

**EMERGENCY MEDICAL SERVICES AUTHORITY**

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**DATE:** September 22, 2025

**TO:** Commission on EMS

**FROM:** Elizabeth Basnett, Director  
Dr. Hernando Garzon, Chief Medical Officer

**SUBJECT:** Exceedance of Ambulance Patient Offload (APOT) Standards –  
September 2025 Electronic Notification pursuant to Title 22, Division, 9, Chapter 1.2, §  
100007.02.

**Background**

The Commission on EMS is receiving the following report to summarize all activities associated with the implementation of Assembly Bill 40 (Rodriguez, 2023-2024) related to Ambulance Patient Offload Times (APOT). EMSA has included the following background information to summarize the events and activities which demonstrate implementation of AB 40 requirements:

- APOT Audit Tool Portal – User Summary and Enhancements
  - To date, 110 hospitals have registered for the audit tool. EMSA is working with the California Hospital Association to increase registration.
  - EMSA continues to improve the audit tool portal based on user feedback from hospital and LEMSA users. Enhancing usability and user experience remain a top priority to EMSA.
  - EMSA staff continue to provide direct support to Audit Tool users.
- EMSA staff continue to track and document all Hospital APOT Reduction Protocols.
  - In 2024, EMSA received two-hundred and forty-six (246) out of three-hundred and twenty-seven (327) expected APOT reduction protocols from GACHs. As of September 20, 2025, one-hundred and one (101) hospitals have submitted their 2025 annual update.
  - EMSA is working with Local EMS Agencies and the California Hospital Association to increase compliance.
- EMSA staff continue to monitor offload times for all EMS records populating CEMIS.

- EMSA has established a sixty-day grace period to allow EMS transport providers and hospitals to achieve compliance with the requirements set forth in applicable statutes and regulations. EMS transport providers will have sixty (60) days from the effective date of the APOT regulations to conform to the updated APOT-1 technical specification for electronic patient care reporting (ePCR). As of September 15, 2025, 230 of the 301 EMS transport providers (~76%) have submitted at least one record that complies with the new requirements.
- Hospitals were likewise granted a sixty-day grace period from the effective date of the regulations to complete their registration in the APOT portal, designate appropriate staff for APOT data auditing, and coordinate with EMSA to address any technical or operational implementation issues. EMSA continues to collaborate with LEMSAs, EMS Providers, and ePCR vendors to ensure regulatory compliance within the 60-day period outlined in the emergency regulations.
- EMSA will begin calculations of 90<sup>th</sup> percentiles using the specifications outlined in the emergency regulations beginning October 2025, based on September data. At that time, hospitals who exceed their LEMSA APOT standard will be instructed to implement their hospital APOT reduction protocols. Additionally, ePCRs which do not meet the documentation standard required will not be included in the calculation of APOT.
- EMSA will provide monthly updates to the Commission on all topics covered in this report, to include additional details on hospital exceedance of local APOT standards.
- Preliminary data for August (run date 9/15/2025):
  - 307 of 327 hospitals (94%) had at least one EMS patient transport which met APOT documentation criteria
  - Of the 307, only 235 (76%) had more than thirty (30) EMS patient transports to their facility
  - 138 of those 235 (59%) hospitals exceeded the local APOT standard
  - 218 EMS providers has at least one (1) ePCR report in CEMSIS which met the APOT documentation specifications.
  - 52 hospitals submitted APOT audit reports
  - Of these 52 hospitals, 22 (42%) already met their LEMSA APOT standard
  - There were a total of 1845 discrepancies identified among the 52 completed hospital audits

- Of those 1845 discrepancies, 792 (42%) would not change the patient offload time recorded by EMS to be below their LEMSA APOT Standard. *This supports the need for additional education surrounding targeted auditing.*
- Based on preliminary calculations, 25 of 30 (83%) facilities would not have had their APOT-1 calculations shift to being compliant as a result of their identified discrepancies. Of the remaining 5 hospitals, 4 hospitals did not identify enough discrepancies to shift their compliance. Assuming all record discrepancies were agreed upon by the LEMSA and EMS provider of record, only 1 hospital submit enough discrepancies which may result in their recalculated time to meet their local APOT standard.
- EMSA is working with our partners to provide additional education surrounding best practices for auditors, specifically focused on targeted auditing by hospitals to gain compliance with local APOT standards.
- Next month, the Commission on EMS should expect to see more detailed data on hospitals who are exceeding their local APOT standards based on available data during the grace period.