



# 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:** December 8, 2020

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

**FROM:** Tom Lynch  
EMS Administrator

**SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - NOVEMBER 2020**

The Inland Counties EMS Agency (ICEMA) is providing the January through November 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](mailto: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*

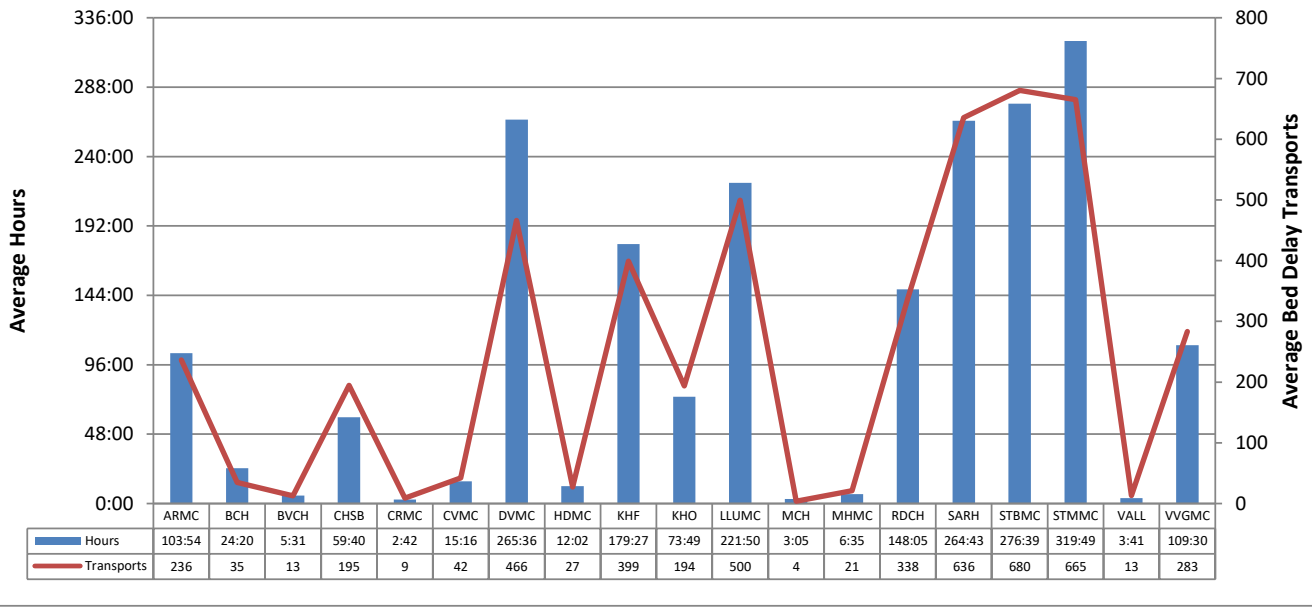
*January 2020 – November 2020*

## Report Detail

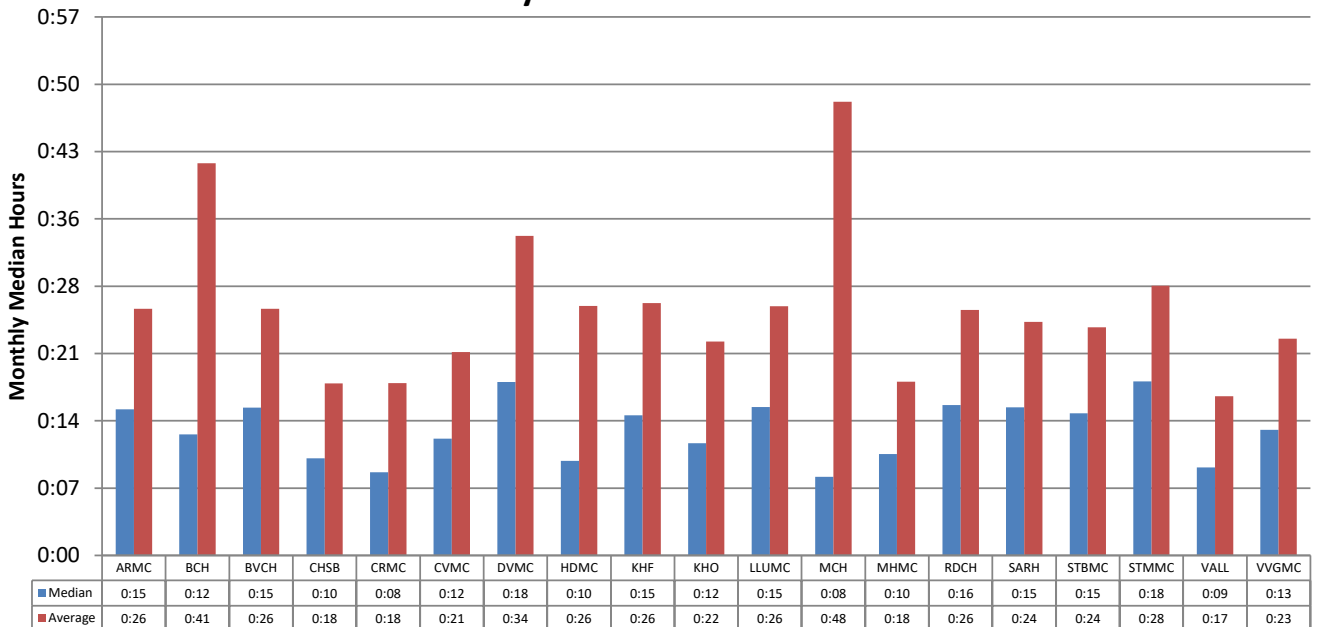
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are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



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



\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

## Total Bed Delay Hours\* and Bed Delay Transports by Hospital January 2020 – November 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	1143:04	2,599	9,099	28.6%	0:26	0:15
BCH	267:43	383	4,504	8.5%	0:41	0:12
BVCH	60:42	138	1,471	9.4%	0:26	0:15
CHSB	656:30	2,140	6,003	35.6%	0:18	0:10
CRMC	29:47	97	708	13.7%	0:18	0:08
CVMC	168:06	464	3,932	11.8%	0:21	0:12
DVMC	2921:36	5,130	9,294	55.2%	0:34	0:18
HDMC	132:29	298	4,673	6.4%	0:26	0:10
KHF	1974:02	4,389	12,258	35.8%	0:26	0:15
KHO	812:05	2,130	6,673	31.9%	0:22	0:12
LLUMC	2440:10	5,495	12,024	45.7%	0:26	0:15
MCH	33:57	42	725	5.8%	0:48	0:08
MHMC	72:31	234	2,342	10.0%	0:18	0:10
RDCH	1629:02	3,721	7,972	46.7%	0:26	0:16
SARH	2911:58	6,993	14,916	46.9%	0:24	0:15
STBMC	3043:08	7,484	12,944	57.8%	0:24	0:15
STMMC	3518:03	7,318	11,403	64.2%	0:28	0:18
VALL	40:35	143	994	14.4%	0:17	0:09
VVGMC	1204:39	3,117	7,707	40.4%	0:23	0:13
<b>Total</b>	<b>23060:16</b>	<b>52,315</b>	<b>129,642</b>	<b>40.4%</b>	<b>0:26</b>	<b>0:15</b>

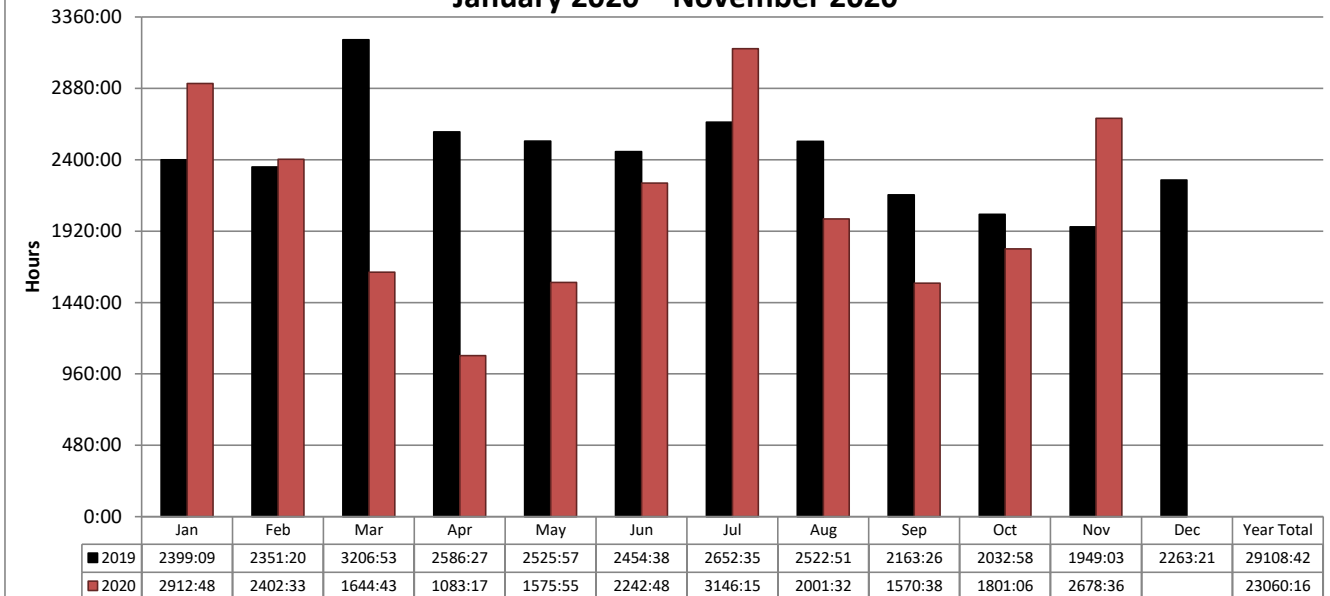
\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

**Total Monthly Bed Delay Hours\* by Hospital  
January 2020 – November 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	119:38	39:43	53:25	163:56	226:02	94:29	44:33	50:58	91:18		1143:04	103:54
BCH	18:20	37:07	30:45	13:06	14:48	48:27	18:01	12:32	25:27	13:14	35:52		267:43	24:20
BVCH	12:19	6:16	2:28	0:10	6:22	1:36	6:24	11:48	4:55	2:00	6:18		60:42	5:31
CHSB	74:56	59:53	64:07	39:07	26:10	68:01	117:12	59:58	39:22	30:47	76:52		656:30	59:40
CRMC	1:19	3:55	2:12	0:51	3:54	2:09	3:01	3:51	5:23	1:12	1:54		29:47	2:42
CVMC	15:31	20:41	13:17	12:02	7:07	9:36	38:18	10:54	9:38	13:01	17:56		168:06	15:16
DVMC	373:00	297:23	200:47	89:55	131:31	283:04	459:59	284:03	186:01	256:28	359:21		2921:36	265:36
HDMC	26:03	20:45	13:34	5:17	20:55	7:20	8:24	6:34	3:22	9:25	10:45		132:29	12:02
KHF	269:19	220:15	120:29	59:28	62:58	147:41	216:01	146:14	205:47	217:42	308:03		1974:02	179:27
KHO	82:08	64:08	34:36	23:16	40:02	81:58	89:43	83:29	62:35	85:38	164:28		812:05	73:49
LLUMC	337:48	338:01	230:22	70:33	138:40	278:47	277:09	173:02	184:09	197:29	214:05		2440:10	221:50
MCH	0:16	0:05	0:19	0:26	10:58	0:57	16:51	2:51	0:32	0:37			33:57	3:05
MHMC	9:26	5:51	6:49	5:20	9:57	8:31	13:50	4:07	2:43	2:09	3:43		72:31	6:35
RDCH	167:23	107:49	117:26	51:08	108:13	191:42	317:53	151:48	119:55	135:33	160:07		1629:02	148:05
SARH	462:25	357:07	174:53	261:21	307:43	316:46	276:48	185:25	134:01	160:11	275:15		2911:58	264:43
STBMC	372:43	334:00	225:42	222:08	269:44	238:26	376:25	248:25	160:12	253:08	342:10		3043:08	276:39
STMMC	359:01	306:37	194:59	139:23	278:34	313:04	468:29	417:18	275:18	282:46	482:29		3518:03	319:49
VALL	8:08	3:06	3:53	2:11	0:59	5:48	4:16	1:38	2:19	4:23	3:48		40:35	3:41
VVGMC	142:10	140:49	88:19	47:42	83:46	74:51	211:20	102:56	104:19	84:16	124:05		1204:39	109:30
<b>Total</b>	<b>2912:48</b>	<b>2402:33</b>	<b>1644:43</b>	<b>1083:17</b>	<b>1575:55</b>	<b>2242:48</b>	<b>3146:15</b>	<b>2001:32</b>	<b>1570:38</b>	<b>1801:06</b>	<b>2678:36</b>		<b>23060:16</b>	<b>2096:23</b>

\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

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



**Total Bed Delay Hours\* and Bed Delay Transports by Hospital  
January 2020 – November 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%	1143	2,599	9,099	28.6%
BCH	239	442	5,464	8.1%	267	383	4,504	8.5%
BVCH	48	119	1,885	6.3%	60	138	1,471	9.4%
CHSB	1031	2,963	7,290	40.6%	656	2,140	6,003	35.6%
CRMC	68	126	827	15.2%	29	97	708	13.7%
CVMC	209	619	4,777	13.0%	168	464	3,932	11.8%
DVMC	3287	6,165	11,355	54.3%	2921	5,130	9,294	55.2%
HDMC	173	421	5,648	7.5%	132	298	4,673	6.4%
KHF	2585	5,051	13,755	36.7%	1974	4,389	12,258	35.8%
KHO	1174	2,649	7,755	34.2%	812	2,130	6,673	31.9%
LLUMC	3291	7,122	14,010	50.8%	2440	5,495	12,024	45.7%
MCH	21	37	908	4.1%	33	42	725	5.8%
MHMC	48	208	2,441	8.5%	72	234	2,342	10.0%
RDCH	2103	4,610	9,194	50.1%	1629	3,721	7,972	46.7%
SARH	4250	7,981	17,381	45.9%	2911	6,993	14,916	46.9%
STBMC	3829	8,306	14,365	57.8%	3043	7,484	12,944	57.8%
STMMC	3460	7,471	12,737	58.7%	3518	7,318	11,403	64.2%
VALL	43	143	1,112	12.9%	40	143	994	14.4%
VVGMC	1335	3,781	8,223	46.0%	1204	3,117	7,707	40.4%
<b>Total</b>	<b>29108</b>	<b>62,029</b>	<b>150,561</b>	<b>41.2%</b>	<b>23060</b>	<b>52,315</b>	<b>129,642</b>	<b>40.4%</b>

\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).