Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

Tom Lynch, EMS Administrator
Reza Vaezazizi, MD, Medical Director

DATE: August 12, 2013

TO: Chief Executive Officer 9-1-1 Receiving Hospitals
San Bernardino County

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY INFORMATION FOR JULY 2013

The Inland Counties EMS Agency (ICEMA) is providing hospital bed delay information utilizing data retrieved through the electronic patient care records (ePCR) submitted by participating providers. Enclosed is the July 2013 report.

ICEMA and the ambulance providers have been working in conjunction with various hospitals to help assure the accuracy of this report. Please be advised that the data collected reflects precisely the times documented on the prehospital patient care records. As we have discussed with both prehospital and hospital representatives, it is imperative that the electronic patient care record be signed by a nurse as soon as the patient is taken off the ambulance gurney. This will help assure that automatic times recorded on the prehospital patient care record are consistent with those recorded on hospital records.

The following information is provided for all San Bernardino County 9-1-1 receiving hospitals:

The total number of:

- 9-1-1 transports to each facility.
- Transports that resulted in bed delay.
- Hours as a result of bed delay (Bed delay hours/minutes is calculated beginning 25 minutes after unit arrives at facility).

Please share this report with your staff and help ensure hospital staff understands the importance of decreasing bed delays in order that EMS units are able to respond to 9-1-1 calls.

Questions may be directed to Ron Holk, EMS Nurse Specialist, at (909) 388-5808 or via e-mail at Ron.Holk@cao.sbcounty.gov.

TL/mae

Enclosures

c: Hospital Emergency Department Medical Directors, Nurse Managers and PLN's
Dimitrios Alexiou, Vice President, Hospital Association of Southern California

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Inland Counties Emergency Medical Agency

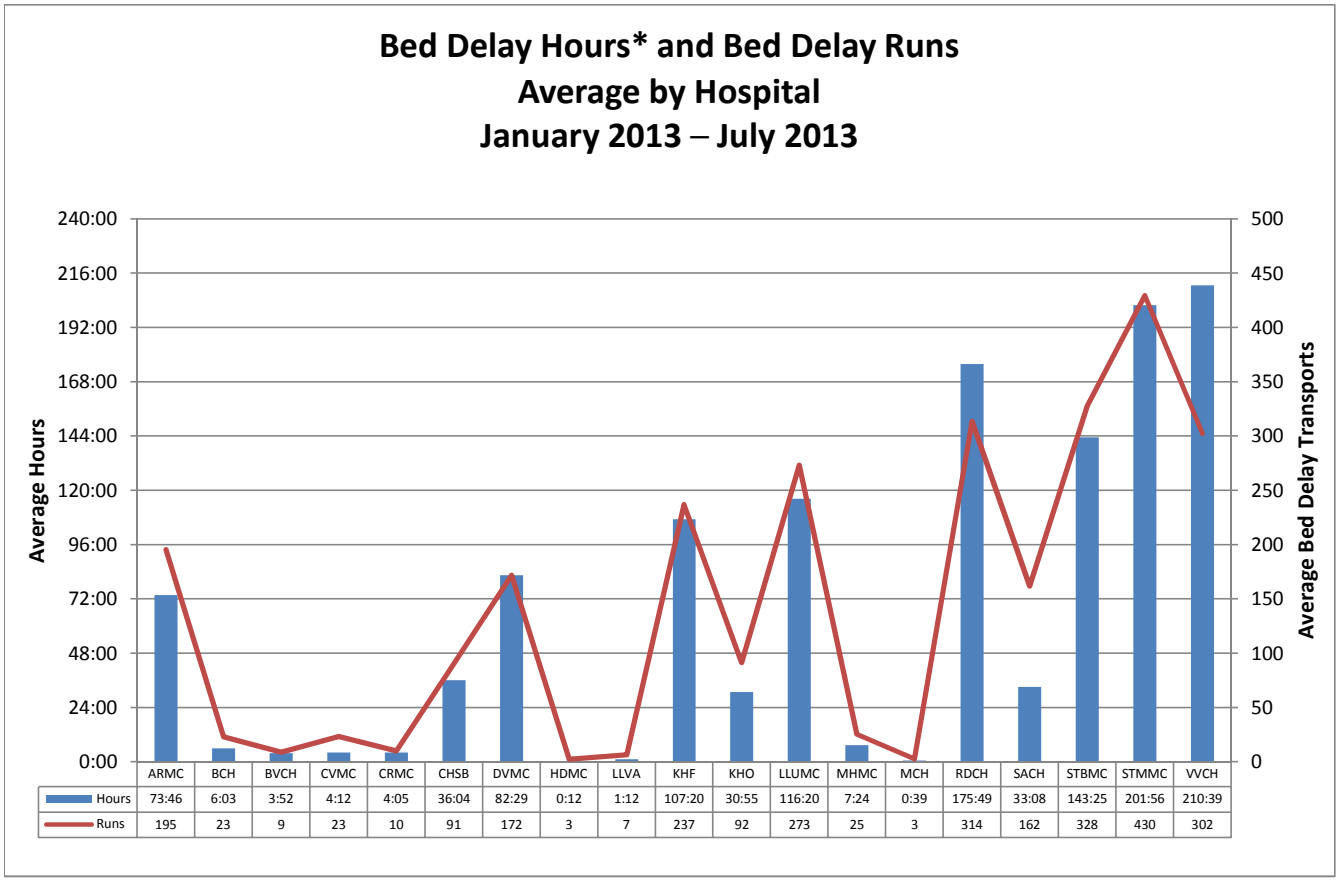
Bed Delay Report

January 2013 – July 2013

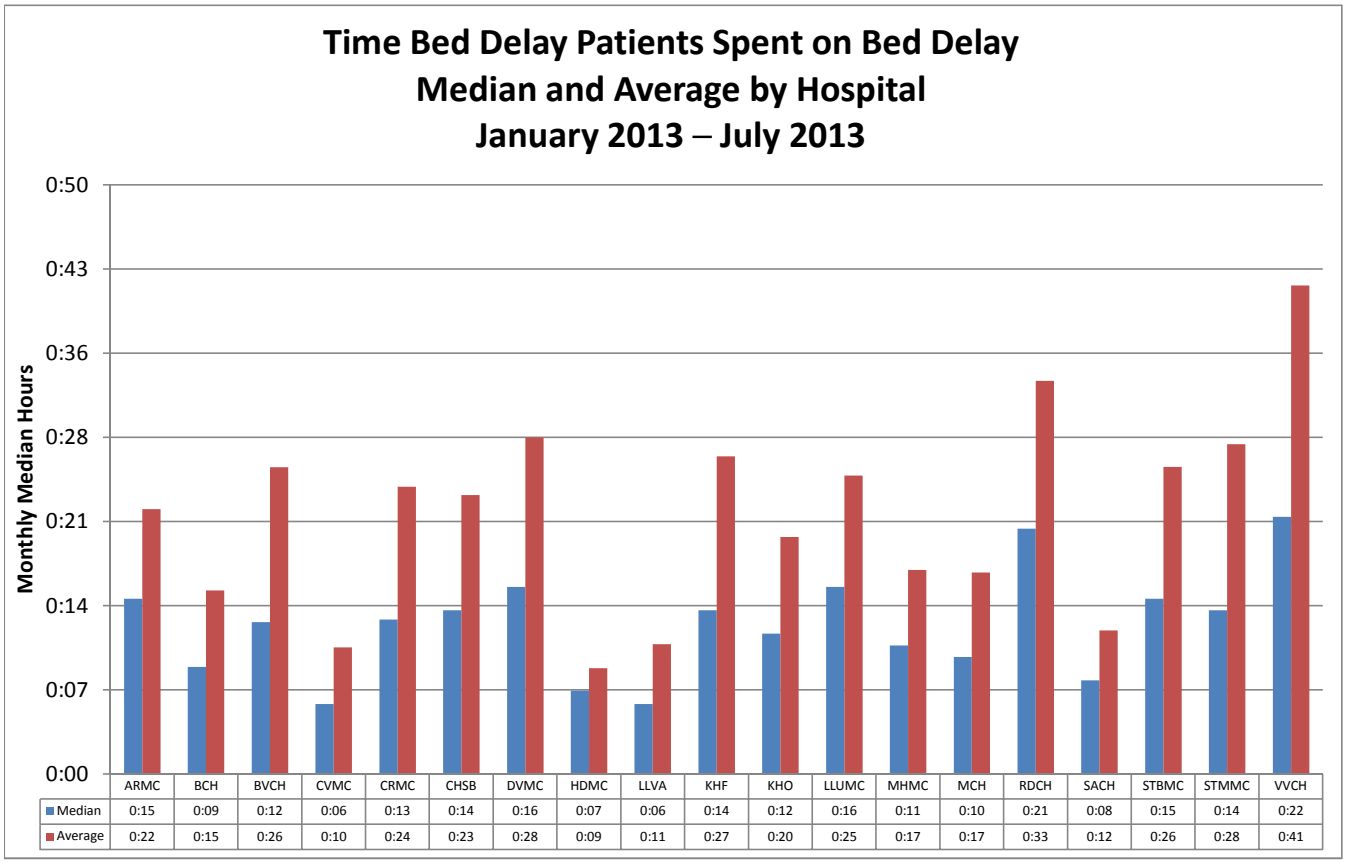
Report Detail

This report collects and summarizes the "Bed Delay" or "Off-Load Time" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the hospital receiving the patient. The first 25 minutes of "Bed Delay" are excluded from consideration. The only type of runs that are considered are 911 or Mutual Aid calls where the patient is treated and transported via ambulance.

Abbreviated Name	Full Name of Hospital
ARMC	Arrowhead Regional Medical Center
BCH	Barstow Community Hospital
BVCH	Bear Valley Community Hospital
CVMC	Chino Valley Medical Center
CRMC	Colorado River Medical Center
CHSB	Community Hospital San Bernardino
DVMC	Desert Valley Hospital
HDMC	Hi-Desert Medical Center
LLVA	JLP Veterans Medical Center
KHF	Kaiser Permanente Hospital - Fontana
KHO	Kaiser Permanente Hospital - Ontario
LLUMC	Loma Linda University Medical Center
MHMC	Montclair Hospital Medical Center
MCH	Mountains Community Hospital
RDCH	Redlands Community Hospital
SACH	San Antonio Community Hospital
STBMC	St Bernardine Medical Center
STMMC	St. Mary's Medical Center
VVCH	Victor Valley Community Hospital



	ARMC	BCH	BVCH	CVMC	CRMC	CHSB	DVMC	HDMC	LLVA	KHF	KHO	LLUMC	MHMC	MCH	RDCH	SACH	STBMC	STMMC	VVCH
Hours	73:46	6:03	3:52	4:12	4:05	36:04	82:29	0:12	1:12	107:20	30:55	116:20	7:24	0:39	175:49	33:08	143:25	201:56	210:39
Runs	195	23	9	23	10	91	172	3	7	237	92	273	25	3	314	162	328	430	302



	ARMC	BCH	BVCH	CVMC	CRMC	CHSB	DVMC	HDMC	LLVA	KHF	KHO	LLUMC	MHMC	MCH	RDCH	SACH	STBMC	STMMC	VVCH
Median	0:15	0:09	0:12	0:06	0:13	0:14	0:16	0:07	0:06	0:14	0:12	0:16	0:11	0:10	0:21	0:08	0:15	0:14	0:22
Average	0:22	0:15	0:26	0:10	0:24	0:23	0:28	0:09	0:11	0:27	0:20	0:25	0:17	0:17	0:33	0:12	0:26	0:28	0:41

*Note: Bed Delay Hours excludes the first 25 minutes of each Bed Delay Run.
Currently excludes transports from Rialto and San Bernardino County Fire Departments.
ICEMA, ePCR Database. Compiled 8/6/2013, PW.

Total Bed Delay Hours* and Bed Delay Runs by Hospital
January 2013 – July 2013

Hospital	Total Bed Delay Hours*	Bed Delay Runs	Total Runs	Bed Delay Percentage	Average Patient Bed Delay	Median Patient Bed Delay
ARMC	516:24	1,368	5,367	25.5%	0:22	0:15
BCH	42:24	162	2,363	6.9%	0:15	0:09
BVCH	27:07	62	924	6.7%	0:26	0:12
CVMC	29:27	163	2,440	6.7%	0:10	0:06
CRMC	28:39	70	381	18.4%	0:24	0:13
CHSB	252:33	635	2,481	25.6%	0:23	0:14
DVMC	577:25	1,203	2,243	53.6%	0:28	0:16
HDMC	1:30	10	1,362	0.7%	0:09	0:07
LLVA	8:30	46	477	9.6%	0:11	0:06
KHF	751:21	1,659	5,318	31.2%	0:27	0:14
KHO	216:30	641	3,278	19.6%	0:20	0:12
LLUMC	814:26	1,913	5,641	33.9%	0:25	0:16
MHMC	51:49	178	1,282	13.9%	0:17	0:11
MCH	4:36	16	82	19.5%	0:17	0:10
RDCH	1230:49	2,195	4,825	45.5%	0:33	0:21
SACH	231:59	1,133	8,504	13.3%	0:12	0:08
STBMC	1004:01	2,294	7,024	32.7%	0:26	0:15
STMMC	1413:38	3,007	5,806	51.8%	0:28	0:14
VVCH	1474:37	2,117	3,844	55.1%	0:41	0:22
Total	**8677:53**	**18,872**	**63,642**	**29.7%**	**0:27**	**0:15**

*Note: Bed Delay Hours excludes the first 25 minutes of each Bed Delay Run.
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ICEMA, ePCR Database. Compiled 8/6/2013, PW.

Total Monthly Bed Delay Hours* by Hospital
January 2013 – July 2013

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
ARMC	71:23	53:03	70:46	48:23	70:00	101:24	101:21						516:24	73:46
BCH	9:15	6:03	12:22	0:56	2:33	6:15	4:57						42:24	6:03
BVCH	5:28	3:13	1:05	0:19	1:02	8:23	7:34						27:07	3:52
CVMC	5:38	6:44	2:41	4:50	2:53	2:53	3:46						29:27	4:12
CRMC	7:23	7:16	5:07	4:56	0:11	0:11	3:32						28:39	4:05
CHSB	69:01	51:13	21:07	26:06	25:47	29:59	29:17						252:33	36:04
DVMC	143:17	102:10	105:38	65:12	48:23	61:15	51:28						577:25	82:29
HDMC	0:47	0:00	0:03	0:00	0:00	0:12	0:28						1:30	0:12
LLVA	2:17	1:10	0:19	1:01	0:48	0:21	2:34						8:30	1:12
KHF	120:35	105:19	94:54	61:42	159:15	92:28	117:05						751:21	107:20
KHO	56:20	27:46	24:36	33:11	34:58	19:33	20:04						216:30	30:55
LLUMC	111:34	132:59	124:56	94:08	130:23	108:51	111:32						814:26	116:20
MHMC	16:23	8:11	7:46	8:38	2:48	5:12	2:48						51:49	7:24
MCH	0:00	0:19	0:08	3:01	0:26	0:17	0:25						4:36	0:39
RDCH	155:34	107:40	183:19	200:22	170:52	180:43	232:15						1230:49	175:49
SACH	53:27	36:20	31:35	26:11	35:46	22:30	26:08						231:59	33:08
STBMC	162:32	113:27	124:56	81:49	161:39	211:59	147:36						1004:01	143:25
STMMC	378:30	182:42	251:28	115:05	142:59	198:17	144:33						1413:38	201:56
VVCH	243:23	207:10	273:21	187:08	149:21	205:56	208:16						1474:37	210:39
Total	**1612:56**	**1152:53**	**1336:13**	**963:04**	**1140:10**	**1256:49**	**1215:44**						**8677:53**	**1239:41**

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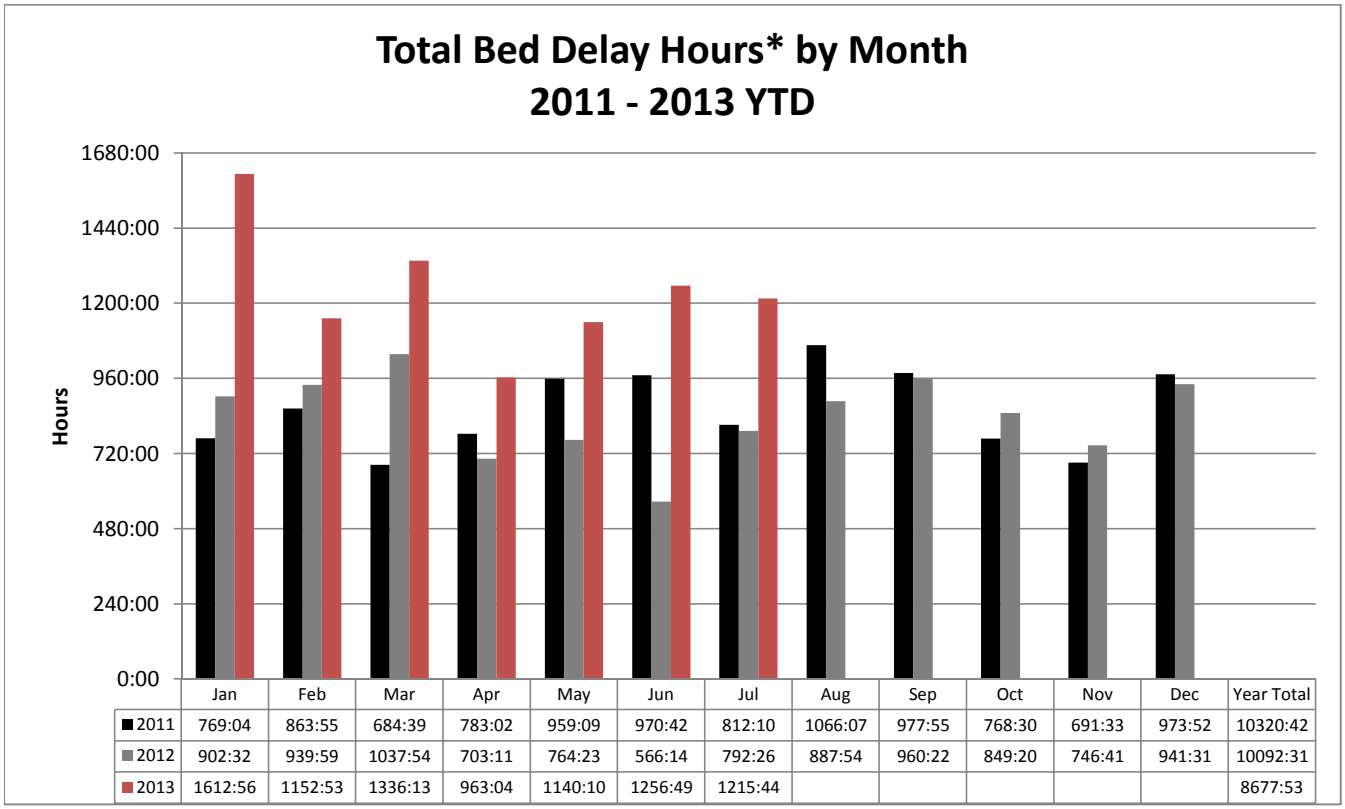

Total Bed Delay Hours* and Bed Delay Runs by Hospital
2011 - 2013 YTD

	2011				2012				2013 YTD			
Hospital	Total BD Hours*	BD Runs	Total Runs	BD %	Total BD Hours*	BD Runs	Total Runs	BD %	Total BD Hours*	BD Runs	Total Runs	BD %
ARMC	738	2,483	9,133	27.2%	630	1,917	8,710	22.0%	516	1,368	5,367	25.5%
BCH	150	455	4,093	11.1%	108	349	4,108	8.5%	42	162	2,363	6.9%
BVCH	157	360	1,794	20.1%	9	43	1,564	2.7%	27	62	924	6.7%
CVMC	68	469	4,976	9.4%	54	278	4,052	6.9%	29	163	2,440	6.7%
CRMC	4	23	629	3.7%	18	48	573	8.4%	28	70	381	18.4%
CHSB	406	1,348	3,775	35.7%	256	859	3,638	23.6%	252	635	2,481	25.6%
DVMC	648	1,644	2,948	55.8%	733	1,666	3,491	47.7%	577	1,203	2,243	53.6%
HDMC	8	44	2,577	1.7%	14	33	2,545	1.3%	1	10	1,362	0.7%
LLVA	20	83	720	11.5%	11	69	697	9.9%	8	46	477	9.6%
KHF	974	3,608	9,974	36.2%	557	2,270	9,252	24.5%	751	1,659	5,318	31.2%
KHO	8	61	1,474	4.1%	152	628	4,907	12.8%	216	641	3,278	19.6%
LLUMC	1462	3,611	8,775	41.2%	1444	3,407	9,067	37.6%	814	1,913	5,641	33.9%
MHMC	64	386	2,264	17.0%	52	269	2,162	12.4%	51	178	1,282	13.9%
MCH	4	27	75	36.0%	6	19	72	26.4%	4	16	82	19.5%
RDCH	1061	3,376	7,614	44.3%	1257	3,224	7,777	41.5%	1230	2,195	4,825	45.5%
SACH	373	2,576	14,118	18.2%	368	1,953	14,321	13.6%	231	1,133	8,504	13.3%
STBMC	997	3,781	11,256	33.6%	899	2,813	11,062	25.4%	1004	2,294	7,024	32.7%
STMMC	1880	4,252	9,441	45.0%	2098	4,482	10,248	43.7%	1413	3,007	5,806	51.8%
VVCH	1289	2,463	4,650	53.0%	1418	2,341	5,307	44.1%	1474	2,117	3,844	55.1%
Total	**10320**	**31,050**	**100,286**	**31.0%**	**10092**	**26,668**	**103,553**	**25.8%**	**8677**	**18,872**	**63,642**	**29.7%**

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