



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: September 20, 2019

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

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - AUGUST 2019

The Inland Counties EMS Agency (ICEMA) is providing the January through August 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
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Inland Counties Emergency Medical Agency



Bed Delay Report

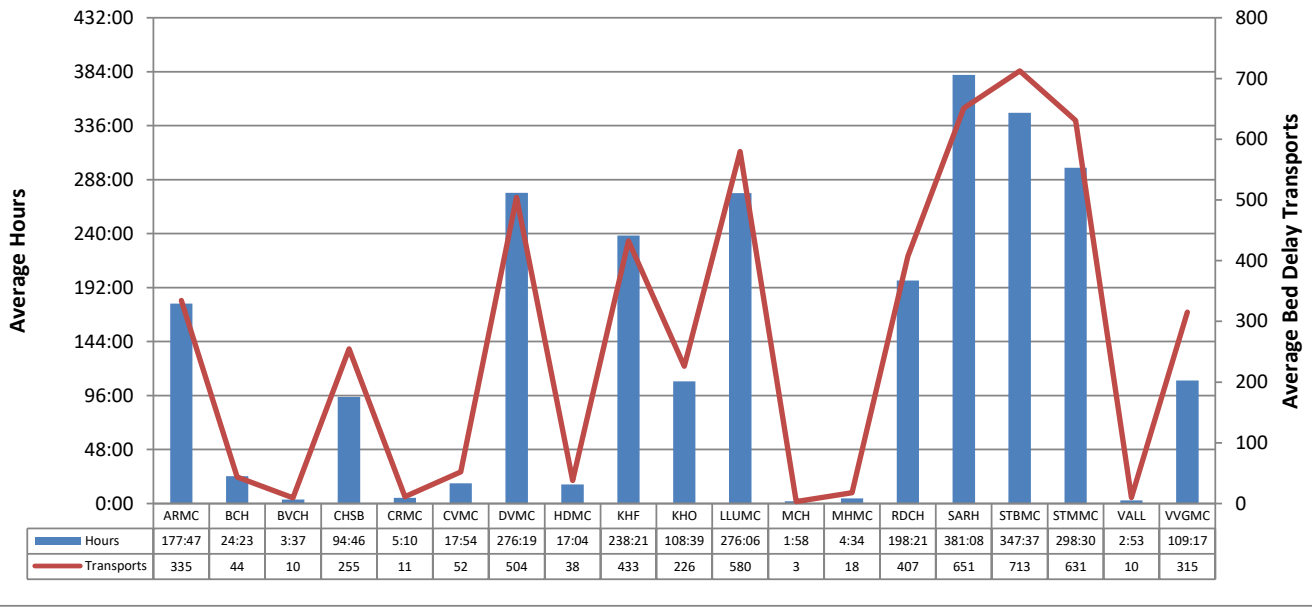
January 2019 – August 2019

Report Detail

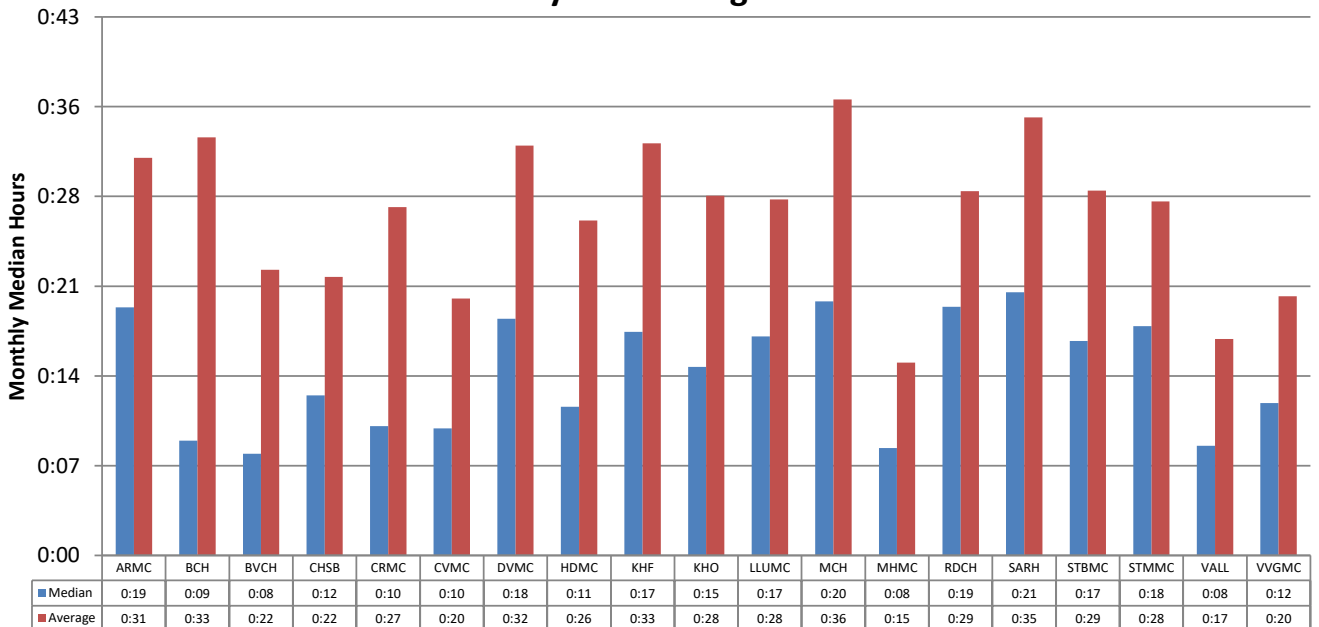
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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 – August 2019



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



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.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2019 – August 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 | 1422:22 | 2,676 | 7,746 | 34.5% | 0:31 | 0:19 |
| BCH | 195:06 | 349 | 3,758 | 9.3% | 0:33 | 0:09 |
| BVCH | 29:01 | 76 | 1,264 | 6.0% | 0:22 | 0:08 |
| CHSB | 758:14 | 2,036 | 4,791 | 42.5% | 0:22 | 0:12 |
| CRMC | 41:25 | 89 | 565 | 15.8% | 0:27 | 0:10 |
| CVMC | 143:14 | 417 | 3,190 | 13.1% | 0:20 | 0:10 |
| DVMC | 2210:34 | 4,034 | 7,416 | 54.4% | 0:32 | 0:18 |
| HDMC | 136:35 | 305 | 3,804 | 8.0% | 0:26 | 0:11 |
| KHF | 1906:49 | 3,460 | 9,102 | 38.0% | 0:33 | 0:17 |
| KHO | 869:14 | 1,807 | 5,091 | 35.5% | 0:28 | 0:15 |
| LLUMC | 2208:51 | 4,639 | 9,200 | 50.4% | 0:28 | 0:17 |
| MCH | 15:51 | 26 | 616 | 4.2% | 0:36 | 0:20 |
| MHMC | 36:35 | 142 | 1,621 | 8.8% | 0:15 | 0:08 |
| RDCH | 1586:51 | 3,258 | 6,090 | 53.5% | 0:29 | 0:19 |
| SARH | 3049:06 | 5,207 | 11,492 | 45.3% | 0:35 | 0:21 |
| STBMC | 2780:56 | 5,700 | 9,708 | 58.7% | 0:29 | 0:17 |
| STMMC | 2388:04 | 5,047 | 8,333 | 60.6% | 0:28 | 0:18 |
| VALL | 23:08 | 80 | 711 | 11.3% | 0:17 | 0:08 |
| VVGMC | 874:20 | 2,523 | 5,454 | 46.3% | 0:20 | 0:12 |
| Total | 20676:24 | 41,871 | 99,952 | 41.9% | 0:29 | 0:17 |

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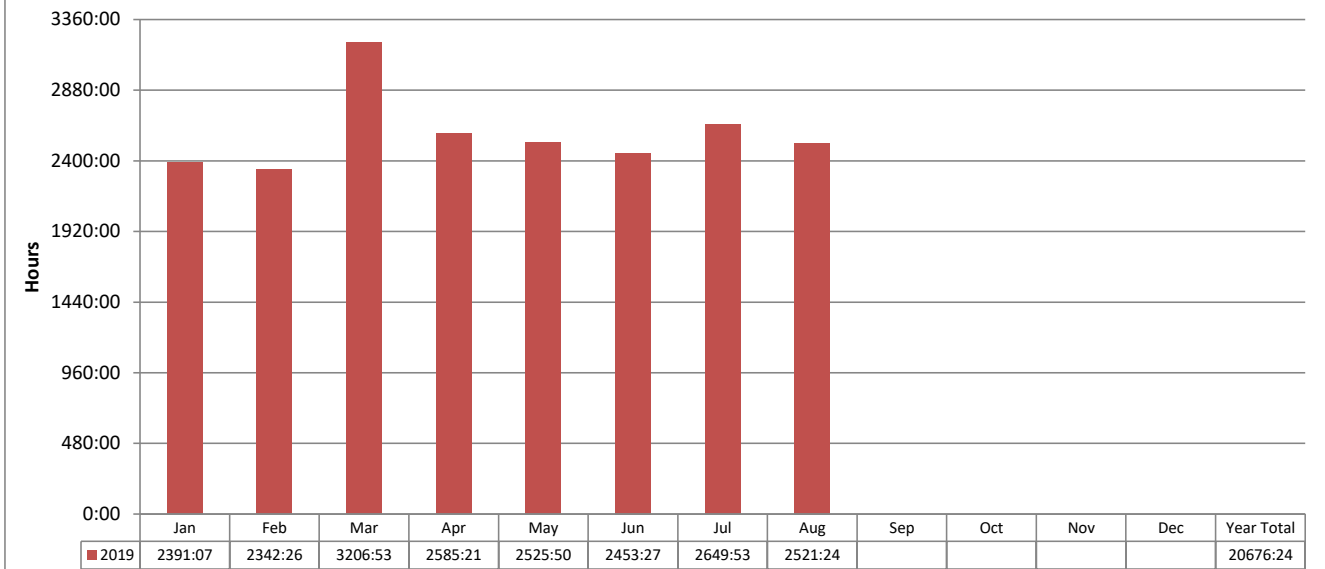
Total Monthly Bed Delay Hours* by Hospital January 2019 – August 2019

| Hospital | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total | Average Bed Delay by Month |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----|-----|-----|-----|-----------------|----------------------------|
| ARMC | 142:07 | 134:36 | 247:10 | 149:32 | 136:59 | 176:48 | 201:57 | 233:09 | | | | | 1422:22 | 177:47 |
| BCH | 16:13 | 21:43 | 38:40 | 47:13 | 29:48 | 15:54 | 16:19 | 9:14 | | | | | 195:06 | 24:23 |
| BVCH | 7:17 | 3:09 | 7:11 | 0:20 | 5:23 | 0:07 | 2:41 | 2:50 | | | | | 29:01 | 3:37 |
| CHSB | 98:18 | 95:00 | 133:58 | 85:31 | 96:53 | 96:49 | 80:55 | 70:45 | | | | | 758:14 | 94:46 |
| CRMC | 10:44 | 5:12 | 5:24 | 2:09 | 5:29 | 4:32 | 2:49 | 5:03 | | | | | 41:25 | 5:10 |
| CVMC | 19:32 | 23:44 | 27:37 | 12:00 | 16:10 | 22:35 | 8:38 | 12:54 | | | | | 143:14 | 17:54 |
| DVMC | 315:46 | 314:09 | 429:25 | 265:22 | 235:15 | 216:22 | 192:46 | 241:25 | | | | | 2210:34 | 276:19 |
| HDMC | 21:05 | 10:08 | 19:24 | 19:28 | 6:30 | 19:08 | 10:07 | 30:42 | | | | | 136:35 | 17:04 |
| KHF | 198:21 | 210:26 | 301:45 | 220:53 | 224:50 | 253:52 | 255:08 | 241:31 | | | | | 1906:49 | 238:21 |
| KHO | 76:16 | 90:24 | 134:52 | 111:21 | 122:33 | 119:31 | 117:18 | 96:55 | | | | | 869:14 | 108:39 |
| LLUMC | 209:31 | 245:58 | 321:43 | 217:08 | 325:57 | 270:45 | 337:58 | 279:46 | | | | | 2208:51 | 276:06 |
| MCH | 0:14 | 1:03 | 4:05 | 0:40 | 2:14 | 2:35 | 1:20 | 3:36 | | | | | 15:51 | 1:58 |
| MHMC | 3:38 | 2:30 | 6:06 | 4:37 | 2:56 | 7:08 | 4:28 | 5:10 | | | | | 36:35 | 4:34 |
| RDCH | 180:58 | 213:34 | 291:52 | 207:34 | 204:58 | 160:47 | 172:40 | 154:25 | | | | | 1586:51 | 198:21 |
| SARH | 281:48 | 321:31 | 383:14 | 452:39 | 333:24 | 340:04 | 468:50 | 467:33 | | | | | 3049:06 | 381:08 |
| STBMC | 380:51 | 286:23 | 397:35 | 315:18 | 419:17 | 362:07 | 322:17 | 297:04 | | | | | 2780:56 | 347:37 |
| STMMC | 312:52 | 264:24 | 312:32 | 328:23 | 256:12 | 257:56 | 346:44 | 308:57 | | | | | 2388:04 | 298:30 |
| VALL | 2:27 | 0:19 | 4:00 | 7:14 | 1:27 | 0:45 | 5:01 | 1:52 | | | | | 23:08 | 2:53 |
| VVGMC | 113:00 | 98:06 | 140:10 | 137:49 | 99:25 | 125:31 | 101:49 | 58:27 | | | | | 874:20 | 109:17 |
| Total | 2391:07 | 2342:26 | 3206:53 | 2585:21 | 2525:50 | 2453:27 | 2649:53 | 2521:24 | | | | | 20676:24 | 2584:33 |

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**San Bernardino County
Total Bed Delay Hours* by Month
January 2019 – August 2019**



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

| Hospital | 2019 YTD | | | |
|--------------|-----------------|---------------|------------------|--------------|
| | Total BD Hours* | BD Transports | Total Transports | BD % |
| ARMC | 1422 | 2,676 | 7,746 | 34.5% |
| BCH | 195 | 349 | 3,758 | 9.3% |
| BVCH | 29 | 76 | 1,264 | 6.0% |
| CHSB | 758 | 2,036 | 4,791 | 42.5% |
| CRMC | 41 | 89 | 565 | 15.8% |
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| MCH | 15 | 26 | 616 | 4.2% |
| MHMC | 36 | 142 | 1,621 | 8.8% |
| RDCH | 1586 | 3,258 | 6,090 | 53.5% |
| SARH | 3049 | 5,207 | 11,492 | 45.3% |
| STBMC | 2780 | 5,700 | 9,708 | 58.7% |
| STMMC | 2388 | 5,047 | 8,333 | 60.6% |
| VALL | 23 | 80 | 711 | 11.3% |
| VVGMC | 874 | 2,523 | 5,454 | 46.3% |
| Total | 20676 | 41,871 | 99,952 | 41.9% |

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ICEMA, Elite Database and ePCR Database. Compiled 9/19/2019, PW.