



# Inland Counties Emergency Medical Agency

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

**DATE:** March 12, 2019

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

**FROM:** Tom Lynch  
EMS Administrator

**SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - DECEMBER 2018**

The Inland Counties EMS Agency (ICEMA) is providing the January through December 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](mailto: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*

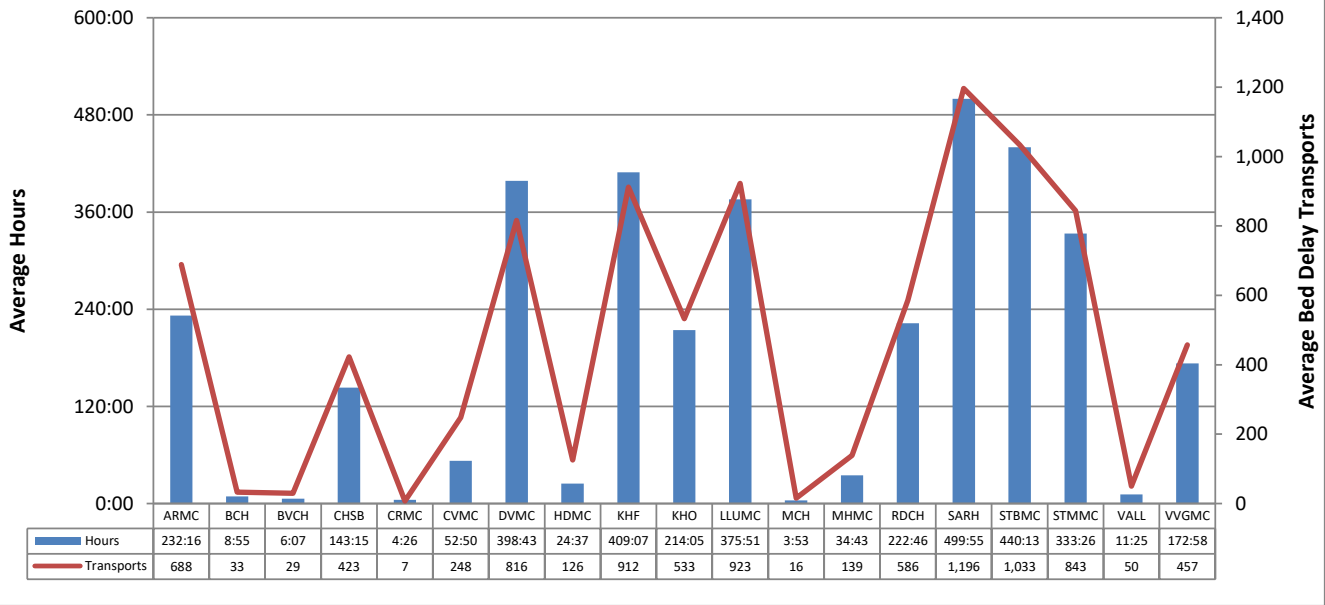
*January 2018 – December 2018*

## Report Detail

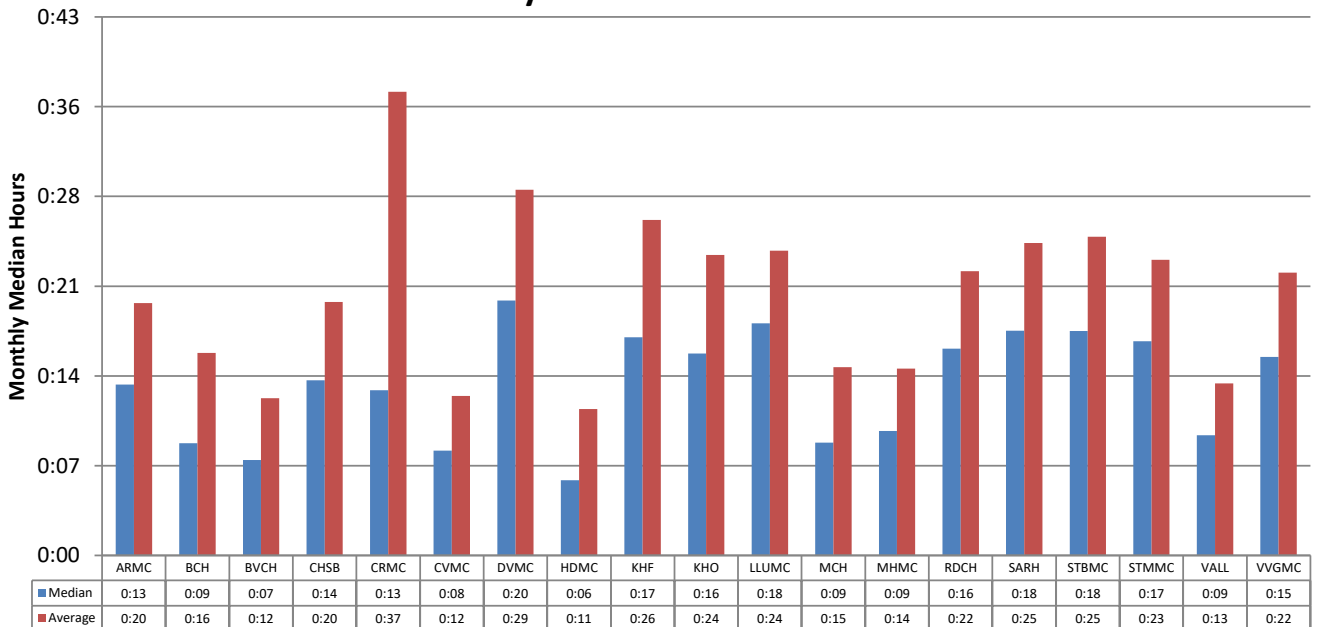
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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 – December 2018



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

## Total Bed Delay Hours\* and Bed Delay Transports by Hospital January 2018 – December 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	2787:23	8,260	11,413	72.4%	0:20	0:13
BCH	107:10	396	5,471	7.2%	0:16	0:09
BVCH	73:35	350	1,801	19.4%	0:12	0:07
CHSB	1718:59	5,074	6,748	75.2%	0:20	0:14
CRMC	53:18	86	773	11.1%	0:37	0:13
CVMC	634:10	2,976	4,444	67.0%	0:12	0:08
DVMC	4784:42	9,786	11,229	87.1%	0:29	0:20
HDMC	295:27	1,509	5,350	28.2%	0:11	0:06
KHF	4909:26	10,944	13,426	81.5%	0:26	0:17
KHO	2569:01	6,394	7,769	82.3%	0:24	0:16
LLUMC	4510:21	11,070	13,214	83.8%	0:24	0:18
MCH	46:47	186	730	25.5%	0:15	0:09
MHMC	416:47	1,669	2,432	68.6%	0:14	0:09
RDCH	2673:13	7,035	8,754	80.4%	0:22	0:16
SARH	5999:04	14,355	16,813	85.4%	0:25	0:18
STBMC	5282:39	12,398	14,683	84.4%	0:25	0:18
STMMC	4001:18	10,121	11,755	86.1%	0:23	0:17
VALL	137:08	596	983	60.6%	0:13	0:09
VVGMC	2075:46	5,487	6,902	79.5%	0:22	0:15
<b>Total</b>	<b>43076:22</b>	<b>108,692</b>	<b>144,690</b>	<b>75.1%</b>	<b>0:23</b>	<b>0:16</b>

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ICEMA, Elite Database and ePCR Database. Compiled 3/12/2019, PW.

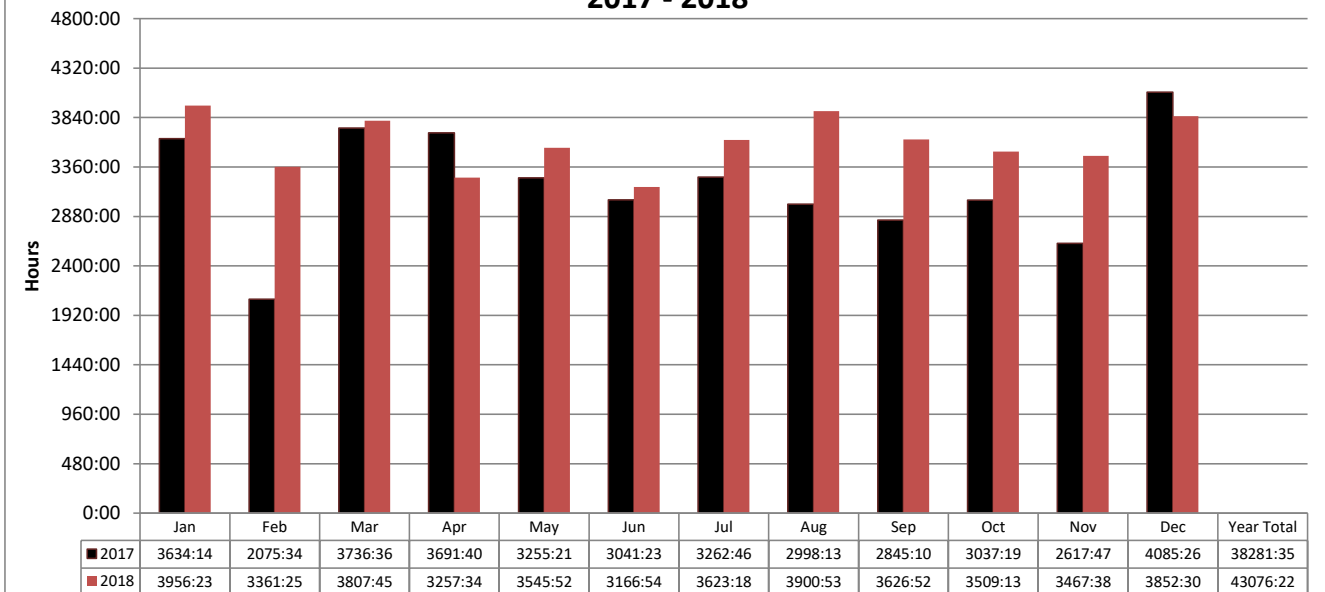
## Total Monthly Bed Delay Hours\* by Hospital January 2018 – December 2018

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	256:41	221:19	212:08	235:19	193:06	200:16	264:51	293:49	212:58	216:23	271:43	208:45	2787:23	232:16
BCH	8:15	5:34	4:27	11:28	16:45	9:21	13:36	8:05	8:15	12:40	5:00	3:38	107:10	8:55
BVCH	5:11	9:31	5:59	3:16	2:35	7:14	3:27	6:28	7:35	7:56	5:40	8:36	73:35	6:07
CHSB	133:36	92:59	162:35	118:19	127:14	129:14	192:12	165:26	149:24	146:07	137:22	164:25	1718:59	143:15
CRMC	4:12	1:44	6:29	5:42	3:59	0:22	4:20	6:31	1:56	3:43	7:49	6:25	53:18	4:26
CVMC	64:15	43:03	53:48	47:13	49:18	40:59	53:55	53:52	51:44	50:20	60:07	65:31	634:10	52:50
DVMC	541:03	384:54	408:25	425:17	475:02	412:52	419:20	407:10	363:49	291:34	253:26	401:44	4784:42	398:43
HDMC	51:24	21:02	25:09	26:17	18:46	14:43	25:12	22:16	25:56	21:17	20:49	22:31	295:27	24:37
KHF	381:44	380:19	599:21	377:52	359:49	358:47	315:07	405:11	465:00	473:16	387:17	405:38	4909:26	409:07
KHO	213:34	219:42	234:00	203:39	201:54	198:23	214:41	266:05	205:20	263:36	183:35	164:26	2569:01	214:05
LLUMC	382:52	301:20	359:10	310:01	377:58	307:55	392:18	374:53	429:51	420:29	430:05	423:24	4510:21	375:51
MCH	2:51	0:50	5:32	3:39	4:22	4:22	5:16	2:44	3:53	4:57	2:19	5:57	46:47	3:53
MHMC	50:16	37:06	37:08	30:34	24:09	38:10	33:58	37:22	35:55	24:03	33:26	34:35	416:47	34:43
RDCH	238:03	224:29	194:36	199:21	242:39	222:45	252:42	211:05	247:50	226:01	199:06	214:31	2673:13	222:46
SARH	541:18	493:26	537:20	432:47	463:37	451:49	496:02	540:50	478:22	493:59	514:24	555:04	5999:04	499:55
STBMC	460:04	434:40	438:23	359:06	397:06	337:35	479:10	490:37	459:42	415:58	446:14	563:58	5282:39	440:13
STMMC	379:07	309:18	335:14	305:37	377:59	254:54	286:06	385:16	307:13	304:12	362:35	393:43	4001:18	333:26
VALL	19:25	11:18	8:26	7:00	7:19	8:23	8:07	14:59	16:37	10:40	8:29	16:20	137:08	11:25
VVGMC	222:24	168:41	179:24	154:59	202:07	168:42	162:49	208:05	155:22	121:53	138:02	193:12	2075:46	172:58
<b>Total</b>	<b>3956:23</b>	<b>3361:25</b>	<b>3807:45</b>	<b>3257:34</b>	<b>3545:52</b>	<b>3166:54</b>	<b>3623:18</b>	<b>3900:53</b>	<b>3626:52</b>	<b>3509:13</b>	<b>3467:38</b>	<b>3852:30</b>	<b>43076:22</b>	<b>3589:41</b>

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

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



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

Hospital	2017				2018			
	Total BD Hours*	BD Transports	Total Transports	BD %	Total BD Hours*	BD Transports	Total Transports	BD %
ARMC	2368	7,477	11,935	62.6%	2787	8,260	11,413	72.4%
BCH	118	383	4,500	8.5%	107	396	5,471	7.2%
BVCH	89	350	1,856	18.9%	73	350	1,801	19.4%
CHSB	1609	4,028	5,959	67.6%	1718	5,074	6,748	75.2%
CRMC	28	66	746	8.8%	53	86	773	11.1%
CVMC	528	2,450	4,731	51.8%	634	2,976	4,444	67.0%
DVMC	4503	9,512	11,824	80.4%	4784	9,786	11,229	87.1%
HDMC	356	1,553	4,584	33.9%	295	1,509	5,350	28.2%
KHF	3856	9,380	13,437	69.8%	4909	10,944	13,426	81.5%
KHO	2056	5,440	8,019	67.8%	2569	6,394	7,769	82.3%
LLUMC	4066	9,580	12,782	74.9%	4510	11,070	13,214	83.8%
MCH	39	152	542	28.0%	46	186	730	25.5%
MHMC	332	1,258	2,336	53.9%	416	1,669	2,432	68.6%
RDCH	2530	6,634	9,091	73.0%	2673	7,035	8,754	80.4%
SARH	4601	11,845	16,051	73.8%	5999	14,355	16,813	85.4%
STBMC	4815	11,397	15,080	75.6%	5282	12,398	14,683	84.4%
STMMC	4003	9,308	11,606	80.2%	4001	10,121	11,755	86.1%
VALL	100	519	1,111	46.7%	137	596	983	60.6%
VVGMC	2277	5,899	7,598	77.6%	2075	5,487	6,902	79.5%
<b>Total</b>	<b>38281</b>	<b>97,231</b>	<b>143,788</b>	<b>67.6%</b>	<b>43076</b>	<b>108,692</b>	<b>144,690</b>	<b>75.1%</b>

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