



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: February 13, 2020

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

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY 2020

The Inland Counties EMS Agency (ICEMA) is providing the January 2020 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

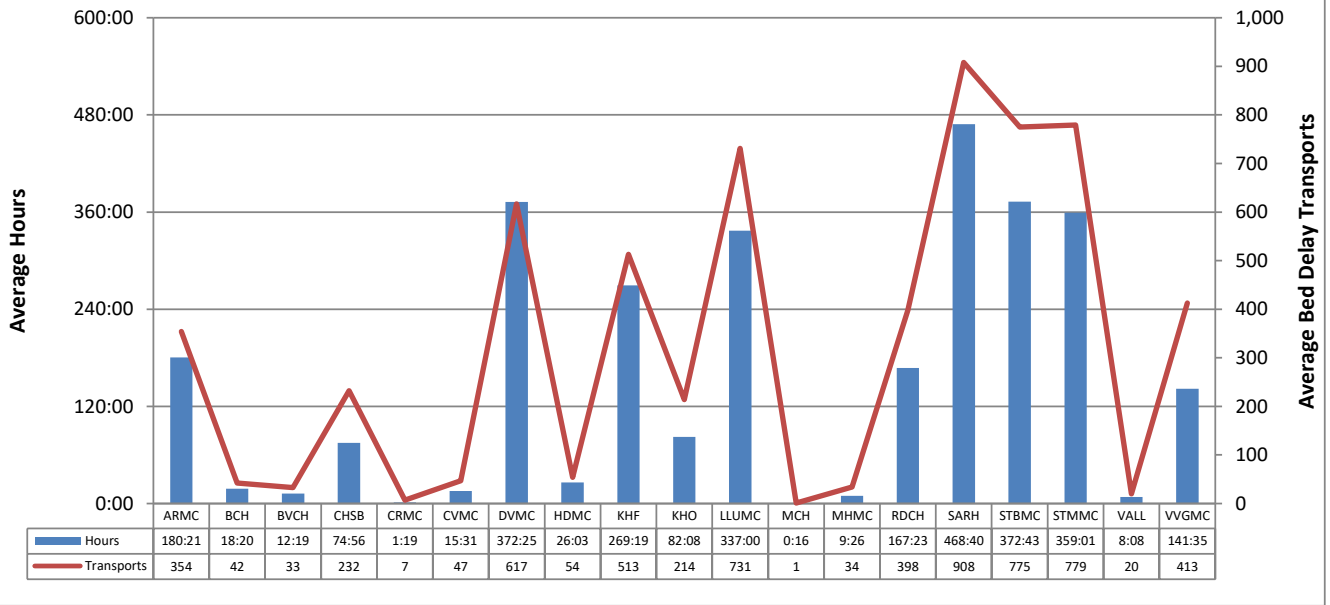
January 2020 – January 2020

Report Detail

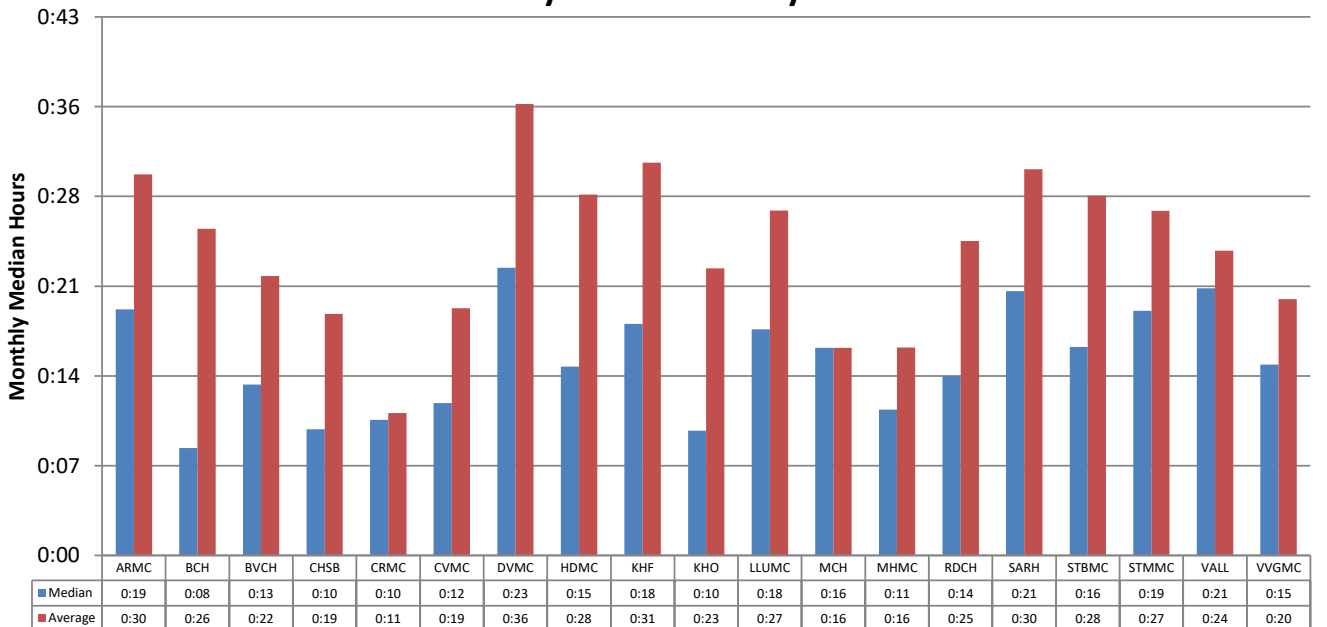
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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 2020 – January 2020



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2020 – January 2020



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 2020 – January 2020

Hospital	Total Bed Delay Hours*	Bed Delay Transports	Total Transports	Bed Delay Percentage	Average Bed Delay by Patient	Median Bed Delay by Patient
ARMC	180:21	354	869	40.7%	0:30	0:19
BCH	18:20	42	485	8.7%	0:26	0:08
BVCH	12:19	33	225	14.7%	0:22	0:13
CHSB	74:56	232	602	38.5%	0:19	0:10
CRMC	1:19	7	70	10.0%	0:11	0:10
CVMC	15:31	47	385	12.2%	0:19	0:12
DVMC	372:25	617	985	62.6%	0:36	0:23
HDMC	26:03	54	511	10.6%	0:28	0:15
KHF	269:19	513	1,182	43.4%	0:31	0:18
KHO	82:08	214	671	31.9%	0:23	0:10
LLUMC	337:00	731	1,255	58.2%	0:27	0:18
MCH	0:16	1	50	2.0%	0:16	0:16
MHMC	9:26	34	276	12.3%	0:16	0:11
RDCH	167:23	398	830	48.0%	0:25	0:14
SARH	468:40	908	1,589	57.1%	0:30	0:21
STBMC	372:43	775	1,274	60.8%	0:28	0:16
STMMC	359:01	779	1,212	64.3%	0:27	0:19
VALL	8:08	20	114	17.5%	0:24	0:21
VVGMC	141:35	413	732	56.4%	0:20	0:15
Total	2917:05	6,172	13,317	46.3%	0:28	0:17

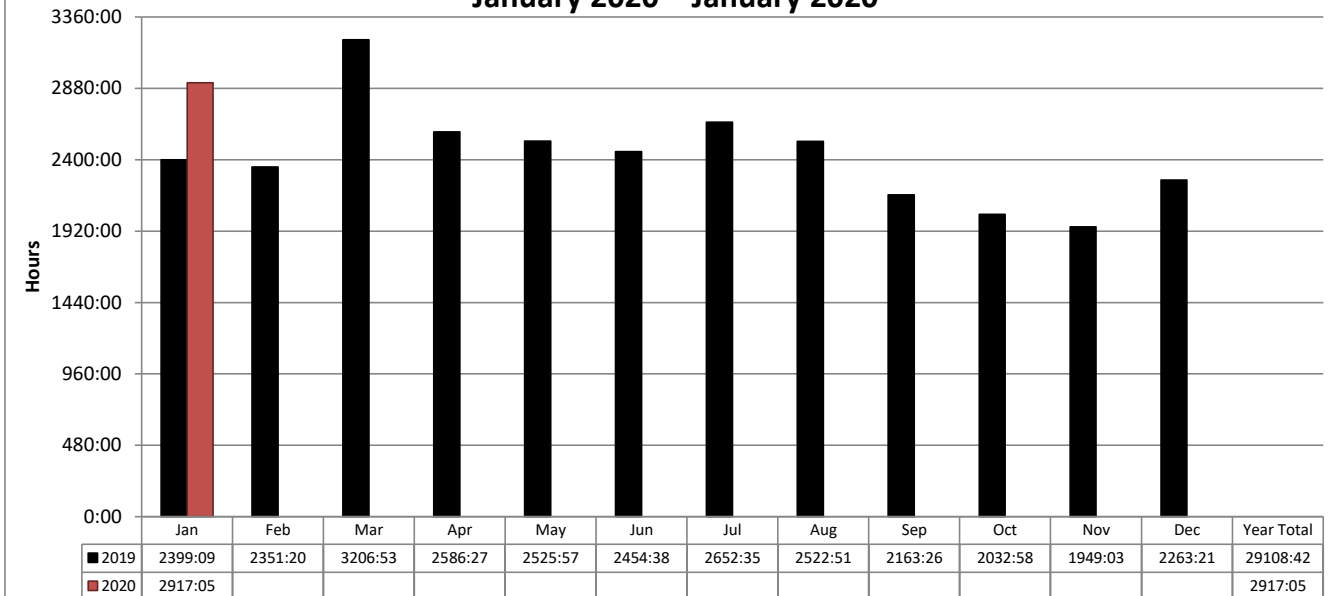
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**Total Monthly Bed Delay Hours* by Hospital
January 2020 – January 2020**

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	180:21												180:21	180:21
BCH	18:20												18:20	18:20
BVCH	12:19												12:19	12:19
CHSB	74:56												74:56	74:56
CRMC	1:19												1:19	1:19
CVMC	15:31												15:31	15:31
DVMC	372:25												372:25	372:25
HDMC	26:03												26:03	26:03
KHF	269:19												269:19	269:19
KHO	82:08												82:08	82:08
LLUMC	337:00												337:00	337:00
MCH	0:16												0:16	0:16
MHMC	9:26												9:26	9:26
RDCH	167:23												167:23	167:23
SARH	468:40												468:40	468:40
STBMC	372:43												372:43	372:43
STMMC	359:01												359:01	359:01
VALL	8:08												8:08	8:08
VVGMC	141:35												141:35	141:35
Total	2917:05												2917:05	2917:05

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**San Bernardino County
Total Bed Delay Hours* by Month
January 2020 – January 2020**



**Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2020 – January 2020**

Hospital	2019				2020 YTD			
	Total BD Hours*	BD Transports	Total Transports	BD %	Total BD Hours*	BD Transports	Total Transports	BD %
ARMC	1905	3,815	11,434	33.4%	180	354	869	40.7%
BCH	239	442	5,464	8.1%	18	42	485	8.7%
BVCH	48	119	1,885	6.3%	12	33	225	14.7%
CHSB	1031	2,963	7,290	40.6%	74	232	602	38.5%
CRMC	68	126	827	15.2%	1	7	70	10.0%
CVMC	209	619	4,777	13.0%	15	47	385	12.2%
DVMC	3287	6,165	11,355	54.3%	372	617	985	62.6%
HDMC	173	421	5,648	7.5%	26	54	511	10.6%
KHF	2585	5,051	13,755	36.7%	269	513	1,182	43.4%
KHO	1174	2,649	7,755	34.2%	82	214	671	31.9%
LLUMC	3291	7,122	14,010	50.8%	337	731	1,255	58.2%
MCH	21	37	908	4.1%	0	1	50	2.0%
MHMC	48	208	2,441	8.5%	9	34	276	12.3%
RDCH	2103	4,610	9,194	50.1%	167	398	830	48.0%
SARH	4250	7,981	17,381	45.9%	468	908	1,589	57.1%
STBMC	3829	8,306	14,365	57.8%	372	775	1,274	60.8%
STMMC	3460	7,471	12,737	58.7%	359	779	1,212	64.3%
VALL	43	143	1,112	12.9%	8	20	114	17.5%
VVGMC	1335	3,781	8,223	46.0%	141	413	732	56.4%
Total	29108	62,029	150,561	41.2%	2917	6,172	13,317	46.3%

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

ICEMA, Elite Database and ePCR Database. Compiled 2/13/2020, PW.