DATE: October 30, 2019

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

FROM: Tom Lynch
               EMS Administrator

SUBJECT: **HOSPITAL BED DELAY REPORT FOR JANUARY - SEPTEMBER 2019**

The Inland Counties EMS Agency (ICEMA) is providing the January through September 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

Serving San Bernardino,
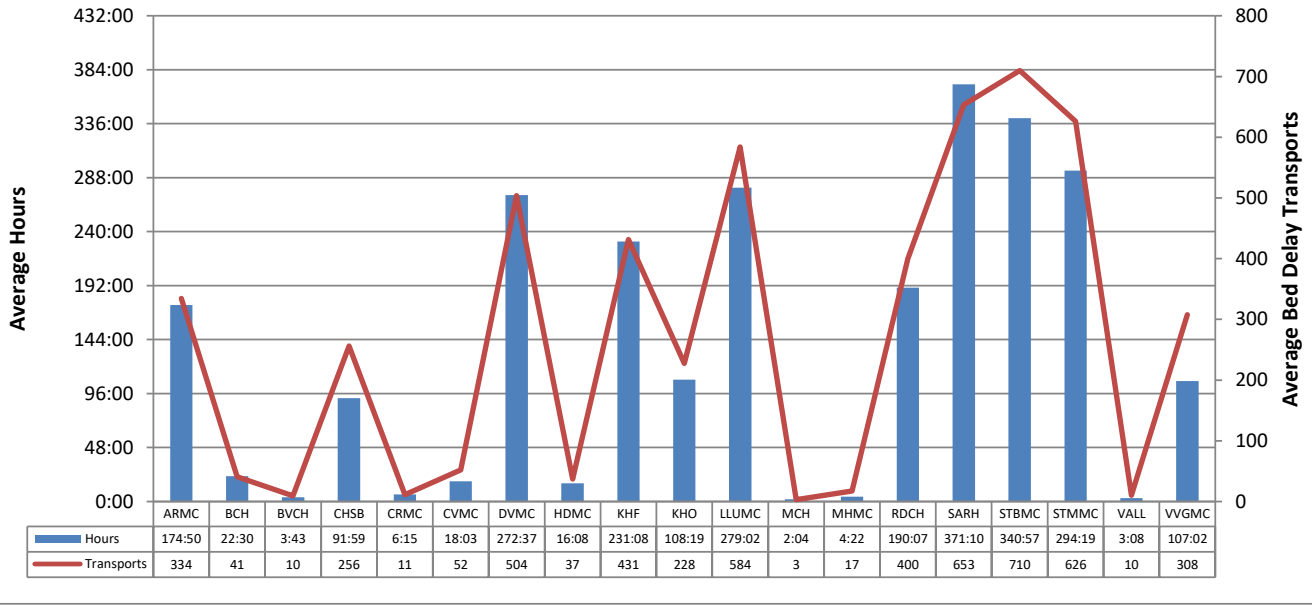Inyo and Mono Counties

Bed Delay Report
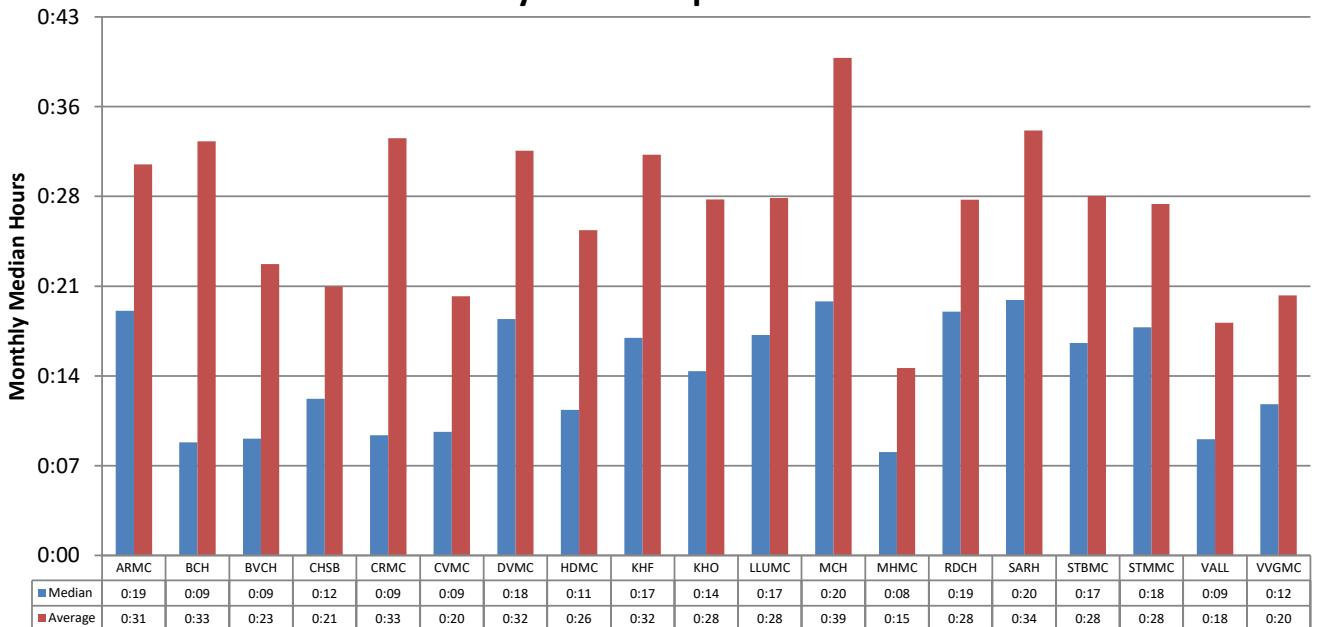
January 2019 – September 2019

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 − September 2019

	ARMC	BCH	BVCH	CHSB	CRMC	CVMC	DVMC	HDMC	KHF	KHO	LLUMC	MCH	MHMC	RDCH	SARH	STBMC	STMMC	VALL	VVGMC
Hours	174:50	22:30	3:43	91:59	6:15	18:03	272:37	16:08	231:08	108:19	279:02	2:04	4:22	190:07	371:10	340:57	294:19	3:08	107:02
Transports	334	41	10	256	11	52	504	37	431	228	584	3	17	400	653	710	626	10	308

Time Bed Delay Patients Were on Bed Delay per Patient
Median and Average by Hospital
January 2019 − September 2019

	ARMC	BCH	BVCH	CHSB	CRMC	CVMC	DVMC	HDMC	KHF	KHO	LLUMC	MCH	MHMC	RDCH	SARH	STBMC	STMMC	VALL	VVGMC
Median	0:19	0:09	0:09	0:12	0:09	0:09	0:18	0:11	0:17	0:14	0:17	0:20	0:08	0:19	0:20	0:17	0:18	0:09	0:12
Average	0:31	0:33	0:23	0:21	0:33	0:20	0:32	0:26	0:32	0:28	0:28	0:39	0:15	0:28	0:34	0:28	0:28	0:18	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 10/28/2019, PW.

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

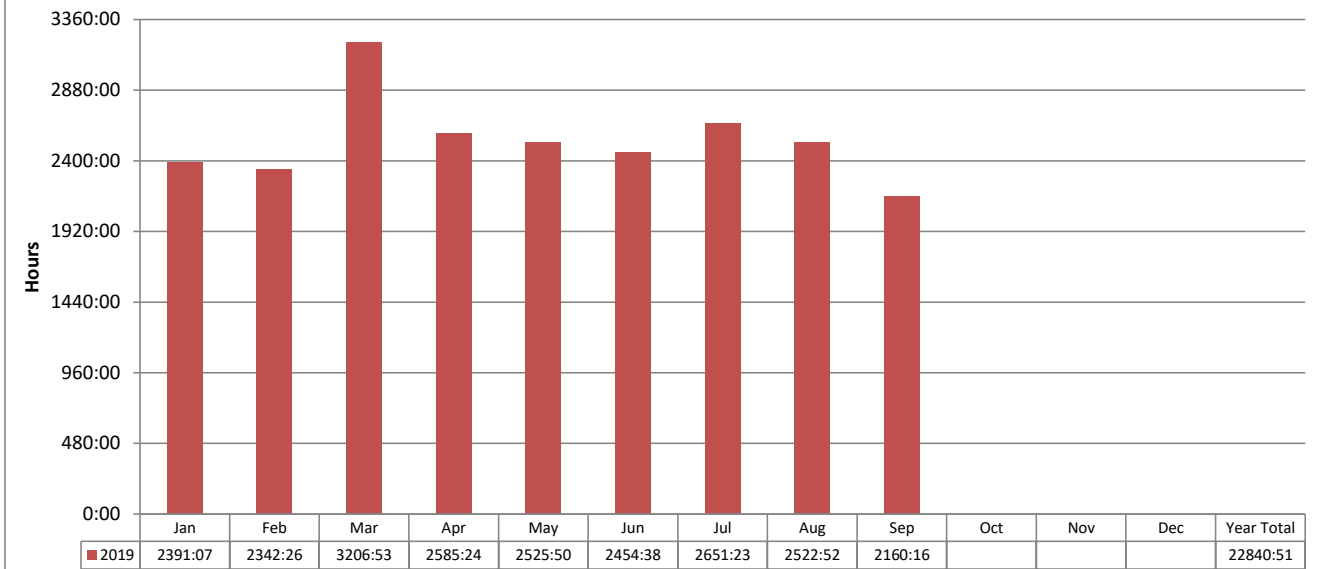| Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	1573:38	3,010	8,657	34.8%	0:31	0:19
BCH	202:36	366	4,204	8.7%	0:33	0:09
BVCH	33:29	86	1,400	6.1%	0:23	0:09
CHSB	827:54	2,304	5,416	42.5%	0:21	0:12
CRMC	56:21	101	634	15.9%	0:33	0:09
CVMC	162:34	469	3,598	13.0%	0:20	0:09
DVMC	2453:35	4,535	8,410	53.9%	0:32	0:18
HDMC	145:16	334	4,285	7.8%	0:26	0:11
KHF	2080:12	3,883	10,211	38.0%	0:32	0:17
KHO	974:55	2,049	5,737	35.7%	0:28	0:14
LLUMC	2511:22	5,255	10,394	50.6%	0:28	0:17
MCH	18:37	28	682	4.1%	0:39	0:20
MHMC	39:20	157	1,802	8.7%	0:15	0:08
RDCH	1711:08	3,599	6,850	52.5%	0:28	0:19
SARH	3340:32	5,880	12,934	45.5%	0:34	0:20
STBMC	3068:39	6,388	10,889	58.7%	0:28	0:17
STMMC	2648:54	5,637	9,428	59.8%	0:28	0:18
VALL	28:18	91	806	11.3%	0:18	0:09
VVGMC	963:22	2,770	6,124	45.2%	0:20	0:12
Total	**22840:51**	**46,942**	**112,461**	**41.7%**	**0:29**	**0:17**

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Total Monthly Bed Delay Hours* by Hospital
January 2019 – September 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	151:16				1573:38	174:50
BCH	16:13	21:43	38:40	47:13	29:48	15:54	16:19	9:14	7:29				202:36	22:30
BVCH	7:17	3:09	7:11	0:20	5:23	0:07	2:41	2:50	4:28				33:29	3:43
CHSB	98:18	95:00	133:58	85:31	96:53	96:49	80:55	70:45	69:40				827:54	91:59
CRMC	10:44	5:12	5:24	2:09	5:29	4:32	2:49	5:03	14:55				56:21	6:15
CVMC	19:32	23:44	27:37	12:00	16:10	22:35	8:38	12:54	19:19				162:34	18:03
DVMC	315:46	314:09	429:25	265:26	235:15	216:22	192:46	241:27	242:55				2453:35	272:37
HDMC	21:05	10:08	19:24	19:28	6:30	19:08	10:07	30:42	8:41				145:16	16:08
KHF	198:21	210:26	301:45	220:53	224:50	253:52	255:08	241:31	173:23				2080:12	231:08
KHO	76:16	90:24	134:52	111:21	122:33	119:31	117:18	96:55	105:40				974:55	108:19
LLUMC	209:31	245:58	321:43	217:08	325:57	270:45	337:58	279:46	302:31				2511:22	279:02
MCH	0:14	1:03	4:05	0:40	2:14	2:35	1:20	3:36	2:46				18:37	2:04
MHMC	3:38	2:30	6:06	4:37	2:56	7:08	4:28	5:10	2:45				39:20	4:22
RDCH	180:58	213:34	291:52	207:34	204:58	160:47	172:40	154:25	124:17				1711:08	190:07
SARH	281:48	321:31	383:14	452:39	333:24	341:14	468:50	468:41	289:07				3340:32	371:10
STBMC	380:51	286:23	397:35	315:18	419:17	362:07	322:17	297:04	287:43				3068:39	340:57
STMMC	312:52	264:24	312:32	328:23	256:12	257:56	348:13	308:58	259:18				2648:54	294:19
VALL	2:27	0:19	4:00	7:14	1:27	0:45	5:01	1:52	5:10				28:18	3:08
VVGMC	113:00	98:06	140:10	137:49	99:25	125:31	101:49	58:43	88:46				963:22	107:02
Total	**2391:07**	**2342:26**	**3206:53**	**2585:24**	**2525:50**	**2454:38**	**2651:23**	**2522:52**	**2160:16**				**22840:51**	**2537:52**

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year Total
2019	2391:07	2342:26	3206:53	2585:24	2525:50	2454:38	2651:23	2522:52	2160:16				22840:51

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

Hospital	2019 YTD			
	Total BD Hours*	BD Transports	Total Transports	BD %
ARMC	1573	3,010	8,657	34.8%
BCH	202	366	4,204	8.7%
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