



# 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:** January 14, 2020

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

**FROM:** Tom Lynch  
EMS Administrator

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

The Inland Counties EMS Agency (ICEMA) is providing the January through December 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](mailto:mark.roberts@cao.sbcounty.gov).

TL/MR/jlm

c: Keven Porter, Regional Vice President, HASC  
File Copy

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# Inland Counties Emergency Medical Agency



## *Bed Delay Report*

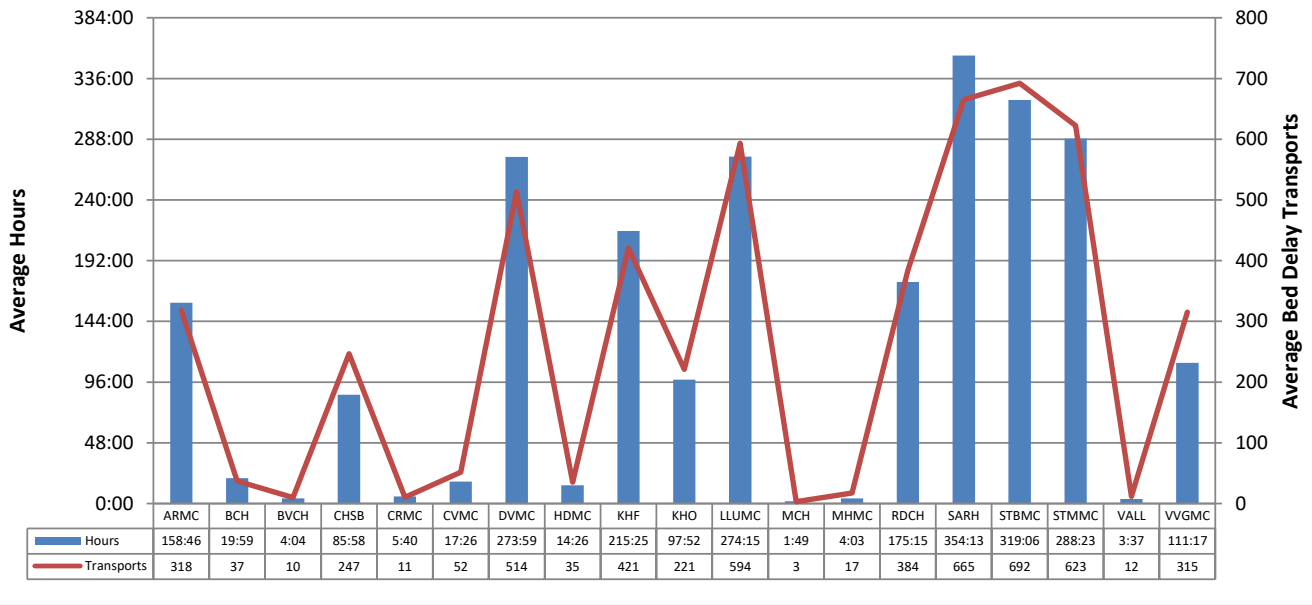
*January 2019 – December 2019*

## Report Detail

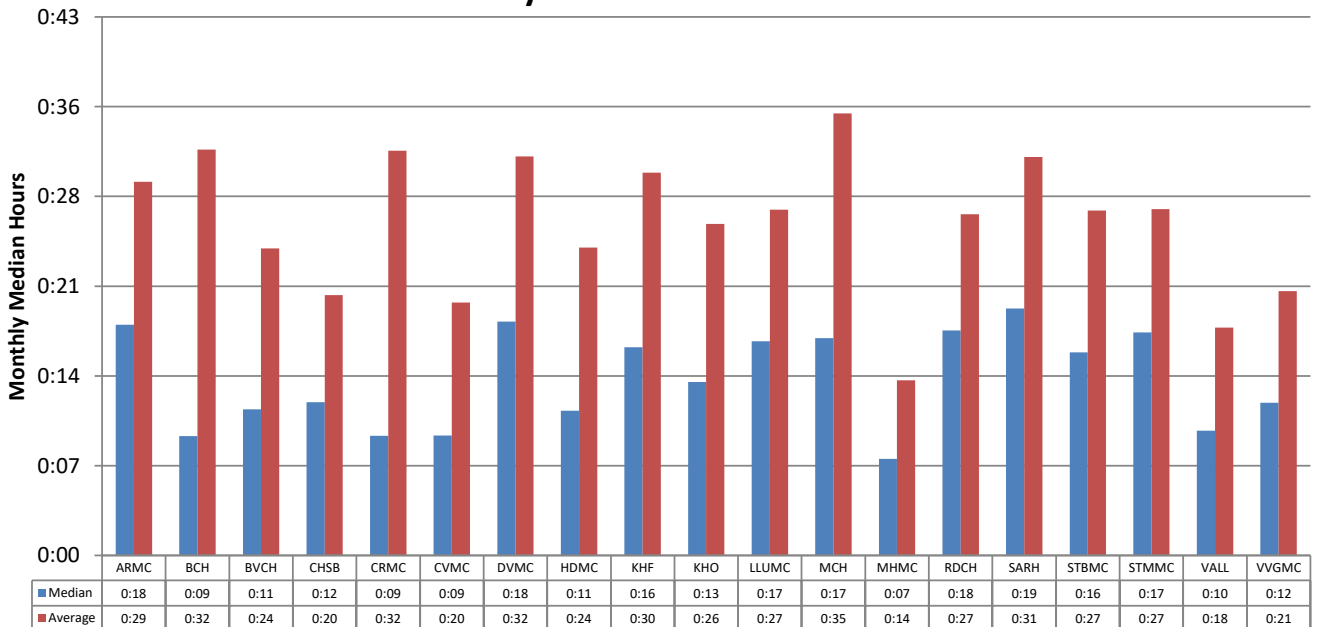
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are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



### Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2019 – December 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 – December 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	1905:18	3,815	11,434	33.4%	0:29	0:18
BCH	239:53	442	5,464	8.1%	0:32	0:09
BVCH	48:52	119	1,885	6.3%	0:24	0:11
CHSB	1031:38	2,963	7,290	40.6%	0:20	0:12
CRMC	68:10	126	827	15.2%	0:32	0:09
CVMC	209:14	619	4,777	13.0%	0:20	0:09
DVMC	3287:51	6,165	11,355	54.3%	0:32	0:18
HDMC	173:17	421	5,648	7.5%	0:24	0:11
KHF	2585:10	5,051	13,755	36.7%	0:30	0:16
KHO	1174:28	2,649	7,755	34.2%	0:26	0:13
LLUMC	3291:09	7,122	14,010	50.8%	0:27	0:17
MCH	21:51	37	908	4.1%	0:35	0:17
MHMC	48:44	208	2,441	8.5%	0:14	0:07
RDCH	2103:08	4,610	9,194	50.1%	0:27	0:18
SARH	4250:42	7,981	17,381	45.9%	0:31	0:19
STBMC	3829:21	8,306	14,365	57.8%	0:27	0:16
STMMC	3460:42	7,471	12,737	58.7%	0:27	0:17
VALL	43:33	143	1,112	12.9%	0:18	0:10
VVGMC	1335:34	3,781	8,223	46.0%	0:21	0:12
<b>Total</b>	<b>29108:42</b>	<b>62,029</b>	<b>150,561</b>	<b>41.2%</b>	<b>0:28</b>	<b>0:16</b>

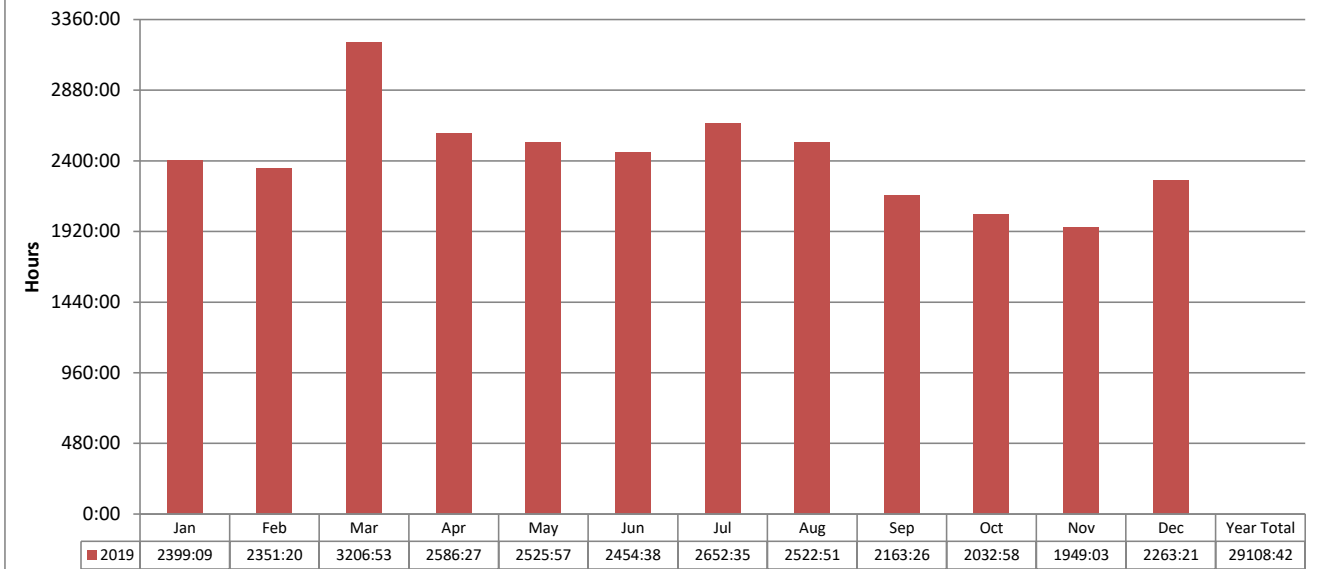
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**Total Monthly Bed Delay Hours\* by Hospital  
January 2019 – December 2019**

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	203:10	233:09	151:16	124:12	97:08	109:05	1905:18	158:46
BCH	16:13	21:43	38:40	47:13	29:48	15:54	16:19	9:14	7:29	6:58	13:17	17:01	239:53	19:59
BVCH	7:17	3:09	7:11	0:20	5:23	0:07	2:41	2:50	4:28	1:00	1:15	13:06	48:52	4:04
CHSB	98:18	95:00	133:58	85:31	96:53	96:49	80:55	70:45	69:40	61:00	82:38	60:04	1031:38	85:58
CRMC	10:44	5:12	5:24	2:09	5:29	4:32	2:49	5:03	14:55	4:38	3:08	4:01	68:10	5:40
CVMC	19:32	23:44	27:37	12:00	16:10	22:35	8:38	12:54	19:19	21:05	8:09	17:25	209:14	17:26
DVMC	315:46	314:09	429:25	265:26	235:15	216:22	192:46	241:27	242:55	226:54	252:04	355:17	3287:51	273:59
HDMC	21:05	10:08	19:24	19:28	6:30	19:08	10:07	30:42	8:41	5:15	15:33	7:11	173:17	14:26
KHF	202:53	215:25	301:45	221:56	224:50	253:52	255:08	241:31	173:23	148:58	186:17	159:07	2585:10	215:25
KHO	77:31	90:24	134:52	111:21	122:33	119:31	117:18	96:54	106:37	71:51	72:10	53:20	1174:28	97:52
LLUMC	209:31	245:58	321:43	217:08	325:57	270:45	337:58	279:46	302:31	283:00	236:11	260:35	3291:09	274:15
MCH	0:14	1:03	4:05	0:40	2:14	2:35	1:20	3:36	2:46	1:57	0:49	0:27	21:51	1:49
MHMC	3:38	2:30	6:06	4:37	2:56	7:08	4:28	5:10	2:45	5:19	2:00	2:03	48:44	4:03
RDCH	180:58	213:34	291:52	207:34	204:58	160:47	172:40	154:25	124:16	164:51	98:29	128:39	2103:08	175:15
SARH	284:04	325:27	383:14	452:39	333:24	341:14	468:50	468:41	291:23	294:01	293:28	314:12	4250:42	354:13
STBMC	380:51	286:23	397:35	315:18	419:17	362:07	322:17	297:04	287:41	279:04	209:41	271:58	3829:21	319:06
STMMC	312:52	264:24	312:32	328:23	256:19	257:56	348:13	308:58	259:18	250:21	258:45	302:34	3460:42	288:23
VALL	2:27	0:19	4:00	7:14	1:27	0:45	5:01	1:52	5:10	6:39	3:47	4:48	43:33	3:37
VVGMC	113:00	98:06	140:10	137:49	99:25	125:31	101:49	58:43	88:46	75:46	114:04	182:20	1335:34	111:17
<b>Total</b>	<b>2399:09</b>	<b>2351:20</b>	<b>3206:53</b>	<b>2586:27</b>	<b>2525:57</b>	<b>2454:38</b>	<b>2652:35</b>	<b>2522:51</b>	<b>2163:26</b>	<b>2032:58</b>	<b>1949:03</b>	<b>2263:21</b>	<b>29108:42</b>	<b>2425:43</b>

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



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

Hospital	2019			
	Total BD Hours*	BD Transports	Total Transports	BD %
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ICEMA, Elite Database and ePCR Database. Compiled 1/14/2020, PW.