



Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

Tom Lynch, EMS Administrator

Reza Vaezazizi, MD, Medical Director

DATE: August 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 JULY 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 July 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/RH/mae

Enclosures

c: Hospital Emergency Department Medical Directors, Nurse Managers and PLNs
Jan Remm, Regional Vice President, Hospital Association of Southern California (HASC)
Megan Hodge, Assistant to Jan Remm, Hospital Association of Southern California (HASC)

Inland Counties Emergency Medical Agency



Bed Delay Report

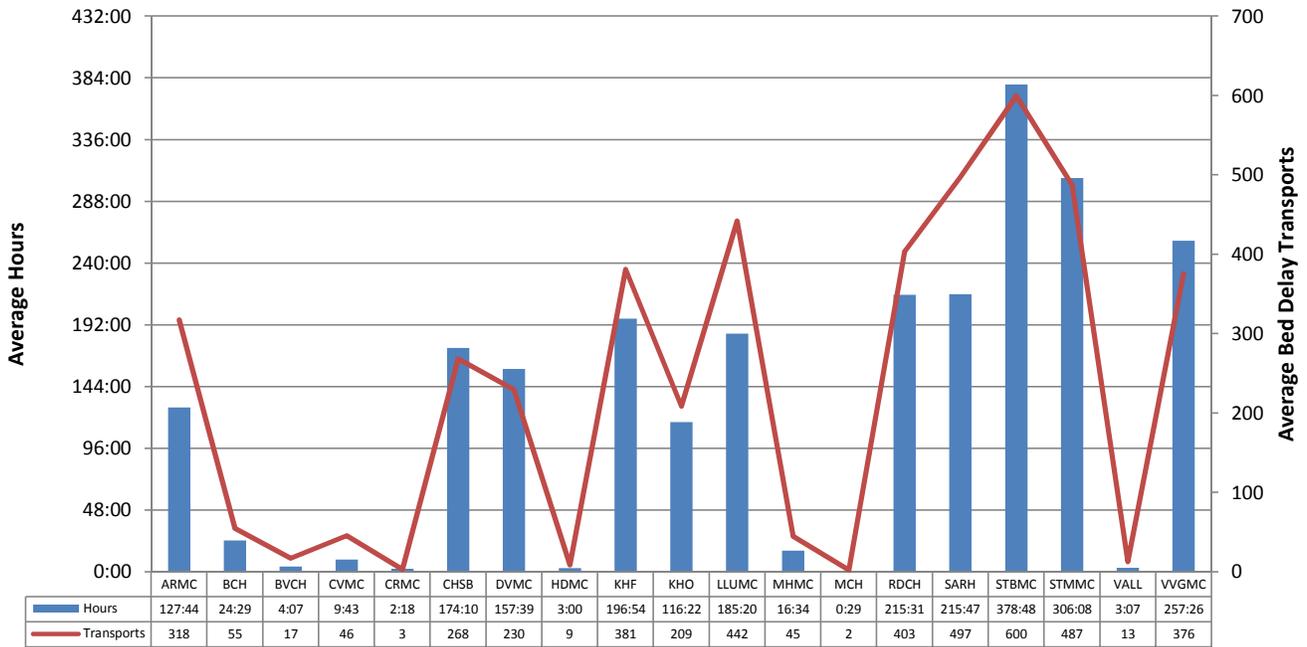
January 2015 – July 2015

Report Detail

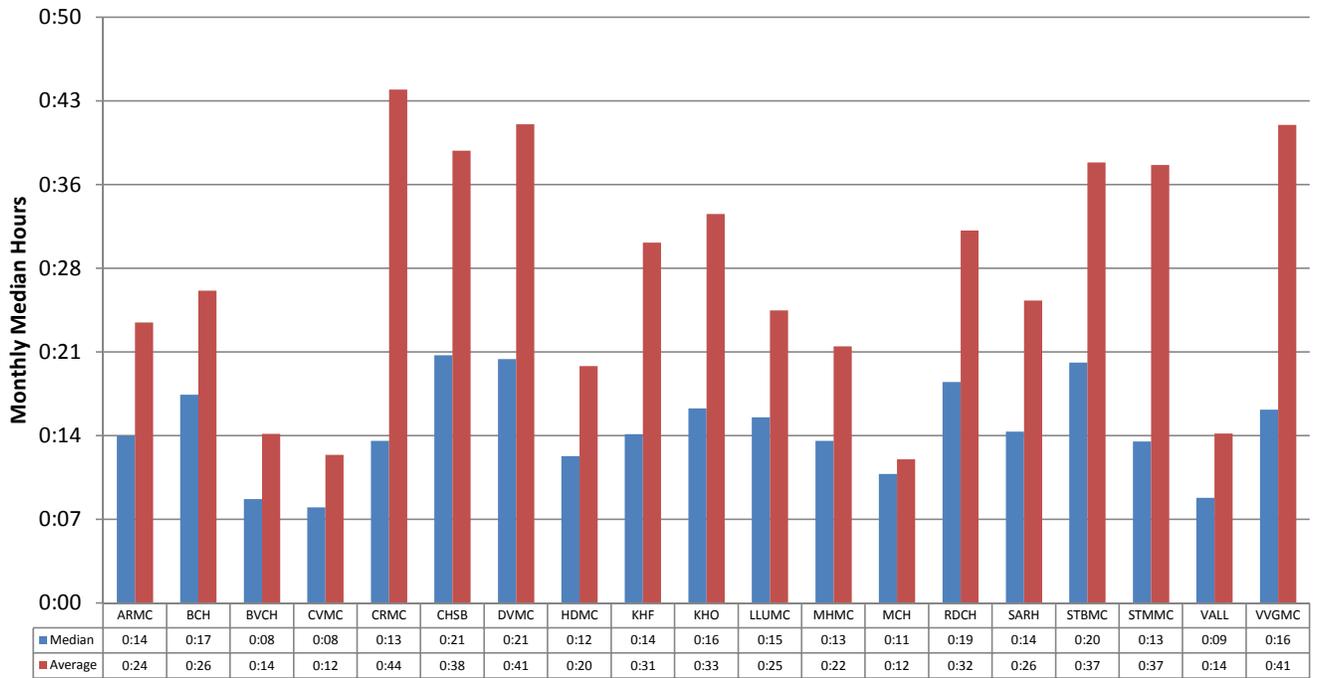
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the hospital receiving the patient. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 911 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

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



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2015 – July 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 8/3/2015, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2015 – July 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	894:10	2,223	7,044	31.6%	0:24	0:14
BCH	171:28	383	2,812	13.6%	0:26	0:17
BVCH	28:52	119	1,028	11.6%	0:14	0:08
CVMC	68:01	320	2,610	12.3%	0:12	0:08
CRMC	16:12	22	407	5.4%	0:44	0:13
CHSB	1219:16	1,879	3,637	51.7%	0:38	0:21
DVMC	1103:35	1,607	2,597	61.9%	0:41	0:21
HDMC	21:03	62	1,511	4.1%	0:20	0:12
KHF	1378:20	2,668	7,248	36.8%	0:31	0:14
KHO	814:39	1,460	4,009	36.4%	0:33	0:16
LLUMC	1297:25	3,093	7,183	43.1%	0:25	0:15
MHMC	115:59	315	1,403	22.5%	0:22	0:13
MCH	2:28	12	49	24.5%	0:12	0:11
RDCH	1508:42	2,824	5,499	51.4%	0:32	0:19
SARH	1510:33	3,481	9,318	37.4%	0:26	0:14
STBMC	2651:39	4,198	7,994	52.5%	0:37	0:20
STMMC	2142:58	3,412	5,828	58.5%	0:37	0:13
VALL	21:52	90	667	13.5%	0:14	0:09
VVGMC	1802:03	2,629	4,775	55.1%	0:41	0:16
Total	16769:22	30,797	75,619	40.7%	0:32	0:16

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

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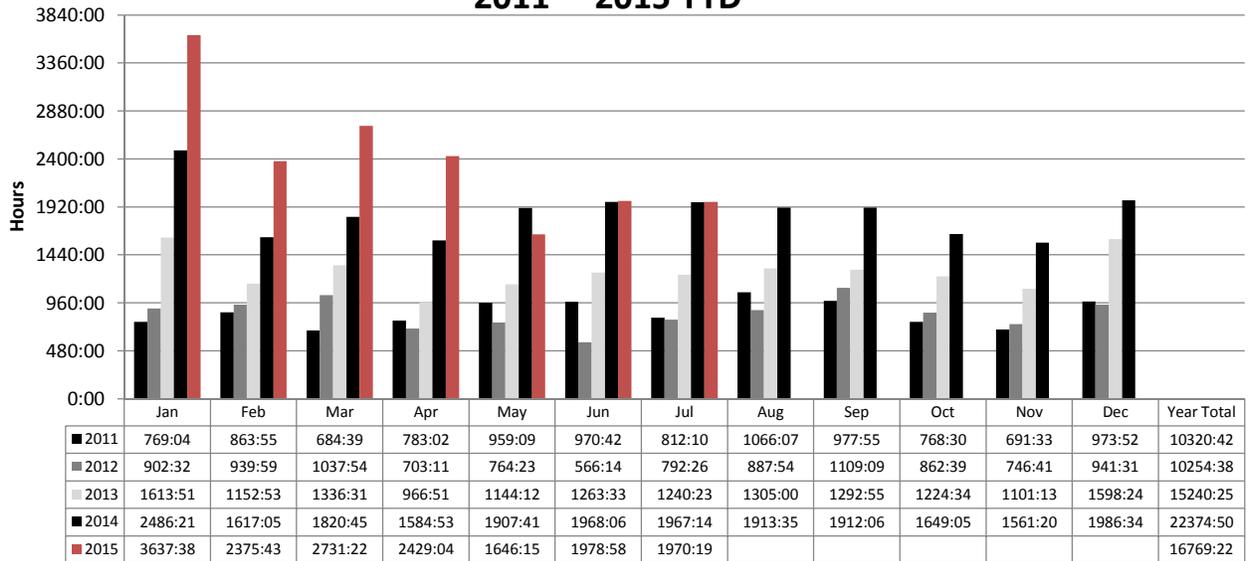
Total Monthly Bed Delay Hours* by Hospital January 2015 – July 2015

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	188:58	120:55	170:05	115:48	111:10	101:15	85:56						894:10	127:44
BCH	54:12	22:09	25:19	8:19	16:46	24:27	20:14						171:28	24:29
BVCH	11:56	2:22	6:17	0:35	1:59	4:18	1:22						28:52	4:07
CVMC	8:29	4:42	15:16	7:31	8:32	10:56	12:32						68:01	9:43
CRMC	2:00	0:05	0:38	4:30	1:49	2:39	4:28						16:12	2:18
CHSB	185:48	180:42	203:03	126:09	147:26	176:52	199:13						1219:16	174:10
DVMC	261:42	167:23	169:57	160:34	122:31	113:34	107:51						1103:35	157:39
HDMC	3:47	0:46	3:44	5:58	3:30	1:20	1:56						21:03	3:00
KHF	302:30	195:50	205:34	155:57	126:15	185:39	206:33						1378:20	196:54
KHO	128:54	109:38	183:26	97:10	63:48	132:16	99:25						814:39	116:22
LLUMC	267:30	202:07	222:58	232:34	88:47	126:31	156:55						1297:25	185:20
MHMC	32:54	18:16	14:31	12:14	12:37	13:51	11:33						115:59	16:34
MCH		0:54	0:10		0:30	0:16	0:36						2:28	0:29
RDCH	497:09	258:48	243:58	191:48	96:35	115:21	104:59						1508:42	215:31
SARH	219:39	238:36	291:54	262:05	157:22	175:32	165:22						1510:33	215:47
STBMC	440:10	323:00	431:28	447:59	272:01	354:02	382:56						2651:39	378:48
STMMC	570:00	280:30	279:18	310:54	231:37	251:46	218:51						2142:58	306:08
VALL	3:20	4:21	2:28	3:39	5:08	2:06	0:47						21:52	3:07
VVGMC	458:35	244:30	261:11	285:11	177:43	186:08	188:42						1802:03	257:26
Total	3637:38	2375:43	2731:22	2429:04	1646:15	1978:58	1970:19						16769:22	2395:37

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

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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%	894	2,223	7,044	31.6%
BCH	69	265	4,106	6.5%	171	393	4,389	9.0%	171	383	2,812	13.6%
BVCH	40	107	1,488	7.2%	28	95	1,558	6.1%	28	119	1,028	11.6%
CVMC	57	301	4,092	7.4%	72	341	4,149	8.2%	68	320	2,610	12.3%
CRMC	32	95	646	14.7%	2	7	655	1.1%	16	22	407	5.4%
CHSB	473	1,240	4,503	27.5%	879	2,168	5,791	37.4%	1219	1,879	3,637	51.7%
DVMC	995	2,058	3,794	54.2%	1621	2,606	4,138	63.0%	1103	1,607	2,597	61.9%
HDMC	6	17	2,318	0.7%	12	40	2,369	1.7%	21	62	1,511	4.1%
KHF	1347	3,009	9,487	31.7%	1521	3,555	11,436	31.1%	1378	2,668	7,248	36.8%
KHO	367	1,081	5,462	19.8%	643	1,511	5,630	26.8%	814	1,460	4,009	36.4%
LLUMC	1639	3,679	10,105	36.4%	2247	4,585	11,068	41.4%	1297	3,093	7,183	43.1%
MHMC	84	304	2,147	14.2%	94	348	2,171	16.0%	115	315	1,403	22.5%
MCH	5	21	108	19.4%	7	34	103	33.0%	2	12	49	24.5%
RDCH	2444	4,163	8,538	48.8%	3337	5,039	8,987	56.1%	1508	2,824	5,499	51.4%
SARH	441	2,091	14,946	14.0%	782	2,998	15,189	19.7%	1510	3,481	9,318	37.4%
STBMC	1803	4,110	12,586	32.7%	2956	5,872	13,946	42.1%	2651	4,198	7,994	52.5%
STMMC	2327	4,908	9,738	50.4%	3736	5,394	9,384	57.5%	2142	3,412	5,828	58.5%
VALL	15	78	825	9.5%	27	132	1,072	12.3%	21	90	667	13.5%
VVGMC	2109	3,579	6,984	51.2%	3050	4,693	8,100	57.9%	1802	2,629	4,775	55.1%
Total	15240	33,637	111,110	30.3%	22374	42,998	121,668	35.3%	16769	30,797	75,619	40.7%

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