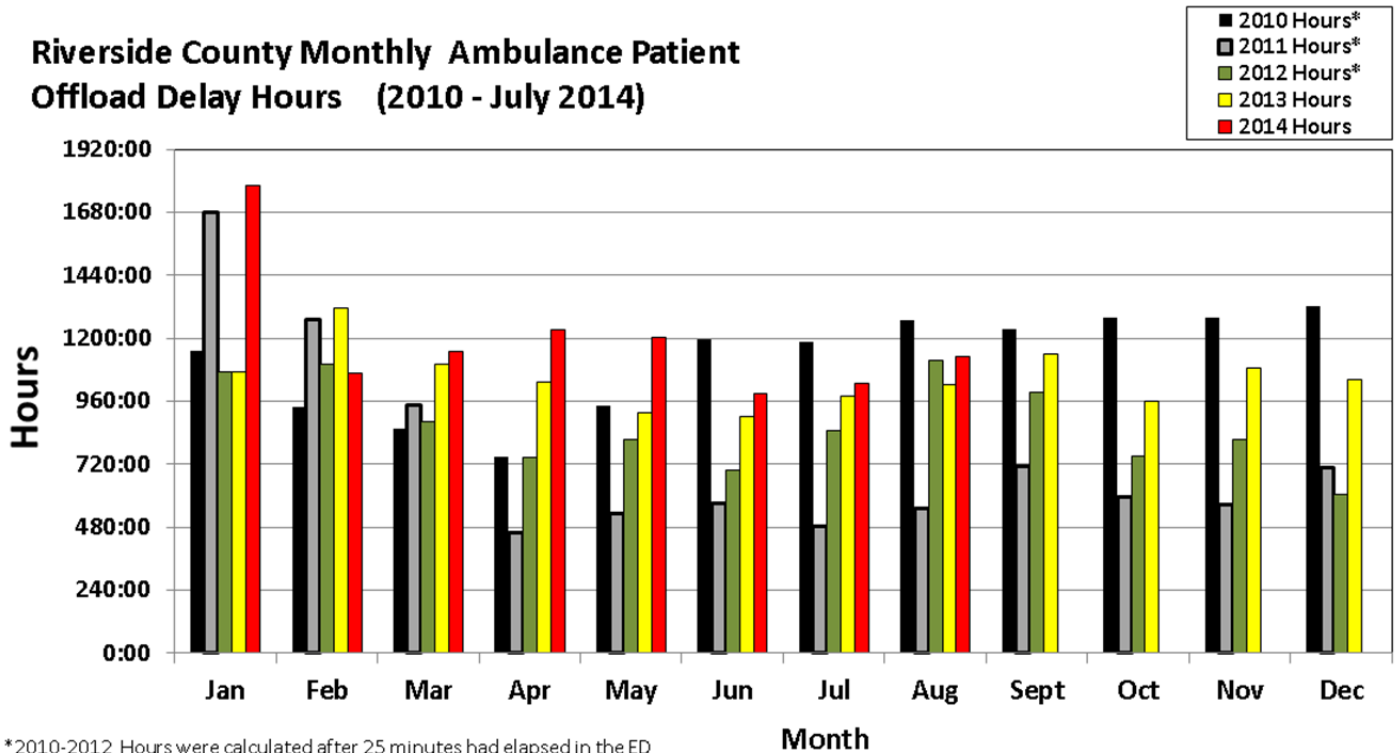
September 4, 2014

# 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.

**Riverside County Monthly Ambulance Patient Offload Delay Hours (2010 - July 2014)**



**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
RCRMC	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 Gorgonio	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
<b>Totals</b>	<b>13,418:20:38</b>	<b>29,687</b>	<b>9,071:16:27</b>	<b>20,101</b>	<b>10,443:33:24</b>	<b>21,923</b>	<b>12,576:35:54</b>	<b>23,815</b>

\*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 August)

Hospital	Offload Delay Hours	Total Delay Time*	Total ALS Transports	Offload Delay Occurrence	Compliance%**	Avg Delay/ Occurrence*
RCH	2004:08:32	4469:38:32	11529	4931	57.2%	0:54:23
Kaiser	128:06:21	362:36:21	3528	469	86.7%	0:46:23
Parkview	1130:40:26	2093:10:26	4126	1925	53.3%	1:05:15
RCRMC	662:58:19	1489:28:19	8183	1653	79.8%	0:54:04
Corona	1256:34:31	2244:34:31	4615	1976	57.2%	1:08:09
Moreno Valley	366:51:57	782:21:57	2261	831	63.2%	0:56:29
Menifee	501:04:33	971:04:33	2928	940	67.9%	1:01:59
LLUMC –Murrieta	645:18:30	1228:18:30	3596	1166	67.6%	1:03:12
Inland Valley	285:16:27	640:16:27	5962	710	88.1%	0:54:06
Rancho Springs	59:01:14	148:01:14	2854	178	93.8%	0:49:54
Temecula Valley	74:07:01	187:07:01	2503	226	91.0%	0:49:41
Hemet	2283:23:36	4166:53:36	10089	3767	62.7%	1:06:22
San Geronio	91:53:14	235:53:14	4223	288	93.2%	0:49:09
Eisenhower	19:29:37	78:29:37	2544	118	95.4%	0:39:55
Desert	25:11:14	95:41:14	6892	141	98.0%	0:40:43
JFK	50:25:45	167:25:45	2415	234	90.3%	0:42:56
<b>Totals</b>	<b>9,584:31:17</b>	<b>19,361:01:17</b>	<b>78,248</b>	<b>19,553</b>	<b>75.0%</b>	<b>0:59:25</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).

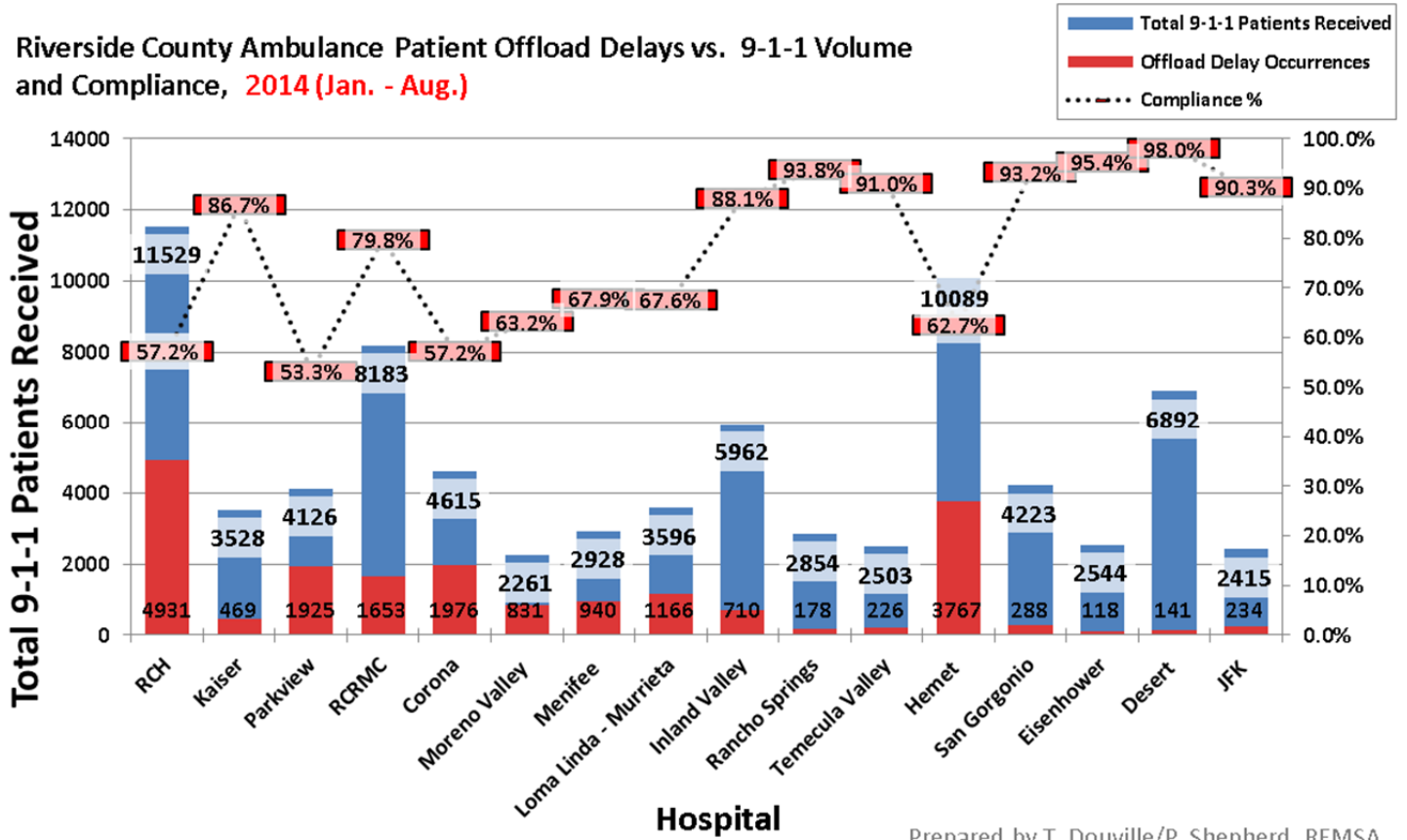
### Ambulance Patient Offload Delay Data, 2013

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
<b>Totals</b>	<b>12,576:35:54</b>	<b>24,484:05:54</b>	<b>124,757</b>	<b>23,815</b>	<b>80.9%</b>	<b>1:01:41</b>

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

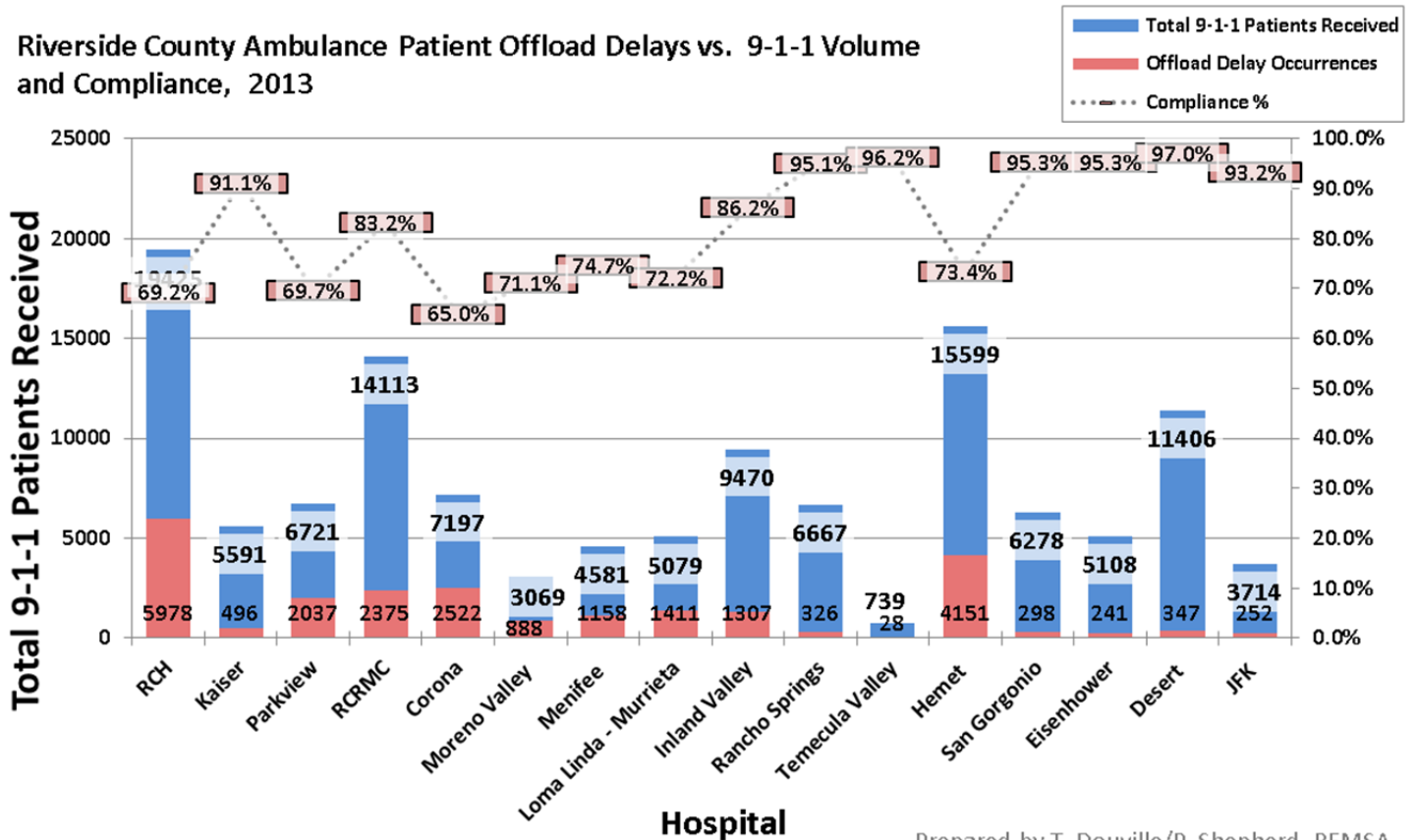
\*\* Compliance % represents the percentage of ALS Ambulance transports not on Offload Delay (data includes only 9-1-1 contractual provider).

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



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\* -  
Jun. 2014 – Aug. 2014**

<b>Hospital</b>	<b>Jun. '14 Delay Hours</b>	<i>Jun. '14 Offload Delays</i>	<b>Jul. '14 Delay Hours</b>	<i>Jul. '14 Offload Delays</i>	<b>Aug. '14 Delay Hours</b>	<i>Aug. '14 Offload Delays</i>
<b>RCH</b>	194:38:43	549	183:02:30	578	250:54:38	<b>664</b>
<b>Kaiser</b>	19:37:28	74	17:42:15	65	9:42:24	<b>42</b>
<b>Parkview</b>	164:12:25	266	107:51:15	206	144:35:32	<b>246</b>
<b>RCRM</b>	79:19:15	202	101:05:31	254	64:13:29	<b>192</b>
<b>Corona</b>	124:36:51	226	158:33:13	257	106:20:51	<b>203</b>
<b>Moreno Valley</b>	54:52:39	123	39:02:45	93	44:13:33	<b>103</b>
<b>Menifee</b>	31:34:59	82	56:58:41	121	73:04:30	<b>136</b>
<b>LLUMC –Murrieta</b>	72:08:06	135	71:32:50	144	98:24:47	<b>161</b>
<b>Inland Valley</b>	33:58:14	82	30:17:55	81	31:50:03	<b>84</b>
<b>Rancho Springs</b>	08:51:18	27	06:29:00	16	7:28:36	<b>23</b>
<b>Temecula Valley</b>	09:08:59	25	09:17:34	28	14:17:32	<b>45</b>
<b>Hemet</b>	178:41:46	349	229:27:32	445	273:40:21	<b>450</b>
<b>San Geronio</b>	13:15:40	39	06:47:23	27	4:10:06	<b>17</b>
<b>Eisenhower</b>	01:02:45	7	02:20:51	10	0:56:42	<b>9</b>
<b>Desert</b>	02:57:11	13	02:07:16	14	2:32:14	<b>15</b>
<b>JFK</b>	03:12:55	14	07:24:40	30	2:26:29	<b>19</b>
<b>Totals</b>	<b>992:09:14</b>	<b>2,213</b>	<b>1,030:01:11</b>	<b>2,369</b>	<b>1,128:51:47</b>	<b>2,409</b>

\*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.