



# Inland Counties Emergency Medical Agency

*Serving San Bernardino, Inyo and Mono Counties*

*Tom Lynch, EMS Administrator*

*Reza Vaezazizi, MD, Medical Director*

**DATE:** June 22, 2016

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

**FROM:** Tom Lynch   
EMS Administrator

**SUBJECT:** HOSPITAL BED DELAY INFORMATION FOR MAY 2016

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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 May 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, RN, EMS Coordinator, at (909) 388-5808 or via e-mail at [Ron.Holk@cao.sbcounty.gov](mailto: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*

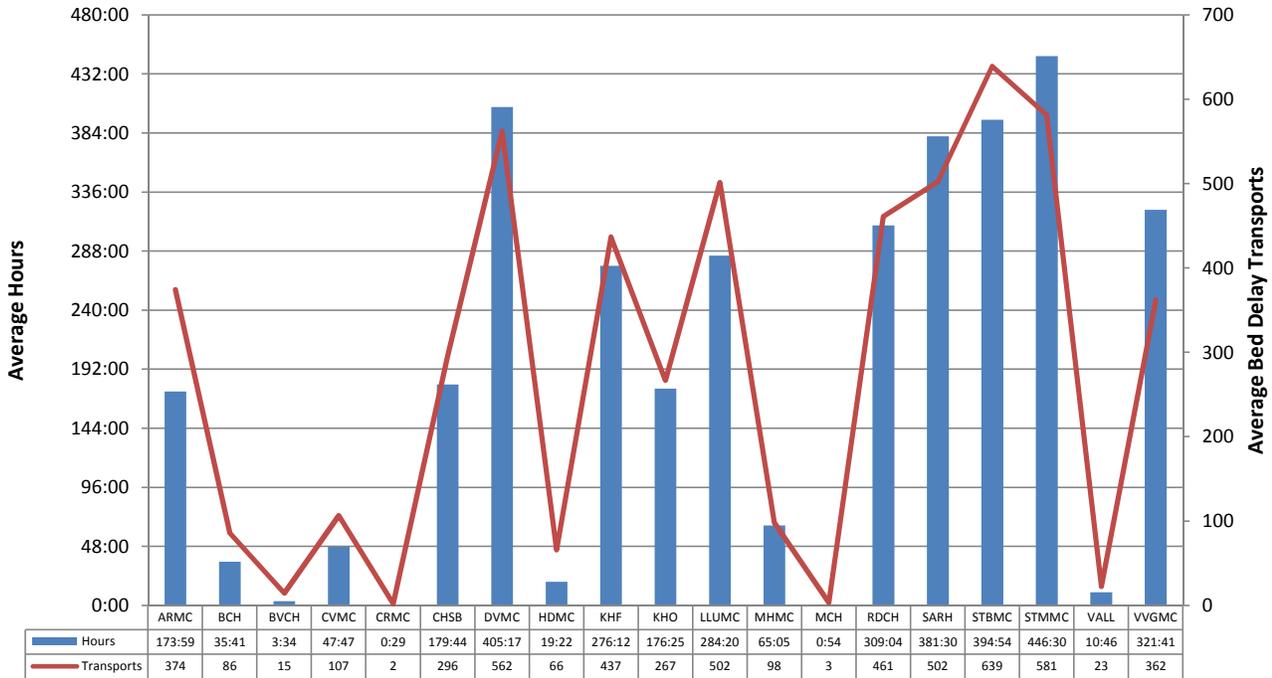
*January 2016 – May 2016*

## Report Detail

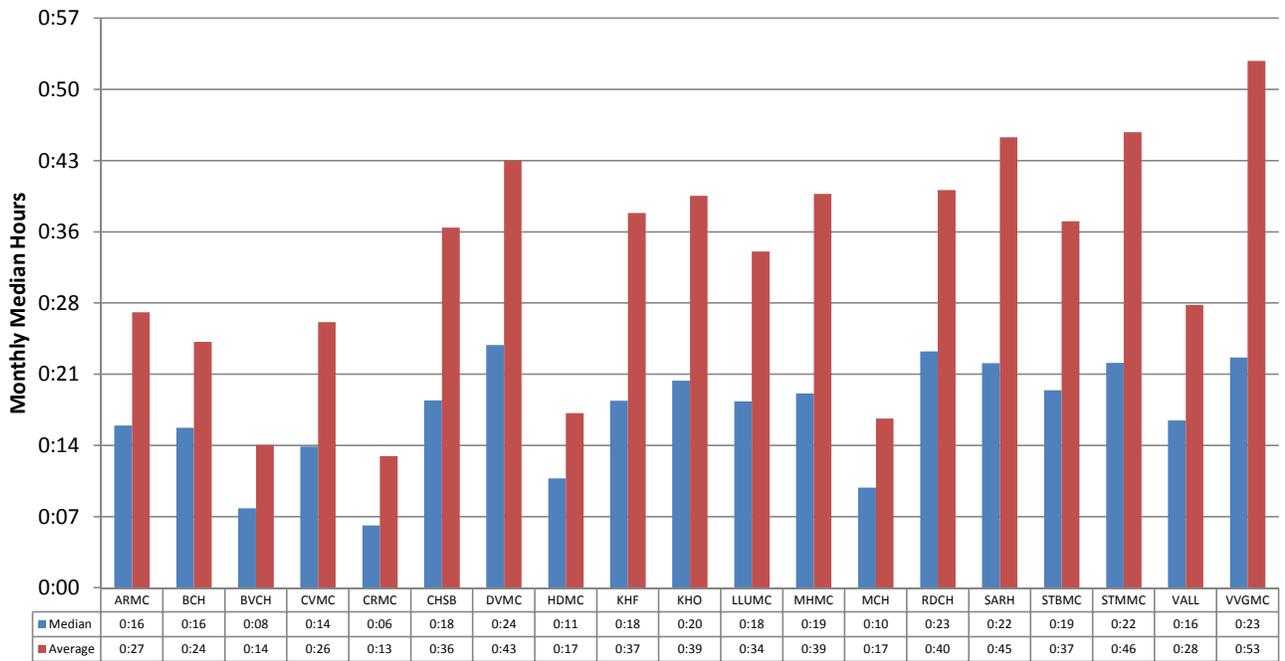
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the hospital receiving the patient. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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	JLP VA Loma Linda
VVGMC	Victor Valley Global Medical Center

### Bed Delay Hours\* and Bed Delay Transports Average per Hospital by Month January 2016 – May 2016



### Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2016 – May 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 – May 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	869:55	1,872	5,547	33.7%	0:27	0:16
BCH	178:26	430	2,405	17.9%	0:24	0:16
BVCH	17:51	74	734	10.1%	0:14	0:08
CVMC	238:56	533	2,327	22.9%	0:26	0:14
CRMC	2:26	11	325	3.4%	0:13	0:06
CHSB	898:44	1,480	2,751	53.8%	0:36	0:18
DVMC	2026:25	2,812	4,323	65.0%	0:43	0:24
HDMC	96:54	329	2,218	14.8%	0:17	0:11
KHF	1381:00	2,186	5,667	38.6%	0:37	0:18
KHO	882:09	1,335	3,383	39.5%	0:39	0:20
LLUMC	1421:40	2,508	5,538	45.3%	0:34	0:18
MHMC	325:25	490	1,356	36.1%	0:39	0:19
MCH	4:33	16	182	8.8%	0:17	0:10
RDCH	1545:22	2,305	4,062	56.7%	0:40	0:23
SARH	1907:33	2,512	5,578	45.0%	0:45	0:22
STBMC	1974:33	3,196	5,572	57.4%	0:37	0:19
STMMC	2232:34	2,907	4,747	61.2%	0:46	0:22
VALL	53:54	113	480	23.5%	0:28	0:16
VVGMC	1608:26	1,811	3,072	59.0%	0:53	0:23
<b>Total</b>	<b>17666:55</b>	<b>26,920</b>	<b>60,267</b>	<b>44.7%</b>	<b>0:39</b>	<b>0:20</b>

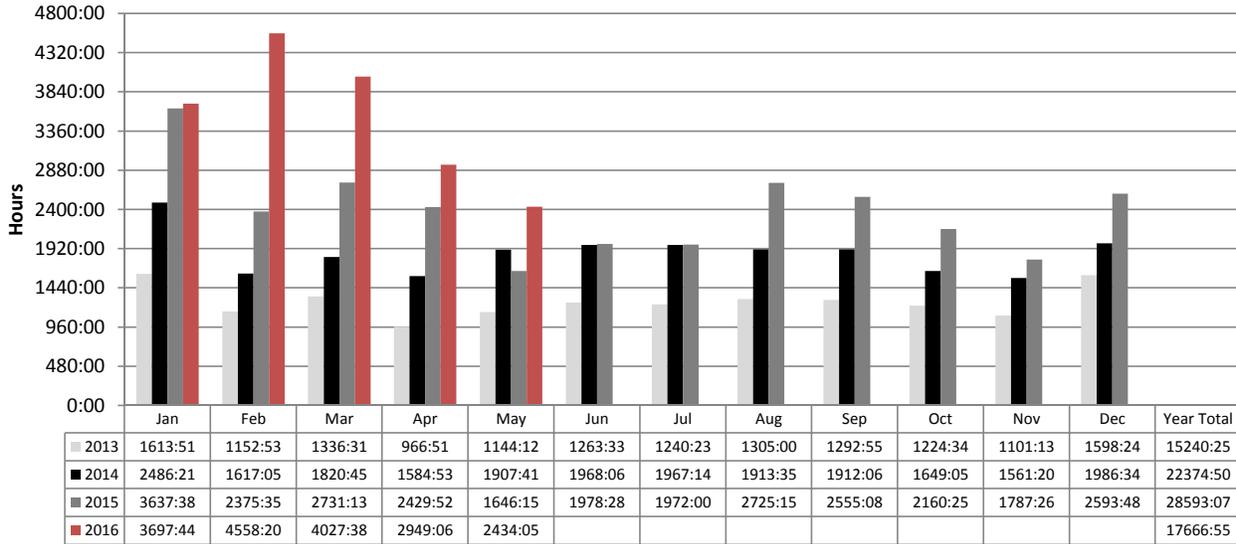
\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2016, includes San Bernardino County Fire Department.

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

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	184:47	220:50	202:10	140:48	121:17								869:55	173:59
BCH	29:01	46:59	54:45	37:10	10:30								178:26	35:41
BVCH	7:57	3:40	1:01	4:41	0:30								17:51	3:34
CVMC	50:02	86:38	59:38	18:15	24:21								238:56	47:47
CRMC	0:30	1:11	0:09	0:29	0:06								2:26	0:29
CHSB	161:02	270:47	188:09	173:23	105:22								898:44	179:44
DVMC	393:35	432:34	515:12	381:13	303:49								2026:25	405:17
HDMC	8:16	23:27	38:10	16:01	10:58								96:54	19:22
KHF	326:05	380:38	272:33	185:50	215:53								1381:00	276:12
KHO	239:19	289:57	164:49	103:50	84:11								882:09	176:25
LLUMC	297:28	345:26	325:02	267:05	186:36								1421:40	284:20
MHMC	51:15	131:46	66:28	49:01	26:52								325:25	65:05
MCH	1:12	1:00	0:27	1:39	0:13								4:33	0:54
RDCH	329:01	471:45	310:59	225:53	207:41								1545:22	309:04
SARH	503:19	517:05	402:12	280:13	204:42								1907:33	381:30
STBMC	309:57	509:10	456:59	365:41	332:43								1974:33	394:54
STMMC	462:46	478:09	564:51	398:49	327:56								2232:34	446:30
VALL	4:59	15:42	18:42	10:57	3:32								53:54	10:46
VVGMC	337:04	331:26	385:13	287:59	266:42								1608:26	321:41
<b>Total</b>	<b>3697:44</b>	<b>4558:20</b>	<b>4027:38</b>	<b>2949:06</b>	<b>2434:05</b>								<b>17666:55</b>	<b>3533:23</b>

\*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%	869	1,872	5,547	33.7%
BCH	171	393	4,389	9.0%	300	685	4,947	13.8%	178	430	2,405	17.9%
BVCH	28	95	1,558	6.1%	50	206	1,790	11.5%	17	74	734	10.1%
CVMC	72	341	4,149	8.2%	137	581	4,541	12.8%	238	533	2,327	22.9%
CRMC	2	7	655	1.1%	17	28	689	4.1%	2	11	325	3.4%
CHSB	879	2,168	5,791	37.4%	2106	3,297	6,318	52.2%	898	1,480	2,751	53.8%
DVMC	1621	2,606	4,138	63.0%	1855	2,813	4,688	60.0%	2026	2,812	4,323	65.0%
HDMC	12	40	2,369	1.7%	30	102	2,630	3.9%	96	329	2,218	14.8%
KHF	1521	3,555	11,436	31.1%	2412	4,600	12,687	36.3%	1381	2,186	5,667	38.6%
KHO	643	1,511	5,630	26.8%	1445	2,503	6,922	36.2%	882	1,335	3,383	39.5%
LLUMC	2247	4,585	11,068	41.4%	2270	5,380	12,960	41.5%	1421	2,508	5,538	45.3%
MHMC	94	348	2,171	16.0%	175	510	2,445	20.9%	325	490	1,356	36.1%
MCH	7	34	103	33.0%	5	29	111	26.1%	4	16	182	8.8%
RDCH	3337	5,039	8,987	56.1%	2331	4,788	9,648	49.6%	1545	2,305	4,062	56.7%
SARH	782	2,998	15,189	19.7%	2831	6,069	15,969	38.0%	1907	2,512	5,578	45.0%
STBMC	2956	5,872	13,946	42.1%	4480	7,184	13,234	54.3%	1974	3,196	5,572	57.4%
STMMC	3736	5,394	9,384	57.5%	3551	5,707	10,067	56.7%	2232	2,907	4,747	61.2%
VALL	27	132	1,072	12.3%	43	164	1,117	14.7%	53	113	480	23.5%
VVGMC	3050	4,693	8,100	57.9%	3042	4,183	7,673	54.5%	1608	1,811	3,072	59.0%
<b>Total</b>	<b>22374</b>	<b>42,998</b>	<b>121,668</b>	<b>35.3%</b>	<b>28593</b>	<b>52,477</b>	<b>130,650</b>	<b>40.2%</b>	<b>17666</b>	<b>26,920</b>	<b>60,267</b>	<b>44.7%</b>

\*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.