



Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo and Mono Counties

Tom Lynch, EMS Administrator

Reza Vaezazizi, MD, Medical Director

DATE: July 15, 2016

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

FROM: Tom Lynch 
EMS Administrator

SUBJECT: HOSPITAL BED DELAY INFORMATION FOR JUNE 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 June 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.

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

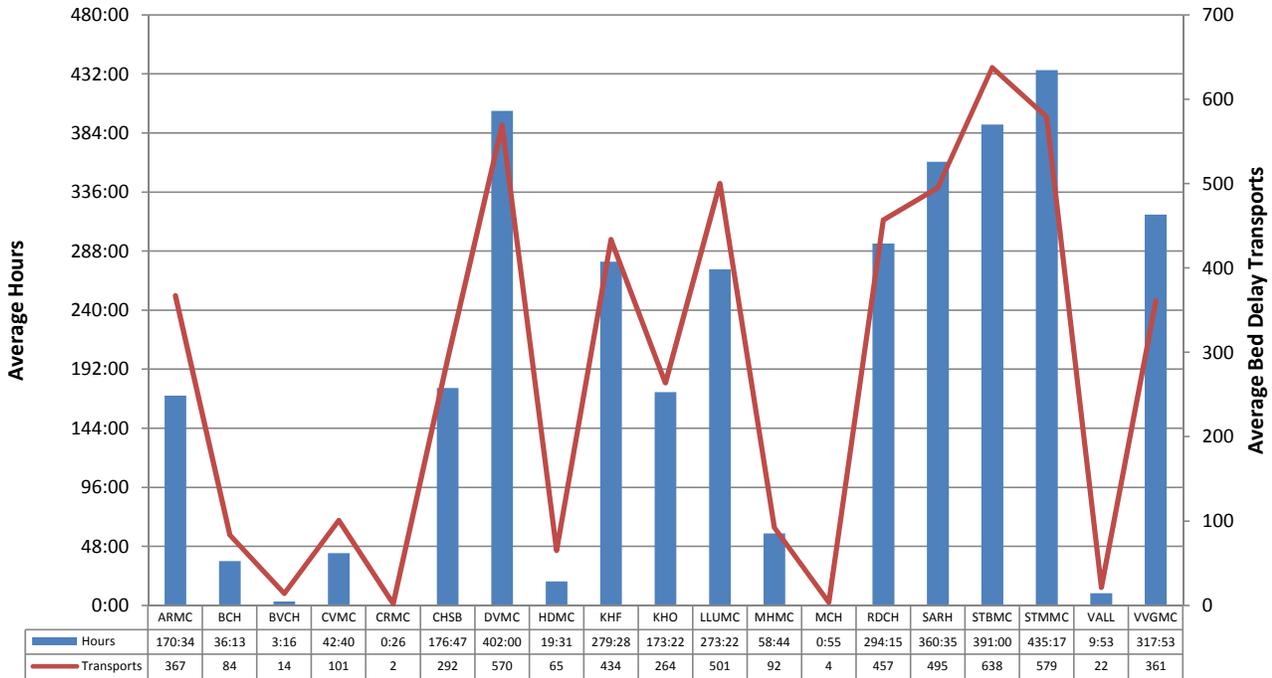
January 2016 – June 2016

Report Detail

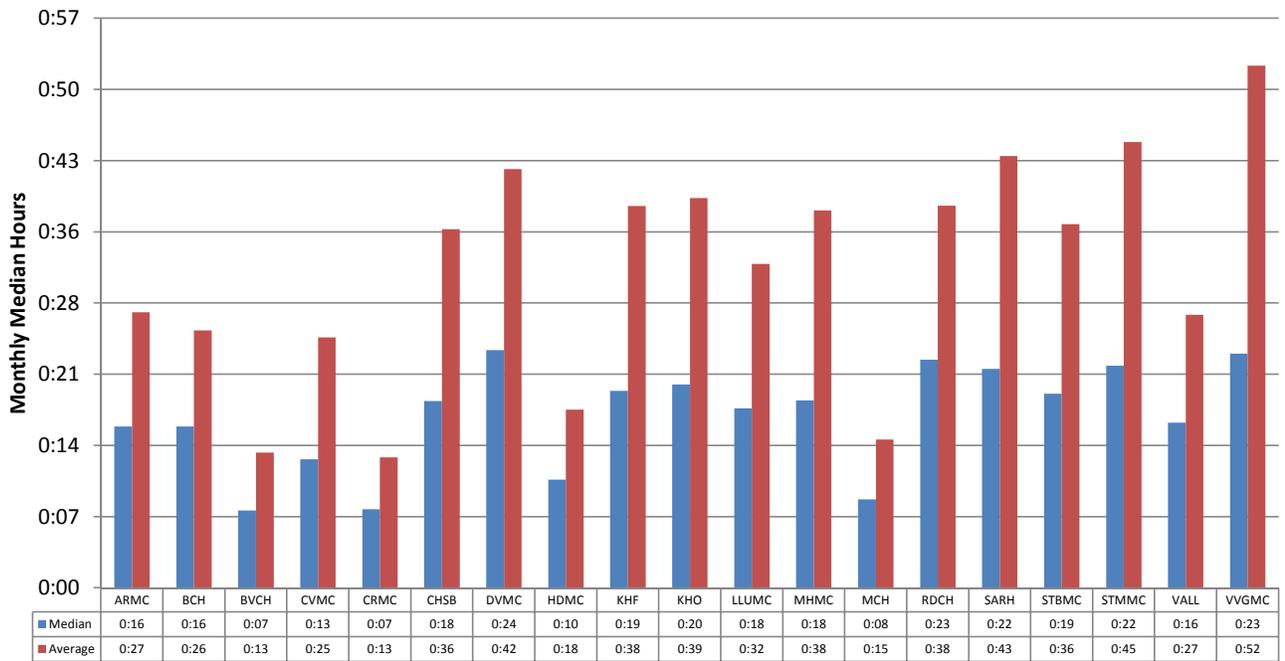
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the hospital receiving the patient. The first 25 minutes are excluded from consideration. The only type of transports that are considered are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



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2016 – June 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 – June 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	1023:27	2,203	6,617	33.3%	0:27	0:16
BCH	217:23	501	2,894	17.3%	0:26	0:16
BVCH	19:37	86	871	9.9%	0:13	0:07
CVMC	256:00	606	2,771	21.9%	0:25	0:13
CRMC	2:38	12	398	3.0%	0:13	0:07
CHSB	1060:44	1,754	3,286	53.4%	0:36	0:18
DVMC	2412:01	3,417	5,262	64.9%	0:42	0:24
HDMC	117:11	390	2,687	14.5%	0:18	0:10
KHF	1676:51	2,605	6,729	38.7%	0:38	0:19
KHO	1040:16	1,583	3,996	39.6%	0:39	0:20
LLUMC	1640:12	3,003	6,746	44.5%	0:32	0:18
MHMC	352:29	554	1,587	34.9%	0:38	0:18
MCH	5:30	22	218	10.1%	0:15	0:08
RDCH	1765:30	2,741	4,846	56.6%	0:38	0:23
SARH	2163:30	2,971	6,770	43.9%	0:43	0:22
STBMC	2346:02	3,827	6,662	57.4%	0:36	0:19
STMMC	2611:43	3,475	5,701	61.0%	0:45	0:22
VALL	59:22	129	574	22.5%	0:27	0:16
VVGMC	1907:22	2,167	3,651	59.4%	0:52	0:23
Total	20677:59	32,046	72,266	44.3%	0:38	0:20

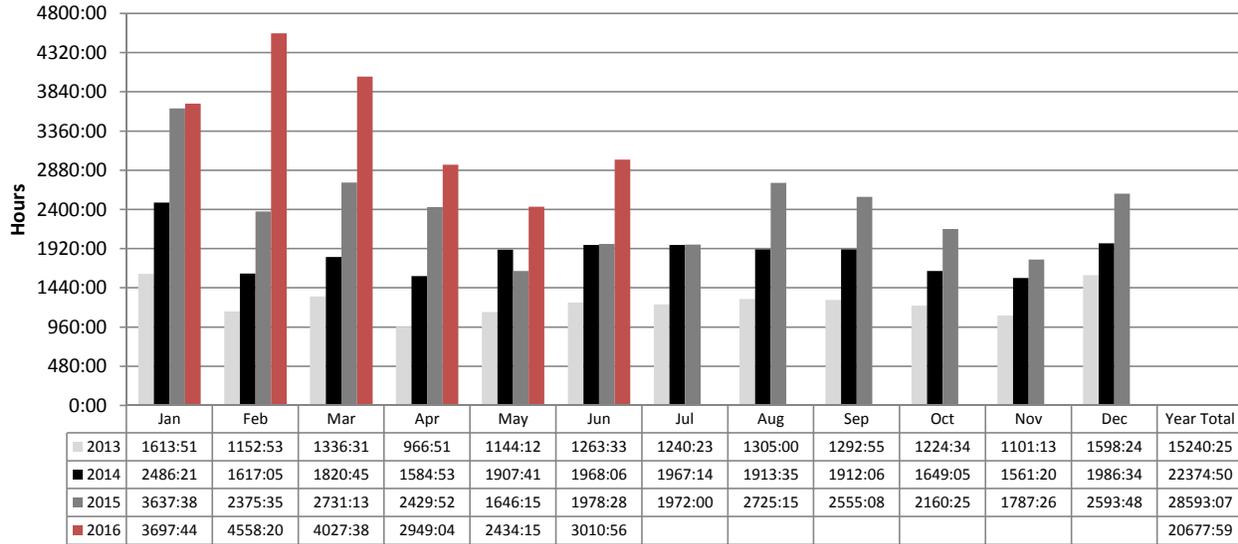
*Note: Bed Delay Hours excludes the first 25 minutes of each transport. As of 01/01/2016, includes San Bernardino County Fire Department.

**Total Monthly Bed Delay Hours* by Hospital
January 2016 – June 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	153:32							1023:27	170:34
BCH	29:01	46:59	54:45	37:10	10:30	38:56							217:23	36:13
BVCH	7:57	3:40	1:01	4:41	0:30	1:46							19:37	3:16
CVMC	50:02	86:38	59:38	18:13	24:21	17:05							256:00	42:40
CRMC	0:30	1:11	0:09	0:29	0:06	0:11							2:38	0:26
CHSB	161:02	270:47	188:09	173:23	105:22	161:59							1060:44	176:47
DVMC	393:35	432:34	515:12	381:13	303:49	385:36							2412:01	402:00
HDMC	8:16	23:27	38:10	16:01	10:58	20:17							117:11	19:31
KHF	326:05	380:38	272:33	185:50	215:53	295:51							1676:51	279:28
KHO	239:19	289:57	164:49	103:50	84:13	158:05							1040:16	173:22
LLUMC	297:28	345:26	325:02	267:05	186:36	218:32							1640:12	273:22
MHMC	51:15	131:46	66:28	49:01	26:52	27:04							352:29	58:44
MCH	1:12	1:00	0:27	1:39	0:13	0:56							5:30	0:55
RDCH	329:01	471:45	310:59	225:53	207:41	220:08							1765:30	294:15
SARH	503:19	517:05	402:12	280:13	204:42	255:57							2163:30	360:35
STBMC	309:57	509:10	456:59	365:41	332:43	371:29							2346:02	391:00
STMMC	462:46	478:09	564:51	398:49	328:04	379:01							2611:43	435:17
VALL	4:59	15:42	18:42	10:57	3:32	5:27							59:22	9:53
VVGMC	337:04	331:26	385:13	287:59	266:42	298:55							1907:22	317:53
Total	3697:44	4558:20	4027:38	2949:04	2434:15	3010:56							20677:59	3446:19

*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%	1023	2,203	6,617	33.3%
BCH	171	393	4,389	9.0%	300	685	4,947	13.8%	217	501	2,894	17.3%
BVCH	28	95	1,558	6.1%	50	206	1,790	11.5%	19	86	871	9.9%
CVMC	72	341	4,149	8.2%	137	581	4,541	12.8%	256	606	2,771	21.9%
CRMC	2	7	655	1.1%	17	28	689	4.1%	2	12	398	3.0%
CHSB	879	2,168	5,791	37.4%	2106	3,297	6,318	52.2%	1060	1,754	3,286	53.4%
DVMC	1621	2,606	4,138	63.0%	1855	2,813	4,688	60.0%	2412	3,417	5,262	64.9%
HDMC	12	40	2,369	1.7%	30	102	2,630	3.9%	117	390	2,687	14.5%
KHF	1521	3,555	11,436	31.1%	2412	4,600	12,687	36.3%	1676	2,605	6,729	38.7%
KHO	643	1,511	5,630	26.8%	1445	2,503	6,922	36.2%	1040	1,583	3,996	39.6%
LLUMC	2247	4,585	11,068	41.4%	2270	5,380	12,960	41.5%	1640	3,003	6,746	44.5%
MHMC	94	348	2,171	16.0%	175	510	2,445	20.9%	352	554	1,587	34.9%
MCH	7	34	103	33.0%	5	29	111	26.1%	5	22	218	10.1%
RDCH	3337	5,039	8,987	56.1%	2331	4,788	9,648	49.6%	1765	2,741	4,846	56.6%
SARH	782	2,998	15,189	19.7%	2831	6,069	15,969	38.0%	2163	2,971	6,770	43.9%
STBMC	2956	5,872	13,946	42.1%	4480	7,184	13,234	54.3%	2346	3,827	6,662	57.4%
STMMC	3736	5,394	9,384	57.5%	3551	5,707	10,067	56.7%	2611	3,475	5,701	61.0%
VALL	27	132	1,072	12.3%	43	164	1,117	14.7%	59	129	574	22.5%
VVGMC	3050	4,693	8,100	57.9%	3042	4,183	7,673	54.5%	1907	2,167	3,651	59.4%
Total	22374	42,998	121,668	35.3%	28593	52,477	130,650	40.2%	20677	32,046	72,266	44.3%

*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.