



Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

Tom Lynch, EMS Administrator

Reza Vaezazizi, MD, Medical Director

DATE: March 1, 2016

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

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY INFORMATION FOR JANUARY 2016

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 January 2016 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

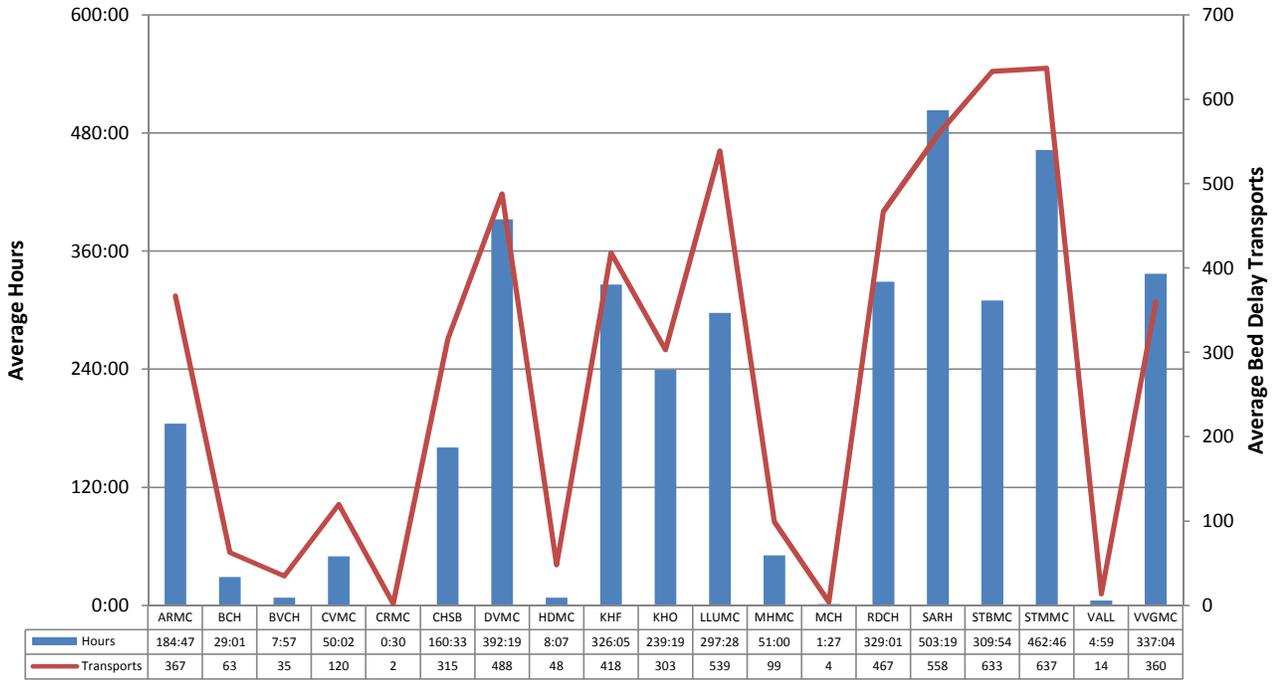
January 2016 – January 2016

Report Detail

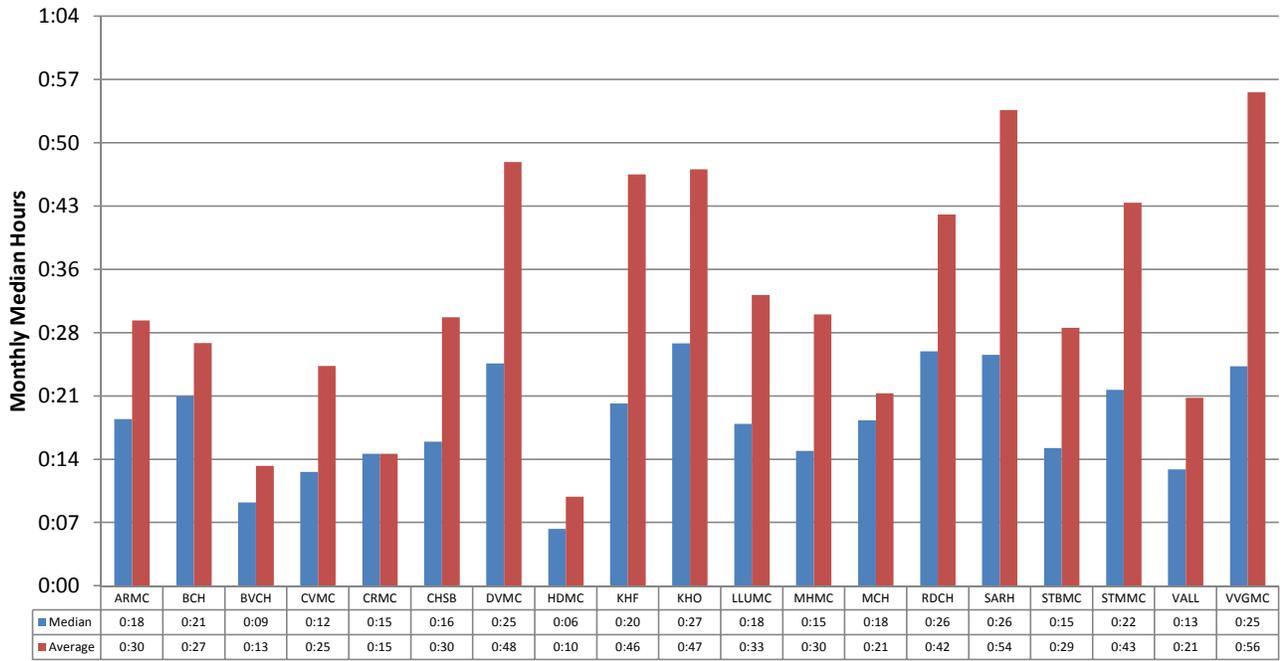
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the hospital receiving the patient. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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 2016 – January 2016



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2016 – January 2016



*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2016, includes San Bernardino County Fire Department.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2016 – January 2016

Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	184:47	367	1,125	32.6%	0:30	0:18
BCH	29:01	63	471	13.4%	0:27	0:21
BVCH	7:57	35	246	14.2%	0:13	0:09
CVMC	50:02	120	492	24.4%	0:25	0:12
CRMC	0:30	2	42	4.8%	0:15	0:15
CHSB	160:33	315	567	55.6%	0:30	0:16
DVMC	392:19	488	792	61.6%	0:48	0:25
HDMC	8:07	48	456	10.5%	0:10	0:06
KHF	326:05	418	1,077	38.8%	0:46	0:20
KHO	239:19	303	708	42.8%	0:47	0:27
LLUMC	297:28	539	1,149	46.9%	0:33	0:18
MHMC	51:00	99	307	32.2%	0:30	0:15
MCH	1:27	4	34	11.8%	0:21	0:18
RDCH	329:01	467	836	55.9%	0:42	0:26
SARH	503:19	558	1,151	48.5%	0:54	0:26
STBMC	309:54	633	1,188	53.3%	0:29	0:15
STMMC	462:46	637	1,019	62.5%	0:43	0:22
VALL	4:59	14	99	14.1%	0:21	0:13
VVGMC	337:04	360	606	59.4%	0:56	0:25
Total	3695:46	5,470	12,365	44.2%	0:40	0:20

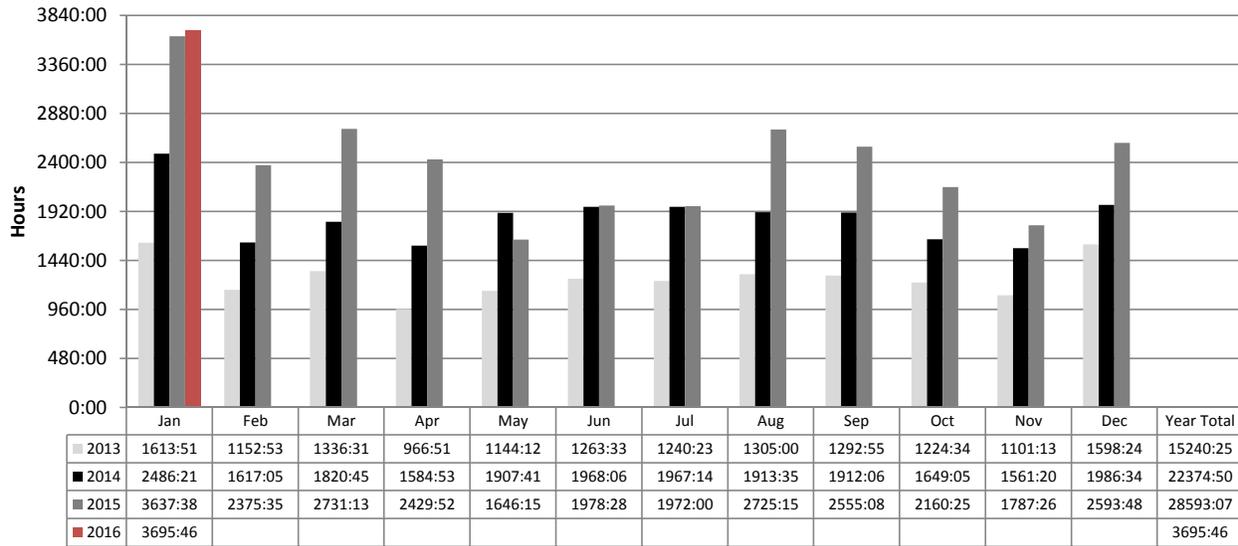
*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2016, includes San Bernardino County Fire Department.

**Total Monthly Bed Delay Hours* by Hospital
January 2016 – January 2016**

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	184:47												184:47	184:47
BCH	29:01												29:01	29:01
BVCH	7:57												7:57	7:57
CVMC	50:02												50:02	50:02
CRMC	0:30												0:30	0:30
CHSB	160:33												160:33	160:33
DVMC	392:19												392:19	392:19
HDMC	8:07												8:07	8:07
KHF	326:05												326:05	326:05
KHO	239:19												239:19	239:19
LLUMC	297:28												297:28	297:28
MHMC	51:00												51:00	51:00
MCH	1:27												1:27	1:27
RDCH	329:01												329:01	329:01
SARH	503:19												503:19	503:19
STBMC	309:54												309:54	309:54
STMMC	462:46												462:46	462:46
VALL	4:59												4:59	4:59
VVGMC	337:04												337:04	337:04
Total	3695:46												3695:46	3695:46

*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2016, includes San Bernardino County Fire Department.

**San Bernardino County
Total Bed Delay Hours* by Month
2013 – 2016 YTD**



**Total Bed Delay Hours* and Bed Delay Transports by Hospital
2014 – 2016 YTD**

Hospital	2014				2015				2016 YTD			
	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	1183	3,187	11,533	27.6%	1506	3,648	12,214	29.9%	184	367	1,125	32.6%
BCH	171	393	4,389	9.0%	300	685	4,947	13.8%	29	63	471	13.4%
BVCH	28	95	1,558	6.1%	50	206	1,790	11.5%	7	35	246	14.2%
CVMC	72	341	4,149	8.2%	137	581	4,541	12.8%	50	120	492	24.4%
CRMC	2	7	655	1.1%	17	28	689	4.1%	0	2	42	4.8%
CHSB	879	2,168	5,791	37.4%	2106	3,297	6,318	52.2%	160	315	567	55.6%
DVMC	1621	2,606	4,138	63.0%	1855	2,813	4,688	60.0%	392	488	792	61.6%
HDMC	12	40	2,369	1.7%	30	102	2,630	3.9%	8	48	456	10.5%
KHF	1521	3,555	11,436	31.1%	2412	4,600	12,687	36.3%	326	418	1,077	38.8%
KHO	643	1,511	5,630	26.8%	1445	2,503	6,922	36.2%	239	303	708	42.8%
LLUMC	2247	4,585	11,068	41.4%	2270	5,380	12,960	41.5%	297	539	1,149	46.9%
MHMC	94	348	2,171	16.0%	175	510	2,445	20.9%	51	99	307	32.2%
MCH	7	34	103	33.0%	5	29	111	26.1%	1	4	34	11.8%
RDCH	3337	5,039	8,987	56.1%	2331	4,788	9,648	49.6%	329	467	836	55.9%
SARH	782	2,998	15,189	19.7%	2831	6,069	15,969	38.0%	503	558	1,151	48.5%
STBMC	2956	5,872	13,946	42.1%	4480	7,184	13,234	54.3%	309	633	1,188	53.3%
STMMC	3736	5,394	9,384	57.5%	3551	5,707	10,067	56.7%	462	637	1,019	62.5%
VALL	27	132	1,072	12.3%	43	164	1,117	14.7%	4	14	99	14.1%
VVGMC	3050	4,693	8,100	57.9%	3042	4,183	7,673	54.5%	337	360	606	59.4%
Total	22374	42,998	121,668	35.3%	28593	52,477	130,650	40.2%	3695	5,470	12,365	44.2%

*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2014, includes Rialto Fire Department. As of 01/01/2016, includes San Bernardino County Fire Department.