

Paramedic Transports to Alternate Care Facility Report

Prehospital Transports of Behavioral Health Patients to Crisis Stabilization Center

Oct-Nov-Dec 2023

Facility	Oct 2023	Nov 2023	Dec 2023	Total	% of Total
Adventist Medical Center - Reedley	1	0	3	4	0.32%
Adventist Medical Center - Selma	0	3	1	4	0.32%
Clovis Community Medical Center	64	25	29	118	9.55%
Coalinga Regional	1	0	1	2	0.16%
Community Regional Medical Center	107	70	102	279	22.57%
CSC - Adult (Alternate Destination)	174	159	182	515	41.67%
CSC - Youth (Alternate Destination)	62	37	35	134	10.84%
Kaiser Permanente, Fresno	6	11	5	22	1.78%
Saint Agnes Medical Center	46	33	32	111	8.98%
Valley Children's Hospital	18	13	10	41	
Veterans Administration Medical Center, Fresno	3	2	1	6	0.49%
Total	482	353	401	1236	

Ambulance Patient Offload Times (APOT)	Oct 2023	Nov 2023	Dec 2023	Total
CSC - Adult (min)	13.1	13.25	13.4	13.25
CSC - Youth (min)	12.0	14.2	13.52	13.24
Total Average	12.55	13.725	13.46	13.25

CSC Refusal Rate	Oct 2023	Nov 2023	Dec 2023	Total
Refuse to receive patient due to patient medical issue	7	10	7	24

CSC Diversion Hours - Due to Capacity Issues	Oct 2023	Nov 2023	Dec 2023	Total
Diversion Hours - CSC Adult	163	88	137	388
Diversion Hours - CSC Youth	30	21	73	124

Secondary Transfer From CSC within 6 hours	Oct 2023	Nov 2023	Dec 2023	Total
	0	0	1	1

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0.0%	0.0%	0.2%	0.1%
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Summary of Primary Reason for refusal at CSC

Several refusals were attributed to individuals who required methadone. Three individuals reported drug use, which was not disclosed to paramedics. There were refusals due to a medical history that the RN felt needed to be evaluated at the ED, which was outside of the criteria. One patient was refused due to previous disruptions in the CSC.

Summary of Feedback about Program from Emergency Medical Care Committee

This quarter report will be presented in October.

CSC Summary of Patient Outcomes

At the July 5, 2023 meeting with CSC and American Ambulance, the refusals were discussed. It was noted that the refusals have increased and needed further review with CSC staff. There were several refusals that appeared to be outside the criteria and should have been admitted to the CSC.