



Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

Tom Lynch, EMS Administrator

Reza Vaezazizi, MD, Medical Director

DATE: April 10, 2015

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

FROM: Tom Lynch 
EMS Administrator

SUBJECT: HOSPITAL BED DELAY INFORMATION FOR MARCH 2015

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 March 2015 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 hospital
- Transports that resulted in bed delay.
- Hours as a result of bed delay (Bed delay hours/minutes is calculated beginning 25 minutes after the ambulance arrives at the hospital).

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.

If you have any questions, please contact 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 PLNs
Douglas Bagley, Interim Regional Vice President, Hospital Association of Southern California (HASC)

Inland Counties Emergency Medical Agency



Bed Delay Report

January 2015 – March 2015

Report Detail

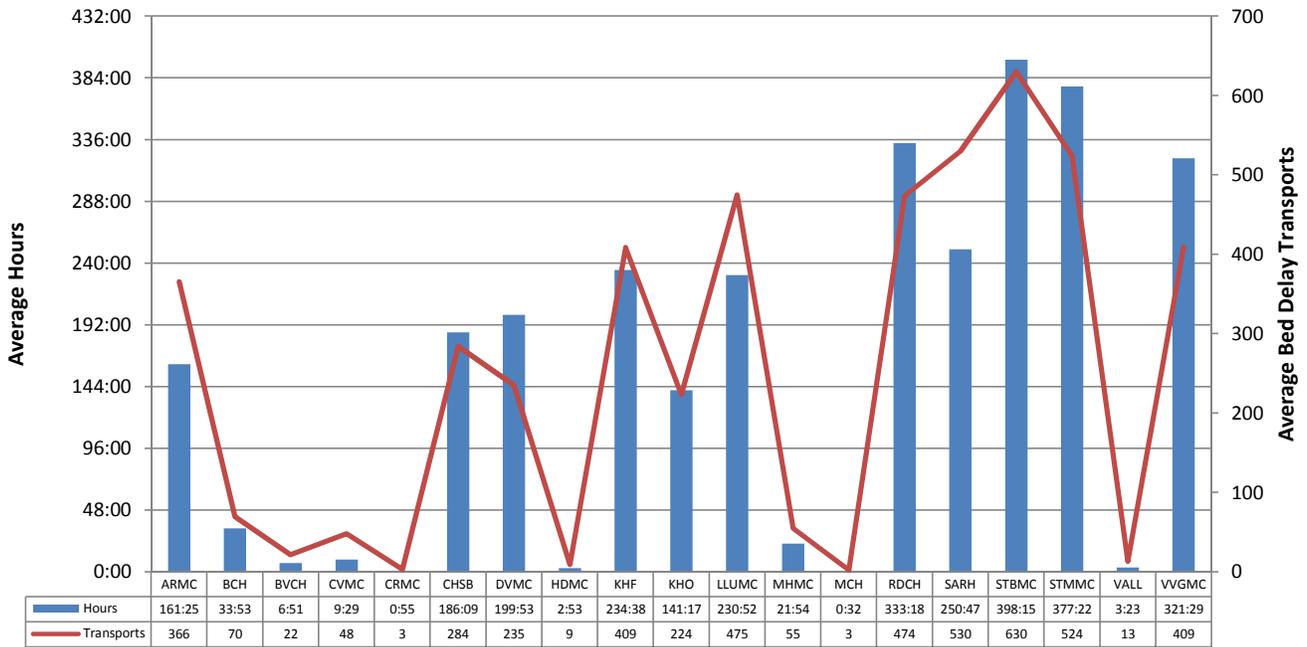
This report collects and summarizes the "Bed Delay" or "Off-Load Time" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the hospital receiving the patient. The first 25 minutes of "Bed Delay" are excluded from consideration. The only type of 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
SARH	San Antonio Regional Hospital
STBMC	St. Bernardine Medical Center
STMMC	St. Mary Medical Center
VALL	VA Medical Center Loma Linda
VVGMC	Victor Valley Global Medical Center

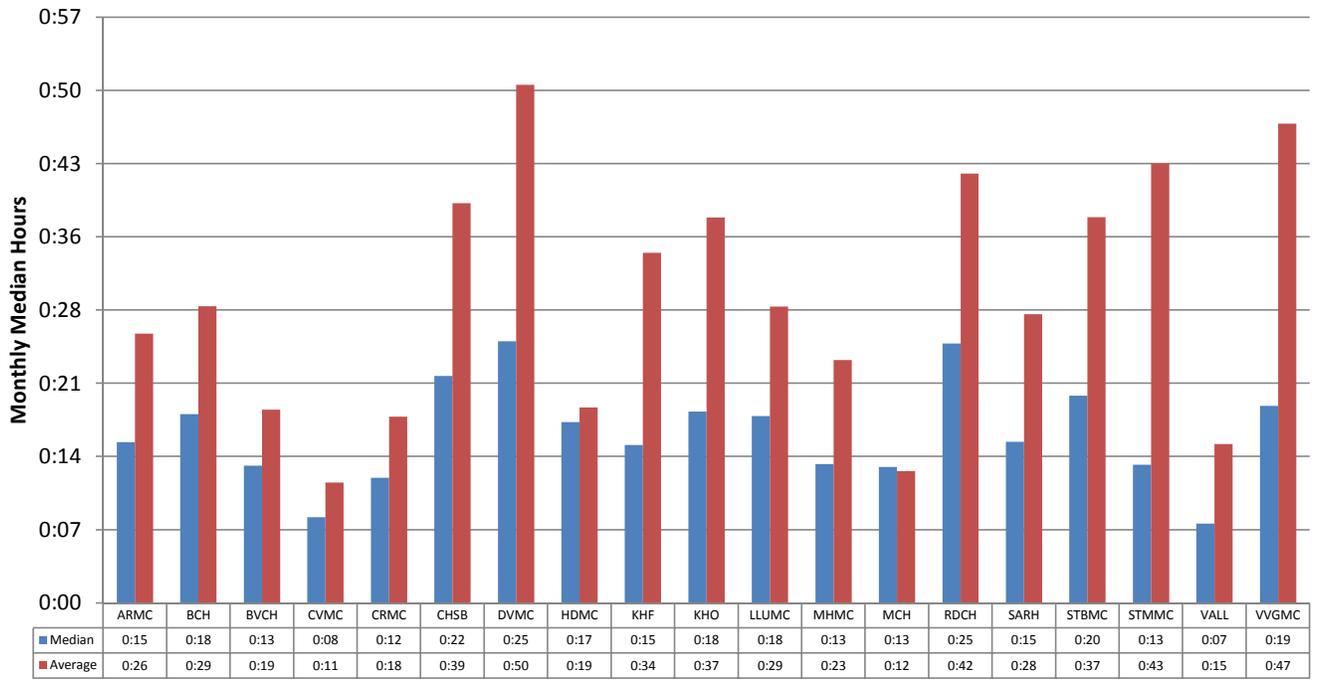
*Note: Bed Delay Hours excludes the first 25 minutes of each transport.

Currently excludes transports from San ICEMA, ePCR Database. Compiled 4/2/2015, PW.

Bed Delay Hours* and Bed Delay Transports Average per Hospital by Month January 2015 – March 2015



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2015 – March 2015



*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 4/2/2015, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2015 – March 2015

Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	484:16	1,097	3,012	36.4%	0:26	0:15
BCH	101:41	209	1,178	17.7%	0:29	0:18
BVCH	20:35	65	519	12.5%	0:19	0:13
CVMC	28:28	144	1,140	12.6%	0:11	0:08
CRMC	2:44	9	155	5.8%	0:18	0:12
CHSB	558:28	852	1,524	55.9%	0:39	0:22
DVMC	599:39	706	1,013	69.7%	0:50	0:25
HDMC	8:39	27	597	4.5%	0:19	0:17
KHF	703:55	1,226	3,119	39.3%	0:34	0:15
KHO	423:52	671	1,716	39.1%	0:37	0:18
LLUMC	692:36	1,425	2,969	48.0%	0:29	0:18
MHMC	65:42	165	616	26.8%	0:23	0:13
MCH	1:04	5	17	29.4%	0:12	0:13
RDCH	999:55	1,421	2,376	59.8%	0:42	0:25
SARH	752:23	1,590	4,090	38.9%	0:28	0:15
STBMC	1194:47	1,890	3,513	53.8%	0:37	0:20
STMMC	1132:06	1,571	2,442	64.3%	0:43	0:13
VALL	10:09	39	278	14.0%	0:15	0:07
VVGMC	964:28	1,228	2,138	57.4%	0:47	0:19
Total	8745:36	14,340	32,412	44.2%	0:36	0:18

*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 4/2/2015, PW.

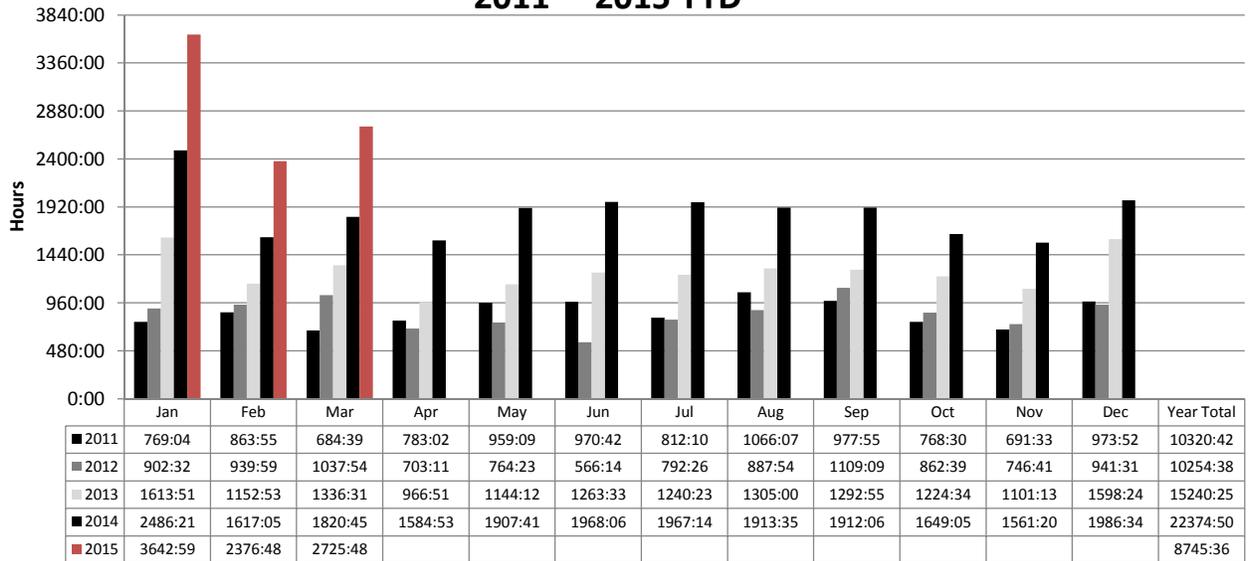
**Total Monthly Bed Delay Hours* by Hospital
January 2015 – March 2015**

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	193:36	120:55	169:44										484:16	161:25
BCH	54:12	22:09	25:19										101:41	33:53
BVCH	11:56	2:22	6:17										20:35	6:51
CVMC	8:29	4:42	15:16										28:28	9:29
CRMC	2:00	0:05	0:38										2:44	0:55
CHSB	185:48	180:42	191:58										558:28	186:09
DVMC	262:18	167:23	169:57										599:39	199:53
HDMC	3:47	0:46	4:05										8:39	2:53
KHF	302:30	195:50	205:34										703:55	234:38
KHO	128:54	110:31	184:26										423:52	141:17
LLUMC	267:30	202:07	222:58										692:36	230:52
MHMC	32:54	18:16	14:31										65:42	21:54
MCH		0:54	0:10										1:04	0:32
RDCH	497:09	258:48	243:58										999:55	333:18
SARH	219:39	238:36	294:07										752:23	250:47
STBMC	440:17	323:00	431:28										1194:47	398:15
STMMC	570:00	280:30	281:35										1132:06	377:22
VALL	3:20	4:21	2:28										10:09	3:23
VVGMC	458:35	244:42	261:11										964:28	321:29
Total	3642:59	2376:48	2725:48										8745:36	2915:12

*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 4/2/2015, PW.

**San Bernardino County
Total Bed Delay Hours* by Month
2011 – 2015 YTD**



**Total Bed Delay Hours* and Bed Delay Transports by Hospital
2013 – 2015 YTD**

Hospital	2013				2014				2015			
	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	979	2,531	9,237	27.4%	1183	3,187	11,533	27.6%	484	1,097	3,012	36.4%
BCH	69	265	4,106	6.5%	171	393	4,389	9.0%	101	209	1,178	17.7%
BVCH	40	107	1,488	7.2%	28	95	1,558	6.1%	20	65	519	12.5%
CVMC	57	301	4,092	7.4%	72	341	4,149	8.2%	28	144	1,140	12.6%
CRMC	32	95	646	14.7%	2	7	655	1.1%	2	9	155	5.8%
CHSB	473	1,240	4,503	27.5%	879	2,168	5,791	37.4%	558	852	1,524	55.9%
DVMC	995	2,058	3,794	54.2%	1621	2,606	4,138	63.0%	599	706	1,013	69.7%
HDMC	6	17	2,318	0.7%	12	40	2,369	1.7%	8	27	597	4.5%
KHF	1347	3,009	9,487	31.7%	1521	3,555	11,436	31.1%	703	1,226	3,119	39.3%
KHO	367	1,081	5,462	19.8%	643	1,511	5,630	26.8%	423	671	1,716	39.1%
LLUMC	1639	3,679	10,105	36.4%	2247	4,585	11,068	41.4%	692	1,425	2,969	48.0%
MHMC	84	304	2,147	14.2%	94	348	2,171	16.0%	65	165	616	26.8%
MCH	5	21	108	19.4%	7	34	103	33.0%	1	5	17	29.4%
RDCH	2444	4,163	8,538	48.8%	3337	5,039	8,987	56.1%	999	1,421	2,376	59.8%
SARH	441	2,091	14,946	14.0%	782	2,998	15,189	19.7%	752	1,590	4,090	38.9%
STBMC	1803	4,110	12,586	32.7%	2956	5,872	13,946	42.1%	1194	1,890	3,513	53.8%
STMMC	2327	4,908	9,738	50.4%	3736	5,394	9,384	57.5%	1132	1,571	2,442	64.3%
VALL	15	78	825	9.5%	27	132	1,072	12.3%	10	39	278	14.0%
VVGMC	2109	3,579	6,984	51.2%	3050	4,693	8,100	57.9%	964	1,228	2,138	57.4%
Total	15240	33,637	111,110	30.3%	22374	42,998	121,668	35.3%	8745	14,340	32,412	44.2%

*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 4/2/2015, PW.