



Inland Counties Emergency Medical Agency

1425 South D Street, San Bernardino, CA 92415-0060 ■ (909) 388-5823 ■ Fax (909) 388-5825 ■ www.icema.net

Serving San Bernardino, Inyo, and Mono Counties
Tom Lynch, EMS Administrator
Reza Vaezazizi, MD, Medical Director

DATE: October 31, 2018

TO: Hospital CEOs, ED Directors/Managers and PLNs - San Bernardino County

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - SEPTEMBER 2018

The Inland Counties EMS Agency (ICEMA) is providing the January through September 2018 hospital ambulance patient offload delay (APOD) report utilizing data retrieved from the ambulance provider computer aided dispatch records.

The APOD report provides the total number of:

- 9-1-1 transports to each hospital.
- Transports that resulted in APOD.
- APOD hours/minutes calculated beginning 25 minutes after the ambulance arrives at the hospital.

If you have any questions, please contact Mark Roberts, Technical Consultant, at (909) 388-5804 or via e-mail at mark.roberts@cao.sbcounty.gov.

TL/MR/jlm

c: Keven Porter, Regional Vice President, HASC
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Inland Counties Emergency Medical Agency



Bed Delay Report

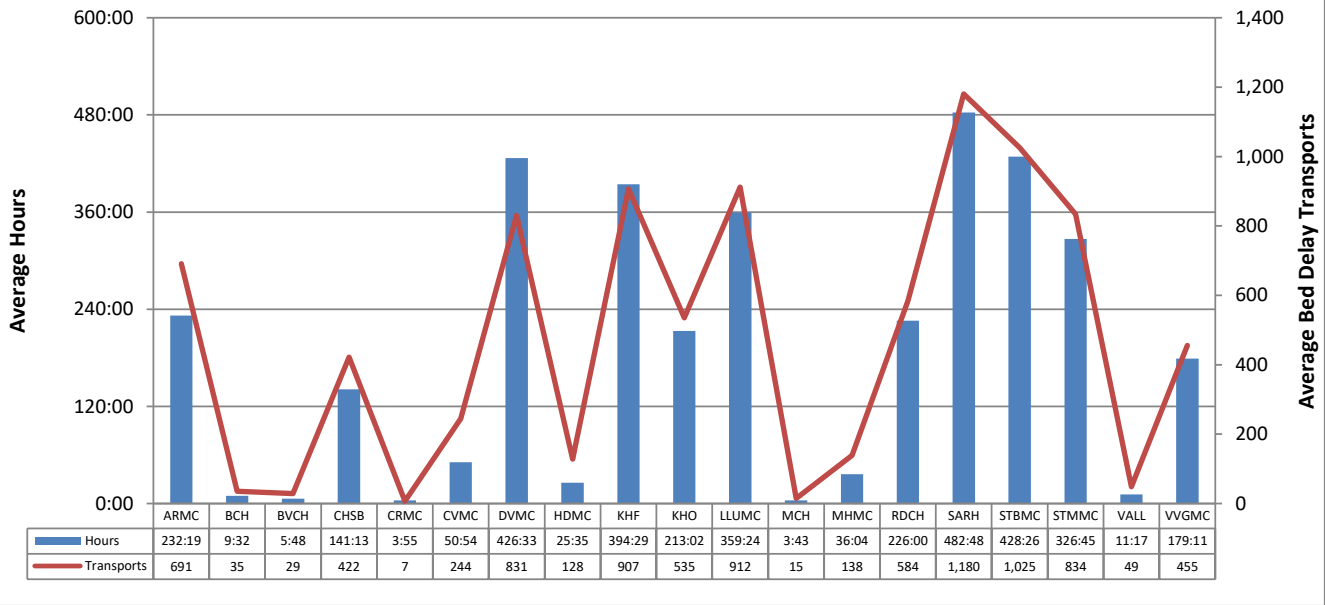
January 2018 – September 2018

Report Detail

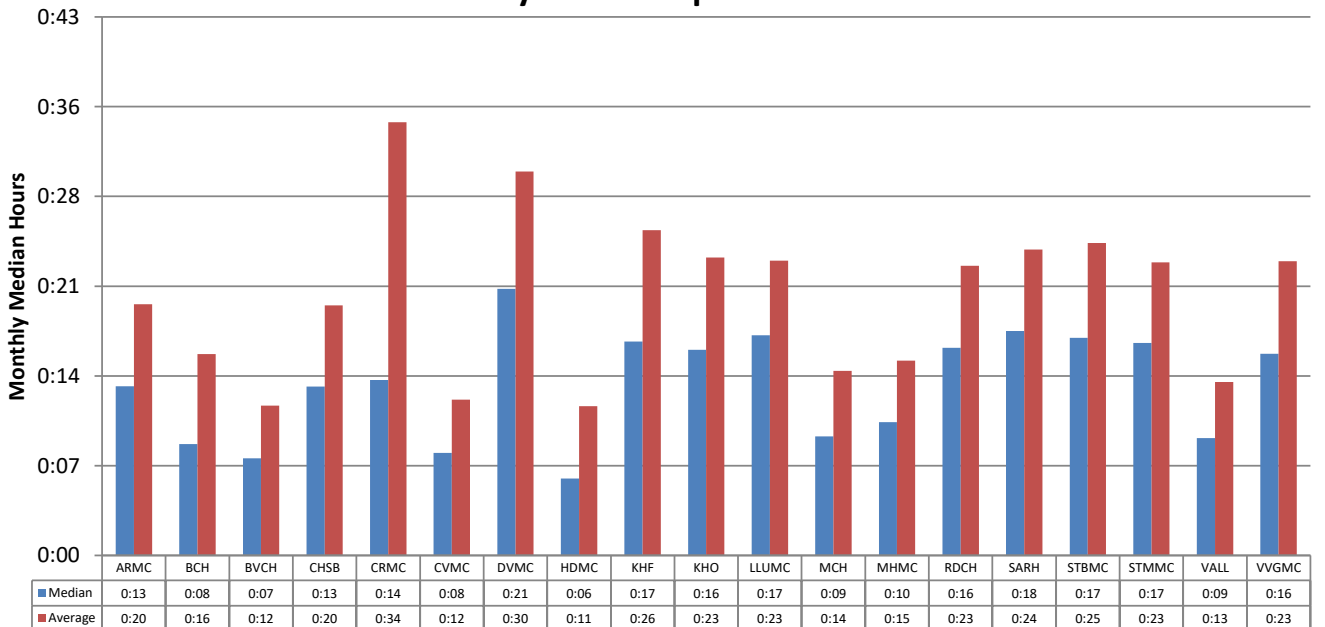
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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
CHSB	Community Hospital San Bernardino
CRMC	Colorado River Medical Center
CVMC	Chino Valley Medical Center
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
MCH	Mountains Community Hospital
MHMC	Montclair Hospital Medical Center
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 2018 – September 2018



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2018 – September 2018



Beginning February 2017 ICEMA implemented the change from NEMSIS 2.2.1 data-set to NEMSIS 3.4.0 as required by the California Emergency Medical Services Agency (EMSA). This also required the change of the software being used to collect the EMS data. Over the coming months ICEMA will be working with the vendor to adapt to the new data-set and new software in order to fine-tune reports. Currently, ICEMA is using the Back in Service time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

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

ICEMA, Elite Database and ePCR Database. Compiled 10/18/2018, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2018 – September 2018

Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	2090:57	6,223	8,627	72.1%	0:20	0:13
BCH	85:50	319	4,162	7.7%	0:16	0:08
BVCH	52:19	261	1,361	19.2%	0:12	0:07
CHSB	1271:03	3,800	5,185	73.3%	0:20	0:13
CRMC	35:19	61	581	10.5%	0:34	0:14
CVMC	458:11	2,199	3,345	65.7%	0:12	0:08
DVMC	3838:57	7,478	8,536	87.6%	0:30	0:21
HDMC	230:17	1,155	4,015	28.8%	0:11	0:06
KHF	3550:21	8,161	10,038	81.3%	0:26	0:17
KHO	1917:25	4,814	5,885	81.8%	0:23	0:16
LLUMC	3234:35	8,209	9,934	82.6%	0:23	0:17
MCH	33:32	136	533	25.5%	0:14	0:09
MHMC	324:42	1,246	1,813	68.7%	0:15	0:10
RDCH	2034:00	5,252	6,586	79.7%	0:23	0:16
SARH	4345:14	10,624	12,481	85.1%	0:24	0:18
STBMC	3856:02	9,227	11,137	82.8%	0:25	0:17
STMMC	2940:48	7,502	8,738	85.9%	0:23	0:17
VALL	101:38	438	758	57.8%	0:13	0:09
VVGMC	1612:46	4,099	5,170	79.3%	0:23	0:16
Total	32014:05	81,204	108,885	74.6%	0:23	0:16

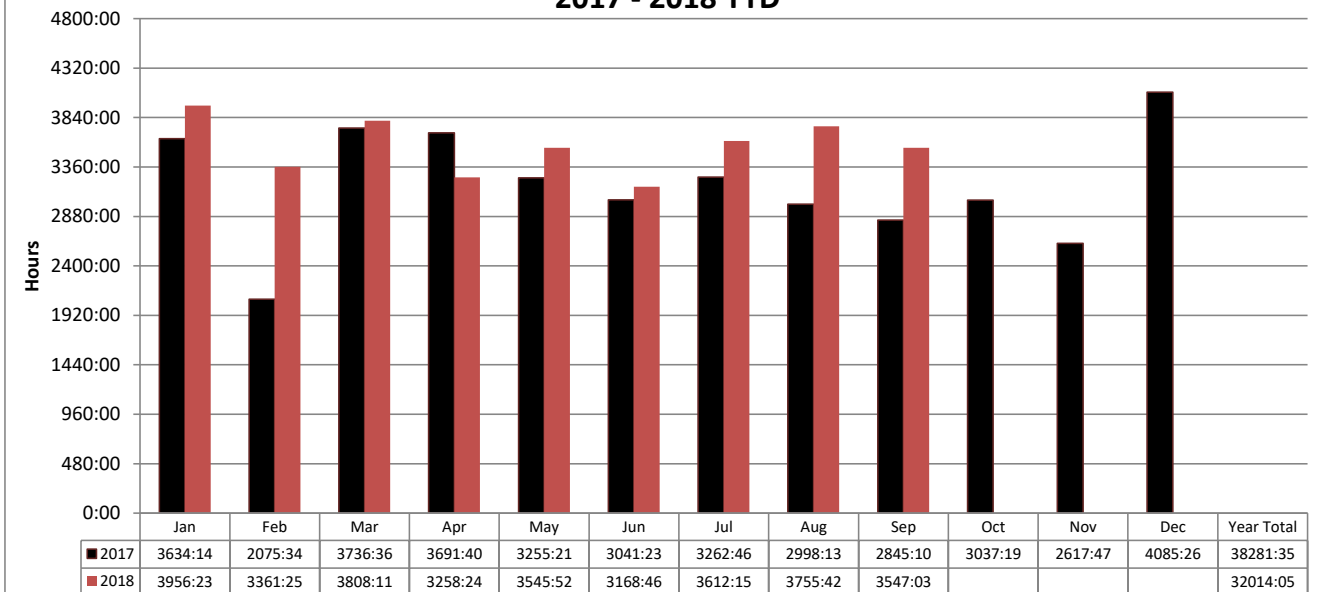
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**Total Monthly Bed Delay Hours* by Hospital
January 2018 – September 2018**

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	256:41	221:19	212:34	235:19	193:06	200:16	264:51	293:49	212:58				2090:57	232:19
BCH	8:15	5:34	4:27	11:28	16:45	9:21	13:36	8:05	8:15				85:50	9:32
BVCH	5:11	9:31	5:59	3:16	2:35	7:14	4:10	6:43	7:35				52:19	5:48
CHSB	133:36	92:59	162:35	118:19	127:14	129:14	192:12	165:26	149:24				1271:03	141:13
CRMC	4:12	1:44	6:29	5:42	3:59	0:22	4:20	6:31	1:56				35:19	3:55
CVMC	64:15	43:03	53:48	47:13	49:18	40:59	53:55	53:52	51:44				458:11	50:54
DVMC	541:03	384:54	408:25	425:17	475:02	412:52	419:20	408:10	363:49				3838:57	426:33
HDMC	51:24	21:02	25:09	26:17	18:46	14:43	25:12	21:54	25:47				230:17	25:35
KHF	381:44	380:19	599:21	377:52	359:49	360:24	313:43	365:26	411:40				3550:21	394:29
KHO	213:34	219:42	234:00	203:39	201:54	198:39	215:28	231:00	199:25				1917:25	213:02
LLUMC	382:52	301:20	359:10	310:50	377:58	307:55	389:47	374:53	429:46				3234:35	359:24
MCH	2:51	0:50	5:32	3:39	4:22	4:22	5:16	2:44	3:53				33:32	3:43
MHMC	50:16	37:06	37:08	30:34	24:09	38:10	33:58	37:22	35:55				324:42	36:04
RDCH	238:03	224:29	194:36	199:21	242:39	222:45	252:42	211:05	248:16				2034:00	226:00
SARH	541:18	493:26	537:20	432:47	463:37	451:49	489:44	477:31	457:38				4345:14	482:48
STBMC	460:04	434:40	438:23	359:06	397:06	337:35	479:10	490:12	459:42				3856:02	428:26
STMMC	379:07	309:18	335:14	305:37	377:59	254:54	286:06	385:16	307:13				2940:48	326:45
VALL	19:25	11:18	8:26	7:00	7:19	8:23	8:07	14:59	16:37				101:38	11:17
VVGMC	222:24	168:41	179:24	154:59	202:07	168:42	160:28	200:35	155:22				1612:46	179:11
Total	3956:23	3361:25	3808:11	3258:24	3545:52	3168:46	3612:15	3755:42	3547:03				32014:05	3557:07

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**San Bernardino County
Total Bed Delay Hours* by Month
2017 - 2018 YTD**



**Total Bed Delay Hours* and Bed Delay Transports by Hospital
2017 - 2018 YTD**

Hospital	2017				2018 YTD			
	Total BD Hours*	BD Transports	Total Transports	BD %	Total BD Hours*	BD Transports	Total Transports	BD %
ARMC	2368	7,477	11,935	62.6%	2090	6,223	8,627	72.1%
BCH	118	383	4,500	8.5%	85	319	4,162	7.7%
BVCH	89	350	1,856	18.9%	52	261	1,361	19.2%
CHSB	1609	4,028	5,959	67.6%	1271	3,800	5,185	73.3%
CRMC	28	66	746	8.8%	35	61	581	10.5%
CVMC	528	2,450	4,731	51.8%	458	2,199	3,345	65.7%
DVMC	4503	9,512	11,824	80.4%	3838	7,478	8,536	87.6%
HDMC	356	1,553	4,584	33.9%	230	1,155	4,015	28.8%
KHF	3856	9,380	13,437	69.8%	3550	8,161	10,038	81.3%
KHO	2056	5,440	8,019	67.8%	1917	4,814	5,885	81.8%
LLUMC	4066	9,580	12,782	74.9%	3234	8,209	9,934	82.6%
MCH	39	152	542	28.0%	33	136	533	25.5%
MHMC	332	1,258	2,336	53.9%	324	1,246	1,813	68.7%
RDCH	2530	6,634	9,091	73.0%	2034	5,252	6,586	79.7%
SARH	4601	11,845	16,051	73.8%	4345	10,624	12,481	85.1%
STBMC	4815	11,397	15,080	75.6%	3856	9,227	11,137	82.8%
STMMC	4003	9,308	11,606	80.2%	2940	7,502	8,738	85.9%
VALL	100	519	1,111	46.7%	101	438	758	57.8%
VVGMC	2277	5,899	7,598	77.6%	1612	4,099	5,170	79.3%
Total	38281	97,231	143,788	67.6%	32014	81,204	108,885	74.6%

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