

Orange County EMS – November 2017

Basics of Ambulance Patient Offload Time (APOT)

Why: There are concerns regarding the lack of ambulance and paramedic availability to respond to calls due to perceived extended wait times at receiving centers.

What: APOT is not the same as “wall time”

- APOT is measured from arrival at the ED until the patient care is transferred
 - Arrival means “wheels stop” outside the ED. The time is recorded by Computer Aided Dispatch (CAD).
 - Offload time is when the patient is off the ambulance gurney and report has been given. It is recorded manually by the EMT or Paramedic.
 - *It would be virtually impossible to have a “zero” APOT. The time includes ambulance arrival, moving the patient out of the ambulance, entry into ED, finding bed assignment, moving the patient to bed/gurney/chair/wheelchair/lobby seat AND giving handoff report.*
- State requires reporting of the 90th percentile ranking, not the average (mean) or the median.
 - Example: An APOT of 37 minutes means that 90% of the time, patients are offloaded in **37 minutes OR LESS**.
- Year-to-date APOT for Orange County is:
 - **28:49 minutes, meaning 90% of the time, patients are offloaded in 28:49 minutes or less.** The mean, or average, is 14 minutes.

Who: State regulation: Health & Safety Code 1797.120 – parameters are defined by state. More information is available at www.emsa.ca.gov/APOT

- Each LEMSA to define standard based on local data. EMCC has requested FAC to determine the Orange County Standard. The LEMSA then sets policy to define, report and manage offload delays.
- Some other LEMSA standards:
 - 20 minutes: Coastal Valleys, Contra Costa, Sacramento, Santa Barbara
 - 30 minutes: Riverside

Where: Reported on OCEMS Website.

- Currently OCEMS reporting is on 911 calls using the times of the transporting provider

When: Reports have been available quarterly to date. Beginning with Oct 2017 reports will be published monthly. Reports are available on the OCEMS website; and provided at FAC, EMCC and other OCEMS committee meetings as applicable.

County of Orange
Health Care Agency
Emergency Medical Services

Ambulance Patient Offload Time (APOT-1)

Q1 Report 2017

Hospital	January		February		March	
	Transports	90th Percentile APOT Time (Min:Sec)	Transports	90th Percentile APOT Time (Min:Sec)	Transports	90th Percentile APOT Time (Min:Sec)
Anaheim Global Medical Center	339	27:49	261	24:18	341	24:51
Anaheim Regional Medical Center	493	32:16	471	26:41	494	29:21
Chapman Global Medical Center	83	14:00	68	12:00	73	13:56
Children's Hospital of Orange County	155	20:09	147	18:51	178	18:44
Foothill Regional Medical Center						
Fountain Valley Reg Hosp and MC	750	27:27	723	27:19	761	29:11
Garden Grove Hosp and MC	425	42:41	338	34:46	358	44:22
Hoag Hospital Irvine	671	23:00	527	20:18	570	22:04
Hoag Memorial Hospital Presbyterian	1,615	20:01	1,307	18:09	1,463	19:20
Huntington Beach Hospital	401	24:59	353	20:20	391	21:03
Kaiser Permanente - Anaheim MC	454	30:03	402	25:10	430	31:01
Kaiser Permanente - Irvine MC	435	28:06	353	25:09	393	31:26
La Palma Intercommunity Hospital	141	61:09	122	92:16	137	52:31
Los Alamitos Medical Center	424	49:44	363	52:26	406	49:18
Mission Hospital - Laguna Beach	288	35:01	220	29:54	271	39:40
Mission Hospital Regional MC	1,120	48:39	973	40:00	1,046	41:37
Orange Coast Memorial MC	431	27:18	418	26:39	451	31:16
Orange County Global MC	827	31:40	648	27:32	800	27:41
Placentia Linda Hospital	354	19:20	310	19:32	323	16:55
Saddleback Memorial MC	829	26:07	706	25:36	804	29:15
South Coast Global Medical Center	194	31:43	148	24:54	186	22:39
St. Joseph Hospital	874	27:27	799	26:03	899	25:53
St. Jude Medical Center	957	58:53	807	46:57	919	48:46
UCI Medical Center	806	31:02	705	27:33	871	29:16
West Anaheim Medical Center	720	49:56	620	34:17	446	32:00

Median Hospital 90th Percentile APOT Time	29:04	26:21	29:15
InterQuartile Range	25:50, 36:56	23:18, 31:00	22:30, 33:55

OC EMS System Total (Aggregate)	13,786	33:05	11,789	31:50	13,011	30:38
OCEMS System Mean APOT Time		15:31		14:19		14:47
Standard Deviation		+/- 18:07		+/- 17:40		+/- 17:56
OCEMS System Median APOT Time		10:36		10:14		10:03
InterQuartile Range		05:04, 19:01		05:01, 18:00		05:01, 18:23

County of Orange
Health Care Agency
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Ambulance Patient Offload Time (APOT-1)

Q2 Report 2017

Hospital	April		May		June	
	Transports	90th Percentile APOT Time (Min:Sec)	Transports	90th Percentile APOT Time (Min:Sec)	Transports	90th Percentile APOT Time (Min:Sec)
Anaheim Global Medical Center	349	29:48	339	23:47	352	19:58
Anaheim Regional Medical Center	419	38:54	500	32:55	464	28:52
Chapman Global Medical Center	62	14:06	55	10:23	56	19:43
Children's Hospital of Orange County	192	20:56	162	17:47	181	23:18
Foothill Regional Medical Center	31	24:56	70	17:16	64	20:52
Fountain Valley Reg Hosp and MC	723	26:38	661	25:30	630	24:50
Garden Grove Hosp and MC	373	44:10	362	36:47	375	41:44
Hoag Hospital Irvine	581	23:00	534	20:59	487	20:40
Hoag Memorial Hospital Presbyterian	1,496	19:46	1,445	19:45	1,440	16:27
Huntington Beach Hospital	338	20:59	383	20:16	392	19:30
Kaiser Permanente - Anaheim MC	348	30:58	389	25:11	412	24:06
Kaiser Permanente - Irvine MC	414	28:33	405	29:40	365	24:22
La Palma Intercommunity Hospital	177	42:42	207	39:23	109	37:23
Los Alamitos Medical Center	417	46:29	491	39:56	409	50:18
Mission Hospital - Laguna Beach	234	34:15	224	26:50	162	24:32
Mission Hospital Regional MC	1,052	35:06	1,071	33:36	1,046	30:15
Orange Coast Memorial MC	425	22:37	463	25:10	466	23:10
Orange County Global MC	685	29:20	720	28:03	793	22:52
Placentia Linda Hospital	291	19:59	323	18:17	344	16:58
Saddleback Memorial MC	740	26:22	656	26:42	686	22:16
South Coast Global Medical Center	156	19:11	144	22:38	169	16:53
St. Joseph Hospital	829	26:47	860	25:39	827	21:41
St. Jude Medical Center	984	48:48	1,088	48:54	822	44:02
UCI Medical Center	836	31:08	805	26:37	712	27:21
West Anaheim Medical Center	651	48:42	641	40:38	668	32:30

Median Hospital 90th Percentile APOT Time	28:33	25:39	23:18
InterQuartile Range	22:37, 35:06	20:59, 32:55	20:40, 28:52

OC EMS System Total (Aggregate)	12,803	30:38	12,998	29:11	12,431	26:16
OC EMS System Mean APOT Time	15:03		14:13		13:05	
Standard Deviation	+/- 21:21		+/- 17:22		+/- 13:50	
OC EMS System Median APOT Time	10:04		10:05		09:46	
InterQuartile Range	05:00, 18:14		05:00, 18:00		05:00, 16:30	

County of Orange
Health Care Agency
Emergency Medical Services

Ambulance Patient Offload Time (APOT-1)

Q3 Report 2017

Hospital	July		August		September	
	Transports	90th Percentile APOT Time (Min:Sec)	Transports	90th Percentile APOT Time (Min:Sec)	Transports	90th Percentile APOT Time (Min:Sec)
Anaheim Global Medical Center	364	25:17	282	19:53	316	20:54
Anaheim Regional Medical Center	456	25:20	507	26:15	422	28:34
Chapman Global Medical Center	58	20:54	49	11:16	76	15:09
Children's Hospital of Orange County	144	17:26	152	17:25	162	17:05
Foothill Regional Medical Center	91	18:39	110	18:11	84	14:48
Fountain Valley Reg Hosp and MC	722	21:38	700	20:52	755	23:17
Garden Grove Hosp and MC	357	30:01	354	32:14	342	23:42
Hoag Hospital Irvine	555	20:52	594	17:47	553	17:03
Hoag Memorial Hospital Presbyterian	1,664	16:42	1,590	17:12	1,535	17:19
Huntington Beach Hospital	378	26:00	389	18:29	327	15:25
Kaiser Permanente - Anaheim MC	396	26:21	432	27:56	429	29:06
Kaiser Permanente - Irvine MC	369	27:10	361	27:15	351	32:59
La Palma Intercommunity Hospital	99	78:54	130	50:36	119	46:53
Los Alamitos Medical Center	448	37:35	452	40:37	452	49:38
Mission Hospital - Laguna Beach	170	35:06	266	29:12	239	36:58
Mission Hospital Regional MC	1,068	32:49	1,131	30:14	1,212	33:47
Orange Coast Memorial MC	418	19:11	388	20:14	398	21:55
Orange County Global MC	837	25:00	767	23:23	711	23:42
Placentia Linda Hospital	290	17:33	331	16:35	316	14:44
Saddleback Memorial MC	752	22:09	718	23:21	685	25:57
South Coast Global Medical Center	169	18:24	133	20:51	150	27:21
St. Joseph Hospital	902	25:54	818	24:22	920	24:22
St. Jude Medical Center	807	44:22	890	41:33	871	41:41
UCI Medical Center	822	28:59	834	27:31	795	27:53
West Anaheim Medical Center	693	51:32	695	38:49	658	33:33

Median Hospital 90th Percentile APOT Time	25:20	23:23	24:22
InterQuartile Range	20:52, 30:01	18:11, 29:12	17:19, 32:59

OC EMS System Total (Aggregate)	13,029	27:10	13,073	26:41	12,878	27:31
OCEMS System Mean APOT Time	13:28			13:13		13:35
Standard Deviation	+/- 15:17			+/- 14:07		+/- 14:25
OCEMS System Median APOT Time	09:50			09:47		10:10
InterQuartile Range	05:00, 16:29			05:04, 16:17		05:21, 16:47

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Ambulance Patient Offload Time (APOT-1)

October Report 2017

Hospital	Year To Date			October				
	Transports	90th Percentile APOT Time (Min:Sec)	Diversion Hours	Transports	90th Percentile APOT Time (Min:Sec)	Mean APOT Time (Min:Sec)	Median APOT Time (Min:Sec)	Diversion Hours
Anaheim Global Medical Center	3,252	23:23	116	306	19:22	9:18	6:14	8
Anaheim Regional Medical Center	4,726	29:42	246	498	28:52	13:21	8:49	11
Chapman Global Medical Center	645	15:56	53	65	13:10	7:06	5:28	3
Children's Hospital of Orange County	2,014	18:37	0	188	16:48	8:17	6:48	0
Foothill Regional Medical Center	533	18:00	4	83	16:42	10:44	7:45	2
Fountain Valley Reg Hosp and MC	7,221	25:00	269	798	24:04	11:50	9:15	0
Garden Grove Hosp and MC	3,650	36:37	2	366	26:17	12:59	8:49	0
Hoag Hospital Irvine	5,620	20:28	25	548	18:59	9:44	8:06	5
Hoag Memorial Hosp Presbyterian	15,048	18:09	0	1,493	16:50	10:00	9:03	0
Huntington Beach Hospital	3,703	20:19	40	351	15:39	8:04	5:26	0
Kaiser Permanente - Anaheim MC	4,059	28:00	236	397	28:57	14:58	12:04	25
Kaiser Permanente - Irvine MC	3,799	28:11	99	353	28:13	14:03	10:43	10
La Palma Intercommunity Hospital	1,364	55:11	26	123	69:50	25:55	16:38	2
Los Alamitos Medical Center	4,290	45:28	566	428	40:15	21:53	15:56	21
Mission Hospital - Laguna Beach	2,314	33:39	16	240	33:19	15:05	10:05	3
Mission Hospital Regional MC	10,929	35:38	283	1,210	30:21	14:37	10:41	21
Orange Coast Memorial MC	4,286	24:10	243	428	22:20	12:14	9:46	17
Orange County Global MC	7,541	26:07	108	753	21:06	10:13	7:56	3
Placentia Linda Hospital	3,216	17:25	6	334	16:32	9:38	8:40	0
Saddleback Memorial MC	7,292	25:47	224	716	27:24	13:46	10:48	31
South Coast Global Medical Center	1,596	22:22	12	147	21:11	11:01	8:55	0
St. Joseph Hospital	8,621	25:20	372	893	25:03	12:03	9:00	22
St. Jude Medical Center	9,024	46:44	183	879	39:37	19:48	15:33	15
UCI Medical Center	8,046	28:25	585	860	28:04	11:58	7:39	25
West Anaheim Medical Center	6,703	40:32	35	706	39:25	17:13	11:00	2

Median Hospital 90th Percentile APOT Time 25:47 25:03
InterQuartile Range 20:28, 33:39 18:59, 28:57

OC EMS System Total (Aggregate)	129,492	28:49	13,163	26:41
OCEMS System Mean APOT Time		14:03		13:07
Standard Deviation		+/- 16:34		+/- 13:49
OCEMS System Median APOT Time		10:00		09:43
InterQuartile Range		05:02, 17:22		05:01, 16:00

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Ambulance Patient Offload Time (APOT-1)

November Report 2017

Hospital	Year To Date			November				
	90th Percentile APOT Time	Mean APOT Time	Median APOT Time	90th Percentile APOT Time	Mean APOT Time	Median APOT Time	Diversion Hours	
	Transports (Min:Sec)	(Min:Sec)	Hours	Transports (Min:Sec)	(Min:Sec)	(Min:Sec)	Hours	
Anaheim Global Medical Center	3,534	23:12	127	282	20:30	10:08	11	
Anaheim Regional Medical Center	5,209	30:04	257	484	33:20	14:26	12	
Chapman Global Medical Center	705	15:01	53	60	12:01	6:33	0	
Children's Hospital of Orange County	2,165	18:39	0	151	18:55	8:54	0	
Foothill Regional Medical Center	601	17:58	5	68	16:07	9:18	1	
Fountain Valley Reg Hosp and MC	7,989	24:40	269	768	20:54	10:23	0	
Garden Grove Hosp and MC	3,972	36:01	2	322	31:24	13:43	0	
Hoag Hospital Irvine	6,168	20:32	25	548	21:03	10:33	0	
Hoag Memorial Hosp Presbyterian	16,429	17:53	0	1,381	15:40	9:23	0	
Huntington Beach Hospital	4,032	19:58	44	329	16:54	8:36	4	
Kaiser Permanente - Anaheim MC	4,408	28:11	261	349	30:10	15:46	25	
Kaiser Permanente - Irvine MC	4,160	28:24	99	361	30:01	14:44	13	
La Palma Intercommunity Hospital	1,481	55:16	32	117	71:08	27:05	6	
Los Alamitos Medical Center	4,756	45:45	578	456	48:25	24:10	12	
Mission Hospital - Laguna Beach	2,503	33:30	18	189	28:33	13:13	2	
Mission Hospital Regional MC	12,090	35:31	305	1,161	34:12	15:12	22	
Orange Coast Memorial MC	4,681	24:29	261	395	32:05	15:29	18	
Orange County Global MC	8,214	25:51	114	673	22:54	10:41	6	
Placentia Linda Hospital	3,527	17:02	6	311	13:46	7:33	0	
Saddleback Memorial MC	8,001	25:21	238	709	21:06	11:39	13	
South Coast Global Medical Center	1,761	22:17	12	165	19:27	11:25	0	
St. Joseph Hospital	9,354	25:00	394	732	19:36	10:51	22	
St. Jude Medical Center	9,855	45:47	185	831	33:15	18:06	2	
UCI Medical Center	8,785	28:51	665	739	31:54	13:24	81	
West Anaheim Medical Center	7,327	40:46	41	624	42:22	18:54	6	

Median Hospital 90th Percentile APOT Time 25:21 22:54
InterQuartile Range 20:32, 33:30 19:27, 32:05

OC EMS System Total (Aggregate)	141,707	28:38	12,205	26:41
OCEMS System Mean APOT Time		13:59		13:17
Standard Deviation		+/- 16:26		+/- 15:01
OCEMS System Median APOT Time		10:00		09:25
InterQuartile Range		05:02, 17:11		05:04, 15:54

County of Orange
Health Care Agency
Emergency Medical Services

Ambulance Patient Offload Time (APOT-1)

December Report 2017

Hospital	2017 Totals			December				
	Transports	90th Percentile APOT Time (Min:Sec)	Diversion Hours	Transports	90th Percentile APOT Time (Min:Sec)	Mean APOT Time (Min:Sec)	Median APOT Time (Min:Sec)	Diversion Hours
Anaheim Global Medical Center	3,902	23:27	165	368	25:49	12:57	8:02	38
Anaheim Regional Medical Center	5,773	30:31	303	564	33:33	15:30	10:01	45
Chapman Global Medical Center	792	15:02	65	87	14:29	7:44	5:39	12
Children's Hospital of Orange County	2,354	18:36	0	189	16:47	8:21	7:00	0
Foothill Regional Medical Center	719	18:21	15	118	22:36	14:12	7:28	11
Fountain Valley Reg Hosp and MC	8,854	25:00	274	865	29:04	14:28	10:00	4
Garden Grove Hosp and MC	4,430	34:55	3	458	29:20	13:11	9:26	1
Hoag Hospital Irvine	6,834	20:34	61	666	21:24	11:14	9:30	35
Hoag Memorial Hosp Presbyterian	18,126	18:05	0	1,697	19:50	11:22	9:53	0
Huntington Beach Hospital	4,387	20:07	44	355	21:04	10:42	7:00	0
Kaiser Permanente - Anaheim MC	4,874	30:00	347	466	43:02	20:07	15:05	86
Kaiser Permanente - Irvine MC	4,577	28:50	234	417	33:00	17:01	12:40	122
La Palma Intercommunity Hospital	1,619	57:12	81	138	95:44	34:55	15:32	49
Los Alamitos Medical Center	5,201	47:49	710	445	62:51	30:00	20:27	132
Mission Hospital - Laguna Beach	2,809	35:01	46	306	49:47	20:27	12:04	28
Mission Hospital Regional MC	13,375	36:09	401	1,285	44:00	18:49	12:01	95
Orange Coast Memorial MC	5,158	24:35	324	477	25:09	14:15	11:22	63
Orange County Global MC	8,967	25:26	210	753	21:07	10:39	8:14	96
Placentia Linda Hospital	3,932	16:58	65	405	15:23	8:37	7:10	59
Saddleback Memorial MC	8,768	25:23	336	767	25:42	13:51	11:05	98
South Coast Global Medical Center	1,961	22:39	14	200	29:01	13:42	9:49	2
St. Joseph Hospital	10,342	25:05	437	989	26:28	12:50	9:19	42
St. Jude Medical Center	10,756	45:16	268	901	40:54	20:18	15:49	82
UCI Medical Center	9,605	29:07	769	820	31:55	13:10	7:36	104
West Anaheim Medical Center	7,982	42:07	72	655	54:57	22:11	12:29	6

Median Hospital 90th Percentile APOT Time	25:23	29:01
InterQuartile Range	20:34, 34:55	21:24, 40:54

OC EMS System Total (Aggregate)	156,097	28:55	14,391	31:34
OC EMS System Mean APOT Time		14:06		15:15
Standard Deviation	+/-	16:35	+/-	18:00
OC EMS System Median APOT Time		10:00		10:18
InterQuartile Range		05:05, 17:16		05:41, 17:57