Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

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

DATE: August 6, 2014

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

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY INFORMATION FOR JULY, 2014

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 are the July, 2014 reports.

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 (HASC)

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Inland Counties Emergency Medical Agency

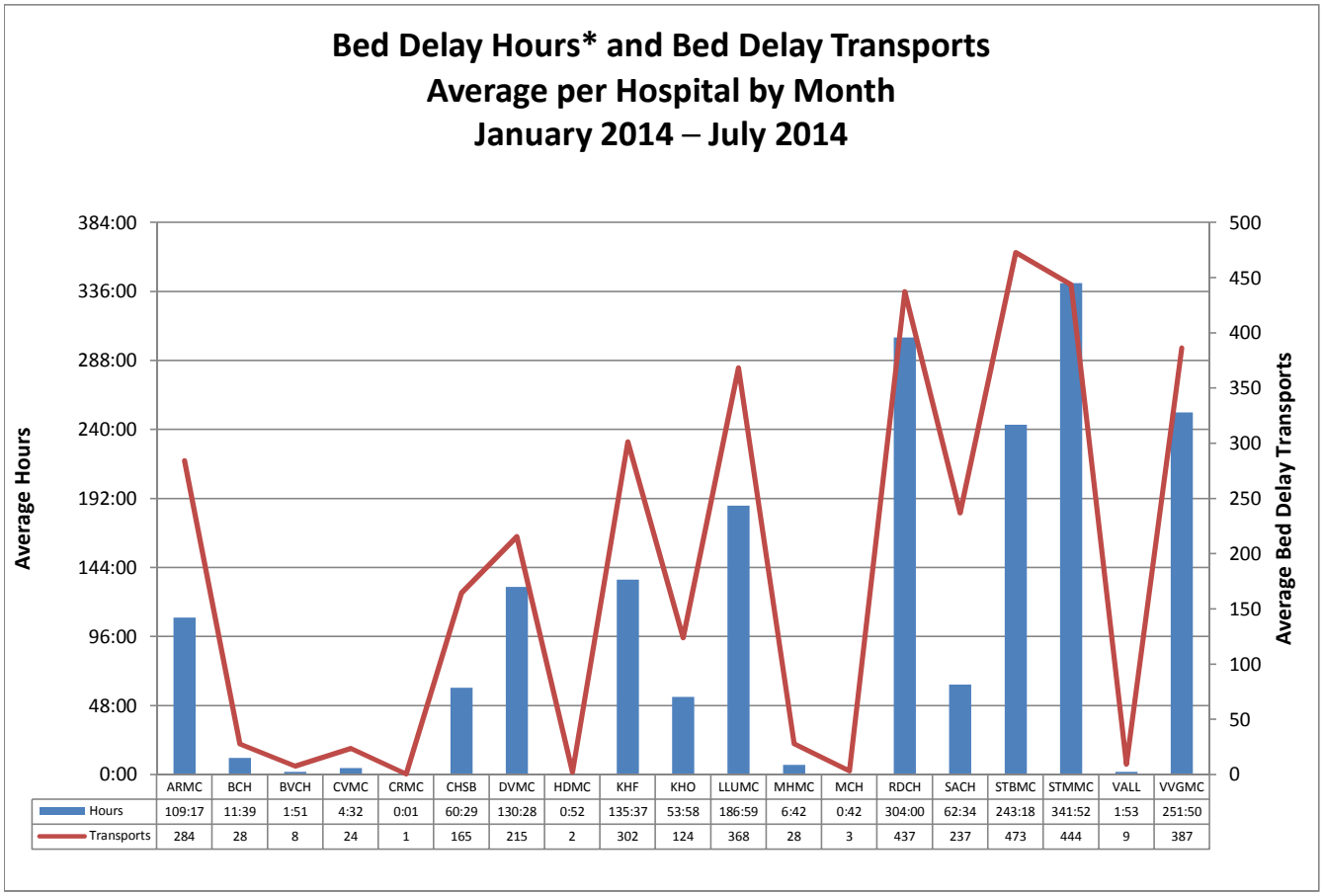
Bed Delay Report

January 2014 – July 2014

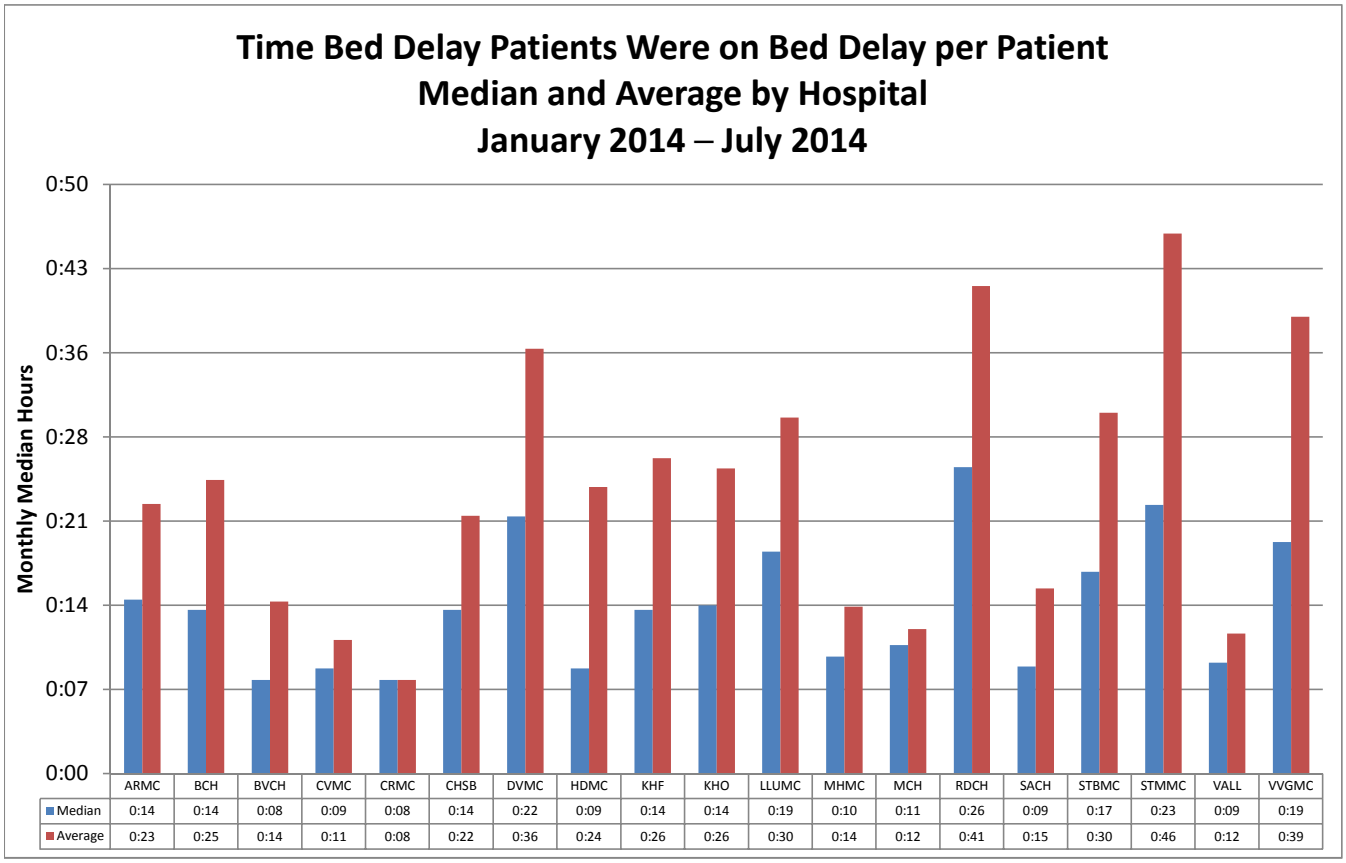
Report Detail

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 transports that are considered are 911 or Mutual Aid calls where the patient is treated and transported via ambulance.

Abbreviated Name	Full Name
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 Center
HDMC	Hi-Desert Medical Center
KHF	Kaiser Hospital Medical Center - Fontana
KHO	Kaiser Hospital Medical Center - 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 Medical Center
VALL	VA Medical Center Loma Linda
VVGMC	Victor Valley Global Medical Center



	ARMC	BCH	BVCH	CVMC	CRMC	CHSB	DVMC	HDMC	KHF	KHO	LLUMC	MHMC	MCH	RDCH	SACH	STBMC	STMMC	VALL	VVGMC
Hours	109:17	11:39	1:51	4:32	0:01	60:29	130:28	0:52	135:37	53:58	186:59	6:42	0:42	304:00	62:34	243:18	341:52	1:53	251:50
Transports	284	28	8	24	1	165	215	2	302	124	368	28	3	437	237	473	444	9	387



	ARMC	BCH	BVCH	CVMC	CRMC	CHSB	DVMC	HDMC	KHF	KHO	LLUMC	MHMC	MCH	RDCH	SACH	STBMC	STMMC	VALL	VVGMC
Median	0:14	0:14	0:08	0:09	0:08	0:14	0:22	0:09	0:14	0:14	0:19	0:10	0:11	0:26	0:09	0:17	0:23	0:09	0:19
Average	0:23	0:25	0:14	0:11	0:08	0:22	0:36	0:24	0:26	0:26	0:30	0:14	0:12	0:41	0:15	0:30	0:46	0:12	0:39

*Note: Bed Delay Hours excludes the first 25 minutes of each transport.

Currently excludes transports from San Bernardino County Fire. As of 01/01/2014, includes transports from Rialto Fire.

ICEMA, ePCR Database. Compiled 8/6/2014, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2014 – July 2014

Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	765:00	1,990	6,733	29.6%	0:23	0:14
BCH	81:38	195	2,512	7.8%	0:25	0:14
BVCH	13:00	53	906	5.8%	0:14	0:08
CVMC	31:47	167	2,392	7.0%	0:11	0:09
CRMC	0:08	1	391	0.3%	0:08	0:08
CHSB	423:23	1,152	3,321	34.7%	0:22	0:14
DVMC	913:17	1,508	2,424	62.2%	0:36	0:22
HDMC	6:08	15	1,392	1.1%	0:24	0:09
KHF	949:24	2,111	6,442	32.8%	0:26	0:14
KHO	377:52	868	3,179	27.3%	0:26	0:14
LLUMC	1308:55	2,578	6,404	40.3%	0:30	0:19
MHMC	46:55	197	1,265	15.6%	0:14	0:10
MCH	4:57	24	69	34.8%	0:12	0:11
RDCH	2128:02	3,062	5,235	58.5%	0:41	0:26
SACH	438:03	1,660	8,767	18.9%	0:15	0:09
STBMC	1703:11	3,311	8,012	41.3%	0:30	0:17
STMMC	2393:06	3,107	5,363	57.9%	0:46	0:23
VALL	13:11	66	607	10.9%	0:12	0:09
VVGMC	1762:55	2,706	4,699	57.6%	0:39	0:19
Total	**13361:01**	**24,771**	**70,113**	**35.3%**	**0:32**	**0:17**

*Note: Bed Delay Hours excludes the first 25 minutes of each transport.
Currently excludes transports from San Bernardino County Fire. As of 01/01/2014, includes transports from Rialto Fire.
ICEMA, ePCR Database. Compiled 8/6/2014, PW.

Total Monthly Bed Delay Hours* by Hospital
January 2014 – July 2014

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	184:49	96:37	91:31	81:36	103:00	95:05	112:19						765:00	109:17
BCH	8:01	10:19	10:18	13:50	15:33	12:38	10:57						81:38	11:39
BVCH	1:19	0:42	1:31	2:32	0:28	4:08	2:17						13:00	1:51
CVMC	5:44	5:16	5:14	3:15	3:20	4:35	4:21						31:47	4:32
CRMC	0:08												0:08	0:01
CHSB	85:47	35:27	52:22	40:52	77:08	55:49	75:55						423:23	60:29
DVMC	174:35	98:36	100:34	113:22	122:24	176:29	127:14						913:17	130:28
HDMC	0:17	0:06	0:02	0:05	0:18	0:56	4:24						6:08	0:52
KHF	212:19	75:26	170:22	150:39	117:30	137:29	85:35						949:24	135:37
KHO	80:04	24:00	32:36	44:12	55:59	80:06	60:52						377:52	53:58
LLUMC	181:06	142:58	208:17	225:00	184:00	189:29	178:02						1308:55	186:59
MHMC	10:47	7:23	7:50	5:44	4:40	6:28	4:00						46:55	6:42
MCH	1:01	0:18	0:31	0:15	1:13	0:26	1:13						4:57	0:42
RDCH	416:40	325:50	222:52	290:27	351:45	271:35	248:50						2128:02	304:00
SACH	120:12	53:54	53:11	42:34	74:13	55:20	38:37						438:03	62:34
STBMC	378:46	276:11	177:26	135:04	292:34	201:37	241:29						1703:11	243:18
STMMC	399:42	295:03	415:22	245:53	278:03	355:13	403:47						2393:06	341:52
VALL	1:09	1:05	1:54	2:37	3:53	1:07	1:24						13:11	1:53
VVGMC	224:45	168:50	266:59	188:09	224:15	322:53	367:01						1762:55	251:50
Total	**2487:17**	**1618:09**	**1819:00**	**1586:14**	**1910:24**	**1971:31**	**1968:23**						**13361:01**	**1908:43**

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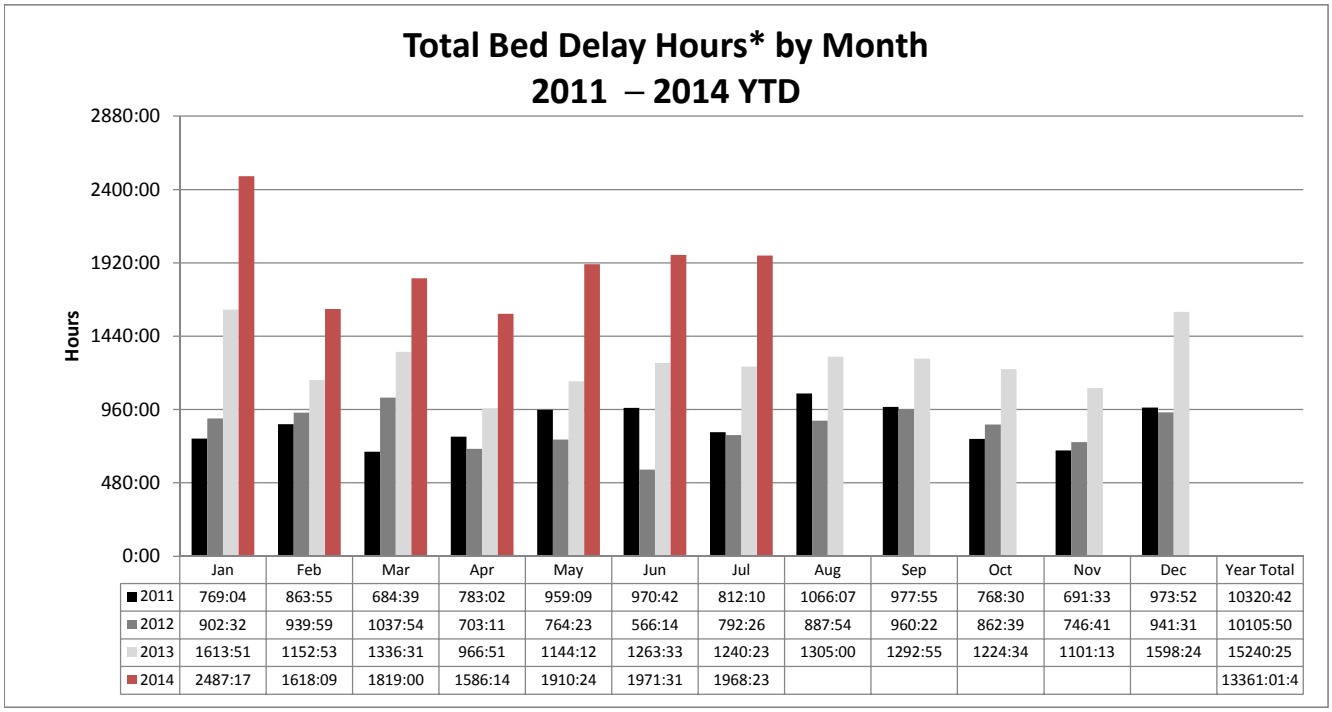

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Total
2011	769:04	863:55	684:39	783:02	959:09	970:42	812:10	1066:07	977:55	768:30	691:33	973:52	10320:42
2012	902:32	939:59	1037:54	703:11	764:23	566:14	792:26	887:54	960:22	862:39	746:41	941:31	10105:50
2013	1613:51	1152:53	1336:31	966:51	1144:12	1263:33	1240:23	1305:00	1292:55	1224:34	1101:13	1598:24	15240:25
2014	2487:17	1618:09	1819:00	1586:14	1910:24	1971:31	1968:23						13361:01:4

Total Bed Delay Hours* and Bed Delay Transports by Hospital
2012 - 2014 YTD

	2012				2013				2014			
Hospital	Total BD Hours*	BD Transports	Total Transports	BD %	Total BD Hours*	BD Transports	Total Transports	BD %	Total BD Hours*	BD Transports	Total Transports	BD %
ARMC	630	1,917	8,710	22.0%	979	2,531	9,237	27.4%	765	1,990	6,733	29.6%
BCH	108	349	4,108	8.5%	69	265	4,106	6.5%	81	195	2,512	7.8%
BVCH	9	43	1,564	2.7%	40	107	1,488	7.2%	13	53	906	5.8%
CVMC	54	278	4,052	6.9%	57	301	4,092	7.4%	31	167	2,392	7.0%
CRMC	32	48	573	8.4%	32	95	646	14.7%	0	1	391	0.3%
CHSB	256	859	3,638	23.6%	473	1,240	4,503	27.5%	423	1,152	3,321	34.7%
DVMC	733	1,666	3,491	47.7%	995	2,058	3,794	54.2%	913	1,508	2,424	62.2%
HDMC	14	33	2,545	1.3%	6	17	2,318	0.7%	6	15	1,392	1.1%
KHF	557	2,270	9,252	24.5%	1347	3,009	9,487	31.7%	949	2,111	6,442	32.8%
KHO	152	628	4,907	12.8%	367	1,081	5,462	19.8%	377	868	3,179	27.3%
LLUMC	1444	3,407	9,067	37.6%	1639	3,679	10,105	36.4%	1308	2,578	6,404	40.3%
MHMC	52	269	2,162	12.4%	84	304	2,147	14.2%	46	197	1,265	15.6%
MCH	6	19	72	26.4%	5	21	108	19.4%	4	24	69	34.8%
RDCH	1257	3,224	7,777	41.5%	2444	4,163	8,538	48.8%	2128	3,062	5,235	58.5%
SACH	368	1,953	14,321	13.6%	441	2,091	14,946	14.0%	438	1,660	8,767	18.9%
STBMC	899	2,813	11,062	25.4%	1803	4,110	12,586	32.7%	1703	3,311	8,012	41.3%
STMMC	2098	4,482	10,248	43.7%	2327	4,908	9,738	50.4%	2393	3,107	5,363	57.9%
VALL	11	69	697	9.9%	15	78	825	9.5%	13	66	607	10.9%
VVGMC	1418	2,341	5,307	44.1%	2109	3,579	6,984	51.2%	1762	2,706	4,699	57.6%
Total	**10105**	**26,668**	**103,553**	**25.8%**	**15240**	**33,637**	**111,110**	**30.3%**	**13361**	**24,771**	**70,113**	**35.3%**

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