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Mission Viejo, CA 92692

March 12, 2018

Mrs. Tammi McConnell, Program Manager
Orange County Emergency Medical Services
405 W. Fifth Street, Suite 301A
Santa Ana, CA 92705

Ref: EMS Emergency Room Offload Times

Dear Ms. McConnell:

From my attendance at various EMCC meetings, I became aware of the extended Emergency Room offload times at various County hospitals. I also noticed that EMCC members were apprised of the problem, but from my viewpoint, apparently never took any meaningful affirmative action to address the problem. So in the January 5, 2018 EMCC meeting, I decided to speak up and request that the EMCC take stronger action to alleviate some of the problems. I requested that the EMCC:

- Issue a letter to each of the seven hospitals with a “90th Percentile APOT Time (Min:Sec) in excess of 30 minutes, notifying the hospital of the EMCC problem concern and requesting a letter reply as to the steps that they would propose to undertake to alleviate the problem.
- Place their response letters on the next EMCC meeting agenda for a full public discussion and for a sharing of ideas with all Orange County hospitals.

Since that time, the February 2018 offload time report came out. Listed below is the offload time comparison for the November 2017 year to date compared to the February 2018 year to date for the hospitals in question.

	<u>11/17 Year to Date</u>	<u>2/18 Year to Date</u>
Garden Grove Hospital and MC	36:37	35:11
La Palma Intercommunity Hospital	55:11	75:13
Los Alamitos Medical Center	45:28	49:54
Mission Hospital – Laguna Beach	33:39	34:37
Mission Hospital Regional MC	35:38	40:03
St. Jude Medical Center	46:44	47:33
West Anaheim Medical Center	40:32	54:32

As you can see, matters appear to have gotten worse, since I made my initial recommendations above. This continuing problem needs to be formally addressed and needed system modifications implemented to improve public safety. Accordingly, I add a third recommendation to the two above for your consideration.

Recommendation: Have the EMCC Facilities Committee:

1. Gather needed input information from all County hospitals as to measures they can implement to improve their offload times.
2. Gather needed input information from all County hospitals as to measures they recommend that the EMCC study and implement to improve offload times.

3. Schedule a Facilities Committee public meeting to discuss possible offload system improvement recommendations.
4. Submit a formal study report of the Facilities Committee's findings and recommendations for a June 2018 EMCC meeting discussion.

I thank you for your consideration of this matter.

Sincerely,

Stephen M. Wontrobski

E:emccOffloadTimes3-12-18

Cc: Orange County Board of Supervisors; State EMSA Director (Dr. Backer)