Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

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

DATE: March 10, 2016

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

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY INFORMATION FOR FEBRUARY 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 February 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)

1425 South "D" Street ▪ San Bernardino, CA 92415-0060
(909) 388-5823 office ▪ (909) 388-5825 fax ▪ www.icema.net

Inland Counties Emergency Medical Agency

Bed Delay Report

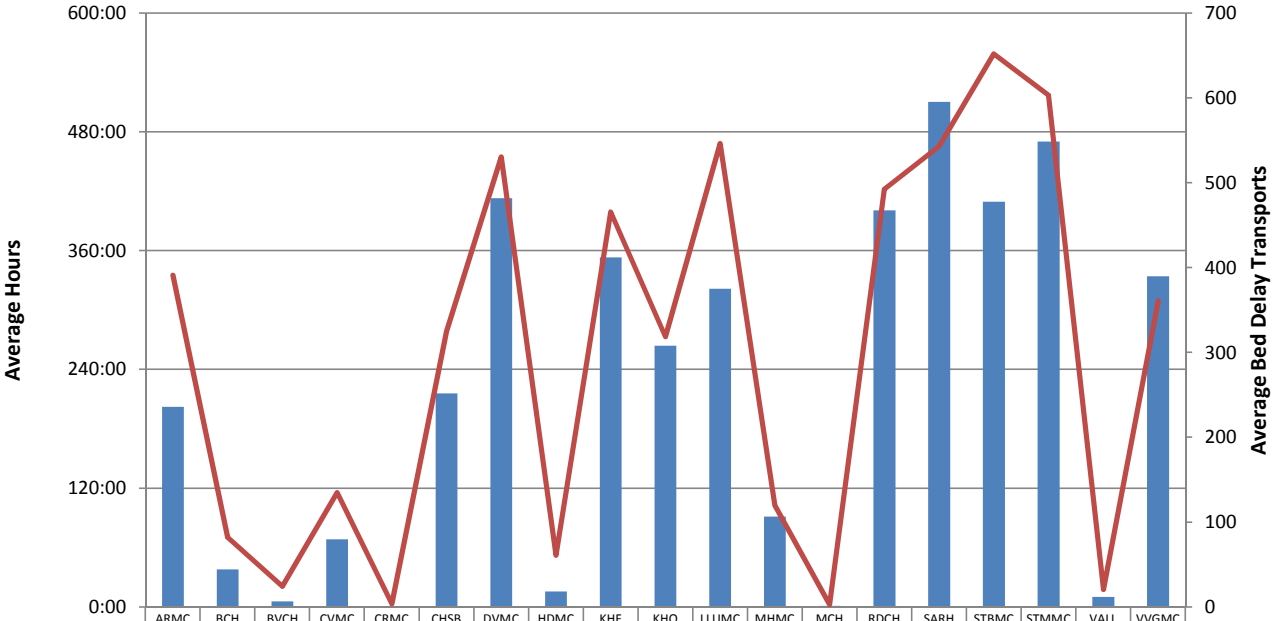
January 2016 – February 2016

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.

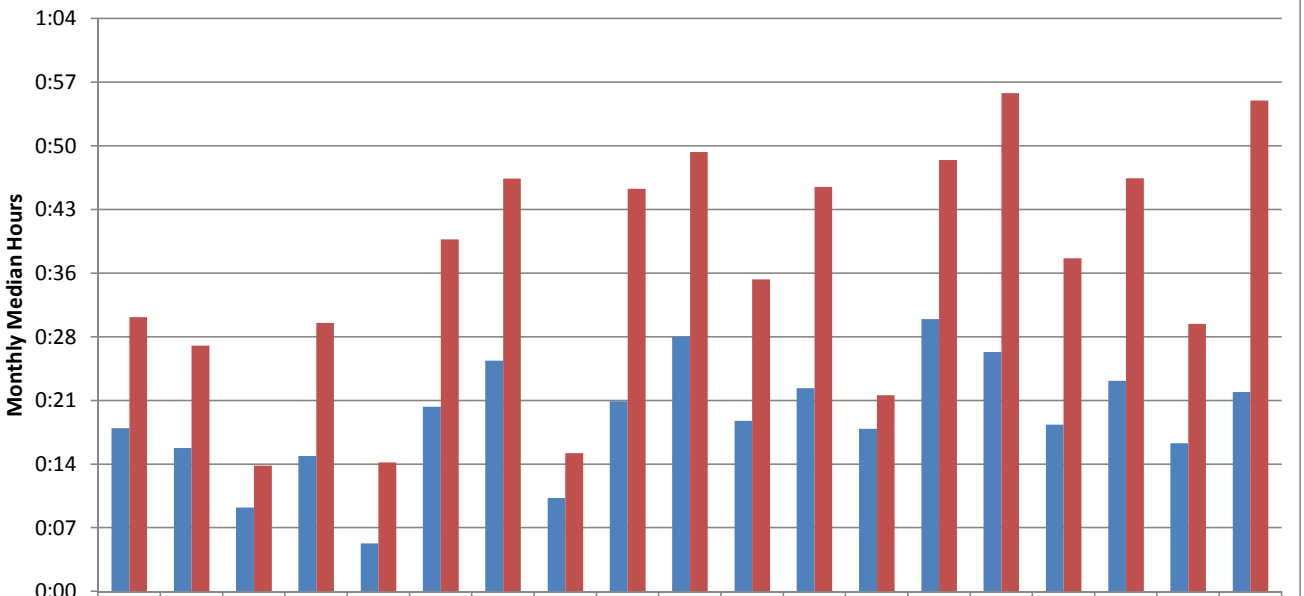
Abbreviated Name	Full Name
ARMC	Arrowhead Regional Medical Center
BCH	Barstow Community Hospital
BVCH	Bear Valley Community Hospital
CVMC	Chino Valley Medical Center
CRMC	Colorado River Medical Center
CHSB	Community Hospital San Bernardino
DVMC	Desert Valley Hospital Center
HDMC	Hi-Desert Medical Center
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 – February 2016



	ARMC	BCH	BVCH	CVMC	CRMC	CHSB	DVMC	HDMC	KHF	KHO	LLUMC	MHMC	MCH	RDCH	SARH	STBMC	STMMC	VALL	VVGMC
Hours	202:14	38:00	5:49	68:20	0:51	215:47	413:07	15:54	353:21	263:57	321:27	91:30	1:06	400:41	510:12	409:34	470:19	10:20	334:15
Transports	391	82	25	135	4	325	531	61	466	319	547	120	3	493	543	652	604	21	361

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



	ARMC	BCH	BVCH	CVMC	CRMC	CHSB	DVMC	HDMC	KHF	KHO	LLUMC	MHMC	MCH	RDCH	SARH	STBMC	STMMC	VALL	VVGMC
Median	0:18	0:16	0:09	0:15	0:05	0:20	0:26	0:10	0:21	0:28	0:19	0:23	0:18	0:30	0:27	0:18	0:23	0:16	0:22
Average	0:31	0:27	0:14	0:30	0:14	0:39	0:46	0:15	0:45	0:49	0:35	0:45	0:22	0:48	0:56	0:37	0:46	0:30	0:55

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

ICEMA, ePCR Database. Compiled 3/4/2016, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2016 – February 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	404:29	782	2,278	34.3%	0:31	0:18
BCH	76:00	164	958	17.1%	0:27	0:16
BVCH	11:38	49	399	12.3%	0:14	0:09
CVMC	136:41	270	1,008	26.8%	0:30	0:15
CRMC	1:42	7	106	6.6%	0:14	0:05
CHSB	431:35	650	1,131	57.5%	0:39	0:20
DVMC	826:14	1,061	1,645	64.5%	0:46	0:26
HDMC	31:48	122	906	13.5%	0:15	0:10
KHF	706:43	931	2,198	42.4%	0:45	0:21
KHO	527:55	637	1,390	45.8%	0:49	0:28
LLUMC	642:55	1,093	2,259	48.4%	0:35	0:19
MHMC	183:01	240	620	38.7%	0:45	0:23
MCH	2:13	6	56	10.7%	0:22	0:18
RDCH	801:23	985	1,601	61.5%	0:48	0:30
SARH	1020:24	1,086	2,251	48.2%	0:56	0:27
STBMC	819:08	1,304	2,288	57.0%	0:37	0:18
STMMC	940:38	1,207	1,947	62.0%	0:46	0:23
VALL	20:41	41	197	20.8%	0:30	0:16
VVGMC	668:30	722	1,212	59.6%	0:55	0:22
Total	**8253:47**	**11,357**	**24,450**	**46.4%**	**0:43**	**0:22**

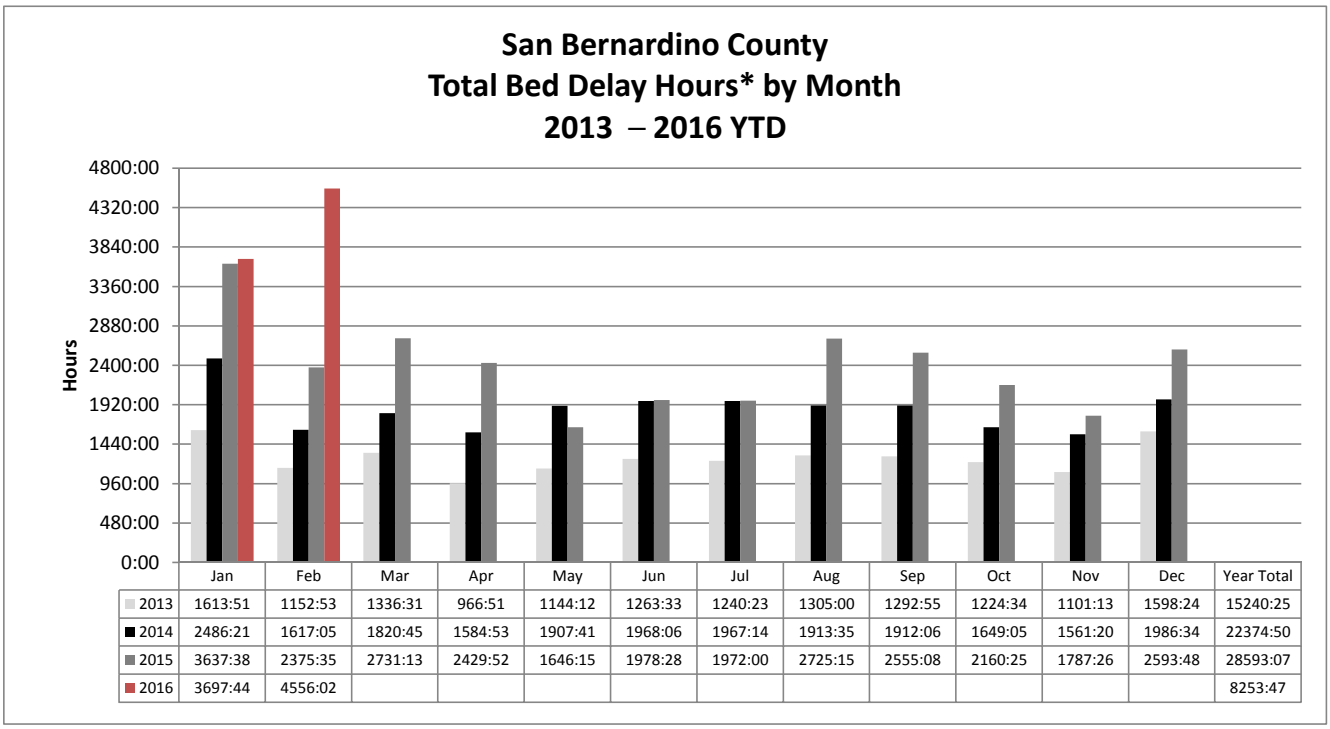
*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2016, includes San Bernardino County Fire Department.

ICEMA, ePCR Database. Compiled 3/4/2016, PW.

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

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	184:47	219:41											404:29	202:14
BCH	29:01	46:59											76:00	38:00
BVCH	7:57	3:40											11:38	5:49
CVMC	50:02	86:38											136:41	68:20
CRMC	0:30	1:12											1:42	0:51
CHSB	161:02	270:32											431:35	215:47
DVMC	393:35	432:38											826:14	413:07
HDMC	8:16	23:32											31:48	15:54
KHF	326:05	380:38											706:43	353:21
KHO	239:19	288:35											527:55	263:57
LLUMC	297:28	345:26											642:55	321:27
MHMC	51:15	131:46											183:01	91:30
MCH	1:12	1:00											2:13	1:06
RDCH	329:01	472:22											801:23	400:41
SARH	503:19	517:05											1020:24	510:12
STBMC	309:57	509:10											819:08	409:34
STMMC	462:46	477:51											940:38	470:19
VALL	4:59	15:42											20:41	10:20
VVGMC	337:04	331:26											668:30	334:15
Total	**3697:44**	**4556:02**											**8253:47**	**4126:53**

*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
2014 – 2016 YTD

	2014				2015				2016 YTD			
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	1183	3,187	11,533	27.6%	1506	3,648	12,214	29.9%	404	782	2,278	34.3%
BCH	171	393	4,389	9.0%	300	685	4,947	13.8%	76	164	958	17.1%
BVCH	28	95	1,558	6.1%	50	206	1,790	11.5%	11	49	399	12.3%
CVMC	72	341	4,149	8.2%	137	581	4,541	12.8%	136	270	1,008	26.8%
CRMC	2	7	655	1.1%	17	28	689	4.1%	1	7	106	6.6%
CHSB	879	2,168	5,791	37.4%	2106	3,297	6,318	52.2%	431	650	1,131	57.5%
DVMC	1621	2,606	4,138	63.0%	1855	2,813	4,688	60.0%	826	1,061	1,645	64.5%
HDMC	12	40	2,369	1.7%	30	102	2,630	3.9%	31	122	906	13.5%
KHF	1521	3,555	11,436	31.1%	2412	4,600	12,687	36.3%	706	931	2,198	42.4%
KHO	643	1,511	5,630	26.8%	1445	2,503	6,922	36.2%	527	637	1,390	45.8%
LLUMC	2247	4,585	11,068	41.4%	2270	5,380	12,960	41.5%	642	1,093	2,259	48.4%
MHMC	94	348	2,171	16.0%	175	510	2,445	20.9%	183	240	620	38.7%
MCH	7	34	103	33.0%	5	29	111	26.1%	2	6	56	10.7%
RDCH	3337	5,039	8,987	56.1%	2331	4,788	9,648	49.6%	801	985	1,601	61.5%
SARH	782	2,998	15,189	19.7%	2831	6,069	15,969	38.0%	1020	1,086	2,251	48.2%
STBMC	2956	5,872	13,946	42.1%	4480	7,184	13,234	54.3%	819	1,304	2,288	57.0%
STMMC	3736	5,394	9,384	57.5%	3551	5,707	10,067	56.7%	940	1,207	1,947	62.0%
VALL	27	132	1,072	12.3%	43	164	1,117	14.7%	20	41	197	20.8%
VVGMC	3050	4,693	8,100	57.9%	3042	4,183	7,673	54.5%	668	722	1,212	59.6%
Total	**22374**	**42,998**	**121,668**	**35.3%**	**28593**	**52,477**	**130,650**	**40.2%**	**8253**	**11,357**	**24,450**	**46.4%**

*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.

ICEMA, ePCR Database. Compiled 3/4/2016, PW.