



# Inland Counties Emergency Medical Agency

1425 South D Street, San Bernardino, CA 92415-0060 ■ (909) 388-5823 ■ Fax (909) 388-5825 ■ www.icema.net

*Serving San Bernardino, Inyo, and Mono Counties*  
*Tom Lynch, EMS Administrator*  
*Reza Vaezazizi, MD, Medical Director*

**DATE:** April 6, 2021

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

**FROM:** Tom Lynch  
EMS Administrator

**SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - MARCH 2021**

The Inland Counties EMS Agency (ICEMA) is providing the January through March 2021 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: Megan Barajas, Interim Regional Vice President, HASC  
File Copy

## BOARD OF DIRECTORS

Col. Paul Cook (Ret.)  
First District

Janice Rutherford  
Second District

Dawn Rowe  
Vice Chair  
Third District

Curt Hagman  
Chairman  
Fourth District

Joe Baca, Jr.  
Fifth District

Leonard X. Hernandez  
Chief Executive Officer

# Inland Counties Emergency Medical Agency



## *Bed Delay Report*

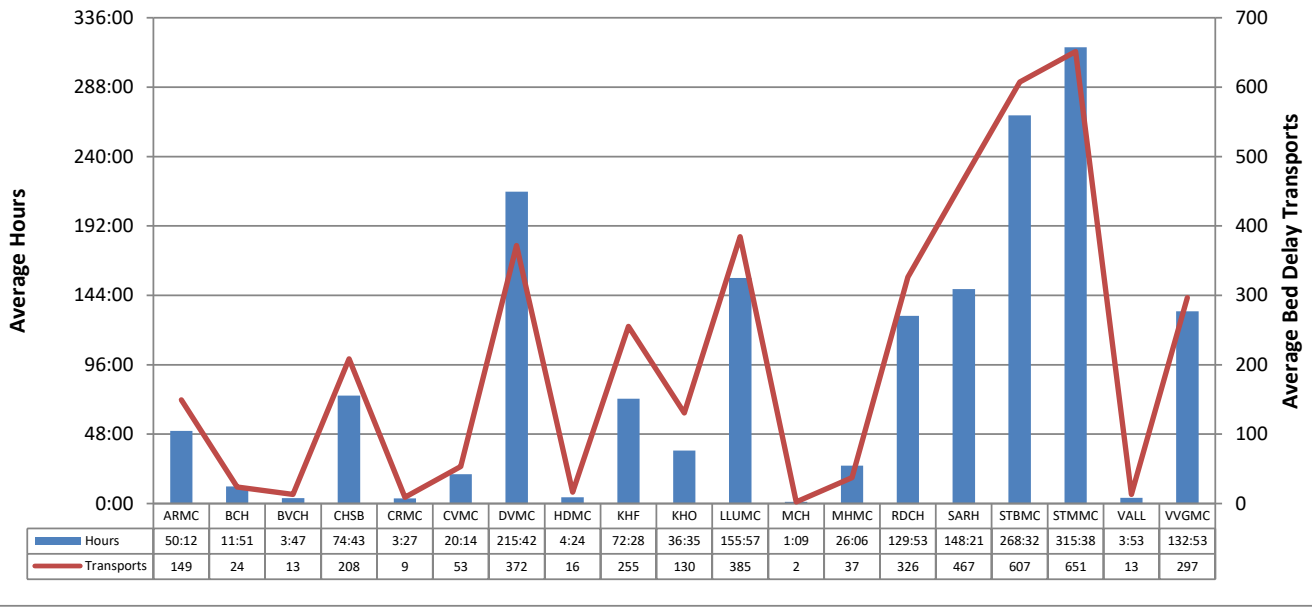
*January 2021 – March 2021*

## Report Detail

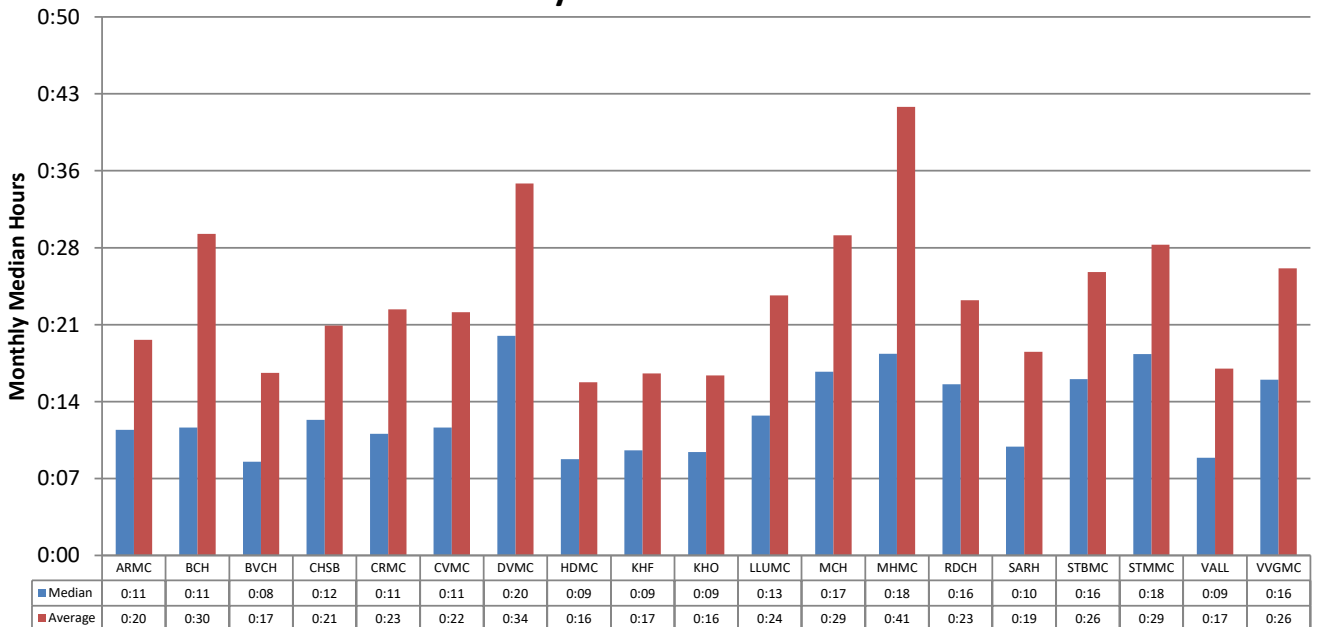
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 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 2021 – March 2021



### Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2021 – March 2021



\*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 2021 – March 2021

| Hospital     | Total Bed Delay Hours* | Bed Delay Transports | Total Transports | Bed Delay Percentage | Average Bed Delay by Patient | Median Bed Delay by Patient |
|--------------|------------------------|----------------------|------------------|----------------------|------------------------------|-----------------------------|
| ARMC         | 150:37                 | 448                  | 2,412            | 18.6%                | 0:20                         | 0:11                        |
| BCH          | 35:35                  | 71                   | 984              | 7.2%                 | 0:30                         | 0:11                        |
| BVCH         | 11:23                  | 40                   | 475              | 8.4%                 | 0:17                         | 0:08                        |
| CHSB         | 224:09                 | 625                  | 1,397            | 44.7%                | 0:21                         | 0:12                        |
| CRMC         | 10:21                  | 27                   | 138              | 19.6%                | 0:23                         | 0:11                        |
| CVMC         | 60:42                  | 160                  | 922              | 17.4%                | 0:22                         | 0:11                        |
| DVMC         | 647:08                 | 1,115                | 1,949            | 57.2%                | 0:34                         | 0:20                        |
| HDMC         | 13:14                  | 49                   | 1,121            | 4.4%                 | 0:16                         | 0:09                        |
| KHF          | 217:24                 | 766                  | 3,103            | 24.7%                | 0:17                         | 0:09                        |
| KHO          | 109:45                 | 391                  | 1,680            | 23.3%                | 0:16                         | 0:09                        |
| LLUMC        | 467:52                 | 1,154                | 3,280            | 35.2%                | 0:24                         | 0:13                        |
| MCH          | 3:29                   | 7                    | 252              | 2.8%                 | 0:29                         | 0:17                        |
| MHMC         | 78:20                  | 112                  | 636              | 17.6%                | 0:41                         | 0:18                        |
| RDCH         | 389:41                 | 979                  | 1,955            | 50.1%                | 0:23                         | 0:16                        |
| SARH         | 445:03                 | 1,401                | 3,853            | 36.4%                | 0:19                         | 0:10                        |
| STBMC        | 805:36                 | 1,822                | 3,024            | 60.3%                | 0:26                         | 0:16                        |
| STMMC        | 946:54                 | 1,954                | 2,837            | 68.9%                | 0:29                         | 0:18                        |
| VALL         | 11:39                  | 40                   | 273              | 14.7%                | 0:17                         | 0:09                        |
| VVGMC        | 398:41                 | 890                  | 1,768            | 50.3%                | 0:26                         | 0:16                        |
| <b>Total</b> | <b>5027:43</b>         | <b>12,051</b>        | <b>32,059</b>    | <b>37.6%</b>         | <b>0:25</b>                  | <b>0:14</b>                 |

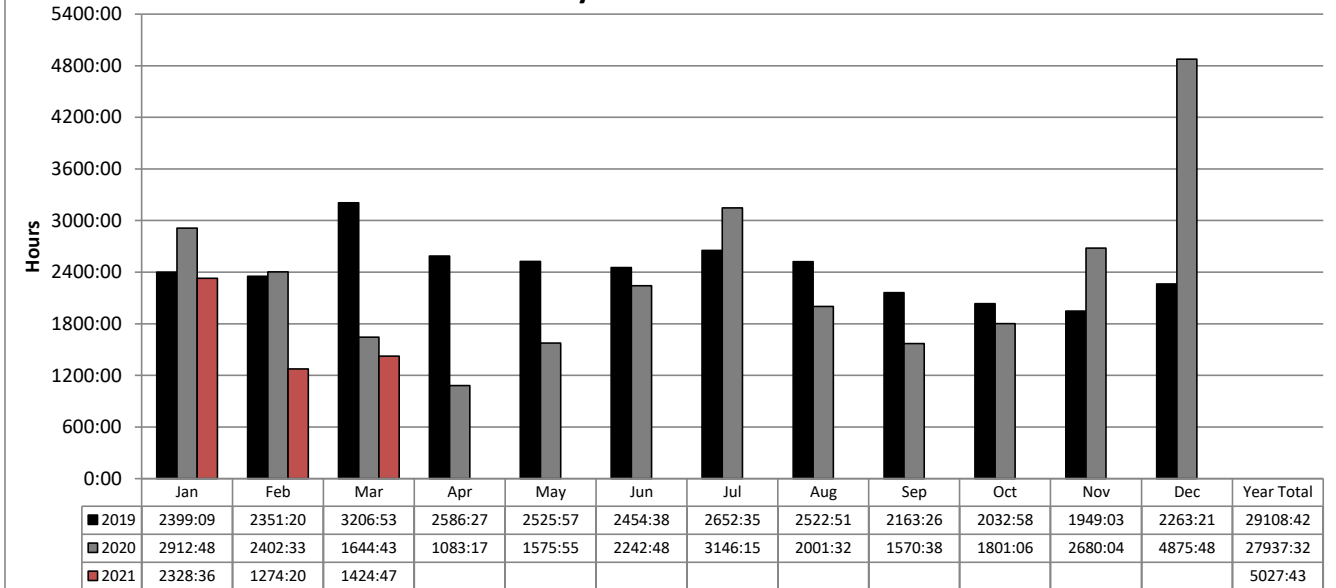
\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

**Total Monthly Bed Delay Hours\* by Hospital  
January 2021 – March 2021**

| Hospital     | Jan            | Feb            | Mar            | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total          | Average Bed Delay by Month |
|--------------|----------------|----------------|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------------|----------------------------|
| ARMC         | 79:28          | 34:32          | 36:36          |     |     |     |     |     |     |     |     |     | 150:37         | 50:12                      |
| BCH          | 18:39          | 6:33           | 10:22          |     |     |     |     |     |     |     |     |     | 35:35          | 11:51                      |
| BVCH         | 6:11           | 3:37           | 1:35           |     |     |     |     |     |     |     |     |     | 11:23          | 3:47                       |
| CHSB         | 113:01         | 53:58          | 57:09          |     |     |     |     |     |     |     |     |     | 224:09         | 74:43                      |
| CRMC         | 4:01           | 0:39           | 5:41           |     |     |     |     |     |     |     |     |     | 10:21          | 3:27                       |
| CVMC         | 43:20          | 11:53          | 5:28           |     |     |     |     |     |     |     |     |     | 60:42          | 20:14                      |
| DVMC         | 309:54         | 195:50         | 141:23         |     |     |     |     |     |     |     |     |     | 647:08         | 215:42                     |
| HDMC         | 9:31           | 2:00           | 1:41           |     |     |     |     |     |     |     |     |     | 13:14          | 4:24                       |
| KHF          | 126:40         | 53:09          | 37:34          |     |     |     |     |     |     |     |     |     | 217:24         | 72:28                      |
| KHO          | 61:12          | 15:48          | 32:44          |     |     |     |     |     |     |     |     |     | 109:45         | 36:35                      |
| LLUMC        | 199:34         | 128:06         | 140:11         |     |     |     |     |     |     |     |     |     | 467:52         | 155:57                     |
| MCH          | 1:29           | 0:17           | 1:43           |     |     |     |     |     |     |     |     |     | 3:29           | 1:09                       |
| MHMC         | 65:26          | 3:31           | 9:23           |     |     |     |     |     |     |     |     |     | 78:20          | 26:06                      |
| RDCH         | 220:09         | 69:38          | 99:54          |     |     |     |     |     |     |     |     |     | 389:41         | 129:53                     |
| SARH         | 181:26         | 134:06         | 129:30         |     |     |     |     |     |     |     |     |     | 445:03         | 148:21                     |
| STBMC        | 303:04         | 208:37         | 293:55         |     |     |     |     |     |     |     |     |     | 805:36         | 268:32                     |
| STMMC        | 385:01         | 227:20         | 334:32         |     |     |     |     |     |     |     |     |     | 946:54         | 315:38                     |
| VALL         | 7:23           | 1:13           | 3:02           |     |     |     |     |     |     |     |     |     | 11:39          | 3:53                       |
| VVGMC        | 192:59         | 123:26         | 82:15          |     |     |     |     |     |     |     |     |     | 398:41         | 132:53                     |
| <b>Total</b> | <b>2328:36</b> | <b>1274:20</b> | <b>1424:47</b> |     |     |     |     |     |     |     |     |     | <b>5027:43</b> | <b>1675:54</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 2021 – March 2021**



**Total Bed Delay Hours\* and Bed Delay Transports by Hospital  
January 2021 – March 2021**

| Hospital     | 2019            |               |                  |              | 2020            |               |                  |              | 2021 YTD        |               |                  |              |
|--------------|-----------------|---------------|------------------|--------------|-----------------|---------------|------------------|--------------|-----------------|---------------|------------------|--------------|
|              | Total BD Hours* | BD Transports | Total Transports | BD %         | Total BD Hours* | BD Transports | Total Transports | BD %         | Total BD Hours* | BD Transports | Total Transports | BD %         |
| ARMC         | 1905            | 3,815         | 11,434           | 33.4%        | 1338            | 2,933         | 10,087           | 29.1%        | 150             | 448           | 2,412            | 18.6%        |
| BCH          | 239             | 442           | 5,464            | 8.1%         | 315             | 461           | 4,842            | 9.5%         | 35              | 71            | 984              | 7.2%         |
| BVCH         | 48              | 119           | 1,885            | 6.3%         | 68              | 162           | 1,631            | 9.9%         | 11              | 40            | 475              | 8.4%         |
| CHSB         | 1031            | 2,963         | 7,290            | 40.6%        | 927             | 2,566         | 6,612            | 38.8%        | 224             | 625           | 1,397            | 44.7%        |
| CRMC         | 68              | 126           | 827              | 15.2%        | 33              | 108           | 751              | 14.4%        | 10              | 27            | 138              | 19.6%        |
| CVMC         | 209             | 619           | 4,777            | 13.0%        | 279             | 638           | 4,338            | 14.7%        | 60              | 160           | 922              | 17.4%        |
| DVMC         | 3287            | 6,165         | 11,355           | 54.3%        | 3501            | 5,662         | 10,014           | 56.5%        | 647             | 1,115         | 1,949            | 57.2%        |
| HDMC         | 173             | 421           | 5,648            | 7.5%         | 150             | 343           | 5,030            | 6.8%         | 13              | 49            | 1,121            | 4.4%         |
| KHF          | 2585            | 5,051         | 13,755           | 36.7%        | 2420            | 5,088         | 13,508           | 37.7%        | 217             | 766           | 3,103            | 24.7%        |
| KHO          | 1174            | 2,649         | 7,755            | 34.2%        | 988             | 2,463         | 7,340            | 33.6%        | 109             | 391           | 1,680            | 23.3%        |
| LLUMC        | 3291            | 7,122         | 14,010           | 50.8%        | 2784            | 6,041         | 13,208           | 45.7%        | 467             | 1,154         | 3,280            | 35.2%        |
| MCH          | 21              | 37            | 908              | 4.1%         | 35              | 48            | 800              | 6.0%         | 3               | 7             | 252              | 2.8%         |
| MHMC         | 48              | 208           | 2,441            | 8.5%         | 126             | 311           | 2,602            | 12.0%        | 78              | 112           | 636              | 17.6%        |
| RDCH         | 2103            | 4,610         | 9,194            | 50.1%        | 2195            | 4,291         | 8,741            | 49.1%        | 389             | 979           | 1,955            | 50.1%        |
| SARH         | 4250            | 7,981         | 17,381           | 45.9%        | 3178            | 7,691         | 16,369           | 47.0%        | 445             | 1,401         | 3,853            | 36.4%        |
| STBMC        | 3829            | 8,306         | 14,365           | 57.8%        | 3672            | 8,329         | 14,066           | 59.2%        | 805             | 1,822         | 3,024            | 60.3%        |
| STMMC        | 3460            | 7,471         | 12,737           | 58.7%        | 4210            | 8,115         | 12,366           | 65.6%        | 946             | 1,954         | 2,837            | 68.9%        |
| VALL         | 43              | 143           | 1,112            | 12.9%        | 52              | 182           | 1,116            | 16.3%        | 11              | 40            | 273              | 14.7%        |
| VVGMC        | 1335            | 3,781         | 8,223            | 46.0%        | 1657            | 3,675         | 8,473            | 43.4%        | 398             | 890           | 1,768            | 50.3%        |
| <b>Total</b> | <b>29108</b>    | <b>62,029</b> | <b>150,561</b>   | <b>41.2%</b> | <b>27937</b>    | <b>59,107</b> | <b>141,894</b>   | <b>41.7%</b> | <b>5027</b>     | <b>12,051</b> | <b>32,059</b>    | <b>37.6%</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).