



Inland Counties Emergency Medical Agency

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Serving San Bernardino, Inyo, and Mono Counties
Daniel Munoz, Interim EMS Administrator
Reza Vaezazizi, MD, Medical Director

DATE: February 8, 2022 (Revised)

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

FROM: Daniel Munoz
Interim EMS Administrator

SUBJECT: HOSPITAL BED DELAY REPORT FOR JANUARY - DECEMBER 2021

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

DM/MR/mae

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



Bed Delay Report

January 2021 – December 2021

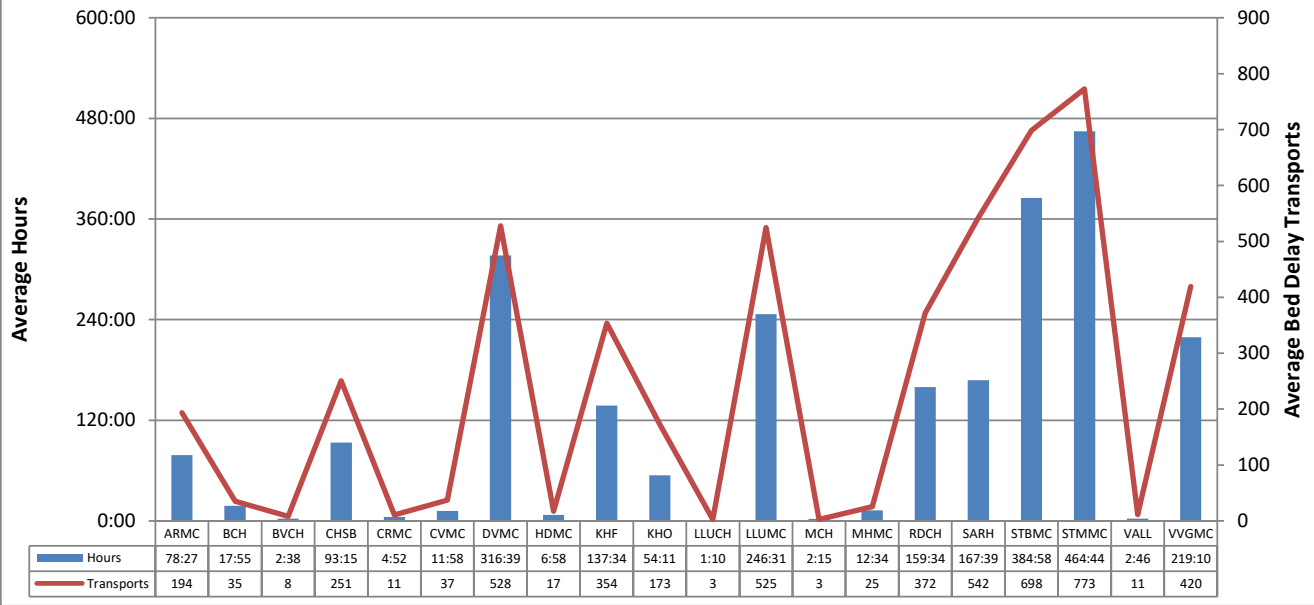
Report Detail

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 patient transfer of care. The first 25 minutes are excluded from consideration. The only type of transports that are considered are 911 transports via ground ambulance. Note that only ICEMA providers are included in this analysis.

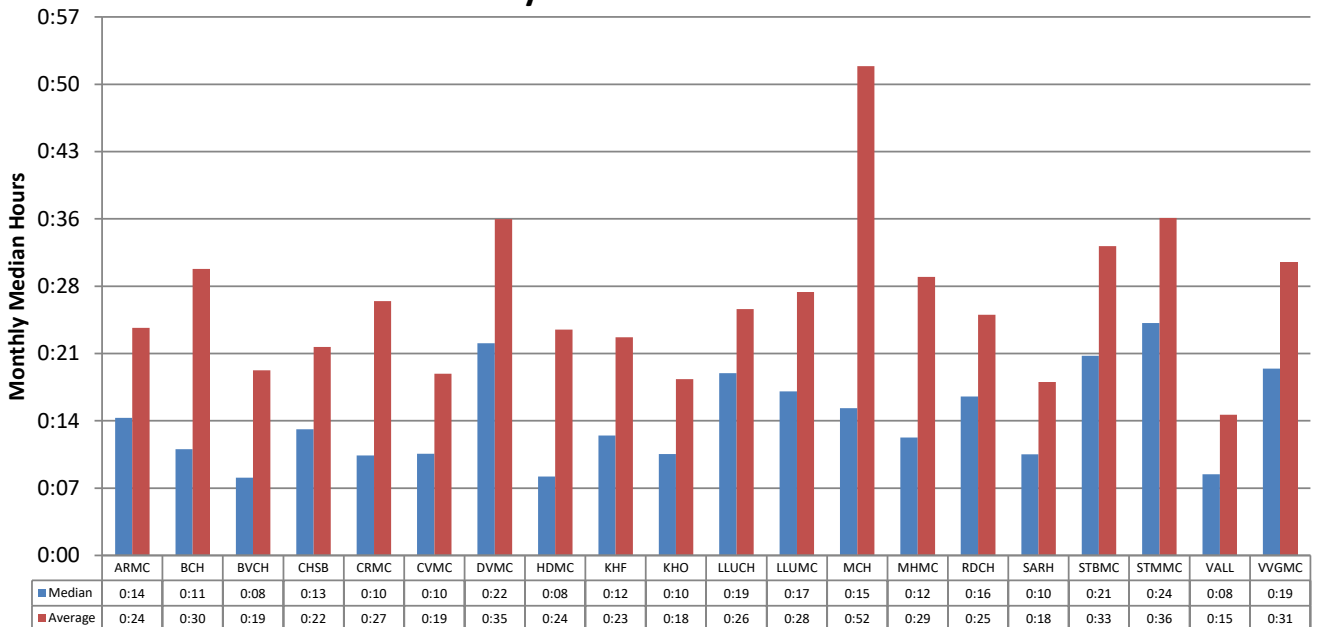
Abbreviated Name	Full Name
ARMC	Arrowhead Regional Medical Center
BCH	Barstow Community Hospital
BVCH	Bear Valley Community Hospital
CHSB	Community Hospital San Bernardino
CRMC	Colorado River Medical Center
CVMC	Chino Valley Medical Center
DVMC	Desert Valley Hospital Center
HDMC	Hi-Desert Medical Center
KHF	Kaiser Hospital Medical Center - Fontana
KHO	Kaiser Hospital Medical Center - Ontario
LLUCH	Loma Linda University Children's Hospital
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

Note: Report Detail on this page updated on 03/01/2022 for clarity and consistency throughout entire report.

Bed Delay Hours* and Bed Delay Transports Average per Hospital for an Average Month Period January 2021 – December 2021



Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2021 – December 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). Only ICEMA providers are included in this analysis.

Total Bed Delay Hours* and Bed Delay Transports by Hospital January 2021 – December 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	941:31	2,322	10,765	21.6%	0:24	0:14
BCH	215:02	421	4,598	9.2%	0:30	0:11
BVCH	31:42	96	1,766	5.4%	0:19	0:08
CHSB	1119:02	3,009	6,339	47.5%	0:22	0:13
CRMC	58:29	129	733	17.6%	0:27	0:10
CVMC	143:44	444	2,885	15.4%	0:19	0:10
DVMC	3799:51	6,335	9,857	64.3%	0:35	0:22
HDMC	83:47	208	5,163	4.0%	0:24	0:08
KHF	1650:55	4,243	13,412	31.6%	0:23	0:12
KHO	650:23	2,071	6,949	29.8%	0:18	0:10
LLUCH	14:03	32	101	31.7%	0:26	0:19
LLUMC	2958:21	6,296	13,855	45.4%	0:28	0:17
MCH	27:02	31	914	3.4%	0:52	0:15
MHMC	150:53	304	2,365	12.9%	0:29	0:12
RDCH	1914:55	4,464	8,930	50.0%	0:25	0:16
SARH	2011:54	6,502	17,040	38.2%	0:18	0:10
STBMC	4619:44	8,380	12,551	66.8%	0:33	0:21
STMMC	5576:51	9,272	12,249	75.7%	0:36	0:24
VALL	33:20	133	1,079	12.3%	0:15	0:08
VVGMC	2630:01	5,034	8,070	62.4%	0:31	0:19
Total	28631:39	59,726	139,621	42.8%	0:28	0:17

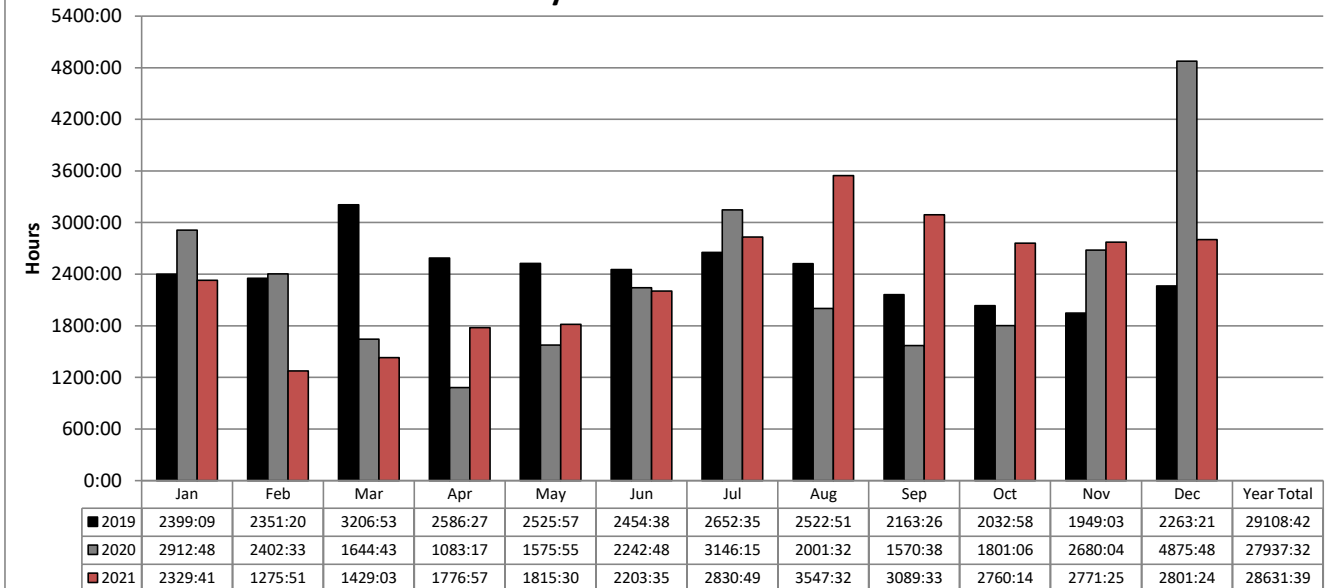
*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD). Only ICEMA providers are included in this analysis.

**Total Monthly Bed Delay Hours* by Hospital
January 2021 – December 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	59:23	135:27	91:27	75:48	83:34	163:13	941:31	78:27
BCH	18:39	6:33	10:22	28:59	26:52	11:13	17:25	25:17	18:01	11:15	16:55	23:25	215:02	17:55
BVCH	6:11	3:37	1:35	0:10	0:03	1:08	1:57	3:58	0:32	1:37	0:32	10:16	31:42	2:38
CHSB	113:00	53:58	57:47	42:39	58:20	55:31	68:35	145:08	138:59	111:39	118:48	154:34	1119:02	93:15
CRMC	4:01	0:39	5:41	7:47	2:49	1:44	3:53	4:00	3:32	8:09	11:49	4:21	58:29	4:52
CVMC	43:20	11:53	5:28	8:16	6:25	12:28	13:30	10:14	4:23	3:07	3:25	21:10	143:44	11:58
DVMC	309:54	195:50	141:23	194:44	208:43	360:21	353:59	463:19	411:54	437:50	383:16	338:33	3799:51	316:39
HDMC	9:31	2:00	1:41	1:12	17:11	7:39	14:00	6:22	6:44	3:39	4:26	9:16	83:47	6:58
KHF	126:40	53:09	38:06	73:34	66:53	137:30	224:50	250:43	171:40	139:45	166:55	201:05	1650:55	137:34
KHO	61:12	15:48	32:28	43:15	61:04	68:07	78:34	72:28	73:01	54:36	34:58	54:47	650:23	54:11
LLUCH									0:07	5:03	4:18	4:33	14:03	1:10
LLUMC	199:36	128:18	141:31	186:40	193:38	211:29	255:58	377:12	362:14	285:24	326:13	290:03	2958:21	246:31
MCH	1:29	0:17	1:43	0:42		9:39	4:27	0:18	0:12	4:48	0:25	2:58	27:02	2:15
MHMC	65:26	3:31	9:23	1:23	5:29	3:01	2:27	13:35	14:32	19:22	1:24	11:16	150:53	12:34
RDCH	220:46	69:38	100:03	113:26	103:10	79:22	226:38	329:00	168:29	191:32	153:31	159:14	1914:55	159:34
SARH	181:53	135:14	129:46	87:59	145:35	125:10	203:50	216:16	186:54	182:17	151:47	265:07	2011:54	167:39
STBMC	303:04	208:48	295:08	307:44	327:10	358:50	490:28	532:18	525:43	478:52	401:21	390:13	4619:44	384:58
STMMC	385:01	227:20	334:57	494:52	411:59	516:22	564:03	623:46	526:41	485:58	574:01	431:47	5576:51	464:44
VALL	7:23	1:13	3:02	1:11	1:44	1:31	0:49	2:36	2:53	4:13	2:38	4:02	33:20	2:46
VVGMC	192:59	123:26	82:15	111:59	128:31	180:27	245:54	335:27	381:24	255:12	331:00	261:22	2630:01	219:10
Total	2329:41	1275:51	1429:03	1776:57	1815:30	2203:35	2830:49	3547:32	3089:33	2760:14	2771:25	2801:24	28631:39	2385:58

*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). Only ICEMA providers are included in this analysis.

**San Bernardino County
Total Bed Delay Hours* by Month
January 2021 – December 2021**



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

Hospital	2019				2020				2021			
	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%	941	2,322	10,765	21.6%
BCH	239	442	5,464	8.1%	315	461	4,842	9.5%	215	421	4,598	9.2%
BVCH	48	119	1,885	6.3%	68	162	1,631	9.9%	31	96	1,766	5.4%
CHSB	1031	2,963	7,290	40.6%	927	2,566	6,612	38.8%	1119	3,009	6,339	47.5%
CRMC	68	126	827	15.2%	33	108	751	14.4%	58	129	733	17.6%
CVMC	209	619	4,777	13.0%	279	638	4,338	14.7%	143	444	2,885	15.4%
DVMC	3287	6,165	11,355	54.3%	3501	5,662	10,014	56.5%	3799	6,335	9,857	64.3%
HDMC	173	421	5,648	7.5%	150	343	5,030	6.8%	83	208	5,163	4.0%
KHF	2585	5,051	13,755	36.7%	2420	5,088	13,508	37.7%	1650	4,243	13,412	31.6%
KHO	1174	2,649	7,755	34.2%	988	2,463	7,340	33.6%	650	2,071	6,949	29.8%
LLUCH									14	32	101	31.7%
LLUMC	3291	7,122	14,010	50.8%	2784	6,041	13,208	45.7%	2958	6,296	13,855	45.4%
MCH	21	37	908	4.1%	35	48	800	6.0%	27	31	914	3.4%
MHMC	48	208	2,441	8.5%	126	311	2,602	12.0%	150	304	2,365	12.9%
RDCH	2103	4,610	9,194	50.1%	2195	4,291	8,741	49.1%	1914	4,464	8,930	50.0%
SARH	4250	7,981	17,381	45.9%	3178	7,691	16,369	47.0%	2011	6,502	17,040	38.2%
STBMC	3829	8,306	14,365	57.8%	3672	8,329	14,066	59.2%	4619	8,380	12,551	66.8%
STMMC	3460	7,471	12,737	58.7%	4210	8,115	12,366	65.6%	5576	9,272	12,249	75.7%
VALL	43	143	1,112	12.9%	52	182	1,116	16.3%	33	133	1,079	12.3%
VVGMC	1335	3,781	8,223	46.0%	1657	3,675	8,473	43.4%	2630	5,034	8,070	62.4%
Total	29108	62,029	150,561	41.2%	27937	59,107	141,894	41.7%	28631	59,726	139,621	42.8%

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