



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: April 15, 2020

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

FROM: Tom Lynch
EMS Administrator

SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - MARCH 2020

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

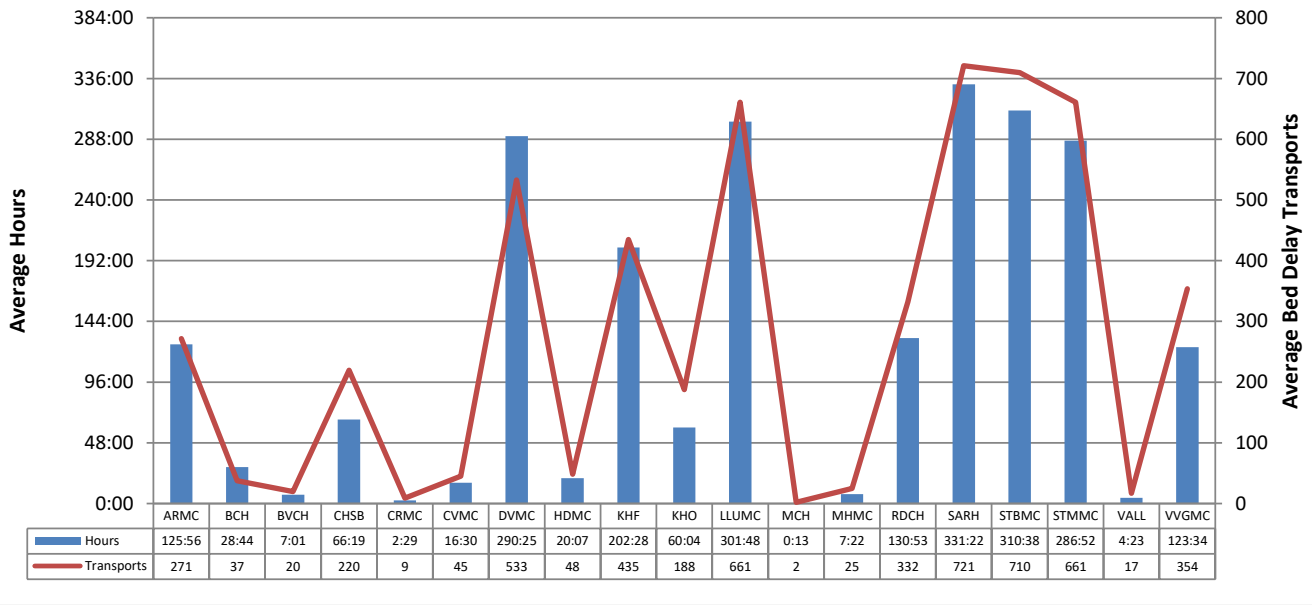
January 2020 – March 2020

Report Detail

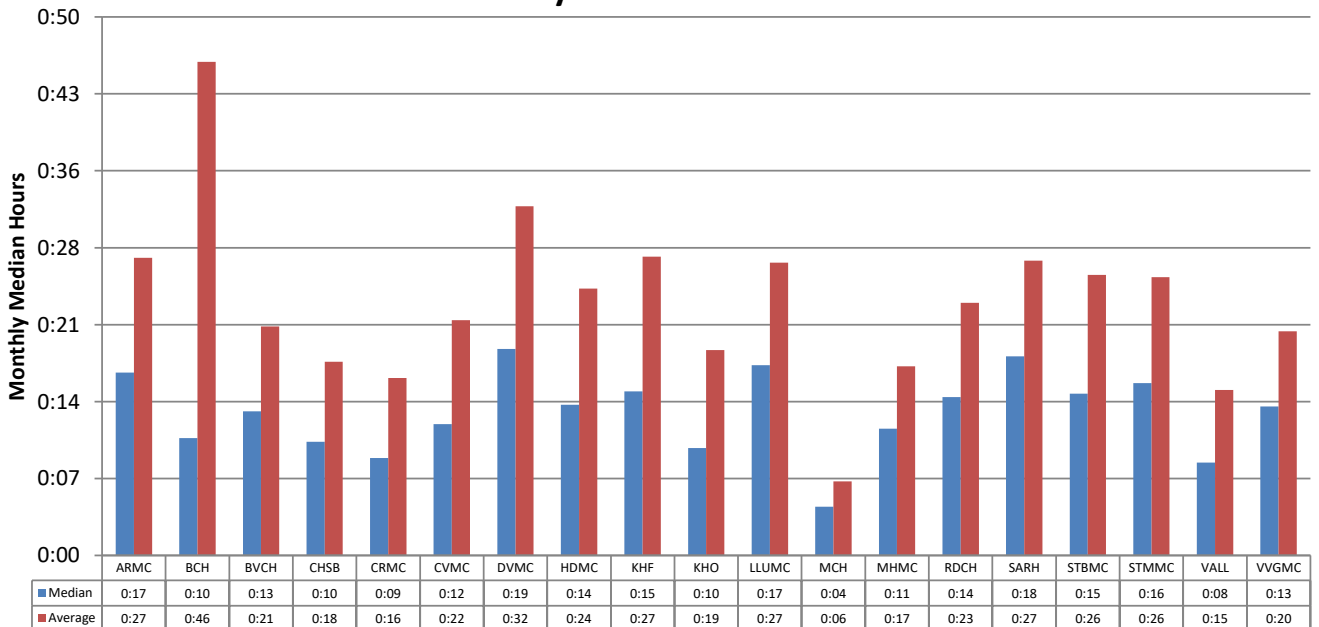
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are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



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2020 – March 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 – March 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	377:48	814	2,485	32.8%	0:27	0:17
BCH	86:13	112	1,329	8.4%	0:46	0:10
BVCH	21:04	59	481	12.3%	0:21	0:13
CHSB	198:57	659	1,703	38.7%	0:18	0:10
CRMC	7:28	27	201	13.4%	0:16	0:09
CVMC	49:31	135	1,049	12.9%	0:22	0:12
DVMC	871:15	1,599	2,713	58.9%	0:32	0:19
HDMC	60:23	145	1,490	9.7%	0:24	0:14
KHF	607:26	1,304	3,363	38.8%	0:27	0:15
KHO	180:13	563	1,848	30.5%	0:19	0:10
LLUMC	905:24	1,982	3,471	57.1%	0:27	0:17
MCH	0:41	6	182	3.3%	0:06	0:04
MHMC	22:07	75	677	11.1%	0:17	0:11
RDCH	392:39	996	2,378	41.9%	0:23	0:14
SARH	994:07	2,163	4,307	50.2%	0:27	0:18
STBMC	931:56	2,129	3,621	58.8%	0:26	0:15
STMMC	860:38	1,982	3,278	60.5%	0:26	0:16
VALL	13:10	51	273	18.7%	0:15	0:08
VVGMC	370:44	1,061	2,040	52.0%	0:20	0:13
Total	6951:52	15,862	36,889	43.0%	0:26	0:15

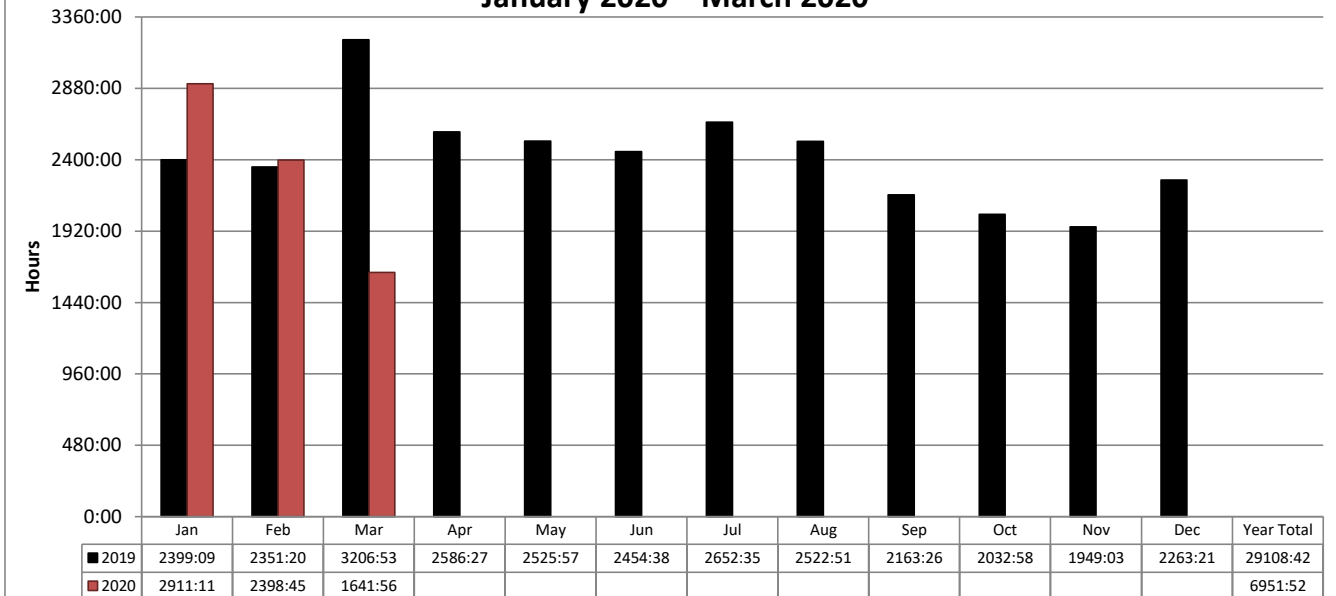
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**Total Monthly Bed Delay Hours* by Hospital
January 2020 – March 2020**

Hospital	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average Bed Delay by Month
ARMC	180:21	78:35	118:51										377:48	125:56
BCH	18:20	37:07	30:45										86:13	28:44
BVCH	12:19	6:16	2:28										21:04	7:01
CHSB	74:56	59:53	64:06										198:57	66:19
CRMC	1:19	3:55	2:12										7:28	2:29
CVMC	15:31	20:41	13:17										49:31	16:30
DVMC	372:46	297:23	201:04										871:15	290:25
HDMC	26:03	20:45	13:34										60:23	20:07
KHF	269:19	217:38	120:29										607:26	202:28
KHO	82:08	63:28	34:36										180:13	60:04
LLUMC	337:00	338:01	230:22										905:24	301:48
MCH	0:16	0:05	0:19										0:41	0:13
MHMC	9:26	5:51	6:49										22:07	7:22
RDCH	167:23	107:49	117:26										392:39	130:53
SARH	462:25	357:07	174:34										994:07	331:22
STBMC	372:43	333:30	225:42										931:56	310:38
STMMC	359:01	306:37	194:59										860:38	286:52
VALL	8:08	3:06	1:55										13:10	4:23
VVGMC	141:35	140:49	88:19										370:44	123:34
Total	2911:11	2398:45	1641:56										6951:52	2317:17

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



**Total Bed Delay Hours* and Bed Delay Transports by Hospital
January 2020 – March 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%	377	814	2,485	32.8%
BCH	239	442	5,464	8.1%	86	112	1,329	8.4%
BVCH	48	119	1,885	6.3%	21	59	481	12.3%
CHSB	1031	2,963	7,290	40.6%	198	659	1,703	38.7%
CRMC	68	126	827	15.2%	7	27	201	13.4%
CVMC	209	619	4,777	13.0%	49	135	1,049	12.9%
DVMC	3287	6,165	11,355	54.3%	871	1,599	2,713	58.9%
HDMC	173	421	5,648	7.5%	60	145	1,490	9.7%
KHF	2585	5,051	13,755	36.7%	607	1,304	3,363	38.8%
KHO	1174	2,649	7,755	34.2%	180	563	1,848	30.5%
LLUMC	3291	7,122	14,010	50.8%	905	1,982	3,471	57.1%
MCH	21	37	908	4.1%	0	6	182	3.3%
MHMC	48	208	2,441	8.5%	22	75	677	11.1%
RDCH	2103	4,610	9,194	50.1%	392	996	2,378	41.9%
SARH	4250	7,981	17,381	45.9%	994	2,163	4,307	50.2%
STBMC	3829	8,306	14,365	57.8%	931	2,129	3,621	58.8%
STMMC	3460	7,471	12,737	58.7%	860	1,982	3,278	60.5%
VALL	43	143	1,112	12.9%	13	51	273	18.7%
VVGMC	1335	3,781	8,223	46.0%	370	1,061	2,040	52.0%
Total	29108	62,029	150,561	41.2%	6951	15,862	36,889	43.0%

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ICEMA, Elite Database and ePCR Database. Compiled 4/10/2020, PW.