REACH
Resource Equity & Access Coordination Hub

REACH Summary of Operations
YTD Q4 7/1/23 to 6/30/24

Participation Metrics

	Central	Northern	Southern	Western	Grand Total
Eligible Referring Locations	6	10	8	4	28
Referring Location Utilization	6	10	7	4	27
Utilization %	100%	100%	88%	100%	96%

Transfer Outcome Metrics

	Central	Northern	Southern	Western	Grand Total
% Total Requests by Region	34%	37%	18%	10%	100%
Requested Transfer Volume	2,575	2,808	1,386	768	7,537
Accepted Transfer Volume	2,351	2,490	1,283	667	6,791
% Transfers Accepted	91%	89%	93%	87%	90%
Median # Attempted Locations	2	4	2	2	3
Max # Attempted Locations	25	26	31	31	31
# Canceled Requests	224	318	103	101	746
% Canceled Requests	9%	11%	7%	13%	10%

Canceled Request Reasons

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Physician Consult Only	103	46%	108	34%	37	36%	32	32%	280	38%
Patient Left AMA	55	25%	60	19%	24	23%	32	32%	171	23%
Discharged Home or Lower Level of Care	38	17%	50	16%	21	20%	21	21%	130	17%
Referring System Admitted Patient	19	8%	70	22%	14	14%	9	9%	112	15%
Patient/Family/MD Refused	6	3%	14	4%	6	6%	6	6%	32	4%
Weather Prohibits Safe Transfer			12	4%					12	2%
Patient Expired	2	1%	4	1%	1	1%	1	1%	8	1%
Not stable for transfer	1	0%							1	0%

Requested Reasons for Transfer

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Service Line / Specialty Not Available	2,519	98%	2,677	95%	1,332	96%	748	97%	7,276	97%
Higher Level of Care	40	2%	72	3%	43	3%	16	2%	171	2%
Capacity	2	0%	35	1%	5	0%			42	1%
Consultation	7	0%	11	0%	6	0%	2	0%	26	0%
Patient / Family Request	4	0%	2	0%			1	0%	7	0%
Disaster Transfer	1	0%	6	0%					7	0%
Continuity of Care	2	0%	3	0%			1	0%	6	0%
Insurance			2	0%					2	0%

Top 20 Requested Medical Specialties

	Central	Northern	Southern	Western	Statewide
Cardiology	503 (20%)	589 (21%)	239 (17%)	146 (19%)	1,477 (20%)
GI - General	242 (9%)	362 (13%)	98 (7%)	50 (7%)	752 (10%)
General Surgery	291 (11%)	189 (7%)	122 (9%)	91 (12%)	693 (9%)
Pulmonology	159 (6%)	228 (8%)	157 (11%)	77 (10%)	621 (8%)
Neurology-General	102 (4%)	171 (6%)	80 (6%)	26 (3%)	379 (5%)
Urology	120 (5%)	107 (4%)	81 (6%)	49 (6%)	357 (5%)
Neurology-Stroke Intervention	98 (4%)	154 (5%)	48 (3%)	35 (5%)	335 (4%)
Orthopedics	122 (5%)	103 (4%)	50 (4%)	29 (4%)	304 (4%)
Nephrology	94 (4%)	97 (3%)	84 (6%)	21 (3%)	296 (4%)
Trauma	97 (4%)	62 (2%)	26 (2%)	37 (5%)	222 (3%)
Neurosurgery	68 (3%)	85 (3%)	30 (2%)	18 (2%)	201 (3%)
Endocrine	55 (2%)	61 (2%)	44 (3%)	20 (3%)	180 (2%)
Hepatology	38 (1%)	73 (3%)	36 (3%)	21 (3%)	168 (2%)
Podiatry	91 (4%)	22 (1%)	43 (3%)	10 (1%)	166 (2%)
GI - Complex (ERCP, EUS, etc.)	42 (2%)	77 (3%)	25 (2%)	8 (1%)	152 (2%)
Hand	88 (3%)	25 (1%)	20 (1%)	9 (1%)	142 (2%)
ENT	50 (2%)	48 (2%)	23 (2%)	17 (2%)	138 (2%)
Internal Medicine (Medical)	25 (1%)	69 (2%)	35 (3%)	7 (1%)	136 (2%)
Oncology/Hematology	43 (2%)	43 (2%)	9 (1%)	13 (2%)	108 (1%)
Vascular Surgery	38 (1%)	37 (1%)	14 (1%)	9 (1%)	99 (1%)
All Other Specialties	209 (8%)	206 (7%)	122 (9%)	75 (10%)	612 (8%)

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Transferred Levels of Care

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	ED	27	1%	15	1%	5	0%	25	4%	72	1%
	Gen Peds	12	1%	23	1%	28	2%	4	1%	67	1%
	PICU	1	0%	8	0%	9	1%	3	0%	21	0%
	Trauma	2	0%	1	0%			2	0%	5	0%
	NICU					1	0%	1	0%	2	0%
	OB Triage/L&D					1	0%			1	0%
Adults	Tele/PCU	891	38%	1,047	42%	318	25%	245	37%	2,501	37%
	Med Surg	789	34%	617	25%	260	20%	153	23%	1,819	27%
	ED	296	13%	261	10%	507	40%	140	21%	1,204	18%
	ICU	241	10%	469	19%	130	10%	55	8%	895	13%
	Trauma	86	4%	44	2%	19	1%	28	4%	177	3%
	OB Triage/L&D	4	0%	1	0%	5	0%	8	1%	18	0%
	PICU			1	0%			1	0%	2	0%

Median Transfer Time (hours) by Level of Care - *(initial request to REACH until placement secured)*

		Central	Northern	Southern	Western	Grand Total
Peds	OB Triage/L&D			1.4		1.4
	Gen Peds	1.0	1.0	0.8	1.3	1.0
	PICU	0.6	0.9	1.2	1.1	1.0
	NICU			0.0	1.9	0.9
	ED	0.3	0.3	0.5	0.3	0.3
	Trauma	0.7	2.4		0.2	0.3
Adults	Med Surg	1.6	1.9	2.0	1.5	1.8
	ICU	1.5	1.8	1.6	1.6	1.7
	Tele/PCU	1.4	1.8	1.9	1.3	1.6
	PICU		1.7		0.5	1.1
	ED	0.9	1.2	0.8	0.8	0.9
	OB Triage/L&D	0.9	1.2	1.3	0.4	0.6
	Trauma	0.4	0.7	0.5	0.5	0.5
		1.3	1.7	1.3	1.1	1.5

Patient Demographics - Race

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
American Indian/Alaska Native	1,450	56%	2,263	81%	581	42%	275	36%	4,569	61%
White/Caucasian	582	23%	304	11%	360	26%	279	36%	1,525	20%
Unknown	418	16%	140	5%	174	13%	90	12%	822	11%
Hispanic	74	3%	61	2%	251	18%	104	14%	490	7%
Black/African American	33	1%	28	1%	8	1%	8	1%	77	1%
>1 Race Identified	11	0%	8	0%	11	1%	11	1%	41	1%
Native Hawaiian/Pacific Island..	4	0%	2	0%	1	0%	1	0%	8	0%
Asian	3	0%	2	0%					5	0%

Patient Demographics - Age

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	0	24	1%	35	1%	28	2%	15	2%	102	1%
	10	22	1%	21	1%	18	1%	24	3%	85	1%
	Total	46	2%	56	2%	46	3%	39	5%	187	2%
Adults	10	21	1%	28	1%	10	1%	14	2%	73	1%
	20	237	9%	184	7%	77	6%	64	8%	562	7%
	30	367	14%	430	15%	155	11%	92	12%	1,044	14%
	40	362	14%	438	16%	178	13%	95	12%	1,073	14%
	50	420	16%	451	16%	205	15%	94	12%	1,170	16%
	60	444	17%	480	17%	300	22%	119	15%	1,343	18%
	70	412	16%	431	15%	253	18%	146	19%	1,242	16%
	80	224	9%	236	8%	132	10%	94	12%	686	9%
	90	41	2%	70	2%	27	2%	12	2%	150	2%
	100			1	0%	1	0%	1	0%	3	0%
	Total	2,528	98%	2,750	98%	1,339	97%	731	95%	7,348	98%

Patient Demographics - Gender

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	Female	27	1%	18	1%	19	1%	11	1%	75	1%
	Male	19	1%	38	1%	27	2%	28	4%	112	1%
Adults	Female	1,221	47%	1,292	46%	660	48%	390	51%	3,563	47%
	Male	1,305	51%	1,459	52%	680	49%	339	44%	3,783	50%

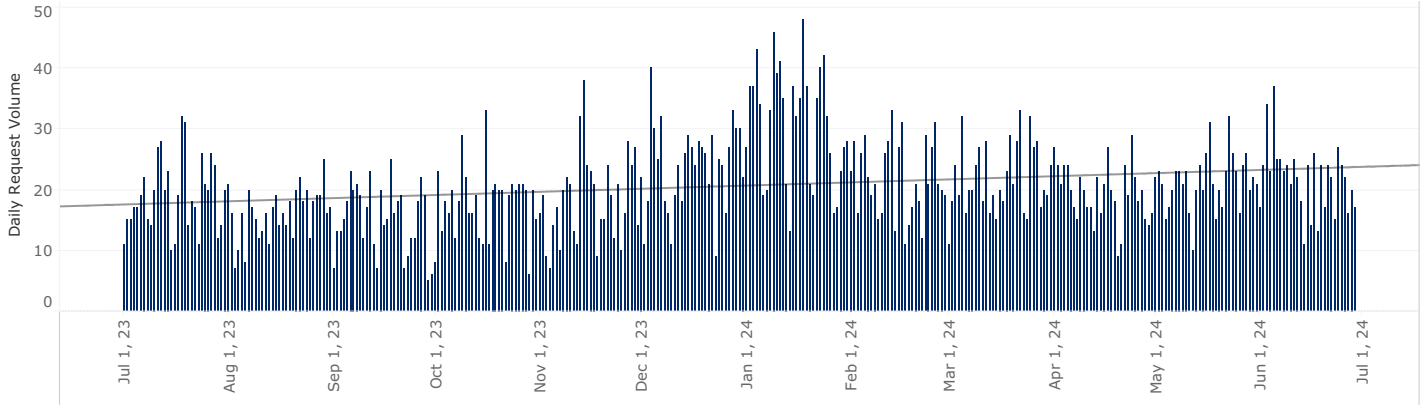
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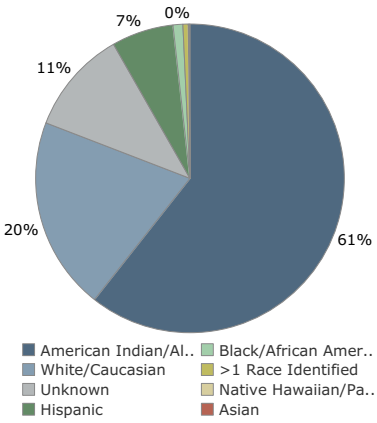
In and Out of Region Transfers by Referring Region

	Central	Northern	Southern	Western	Grand Total
In Region	97%	22%	75%	13%	57%
Out of Region	3%	78%	25%	87%	43%

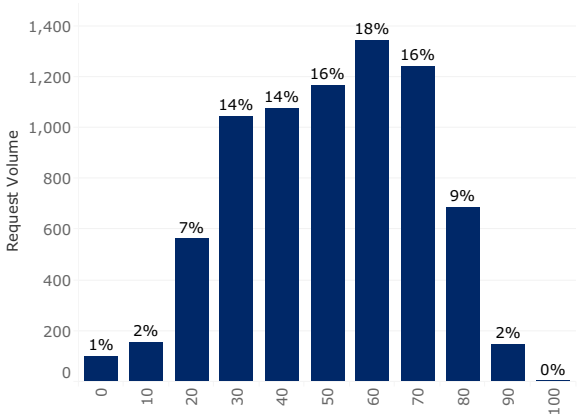
Daily Request Volume Trend



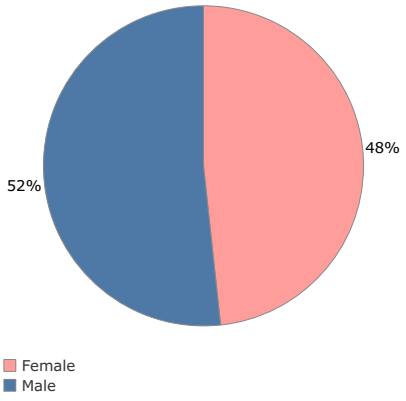
Race Demographics for Period



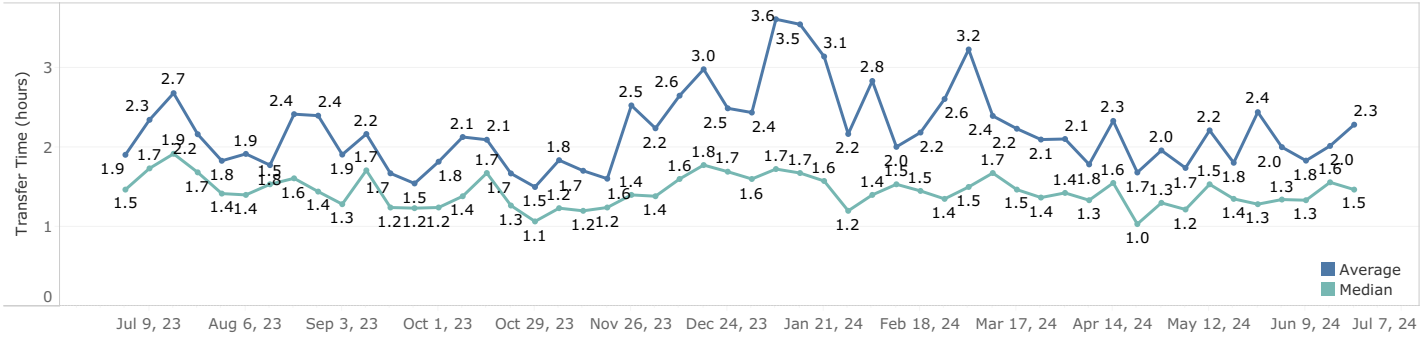
Age Demographics for Period



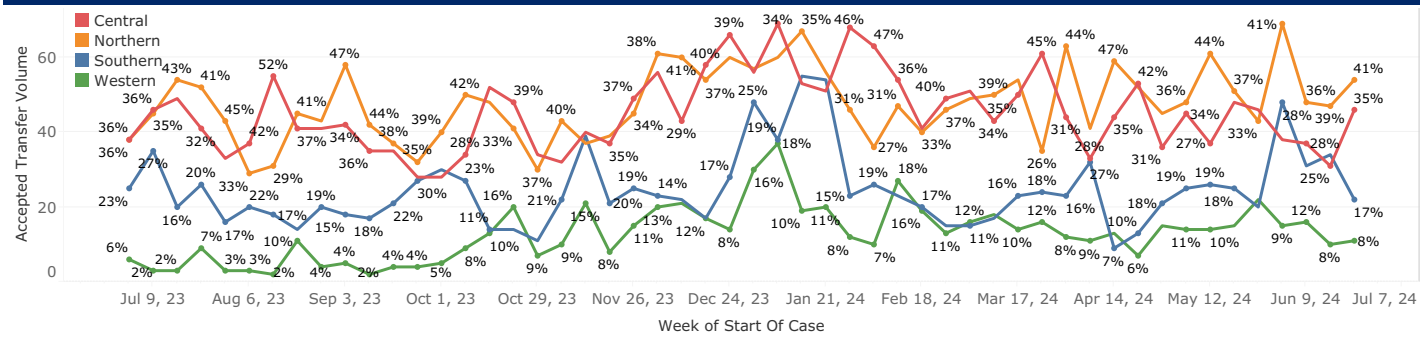
Gender Demographics for Period



Transfer Time (hours) - *(initial request to REACH until placement secured)*



Referring Regions for Transferred Cases Weekly Trend



AZ REACH Transfer Patterns
For the Period 7/1/23 to 6/30/24

