



**Countywide Emergency Department  
9-1-1 Ambulance  
Patient Transfer of Care Report  
Monthly Performance: March 2017**

**Prepared by:  
Contra Costa Emergency  
Medical Services**

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**3/31/2017**



## 9-1-1 Patient Transfer of Care Time

March 1 - 31, 2017

| Hospital Patient Transfer of Care Time from Arrival to Hospital to Documented Transfer of Care | Average Patient Transfer of Care Time (Min) | Total Number of Transports | 90th Percentile (Min) Transfer of Patient Care Time Exceeds this Time in 10% of Cases |
|--|---|----------------------------|---|
| Alta Bates   | 0:22:30                                     | 246                        | 0:36:11   |
| CCRMC  | 0:16:15                                     | 474                        | 0:29:36   |
| CCRMC - PES  | 0:19:32                                     | 684                        | 0:35:07   |
| Childrens Oakland  | 0:13:10                                     | 26                         | 0:20:24   |
| John Muir Concord  | 0:10:22                                     | 930                        | 0:18:08   |
| John Muir Walnut Creek   | 0:10:48                                     | 889                        | 0:20:00   |
| Kaiser Antioch   | 0:15:47                                     | 585                        | 0:27:56   |
| Kaiser Richmond  | 0:15:48                                     | 834                        | 0:27:11   |
| Kaiser Vallejo   | 0:13:48                                     | 118                        | 0:22:11   |
| Kaiser Walnut Creek  | 0:16:06                                     | 661                        | 0:29:03   |
| Other  | 0:19:24                                     | 202                        | 0:34:54   |
| Sutter Delta   | 0:18:26                                     | 820                        | 0:35:26   |

AMR MEDS (ePCR) Data

Based on all Contra Costa transports where Time Care Transferred was entered (County-wide AMR Transports).

Transfer of Patient Care Times under 0:01:00 and over 3:00:00 removed from data.

**All Beh/Psych Transports to CCRMC assumed to be PES**

**All Other Primary Impressions Transported to CCRMC assumed to be ER**

**Doctors Medical Center closed its ER to 9-1-1 Ambulance Traffic on 8/7/2014 at 07:00:00 AM>**

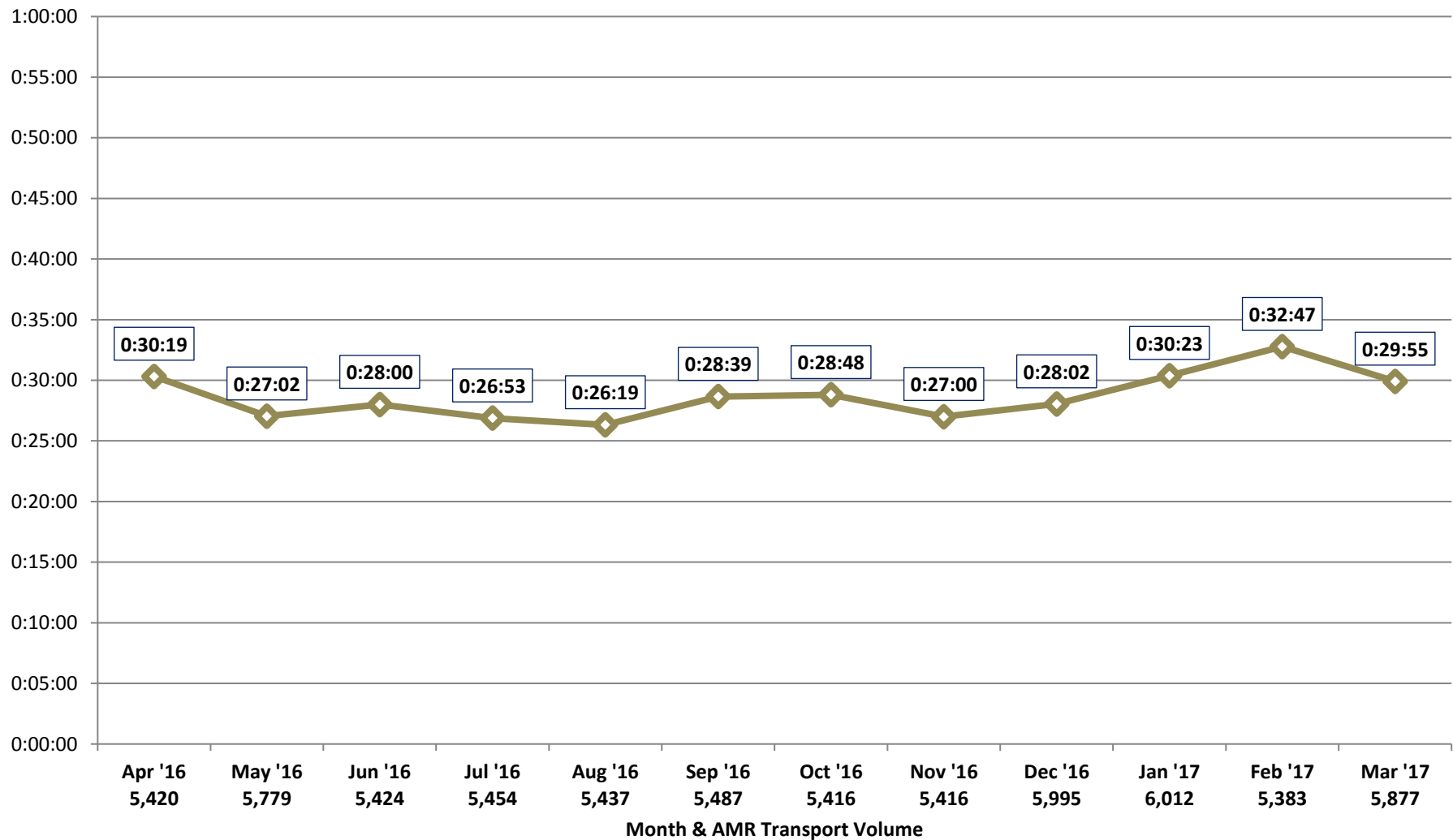


## Patient Transfer of Care Times by Facility 90th PERCENTILE OF ALL FACILITIES

**April 2016 - March 2017**

67,100 Transports (5,592 per Month)

*Source: AMR MEDS (ePCR Database)*



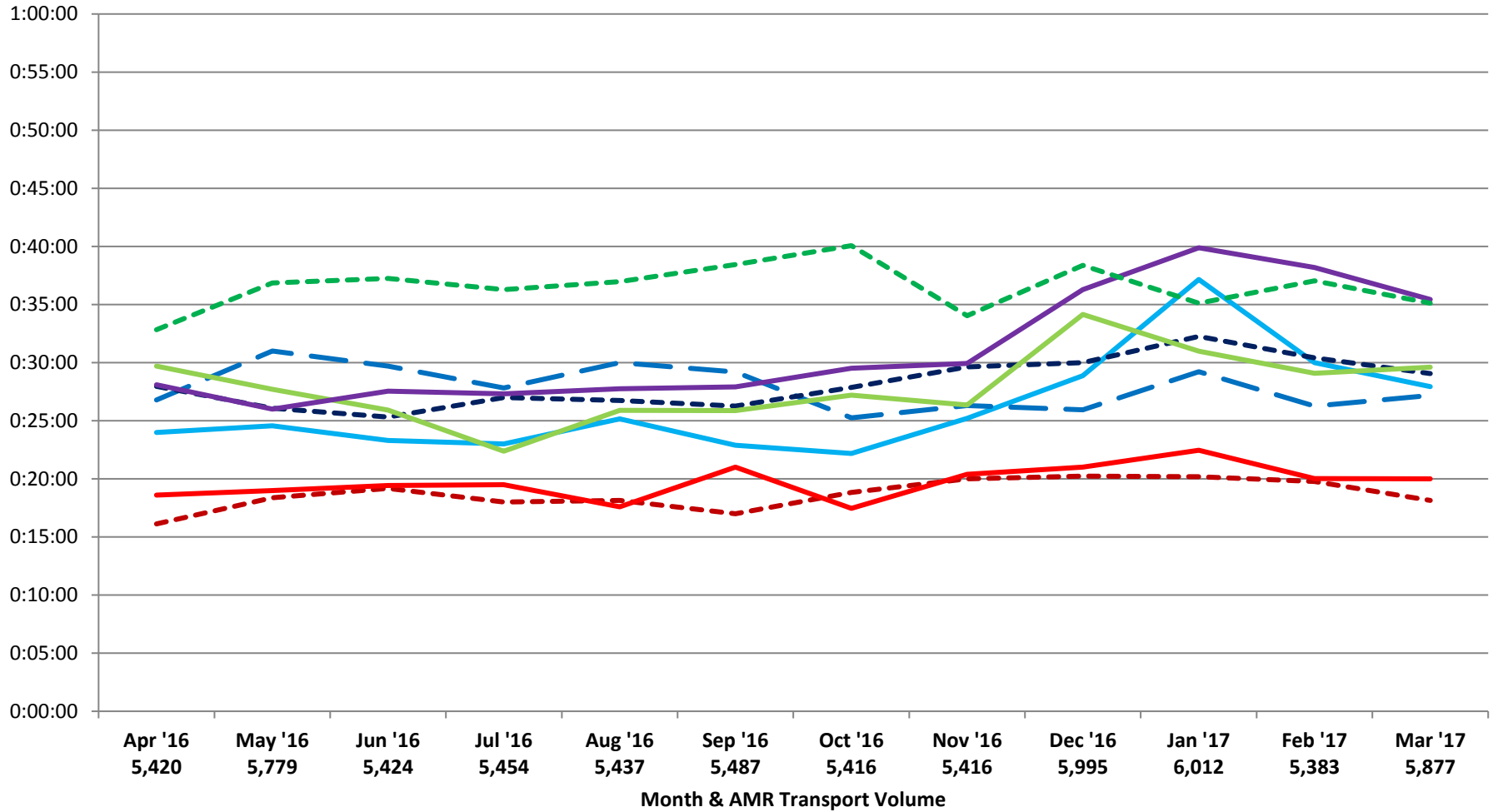


# Patient Transfer of Care Times by Facility (90th Percentile)

April 2016 - March 2017

Source: AMR MEDS (ePCR Database)

- - - John Muir - Concord
- - - Kaiser Hospital - Richmond
- - - Sutter Delta Medical Center
- John Muir - Walnut Creek
- - - Kaiser Hospital - Walnut Creek
- - - PES - Contra Costa Regional Medical Center
- Kaiser Hospital - Antioch
- Contra Costa Regional Medical Center





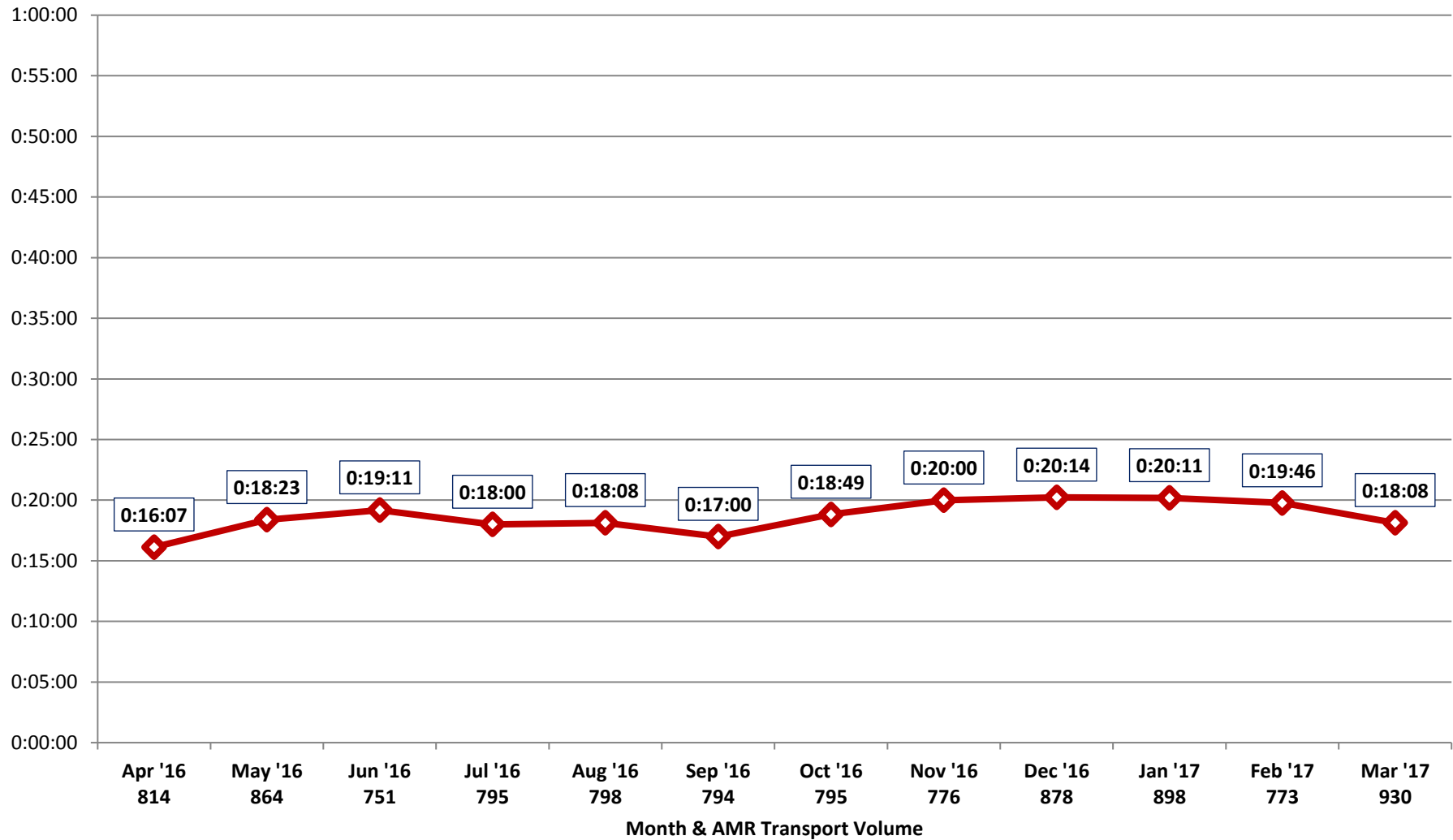
## Patient Transfer of Care Times by Facility (90th Percentile)

**John Muir - Concord**

**April 2016 - March 2017**

9,866 Total Transports (822 per Month)

Source: AMR MEDS (ePCR Database)





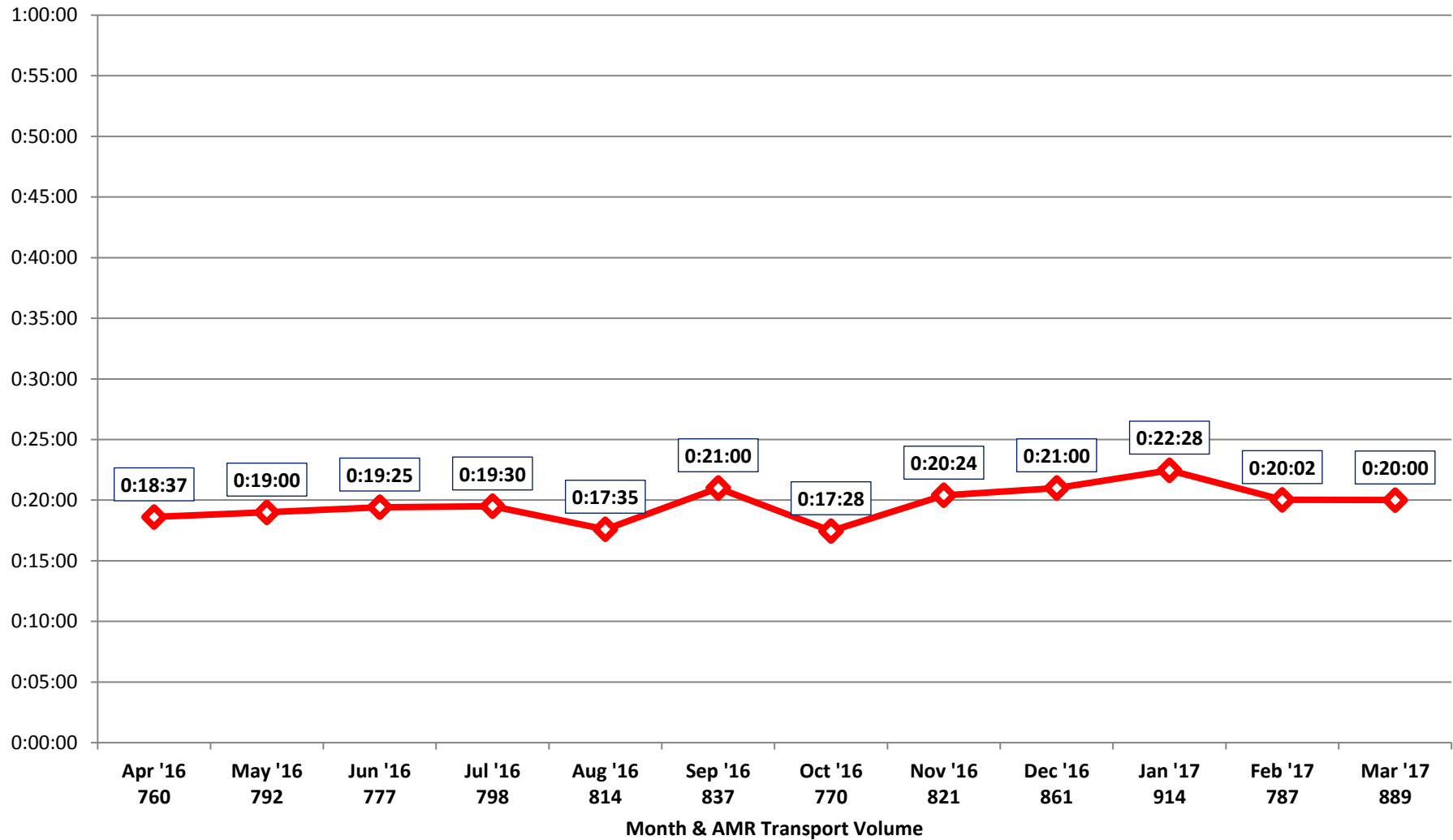
## Patient Transfer of Care Times by Facility (90th Percentile)

### John Muir - Walnut Creek

April 2016 - March 2017

9,820 Total Transports (818 per Month)

Source: AMR MEDS (ePCR Database)





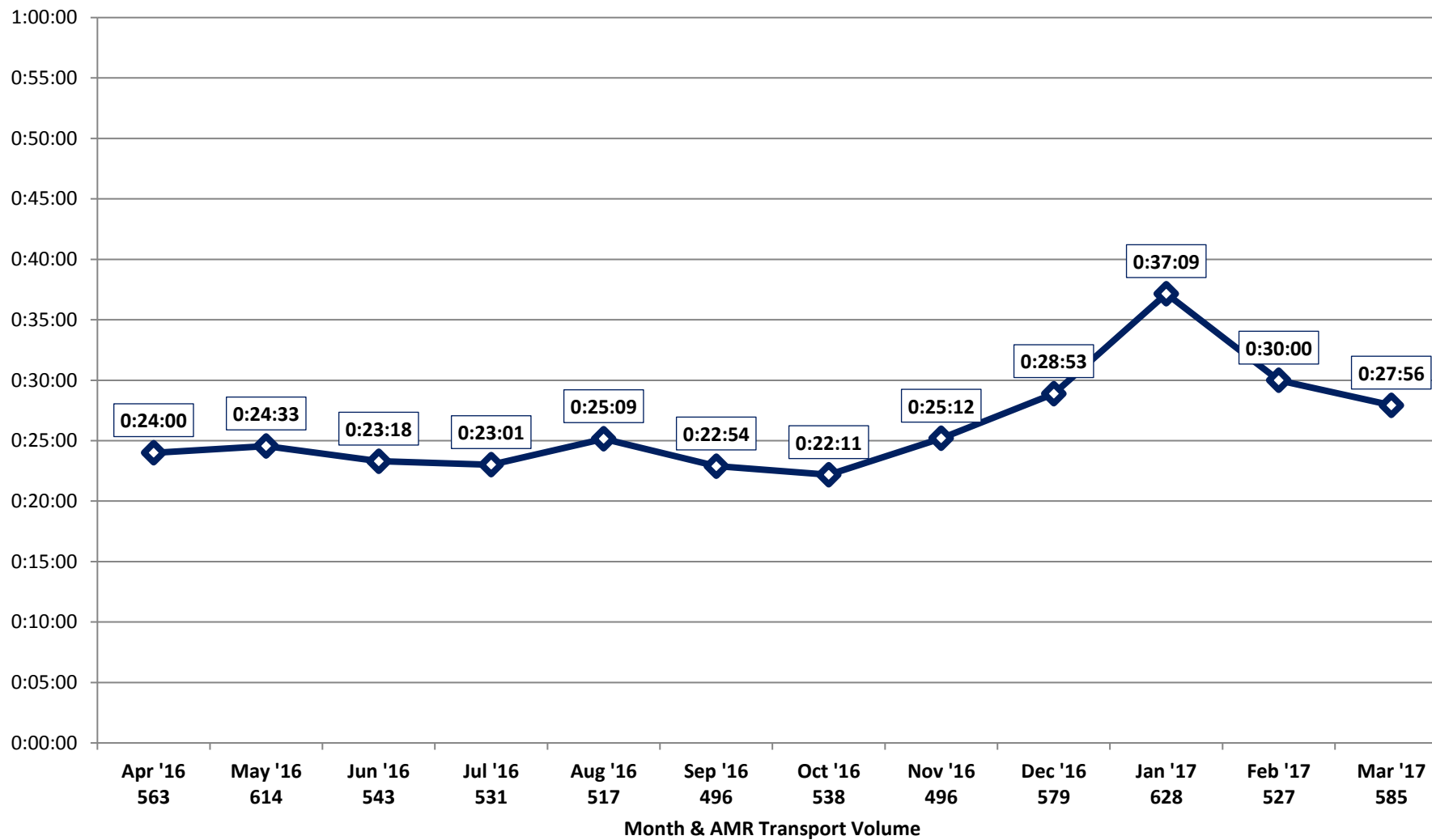
## Patient Transfer of Care Times by Facility (90th Percentile)

### Kaiser - Antioch

April 2016 - March 2017

6,617 Total Transports (551 per Month)

Source: AMR MEDS (ePCR Database)





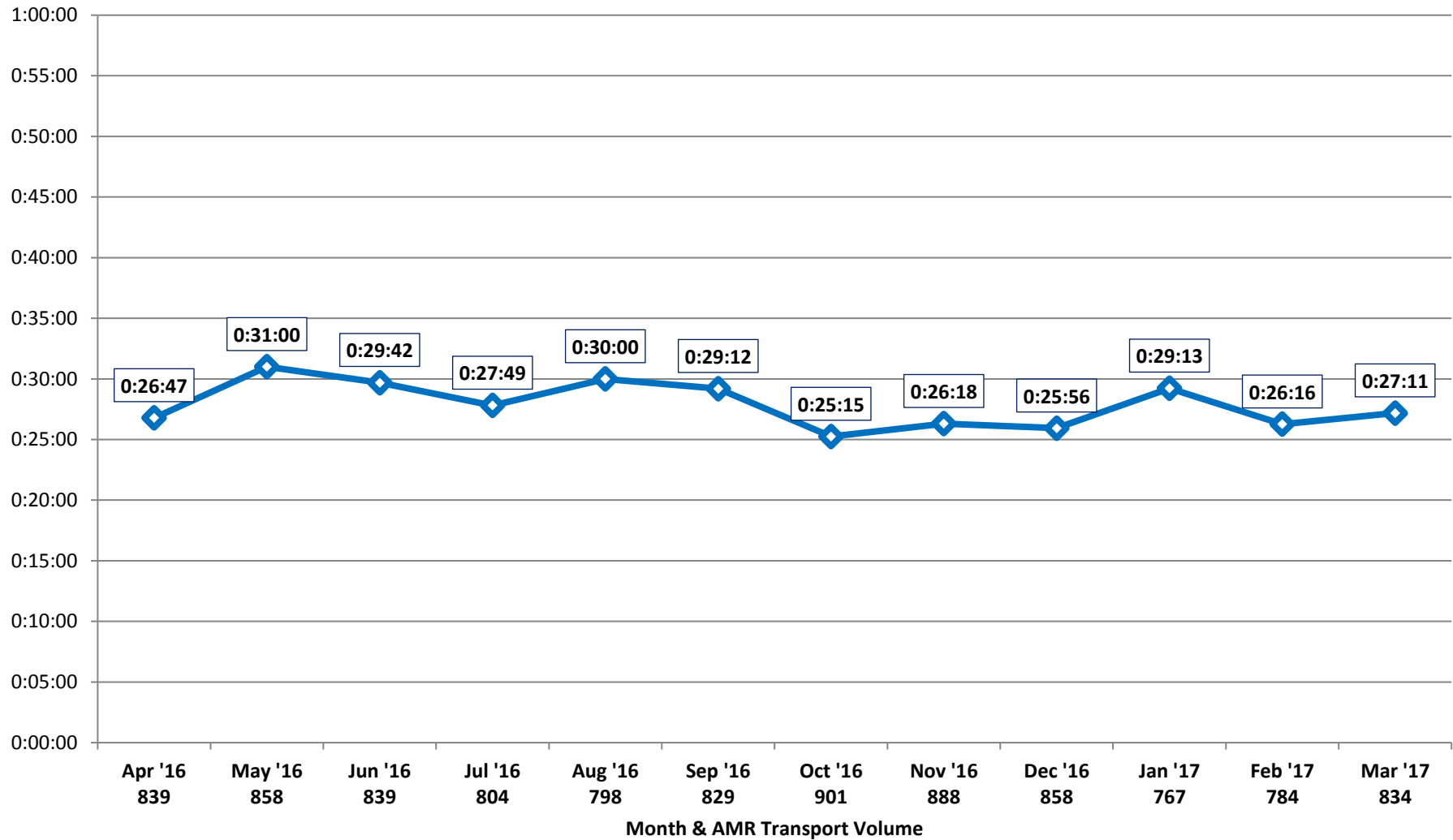
## Patient Transfer of Care Times by Facility (90th Percentile)

### Kaiser - Richmond

April 2016 - March 2017

9,999 Total Transports (833 per Month)

Source: AMR MEDS (ePCR Database)







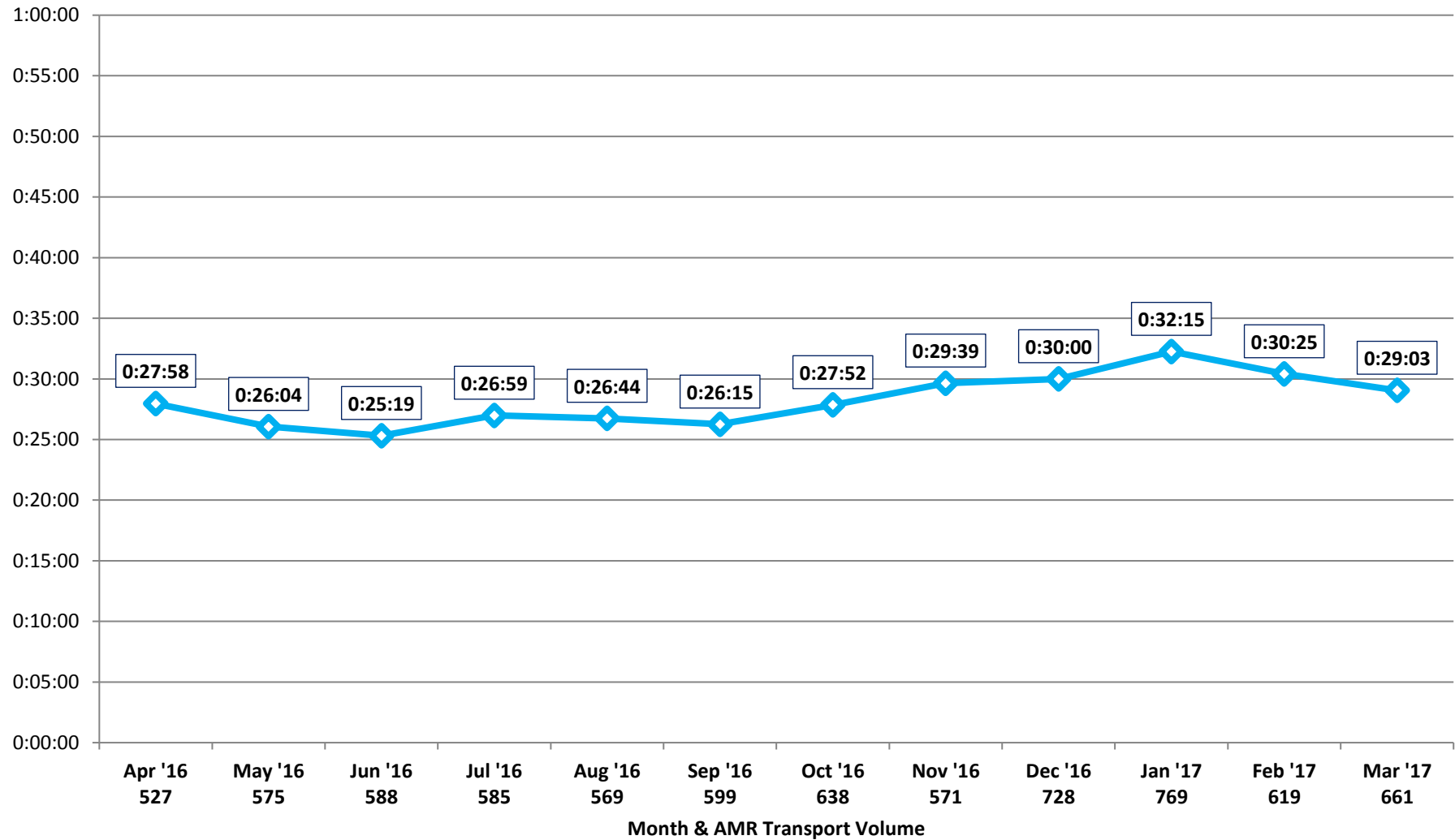
## Patient Transfer of Care Times by Facility (90th Percentile)

### Kaiser - Walnut Creek

April 2016 - March 2017

7,429 Total Transports (619 per Month)

Source: AMR MEDS (ePCR Database)





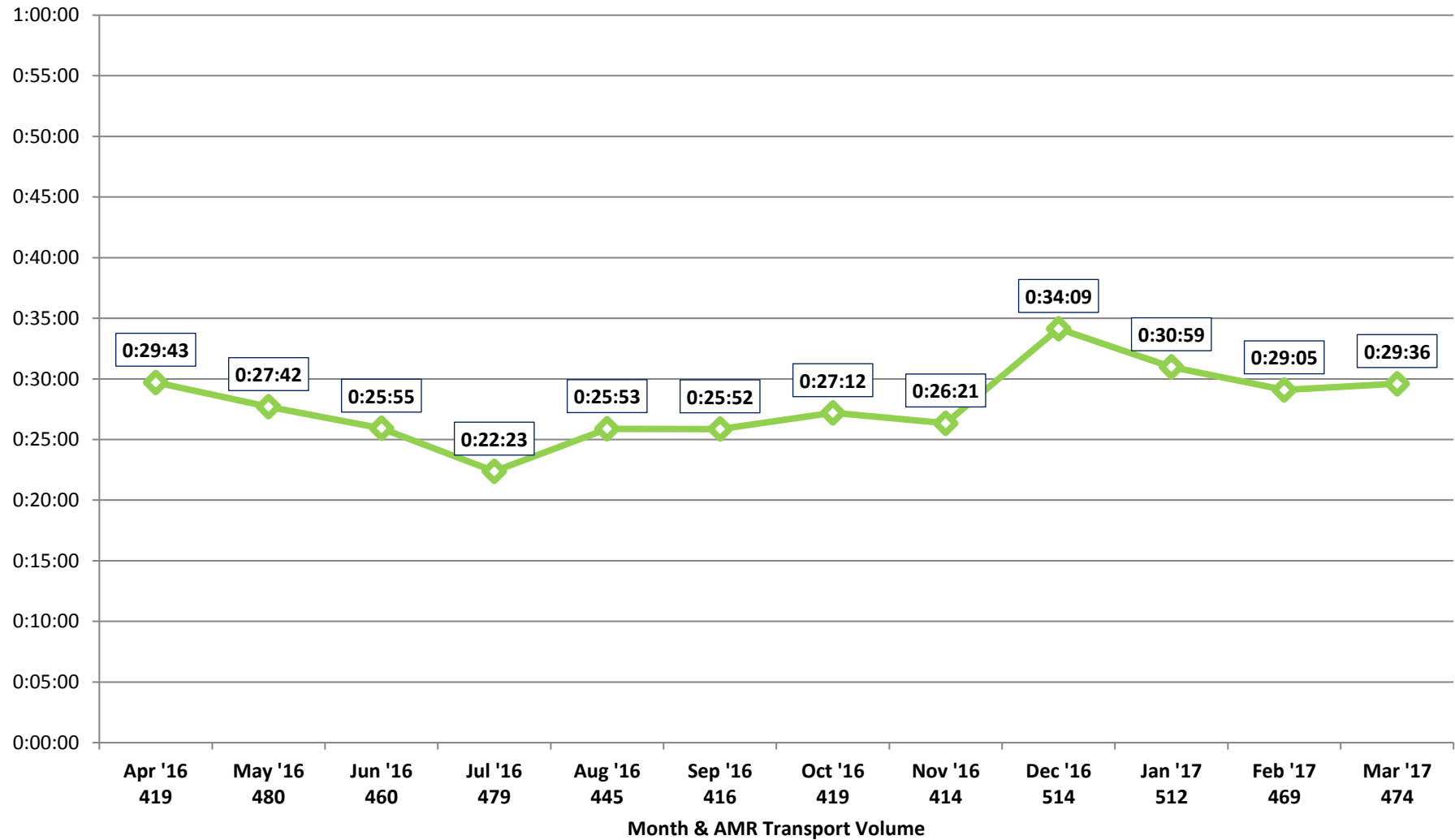
# Patient Transfer of Care Times by Facility (90th Percentile)

## Contra Costa Regional Medical Center

April 2016 - March 2017

5,501 Total Transports (458 per Month)

Source: AMR MEDS (ePCR Database)





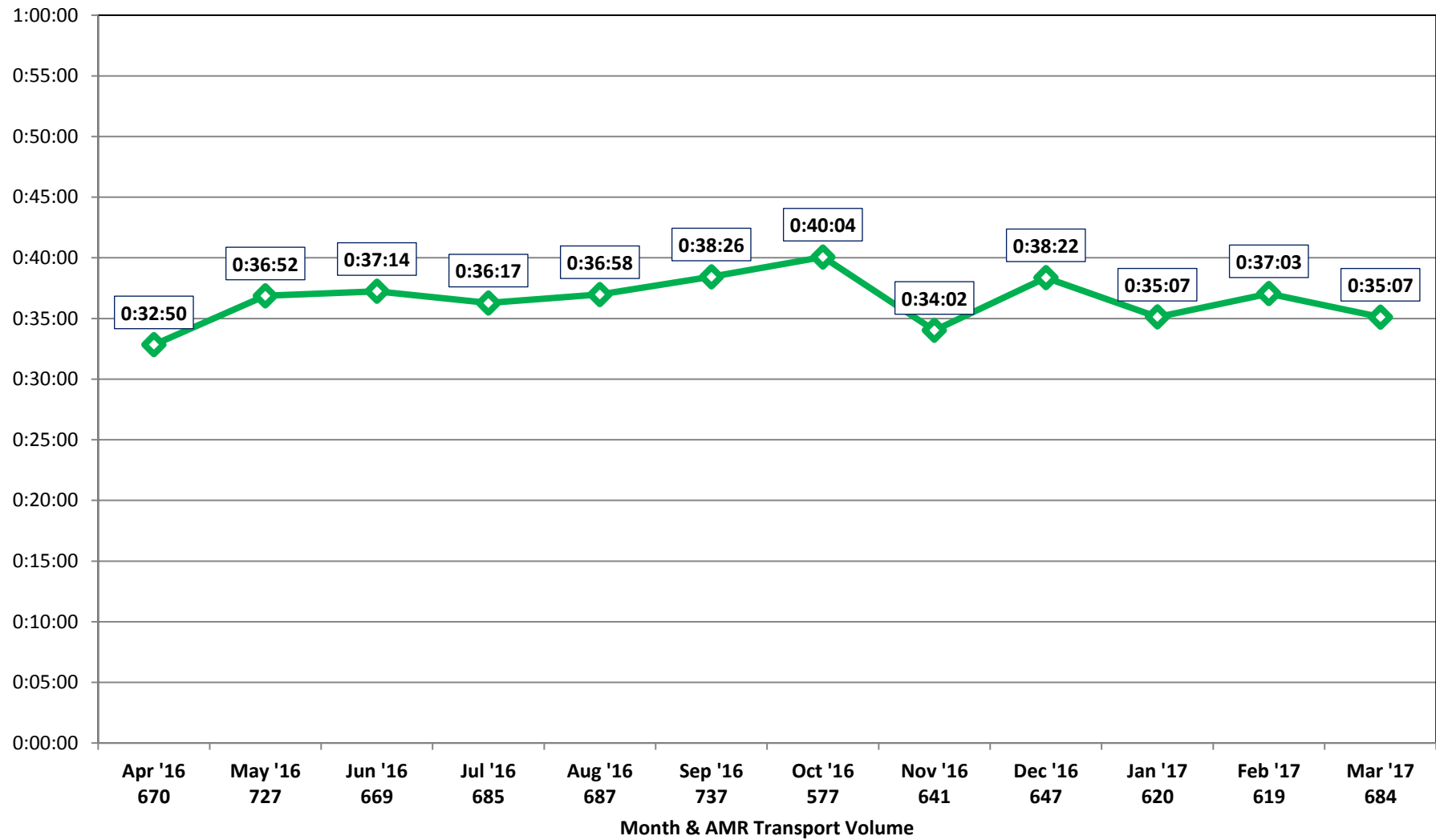
# Patient Transfer of Care Times by Facility (90th Percentile)

## CCRMC - PES

April 2016 - March 2017

7,963 Total Transports (664 per Month)

Source: AMR MEDS (ePCR Database)





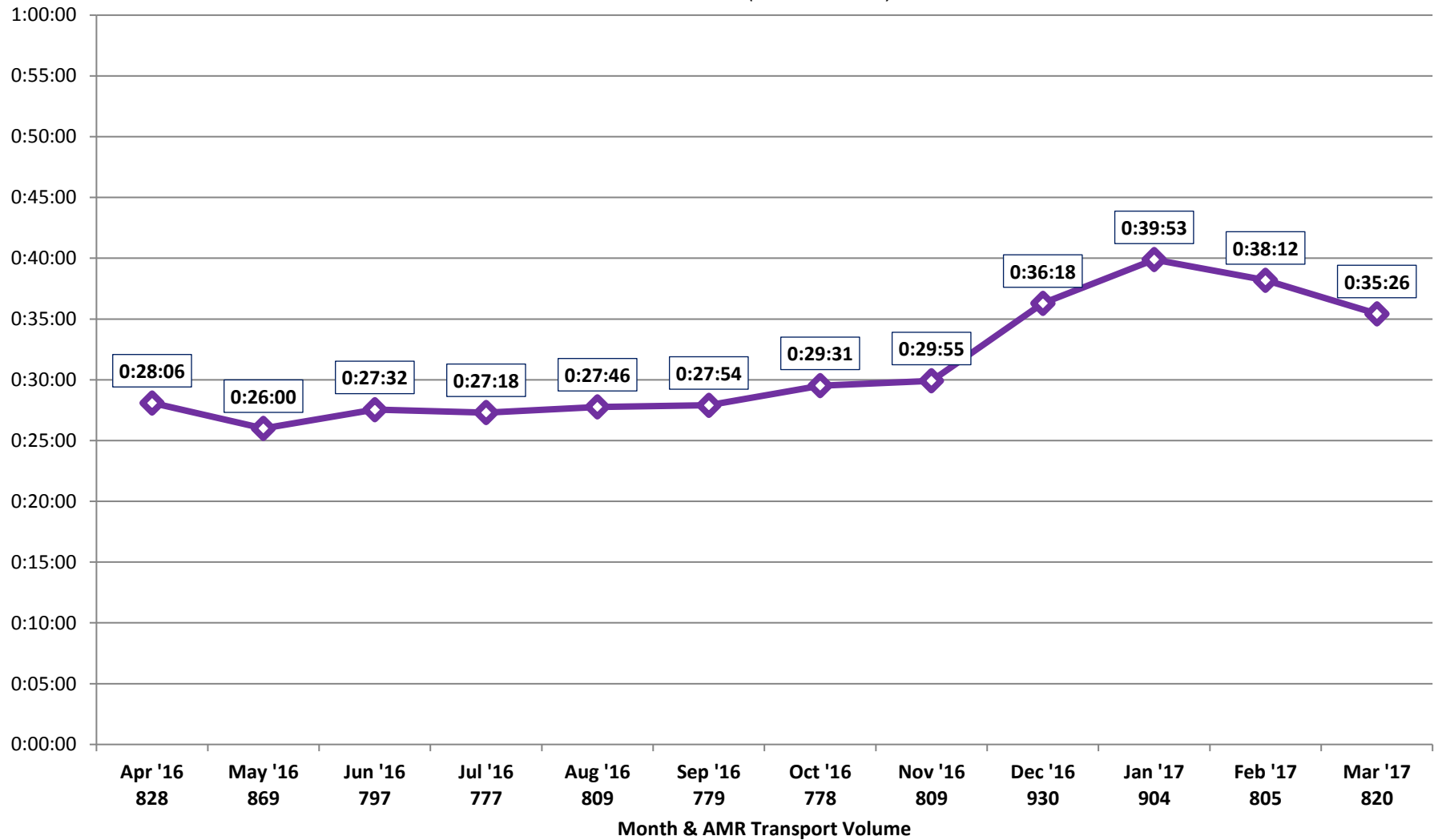
# Patient Transfer of Care Times by Facility (90th Percentile)

## Sutter Delta Medical Center

April 2016 - March 2017

9,905 Total Transports (825 per Month)

Source: AMR MEDS (ePCR Database)





**AMR Transports in Contra Costa County  
Resulting in Never Events  
(≥1 Hour Patient Transfer of Care Time)  
1/1/2015 - 2/28/2017**

| Never Events by Facility (>1 Hour Drop Time) | 2015 | 2016 | 2017 |
|--|------|------|------|
| CCRMC  | 35   | 74   | 24   |
| CCRMC PES                                    | 42   | 79   | 8    |
| John Muir Concord                            | 7    | 15   | 2    |
| John Muir Walnut Creek                       | 13   | 23   | 3    |
| Kaiser Antioch                               | 12   | 38   | 11   |
| Kaiser Richmond                              | 45   | 121  | 12   |
| Kaiser Walnut Creek                          | 11   | 24   | 2    |
| Sutter Delta                                 | 318  | 187  | 59   |

| Paramedic Primary Impressions<br>Never Events (>1 Hour Drop Time) | 2015 | 2016 | 2017 |
|---|------|------|------|
| Pain  | 101  | 87   | 31   |
| Behavioral / Psychiatric  | 63   | 109  | 29   |
| Trauma  | 69   | 81   | 19   |
| Other - Sick/Dizzy/Weakness                                       | 56   | 63   | 31   |
| Neurological  | 42   | 46   | 31   |
| Toxicological   | 41   | 43   | 12   |
| Respiratory   | 30   | 38   | 18   |
| Vascular  | 24   | 37   | 19   |
| Gastrointestinal  | 33   | 27   | 15   |
| Cardiac   | 17   | 15   | 9    |
| Diabetes  | 2    | 10   | 1    |
| OB/GYN  | 2    | 0    | 0    |
| Allergic Reaction   | 2    | 2    | 0    |
| Environmental   | 1    | 3    | 0    |

| Never Events (>1 Hour Drop Time)<br>By Patient Gender | 2015 | 2016 | 2017 |
|---|------|------|------|
| Female  | 265  | 280  | 87   |
| Male  | 218  | 281  | 109  |

| Never Events (>1 Hour Drop Time)<br>By Patient Age | 2015 | 2016 | 2017 |
|--|------|------|------|
| 0-9  | 5    | 7    | 2    |
| 10-19  | 22   | 27   | 9    |
| 20-29  | 57   | 57   | 17   |
| 30-39  | 58   | 74   | 21   |
| 40-49  | 60   | 68   | 20   |
| 50-59  | 91   | 77   | 37   |
| 60-69  | 74   | 82   | 33   |
| 70-79  | 51   | 63   | 25   |
| 80-89  | 43   | 69   | 24   |
| 90-99  | 22   | 35   | 8    |
| 100-109  | 0    | 2    | 0    |

| Never Events (>1 Hour Drop Time)<br>By Patient Ethnicity | 2015 | 2016 | 2017 |
|--|------|------|------|
| Asian  | 7    | 10   | 4    |
| Black/African American                                   | 131  | 120  | 50   |
| Caucasian  | 228  | 291  | 99   |
| Hispanic or Latino                                       | 85   | 91   | 22   |
| Other Race   | 32   | 49   | 21   |

Source: AMR MEDS (ePCR Database)



# Paramedic Primary Impressions Never Events (≥1 Hour Patient Transfer of Care Time)

1/1/2015 - 3/31/2017

Source: AMR MEDS (ePCR Database)

