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 - FEBRUARY 2019**

The Inland Counties EMS Agency (ICEMA) is providing the January through February 2019 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
File Copy

Inland Counties
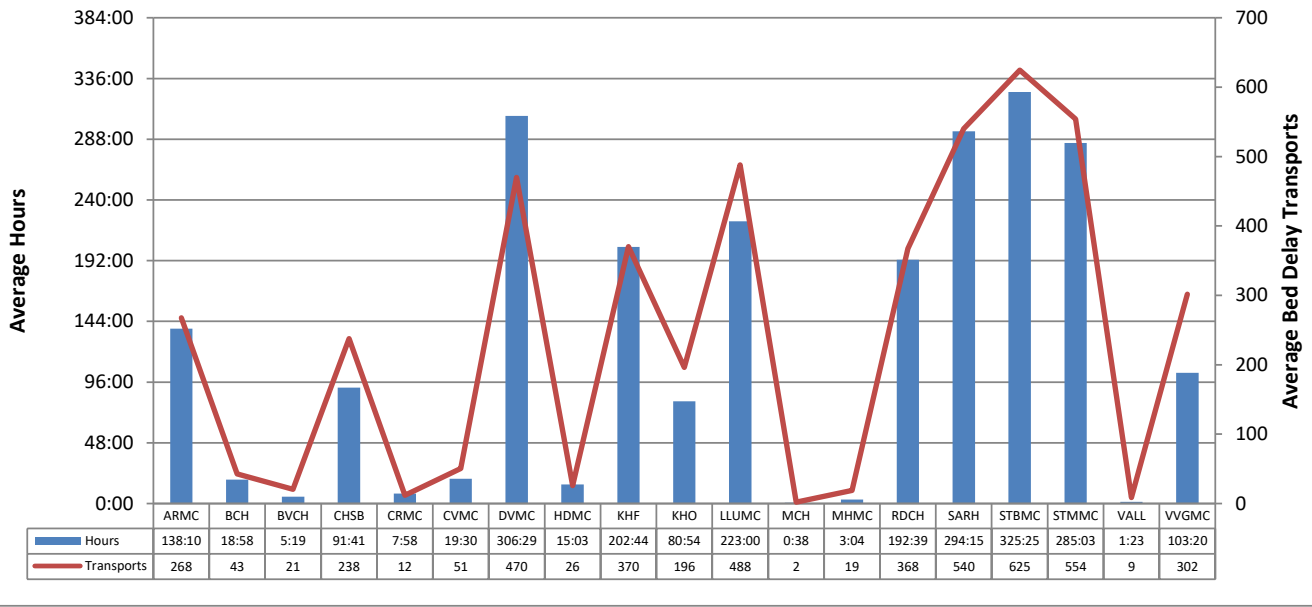# Emergency Medical Agency

Bed Delay Report
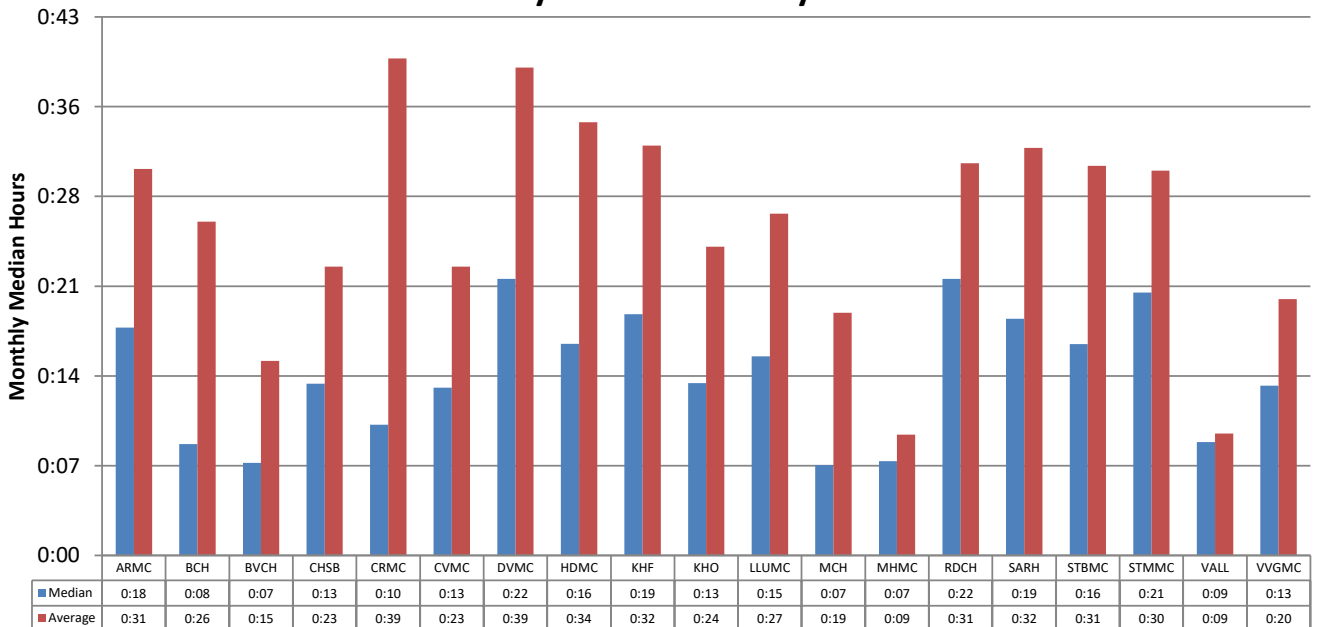
January 2019 – February 2019

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 2019 – February 2019

	ARMC	BCH	BVCH	CHSB	CRMC	CVMC	DVMC	HDMC	KHF	KHO	LLUMC	MCH	MHMC	RDCH	SARH	STBMC	STMMC	VALL	VVGMC
Hours	138:10	18:58	5:19	91:41	7:58	19:30	306:29	15:03	202:44	80:54	223:00	0:38	3:04	192:39	294:15	325:25	285:03	1:23	103:20
Transports	268	43	21	238	12	51	470	26	370	196	488	2	19	368	540	625	554	9	302

Time Bed Delay Patients Were on Bed Delay per Patient
Median and Average by Hospital
January 2019 – February 2019

	ARMC	BCH	BVCH	CHSB	CRMC	CVMC	DVMC	HDMC	KHF	KHO	LLUMC	MCH	MHMC	RDCH	SARH	STBMC	STMMC	VALL	VVGMC
Median	0:18	0:08	0:07	0:13	0:10	0:13	0:22	0:16	0:19	0:13	0:15	0:07	0:07	0:22	0:19	0:16	0:21	0:09	0:13
Average	0:31	0:26	0:15	0:23	0:39	0:23	0:39	0:34	0:32	0:24	0:27	0:19	0:09	0:31	0:32	0:31	0:30	0:09	0:20

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 Signature Locked 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 3/11/2019, PW.

Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2019 – February 2019

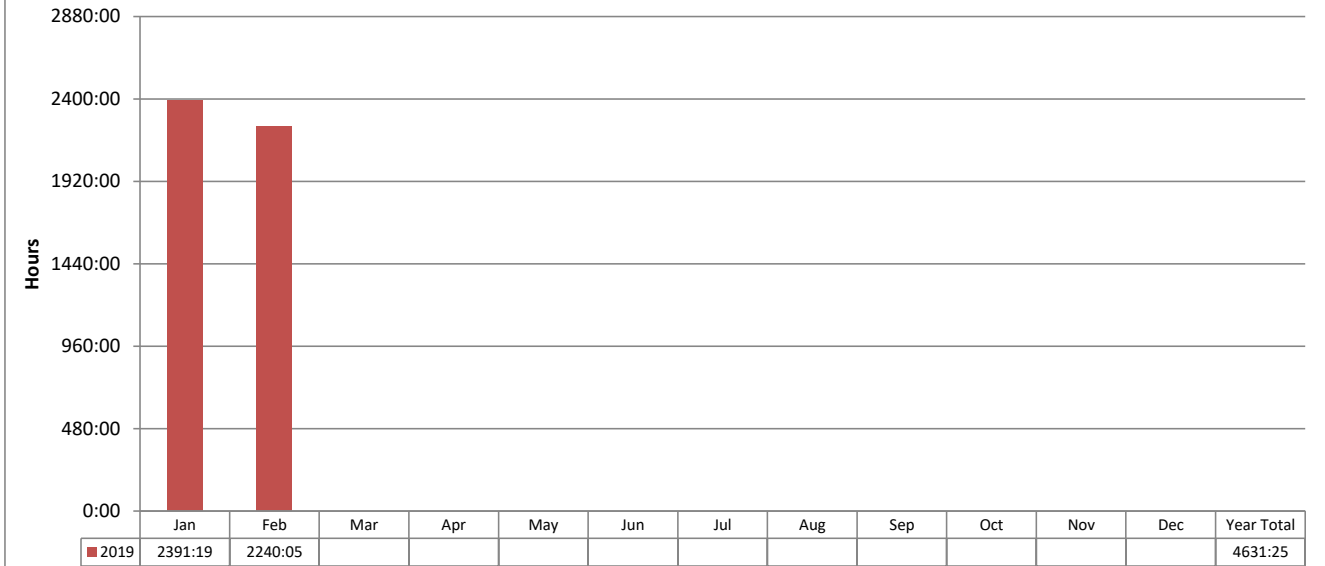| Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	276:21	535	1,815	29.5%	0:31	0:18
BCH	37:56	85	873	9.7%	0:26	0:08
BVCH	10:39	41	439	9.3%	0:15	0:07
CHSB	183:22	475	1,075	44.2%	0:23	0:13
CRMC	15:56	24	116	20.7%	0:39	0:10
CVMC	39:00	101	706	14.3%	0:23	0:13
DVMC	612:59	940	1,708	55.0%	0:39	0:22
HDMC	30:07	52	847	6.1%	0:34	0:16
KHF	405:29	740	2,149	34.4%	0:32	0:19
KHO	161:49	392	1,165	33.6%	0:24	0:13
LLUMC	446:01	976	2,099	46.5%	0:27	0:15
MCH	1:17	4	173	2.3%	0:19	0:07
MHMC	6:08	38	366	10.4%	0:09	0:07
RDCH	385:18	735	1,383	53.1%	0:31	0:22
SARH	588:30	1,080	2,635	41.0%	0:32	0:19
STBMC	650:51	1,249	2,263	55.2%	0:31	0:16
STMMC	570:07	1,108	1,902	58.3%	0:30	0:21
VALL	2:46	17	175	9.7%	0:09	0:09
VVGMC	206:41	603	1,218	49.5%	0:20	0:13
Total	**4631:25**	**9,195**	**23,107**	**39.8%**	**0:30**	**0:17**

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 Signature Locked 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 3/11/2019, PW.

Total Monthly Bed Delay Hours* by Hospital
January 2019 – February 2019

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	142:07	134:13											276:21	138:10
BCH	16:13	21:43											37:56	18:58
BVCH	7:30	3:09											10:39	5:19
CHSB	98:18	85:03											183:22	91:41
CRMC	10:44	5:12											15:56	7:58
CVMC	19:32	19:27											39:00	19:30
DVMC	315:46	297:13											612:59	306:29
HDMC	21:05	9:02											30:07	15:03
KHF	198:21	207:07											405:29	202:44
KHO	76:16	85:32											161:49	80:54
LLUMC	209:31	236:29											446:01	223:00
MCH	0:14	1:03											1:17	0:38
MHMC	3:38	2:30											6:08	3:04
RDCH	180:58	204:19											385:18	192:39
SARH	281:48	306:42											588:30	294:15
STBMC	380:51	270:00											650:51	325:25
STMMC	312:52	257:14											570:07	285:03
VALL	2:27	0:19											2:46	1:23
VVGMC	113:00	93:40											206:41	103:20
Total	**2391:19**	**2240:05**											**4631:25**	**2315:42**

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 Signature Locked 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 3/11/2019, PW.

San Bernardino County
Total Bed Delay Hours* by Month
January 2019 − February 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Total
■ 2019	2391:19	2240:05											4631:25

Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2019 − February 2019

Hospital	2019 YTD			
	Total BD Hours*	BD Transports	Total Transports	BD %
ARMC	276	535	1,815	29.5%
BCH	37	85	873	9.7%
BVCH	10	41	439	9.3%
CHSB	183	475	1,075	44.2%
CRMC	15	24	116	20.7%
CVMC	39	101	706	14.3%
DVMC	612	940	1,708	55.0%
HDMC	30	52	847	6.1%
KHF	405	740	2,149	34.4%
KHO	161	392	1,165	33.6%
LLUMC	446	976	2,099	46.5%
MCH	1	4	173	2.3%
MHMC	6	38	366	10.4%
RDCH	385	735	1,383	53.1%
SARH	588	1,080	2,635	41.0%
STBMC	650	1,249	2,263	55.2%
STMMC	570	1,108	1,902	58.3%
VALL	2	17	175	9.7%
VVGMC	206	603	1,218	49.5%
Total	**4631**	**9,195**	**23,107**	**39.8%**

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 Signature Locked 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 3/11/2019, PW.