



# 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:** July 13, 2021

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

**FROM:** Tom Lynch  
EMS Administrator

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

The Inland Counties EMS Agency (ICEMA) is providing the January through June 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  
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## BOARD OF DIRECTORS

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# Inland Counties Emergency Medical Agency



## *Bed Delay Report*

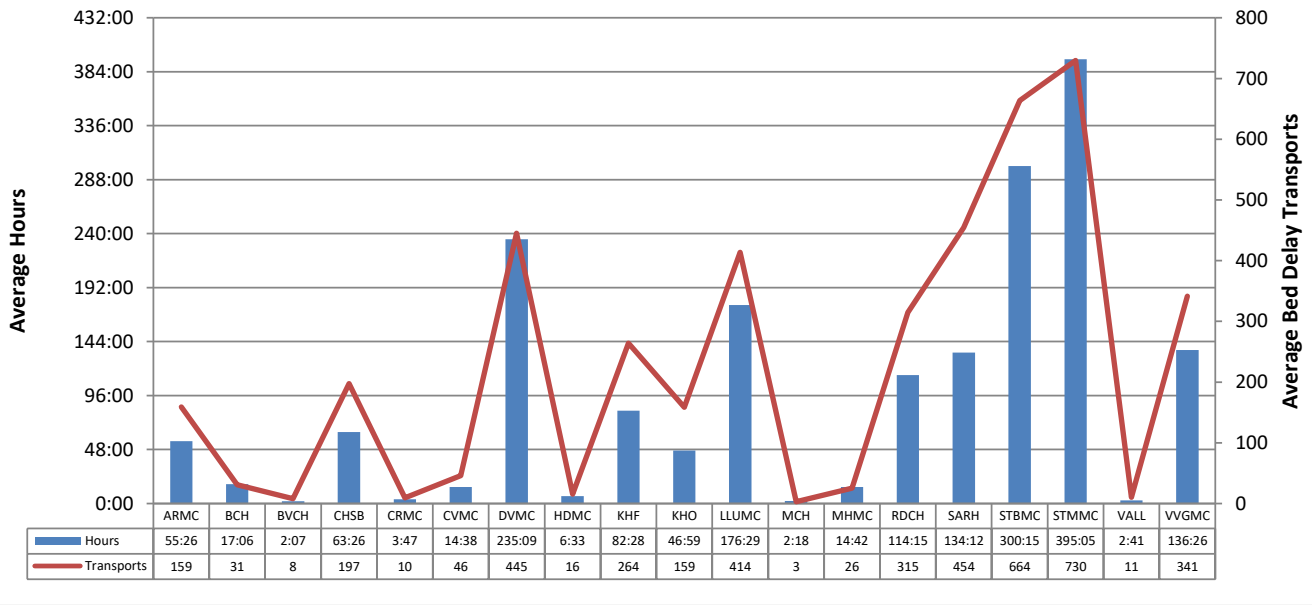
*January 2021 – June 2021*

## Report Detail

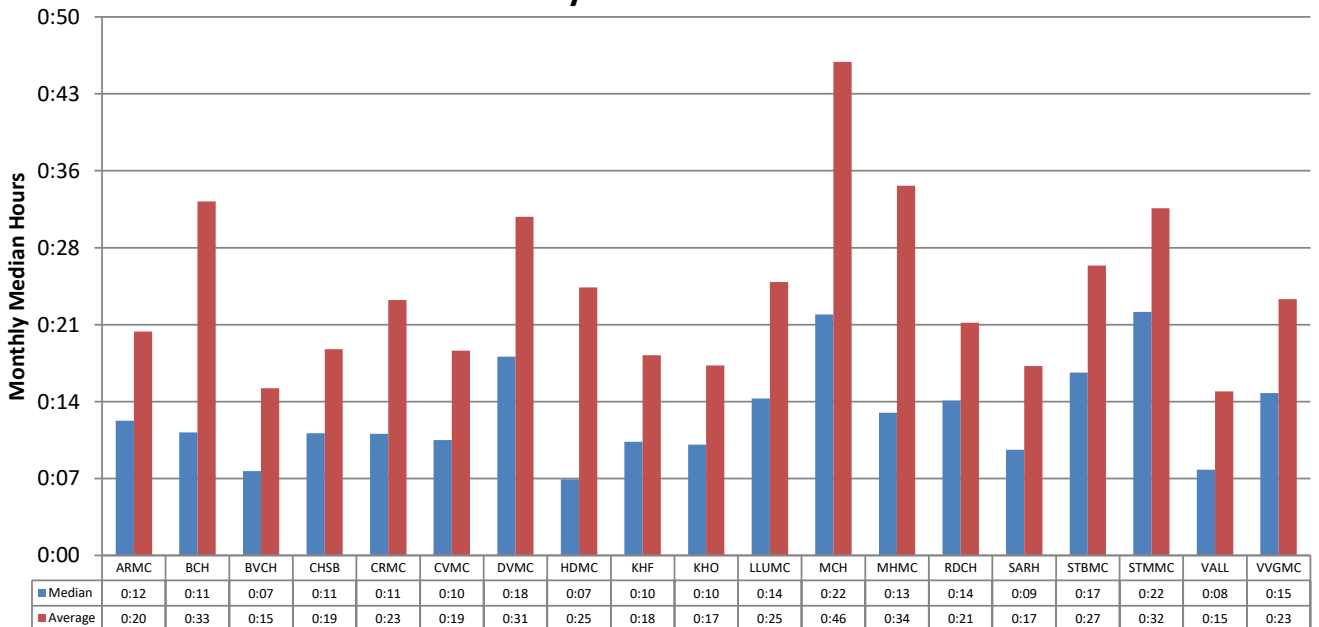
This report collects and summarizes the "Bed Delay" for a selected group of hospitals. "Bed Delay" is the time between arrival of an ambulance at a hospital and the ambulance going back in service. The first 25 minutes are excluded from consideration. The only type of transports that are considered are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



### Time Bed Delay Patients Were on Bed Delay per Patient Median and Average by Hospital January 2021 – June 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 – June 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	332:37	953	5,075	18.8%	0:20	0:12
BCH	102:41	186	2,151	8.6%	0:33	0:11
BVCH	12:47	49	846	5.8%	0:15	0:07
CHSB	380:40	1,184	2,884	41.1%	0:19	0:11
CRMC	22:42	57	346	16.5%	0:23	0:11
CVMC	87:52	275	1,940	14.2%	0:19	0:10
DVMC	1410:54	2,672	4,589	58.2%	0:31	0:18
HDMC	39:18	94	2,428	3.9%	0:25	0:07
KHF	494:49	1,584	6,298	25.2%	0:18	0:10
KHO	281:57	952	3,516	27.1%	0:17	0:10
LLUMC	1058:59	2,483	6,849	36.3%	0:25	0:14
MCH	13:51	18	458	3.9%	0:46	0:22
MHMC	88:14	153	1,163	13.2%	0:34	0:13
RDCH	685:32	1,889	4,197	45.0%	0:21	0:14
SARH	805:12	2,726	8,196	33.3%	0:17	0:09
STBMC	1801:31	3,982	6,446	61.8%	0:27	0:17
STMMC	2370:33	4,378	5,992	73.1%	0:32	0:22
VALL	16:07	63	522	12.1%	0:15	0:08
VVGMC	818:40	2,048	3,797	53.9%	0:23	0:15
<b>Total</b>	<b>10825:06</b>	<b>25,746</b>	<b>67,693</b>	<b>38.0%</b>	<b>0:25</b>	<b>0:14</b>

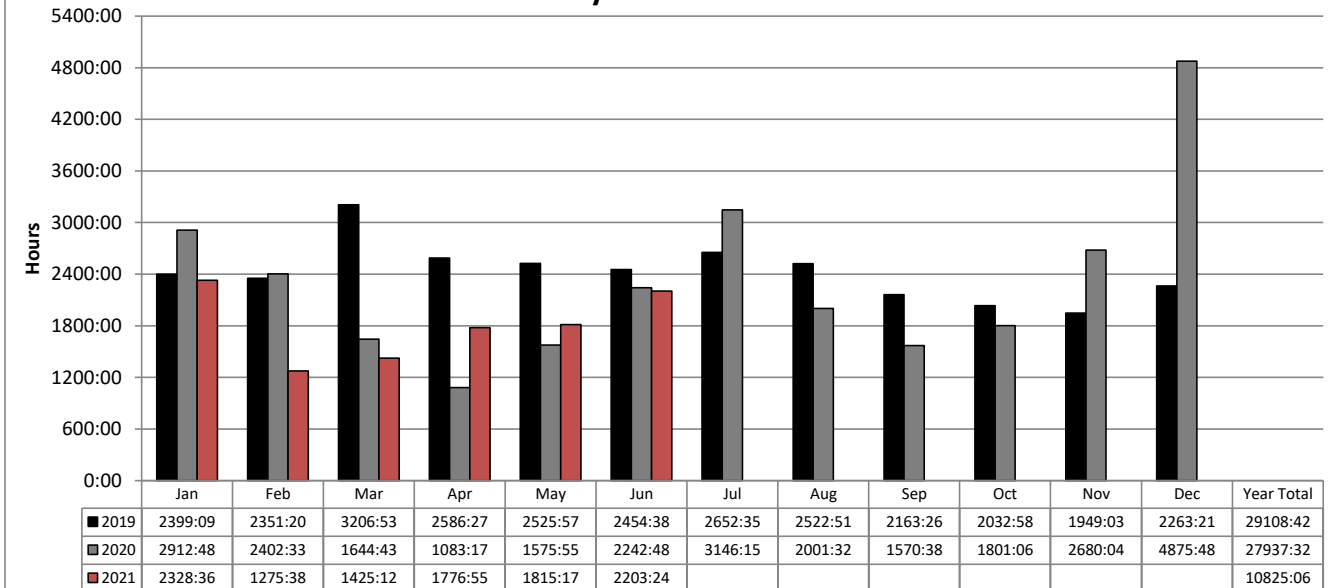
\*Note: Bed Delay Hours excludes the first 25 minutes of each transport. ICEMA uses the Signature Locked time as indicated by the paramedic and/or the Computer Aided Dispatch (CAD).

**Total Monthly Bed Delay Hours\* by Hospital  
January 2021 – June 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							332:37	55:26
BCH	18:39	6:33	10:22	28:59	26:52	11:13							102:41	17:06
BVCH	6:11	3:37	1:35	0:10	0:03	1:08							12:47	2:07
CHSB	113:01	53:58	57:09	42:39	58:20	55:31							380:40	63:26
CRMC	4:01	0:39	5:41	7:47	2:49	1:44							22:42	3:47
CVMC	43:20	11:53	5:28	8:16	6:25	12:28							87:52	14:38
DVMC	309:54	195:50	141:23	194:44	208:40	360:21							1410:54	235:09
HDMC	9:31	2:00	1:41	1:12	17:11	7:39							39:18	6:33
KHF	126:40	53:09	37:34	73:28	66:53	137:03							494:49	82:28
KHO	61:12	15:48	32:28	43:15	61:04	68:07							281:57	46:59
LLUMC	199:34	128:06	140:11	186:39	193:29	210:58							1058:59	176:29
MCH	1:29	0:17	1:43	0:42		9:39							13:51	2:18
MHMC	65:26	3:31	9:23	1:23	5:29	3:01							88:14	14:42
RDCH	220:09	69:38	99:54	113:26	103:10	79:14							685:32	114:15
SARH	181:26	135:14	129:46	87:59	145:35	125:10							805:12	134:12
STBMC	303:04	208:47	293:55	307:49	327:10	360:43							1801:31	300:15
STMMC	385:01	227:20	334:57	494:52	411:59	516:22							2370:33	395:05
VALL	7:23	1:13	3:02	1:11	1:44	1:31							16:07	2:41
VVGMC	192:59	123:26	82:15	111:59	128:31	179:27							818:40	136:26
<b>Total</b>	<b>2328:36</b>	<b>1275:38</b>	<b>1425:12</b>	<b>1776:55</b>	<b>1815:17</b>	<b>2203:24</b>							<b>10825:06</b>	<b>1804:11</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 – June 2021**



**Total Bed Delay Hours\* and Bed Delay Transports by Hospital  
January 2021 – June 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%	332	953	5,075	18.8%
BCH	239	442	5,464	8.1%	315	461	4,842	9.5%	102	186	2,151	8.6%
BVCH	48	119	1,885	6.3%	68	162	1,631	9.9%	12	49	846	5.8%
CHSB	1031	2,963	7,290	40.6%	927	2,566	6,612	38.8%	380	1,184	2,884	41.1%
CRMC	68	126	827	15.2%	33	108	751	14.4%	22	57	346	16.5%
CVMC	209	619	4,777	13.0%	279	638	4,338	14.7%	87	275	1,940	14.2%
DVMC	3287	6,165	11,355	54.3%	3501	5,662	10,014	56.5%	1410	2,672	4,589	58.2%
HDMC	173	421	5,648	7.5%	150	343	5,030	6.8%	39	94	2,428	3.9%
KHF	2585	5,051	13,755	36.7%	2420	5,088	13,508	37.7%	494	1,584	6,298	25.2%
KHO	1174	2,649	7,755	34.2%	988	2,463	7,340	33.6%	281	952	3,516	27.1%
LLUMC	3291	7,122	14,010	50.8%	2784	6,041	13,208	45.7%	1058	2,483	6,849	36.3%
MCH	21	37	908	4.1%	35	48	800	6.0%	13	18	458	3.9%
MHMC	48	208	2,441	8.5%	126	311	2,602	12.0%	88	153	1,163	13.2%
RDCH	2103	4,610	9,194	50.1%	2195	4,291	8,741	49.1%	685	1,889	4,197	45.0%
SARH	4250	7,981	17,381	45.9%	3178	7,691	16,369	47.0%	805	2,726	8,196	33.3%
STBMC	3829	8,306	14,365	57.8%	3672	8,329	14,066	59.2%	1801	3,982	6,446	61.8%
STMMC	3460	7,471	12,737	58.7%	4210	8,115	12,366	65.6%	2370	4,378	5,992	73.1%
VALL	43	143	1,112	12.9%	52	182	1,116	16.3%	16	63	522	12.1%
VVGMC	1335	3,781	8,223	46.0%	1657	3,675	8,473	43.4%	818	2,048	3,797	53.9%
<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>10825</b>	<b>25,746</b>	<b>67,693</b>	<b>38.0%</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).