



CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT  
FIRE • RESCUE • EMS

# Countywide Ambulance Patient Offload Times

## A Review of Calendar Year 2022

March 21, 2023

## Ambulance Patient Offload Times (APOT)

What is APOT and how does it impact the emergency ambulance transport system?

APOT is measured from the time of ambulance arrival at the hospital to the transfer of care to hospital staff in the emergency department.

Increases in APOT contribute to system wide performance degradation

- Reduces the availability of ambulances
- Statewide/Nationwide issue of concern for the Emergency Medical System
- Contra Costa County experienced noticeable increases starting Fall 2022

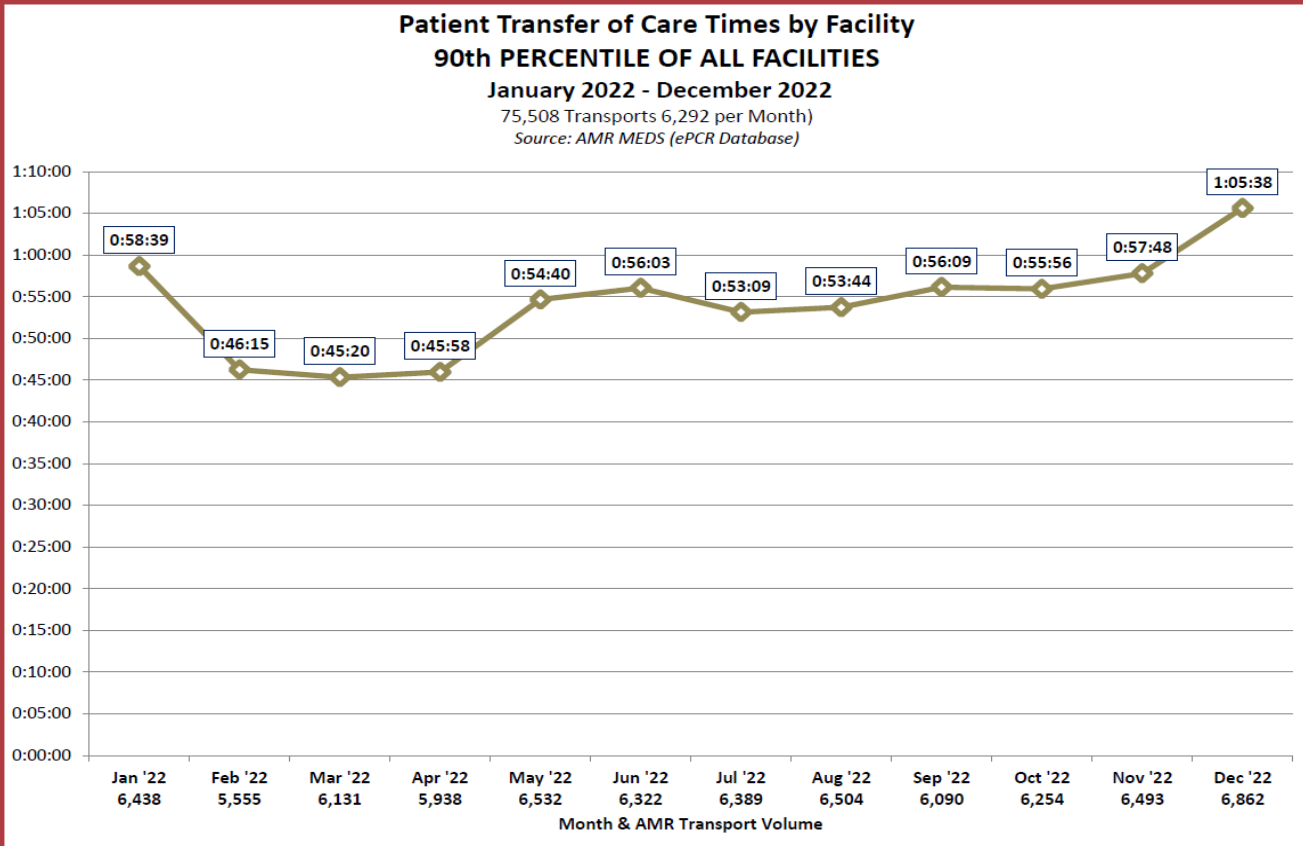
## Ambulance Patient Offload Times (APOT)

What is the published standard by the Contra Costa EMS Agency?

Policy 4010 states: “Hospitals designated as an EMS receiving hospital in Contra Costa County shall be prepared to receive patients transported by 9-1-1 ambulance providers and accept these patients upon arrival. The patient transfer process performance expectations for the EMS System is twenty (20) minutes or less 90% of the time.”

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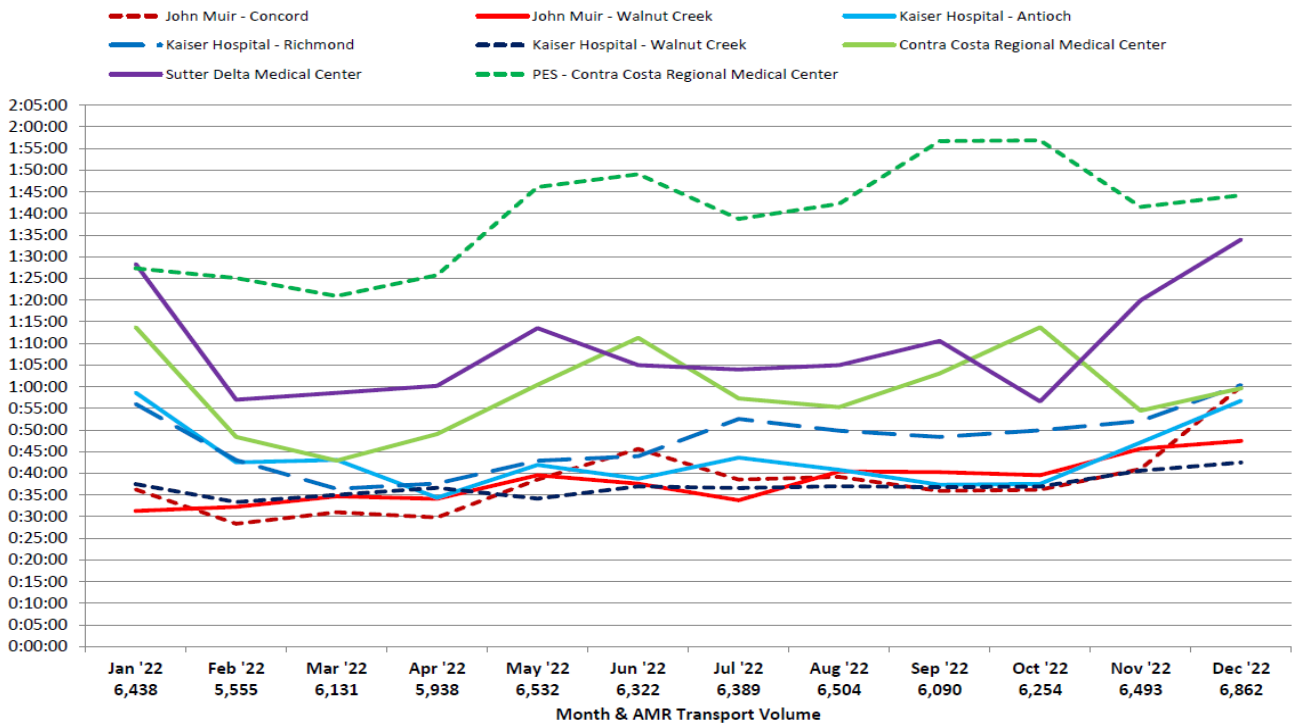
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### Patient Transfer of Care Times by Facility (90th Percentile)

January 2022 - December 2022

Source: AMR MEDS (ePCR Database)



## Ambulance Patient Offload Times (APOT)

### Factors contributing to APOT in Contra Costa County

- Increased use of 911 system and associated emergency ambulance transports
- Increased use of emergency departments – without ambulance transports
- Paramedic staffing issues – nationwide shortage of paramedics
- Hospitals now calling 911 for inter-facility transfers due to shortage of contracted ambulances
- Nursing and hospital staffing issues – nationwide shortage of nurses
- Impacted facilities – increased days where hospitals are at full capacity
- Current county policy allows for patient choice on hospital destination

## Ambulance Patient Offload Times (APOT)

What steps are we taking to improve APOT and ambulance performance?

- Implementing an offload policy/procedure similar to Alameda County
- Continue to push on individual facilities to take responsibility
- Continue to collaborate with Hospital Council
- Monitoring legislation (AB40, AB716)
- Increasing use of Basic Life Support (BLS) units
- Supporting A3 and alternative transport for non-medical psychiatric calls
- Public education and messaging regarding when to call 911

# Ambulance Patient Offload Times (APOT)

QUESTIONS?