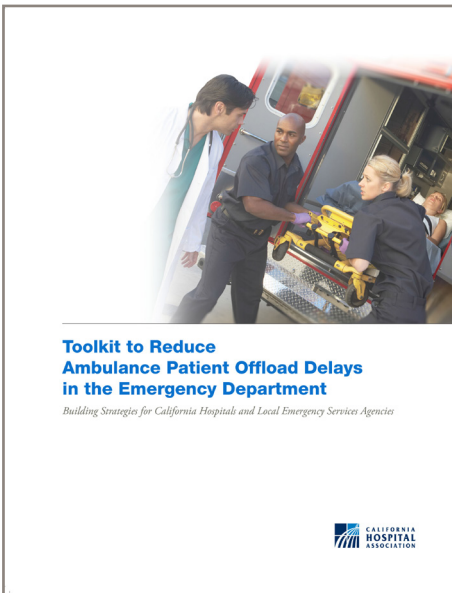




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# Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department

*Building Strategies for California Hospital and Local Emergency Services Agencies*



Ambulance patient offload delays can compromise patient safety, slow throughput and keep EMS providers from helping others in need. In 2012, CHA, California EMSA and other key stakeholders joined together to analyze the problem and develop resources to reduce patient offload delays. The result of this collaboration is this toolkit, which features process improvement models and strategies to mitigate offload delays.

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- How to Use this Toolkit
- Quality Improvement Framework
- Metrics
- Legal & Regulatory FAQs
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