



# 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*  
*Daniel Munoz, Interim EMS Administrator*  
*Reza Vaezazizi, MD, Medical Director*

**DATE:** November 29, 2021

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

**FROM:** Daniel Munoz  
Interim EMS Administrator

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

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

DM/MR/jlm

c: Megan Barajas, Regional Vice President, HASC  
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# Inland Counties Emergency Medical Agency



## *Bed Delay Report*

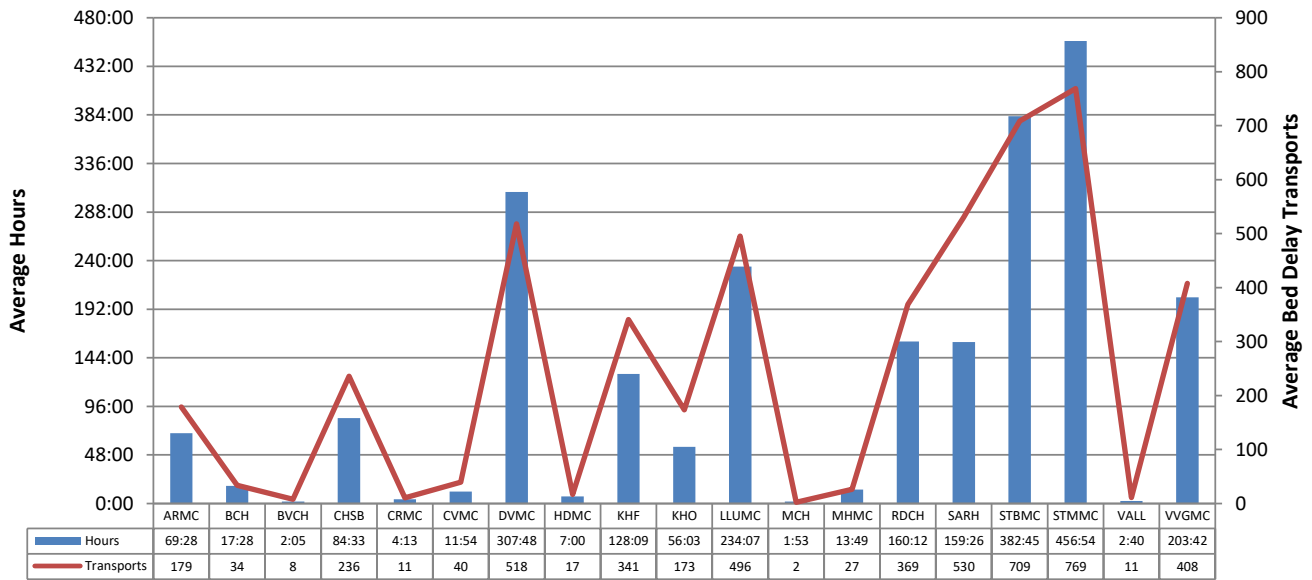
*January 2021 – October 2021*

## Report Detail

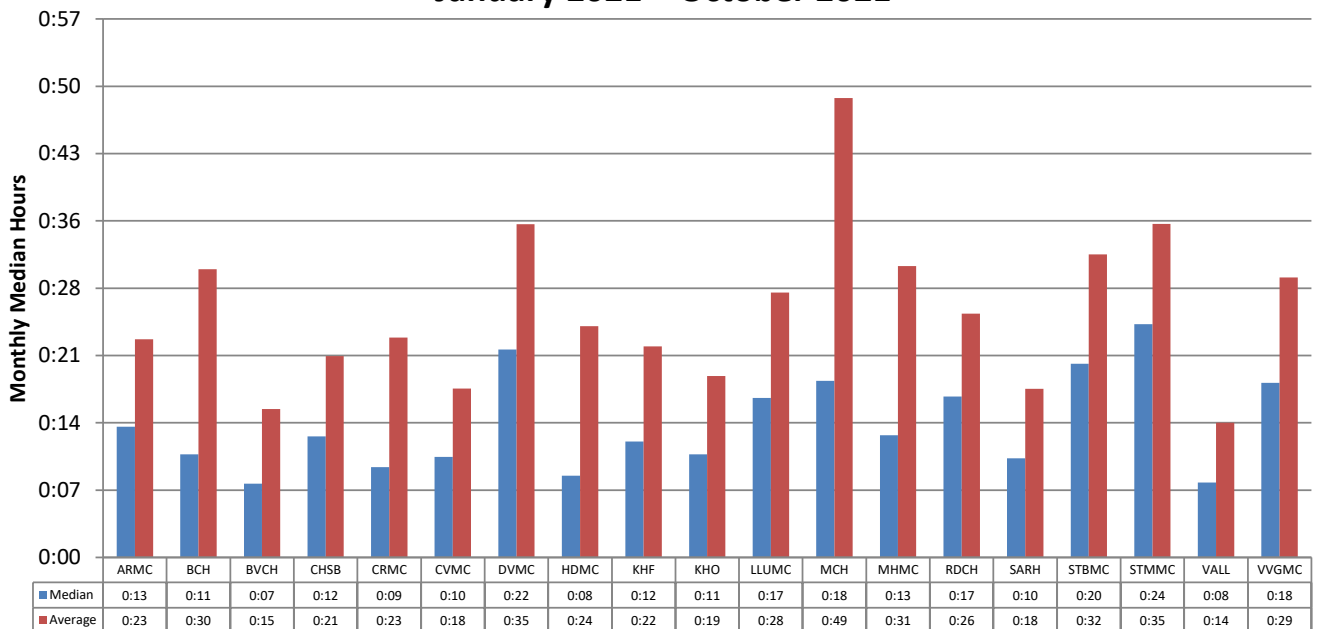
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are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



### Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2021 – October 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 – October 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	694:42	1,787	8,895	20.1%	0:23	0:13
BCH	174:41	340	3,803	8.9%	0:30	0:11
BVCH	20:53	79	1,429	5.5%	0:15	0:07
CHSB	845:34	2,357	5,149	45.8%	0:21	0:12
CRMC	42:18	108	615	17.6%	0:23	0:09
CVMC	119:08	396	2,656	14.9%	0:18	0:10
DVMC	3078:01	5,183	8,142	63.7%	0:35	0:22
HDMC	70:05	170	4,305	3.9%	0:24	0:08
KHF	1281:31	3,408	11,081	30.8%	0:22	0:12
KHO	560:37	1,734	5,860	29.6%	0:19	0:11
LLUMC	2341:10	4,957	11,522	43.0%	0:28	0:17
MCH	18:49	23	764	3.0%	0:49	0:18
MHMC	138:10	266	2,035	13.1%	0:31	0:13
RDCH	1602:08	3,688	7,350	50.2%	0:26	0:17
SARH	1594:28	5,302	14,153	37.5%	0:18	0:10
STBMC	3827:36	7,087	10,646	66.6%	0:32	0:20
STMMC	4569:08	7,688	10,204	75.3%	0:35	0:24
VALL	26:40	111	914	12.1%	0:14	0:08
VVGMC	2037:06	4,081	6,708	60.8%	0:29	0:18
<b>Total</b>	<b>23042:55</b>	<b>48,765</b>	<b>116,231</b>	<b>42.0%</b>	<b>0:28</b>	<b>0:17</b>

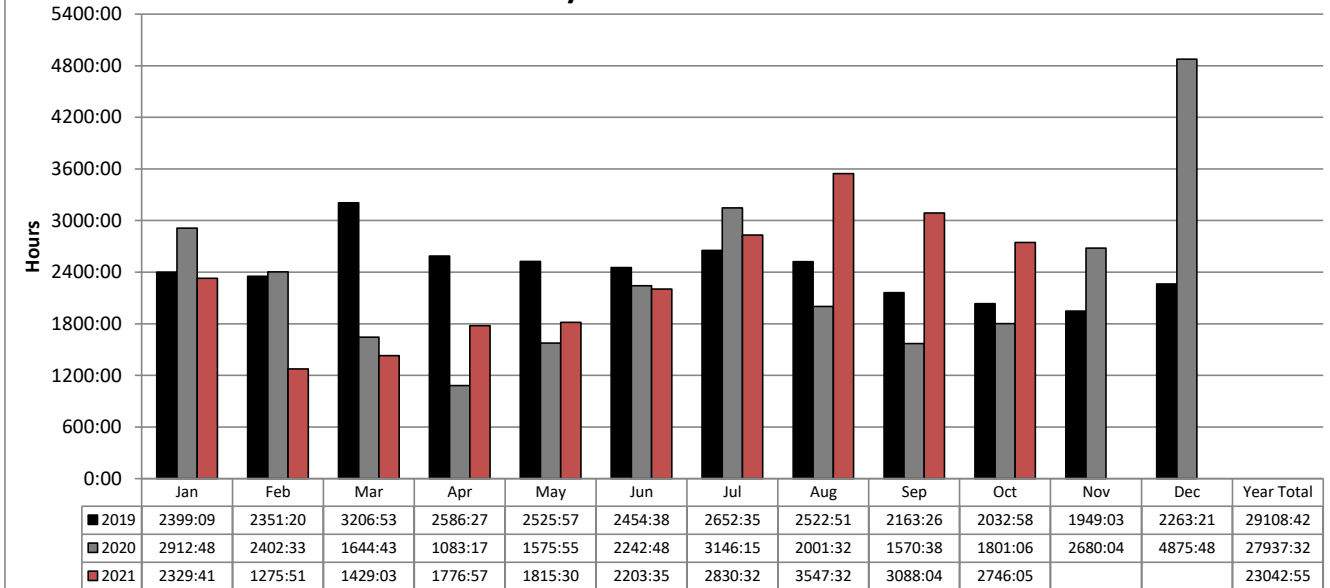
\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

**Total Monthly Bed Delay Hours\* by Hospital  
January 2021 – October 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	70:18	49:46	61:54	59:22	135:27	91:27	75:48			694:42	69:28
BCH	18:39	6:33	10:22	28:59	26:52	11:13	17:25	25:17	18:01	11:15			174:41	17:28
BVCH	6:11	3:37	1:35	0:10	0:03	1:08	1:57	3:58	0:32	1:37			20:53	2:05
CHSB	113:00	53:58	57:47	42:39	58:20	55:31	68:29	145:08	138:59	111:39			845:34	84:33
CRMC	4:01	0:39	5:41	7:47	2:49	1:44	3:53	4:00	3:32	8:09			42:18	4:13
CVMC	43:20	11:53	5:28	8:16	6:25	12:28	13:30	10:14	4:23	3:07			119:08	11:54
DVMC	309:54	195:50	141:23	194:44	208:43	360:21	353:59	463:19	411:54	437:50			3078:01	307:48
HDMC	9:31	2:00	1:41	1:12	17:11	7:39	14:00	6:22	6:44	3:39			70:05	7:00
KHF	126:40	53:09	38:06	73:34	66:53	137:30	224:50	250:43	170:19	139:44			1281:31	128:09
KHO	61:12	15:48	32:28	43:15	61:04	68:07	78:34	72:28	73:01	54:36			560:37	56:03
LLUMC	199:36	128:18	141:31	186:40	193:38	211:29	255:58	377:12	362:14	284:31			2341:10	234:07
MCH	1:29	0:17	1:43	0:42		9:39	4:27	0:18	0:12				18:49	1:53
MHMC	65:26	3:31	9:23	1:23	5:29	3:01	2:27	13:35	14:32	19:20			138:10	13:49
RDCH	220:46	69:38	100:03	113:26	103:10	79:22	226:38	329:00	168:29	191:32			1602:08	160:12
SARH	181:53	135:14	129:46	87:59	145:35	125:10	203:50	216:16	186:54	181:46			1594:28	159:26
STBMC	303:04	208:48	295:08	307:44	327:10	358:50	490:18	532:18	525:43	478:29			3827:36	382:45
STMMC	385:01	227:20	334:57	494:52	411:59	516:22	564:03	623:46	526:41	484:04			4569:08	456:54
VALL	7:23	1:13	3:02	1:11	1:44	1:31	0:49	2:36	2:53	4:13			26:40	2:40
VVGMC	192:59	123:26	82:15	111:59	128:31	180:27	245:54	335:27	381:24	254:39			2037:06	203:42
<b>Total</b>	<b>2329:41</b>	<b>1275:51</b>	<b>1429:03</b>	<b>1776:57</b>	<b>1815:30</b>	<b>2203:35</b>	<b>2830:32</b>	<b>3547:32</b>	<b>3088:04</b>	<b>2746:05</b>			<b>23042:55</b>	<b>2304:17</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 – October 2021**



**Total Bed Delay Hours\* and Bed Delay Transports by Hospital  
January 2021 – October 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%	694	1,787	8,895	20.1%
BCH	239	442	5,464	8.1%	315	461	4,842	9.5%	174	340	3,803	8.9%
BVCH	48	119	1,885	6.3%	68	162	1,631	9.9%	20	79	1,429	5.5%
CHSB	1031	2,963	7,290	40.6%	927	2,566	6,612	38.8%	845	2,357	5,149	45.8%
CRMC	68	126	827	15.2%	33	108	751	14.4%	42	108	615	17.6%
CVMC	209	619	4,777	13.0%	279	638	4,338	14.7%	119	396	2,656	14.9%
DVMC	3287	6,165	11,355	54.3%	3501	5,662	10,014	56.5%	3078	5,183	8,142	63.7%
HDMC	173	421	5,648	7.5%	150	343	5,030	6.8%	70	170	4,305	3.9%
KHF	2585	5,051	13,755	36.7%	2420	5,088	13,508	37.7%	1281	3,408	11,081	30.8%
KHO	1174	2,649	7,755	34.2%	988	2,463	7,340	33.6%	560	1,734	5,860	29.6%
LLUMC	3291	7,122	14,010	50.8%	2784	6,041	13,208	45.7%	2341	4,957	11,522	43.0%
MCH	21	37	908	4.1%	35	48	800	6.0%	18	23	764	3.0%
MHMC	48	208	2,441	8.5%	126	311	2,602	12.0%	138	266	2,035	13.1%
RDCH	2103	4,610	9,194	50.1%	2195	4,291	8,741	49.1%	1602	3,688	7,350	50.2%
SARH	4250	7,981	17,381	45.9%	3178	7,691	16,369	47.0%	1594	5,302	14,153	37.5%
STBMC	3829	8,306	14,365	57.8%	3672	8,329	14,066	59.2%	3827	7,087	10,646	66.6%
STMMC	3460	7,471	12,737	58.7%	4210	8,115	12,366	65.6%	4569	7,688	10,204	75.3%
VALL	43	143	1,112	12.9%	52	182	1,116	16.3%	26	111	914	12.1%
VVGMC	1335	3,781	8,223	46.0%	1657	3,675	8,473	43.4%	2037	4,081	6,708	60.8%
<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>23042</b>	<b>48,765</b>	<b>116,231</b>	<b>42.0%</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).