

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 3.4
(ID # 18114)

MEETING DATE:

Tuesday, January 11, 2022

FROM : SUPERVISOR KEVIN JEFFRIES AND SUPERVISOR JEFF HEWITT :

SUBJECT: SUPERVISOR KEVIN JEFFRIES and SUPERVISOR JEFF HEWITT: Authorization for Fire Ad Hoc Committee to Evaluate Ambulance Patient Offload Delay (APOD) / Wall Time Solutions

Recommended Motion: The Board of Supervisors authorizes the Fire Ad Hoc Committee to investigate potential solutions and remedies to Ambulance Patient Offload Delay (APOD) / Wall Time problems in Riverside County.

ACTION:Policy

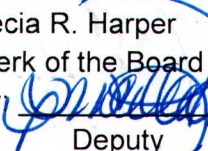

Supervisor Kevin Jeffries, Supervisor 1st. District 1/4/2022


Supervisor Jeff Hewitt, Vice Chair 1/4/2022

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: January 11, 2022
xc: BOS-District 1, District 5, Fire

Kecia R. Harper
Clerk of the Board
By: 
Deputy

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Background:

In compliance with Health and Safety Code - HSC 1797.120 and 1797.225, the Riverside County EMS Agency (REMSA) has set local policy which defines ambulance patient offload time (APOT) as the duration of time from when the patient arrives via ambulance at the hospital to the physical transfer of care of the patient to the emergency department. Specifically, patient transfer of care is defined as the point when the patient comes off the ambulance gurney and is physically moved into the care of the hospital on a bed or chair. An Ambulance Patient Offload Delay (APOD) is any occurrence of ambulance patient offload time beyond the set standard; in Riverside County the maximum offload time standard is 30 minutes. Hospital compliance with the ambulance patient offload standard is monitored daily and reported weekly to all EMS system stakeholders. Not all hospitals perform the same related to compliance with the patient offload standard. Monthly ambulance patient offload delay reports by hospital can be accessed here: <http://www.rivcoems.org/Documents/Reports-Current>

Over the past several years, ambulance patient offload delays have progressively worsened and continue to negatively impact the response capabilities of emergency ambulance providers and first responders. Patients having to remain on the ambulance gurney for several hours after arrival at the hospital is now commonplace at some hospitals. When ambulances are on offload delay at hospitals the 9-1-1 system has fewer ambulances available for emergency medical calls, response time for ambulances are increased and first responders are forced to wait on the scene longer, which in turn reduces the response capabilities of first responders. Ultimately ambulance patient offload delays interfere with timely and effective emergency medical care.

In an attempt to reduce APODs while working with hospital administrators, REMSA has steadily increased communication and coordination to a campaign of system engagement which includes all the following: (1) Real-Time Data alerts and notifications, (2) Daily Email Reports, (3) Weekly Reports, (4) Monthly Reports, (5) Presentations, (6) Policy Development for Mitigation and Management, (7) Monthly notification letters to hospital administrators, (8) Real-Time phone calls and text messages to hospital administrators, (9) APOT Compliance Reporting to the California EMS Authority (EMSA), (10) Mandating additional ambulances be staffed, (11) EMS Duty Officers, EMS Duty Chiefs and the County EMS Administrator physically responding to hospitals to observe the APODs, (12) Participation on the State level APOT Committee commissioned by EMSA, (13) Contribution to the development of State HSC statues, (14) Coauthoring published research which was significant in setting methodology for APOT measuring, (15) EMS System Advisories, and (16) Engineering and reengineering data collection and reporting software.

Unfortunately, some hospitals continue to escalate ambulance patient offload delays despite the above mitigation activities. The APOD problem has never been more significant and detrimentally impactful to the EMS system. Additional measures to mitigate the problem and ensure consistent 9-1-1 ambulance response times are required.

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Historically, the Fire Ad Hoc Committee (currently consisting of Supervisors Jeffries and Hewitt) has been limited in jurisdiction to working with CAL FIRE and the Riverside County Fire Department on contracts, facility planning, and fire preparedness and response issues. This Board Item seeks to add working with EMD and other relevant County Agencies to help resolve APOD/Wall Time problems in Riverside County to the Ad Hoc Committee's jurisdiction. No formal action will be taken by the Ad Hoc Committee without returning to the full Board for concurrence.

Impact on Residents and Businesses:

Long delays at emergency rooms remove ambulances from circulation and prevent timely treatment of patients, endangering public health and safety.

Maxwell, Sue

From: cob@rivco.org
Sent: Friday, January 7, 2022 9:31 AM
To: COB; bridgettemoore2012@gmail.com
Subject: Board comments web submission

Follow Up Flag: Follow up
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First Name: Bridgette
Last Name: Moore
Address (Street, City and Zip): 20151 Hill Spring Rd, Wildomar, CA 92595
Phone: 19514406796
Email: bridgettemoore2012@gmail.com
Agenda Date: 01/11/2022
Agenda Item # or Public Comment: 3.4
State your position below: Support
Comments: I would like to speak on 3.4 regarding my experience of excessive "wall time" at a local hospital.
Thank you

Thank you for submitting your request to speak. The Clerk of the Board office has received your request and will be prepared to allow you to speak when your item is called. To attend the meeting, please call (669) 900-6833 and use Meeting ID # 864 4411 6015 . Password is 20220111 . You will be muted until your item is pulled and your name is called. Please dial in at 9:00 am am with the phone number you provided in the form so you can be identified during the meeting.