REACH
Resource Equity & Access Coordination Hub

AZ REACH Quarterly Report

9-30-2026

REACH
Resource Equity & Access Coordination Hub

AZ REACH Quarterly Report

Quarter 1, Year 5

7-1-2026 to 9-30-2026

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REACH Summary of Operations
Q1 7/1/26 to 9/30/26

Participation Metrics

	Central	Northern	Southern	Western	Grand Total
Eligible Referring Locations	4	10	7	2	23
Referring Location Utilization	4	10	6	2	22
Utilization %	100%	100%	86%	100%	96%

Transfer Outcome Metrics

	Central	Northern	Southern	Western	Grand Total
% Total Requests by Region	23%	46%	21%	10%	100%
Requested Transfer Volume	236	471	212	98	1,017
Accepted Transfer Volume	216	421	193	83	913
% Transfers Accepted	92%	89%	91%	85%	90%
Median Time to Secure Placement (hour)	1.1	1.5	1.4	1.0	1.3
Median Time to Depart (hour)	1.4	1.8	2.0	1.3	1.7
Median ED Hold Time (hour)	2.8	3.8	3.7	2.5	3.3
Median # Attempted Locations	1	2	2	1	2
Max # Attempted Locations	12	16	13	8	16
# Canceled Requests	20	50	19	15	104
% Canceled Requests	8%	11%	9%	15%	10%

Definitions: Time to Secure Placement - initial REACH request to placement secured; Time to Depart - placement secured to patient depart; ED Hold - initial REACH request to patient depart

Canceled Request Reasons

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Physician Consult Only	10	50%	27	54%	11	58%	11	73%	59	57%
Referring System Admitted Patient	3	15%	11	22%	3	16%	1	7%	18	17%
Patient Left AMA	5	25%	4	8%	3	16%	2	13%	14	13%
Discharged Home or Lower Level of Care	2	10%	7	14%			1	7%	10	10%
Patient Expired			1	2%	2	11%			3	3%

Requested Reasons for Transfer

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Service Line / Specialty Not Available	225	95%	459	97%	209	99%	98	100%	991	97%
Disaster Transfer	8	3%	1	0%					9	1%
Consultation	1	0%	3	1%	1	0%			5	0%
Capacity			5	1%					5	0%
Higher Level of Care	1	0%	2	0%	1	0%			4	0%
Continuity of Care	1	0%	1	0%	1	0%			3	0%

Top 20 Requested Medical Specialties

	Central	Northern	Southern	Western	Statewide
Cardiology	38 (16%)	88 (19%)	41 (19%)	21 (21%)	188 (18%)
GI - General	20 (8%)	58 (12%)	20 (9%)	7 (7%)	105 (10%)
General Surgery	20 (8%)	41 (9%)	18 (8%)	10 (10%)	89 (9%)
Urology	16 (7%)	22 (5%)	16 (8%)	12 (12%)	66 (6%)
Orthopedics	9 (4%)	25 (5%)	17 (8%)	6 (6%)	57 (6%)
Pulmonology	7 (3%)	23 (5%)	13 (6%)	4 (4%)	47 (5%)
Neurology-Stroke Intervention	11 (5%)	24 (5%)	7 (3%)	2 (2%)	44 (4%)
Neurology-General	13 (6%)	22 (5%)	4 (2%)	3 (3%)	42 (4%)
Nephrology	9 (4%)	17 (4%)	8 (4%)	6 (6%)	40 (4%)
Neurosurgery	7 (3%)	18 (4%)	8 (4%)	2 (2%)	35 (3%)
Hepatology	7 (3%)	13 (3%)	9 (4%)	2 (2%)	31 (3%)
Trauma	12 (5%)	13 (3%)	5 (2%)	1 (1%)	31 (3%)
Hand	14 (6%)	13 (3%)	1 (0%)	2 (2%)	30 (3%)
Vascular Surgery	7 (3%)	12 (3%)	4 (2%)	1 (1%)	24 (2%)
Podiatry	5 (2%)	10 (2%)	6 (3%)		21 (2%)
Endocrine	5 (2%)	7 (1%)	4 (2%)	2 (2%)	18 (2%)
ENT	3 (1%)	8 (2%)	3 (1%)	4 (4%)	18 (2%)
GI - Complex (ERCP, EUS, etc.)	4 (2%)	9 (2%)	3 (1%)		16 (2%)
Internal Medicine (Medical)	5 (2%)	6 (1%)	2 (1%)	2 (2%)	15 (1%)
Oral Maxilla Facial Surgery (OMFS)	3 (1%)	7 (1%)	2 (1%)		12 (1%)
All Other Specialties	21 (9%)	35 (7%)	21 (10%)	11 (11%)	88 (9%)

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REACH Summary of Operations
Q1 7/1/26 to 9/30/26

Transferred Levels of Care

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	ED	1	0%	7	2%			1	1%	9	1%
	Gen Peds	1	0%	6	1%	2	1%	1	1%	10	1%
	PICU			1	0%	1	1%	1	1%	3	0%
	Total	2	1%	14	3%	3	2%	3	4%	22	2%
Adults	Tele/PCU	96	44%	169	40%	56	29%	42	51%	363	40%
	Med Surg	74	34%	125	30%	50	26%	18	22%	267	29%
	ICU	23	11%	60	14%	32	17%	10	12%	125	14%
	ED	12	6%	39	9%	50	26%	8	10%	109	12%
	Trauma	7	3%	10	2%					17	2%
	OB Triage/L&D	1	0%			1	1%	2	2%	4	0%
	Total	214	99%	407	97%	190	98%	80	96%	891	98%

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

		Central		Northern		Southern		Western		Grand Total	
		Median	Average	Median	Average	Median	Average	Median	Average	Median	Average
Peds	PICU			2.9	2.9	0.4	0.4	1.1	1.1	1.1	1.4
	ED	0.5	0.5	0.3	0.3					0.3	0.3
	Gen Peds	1.5	1.5	0.6	0.7	1.0	1.0	1.1	1.1	0.7	0.9
	Total	1.0	1.0	0.5	0.6	0.4	0.8	1.1	1.1	0.5	0.7
Adults	Med Surg	1.5	1.9	1.7	3.1	1.8	4.1	1.0	2.6	1.7	2.9
	ICU	1.5	2.0	1.7	2.1	1.4	2.4	1.5	1.7	1.6	2.1
	Tele/PCU	1.0	2.2	1.5	2.5	1.5	2.3	0.9	1.4	1.3	2.3
	ED	0.6	1.1	0.8	1.1	0.9	1.2	0.6	0.6	0.8	1.1
	OB Triage/L&D	0.4	0.4			0.7	0.7	0.7	0.7	0.5	0.6
	Trauma	0.3	0.3	0.4	1.5					0.4	1.0
	Total	1.1	2.0	1.6	2.5	1.4	2.5	1.0	1.6	1.3	2.3
		1.1	2.0	1.5	2.4	1.4	2.5	1.0	1.6	1.3	2.2

Patient Demographics - Race

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
American Indian/Alaska Native	144	61%	343	73%	45	21%	76	78%	608	60%
White/Caucasian	74	31%	76	16%	73	34%	9	9%	232	23%
Unknown	13	6%	27	6%	42	20%	10	10%	92	9%
Hispanic	2	1%	15	3%	51	24%	1	1%	69	7%
Black/African American			7	1%	1	0%			8	1%
>1 Race Identified	2	1%	2	0%					4	0%
Native Hawaiian/Pacific Island..	1	0%					2	2%	3	0%
Asian			1	0%					1	0%

Patient Demographics - Age Group

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	0 - 9	1	0%	6	1%	2	1%	3	3%	12	1%
	10 - 19	1	0%	8	2%	3	1%	3	3%	15	1%
	Total	2	1%	14	3%	5	2%	6	6%	27	3%
Adults	10 - 19	4	2%	7	1%	1	0%	1	1%	13	1%
	20 - 29	22	9%	28	6%	12	6%	11	11%	73	7%
	30 - 39	32	14%	50	11%	12	6%	14	14%	108	11%
	40 - 49	42	18%	60	13%	24	11%	15	15%	141	14%
	50 - 59	42	18%	76	16%	26	12%	19	19%	163	16%
	60 - 69	35	15%	102	22%	41	19%	13	13%	191	19%
	70 - 79	30	13%	93	20%	51	24%	14	14%	188	18%
	80 - 89	24	10%	31	7%	33	16%	5	5%	93	9%
	90 - 99	3	1%	9	2%	7	3%			19	2%
	100+			1	0%					1	0%
	Total	234	99%	457	97%	207	98%	92	94%	990	97%

Patient Demographics - Gender

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	Female	1	0%	8	2%	2	1%	3	3%	14	1%
	Male	1	0%	6	1%	3	1%	3	3%	13	1%
Adults	Female	124	53%	221	47%	101	48%	50	51%	496	49%
	Male	110	47%	234	50%	105	50%	42	43%	491	48%

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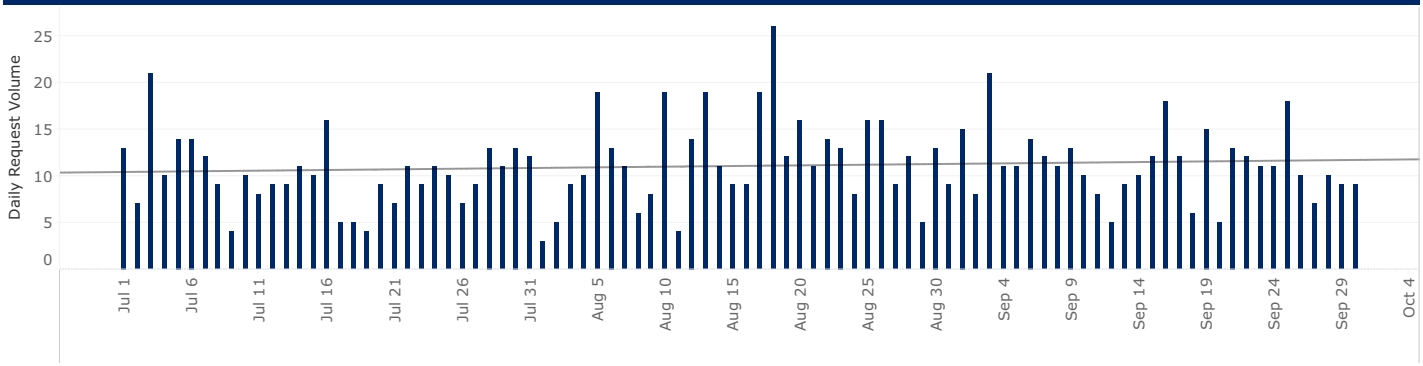
REACH Summary of Operations
Q1 7/1/26 to 9/30/26

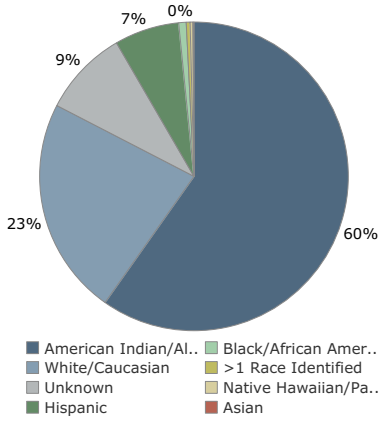
In and Out of Region Transfers by Referring Region

		Central	Northern	Southern	Western	Grand Total
Peds	In Region	100%	36%	33%		36%
	Out of Region		64%	67%	100%	64%
Adults	In Region	98%	36%	85%	36%	61%
	Out of Region	2%	64%	15%	64%	39%

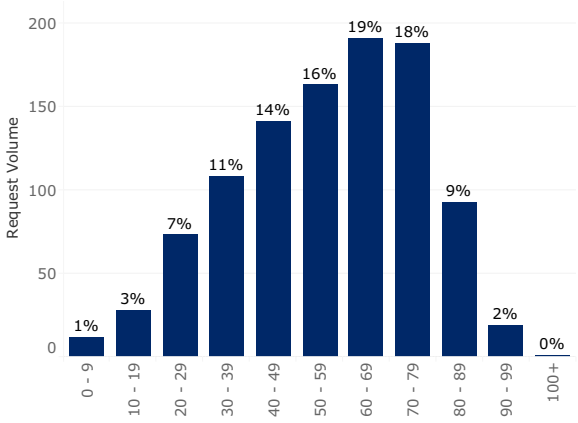
Daily Request Volume Trend



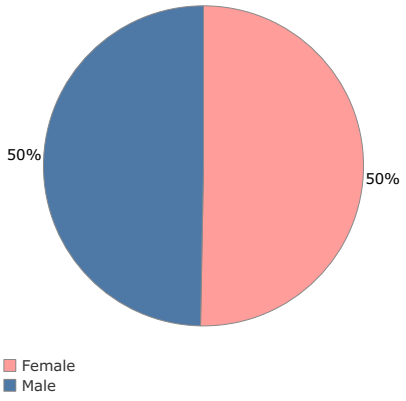
Race Demographics for Period



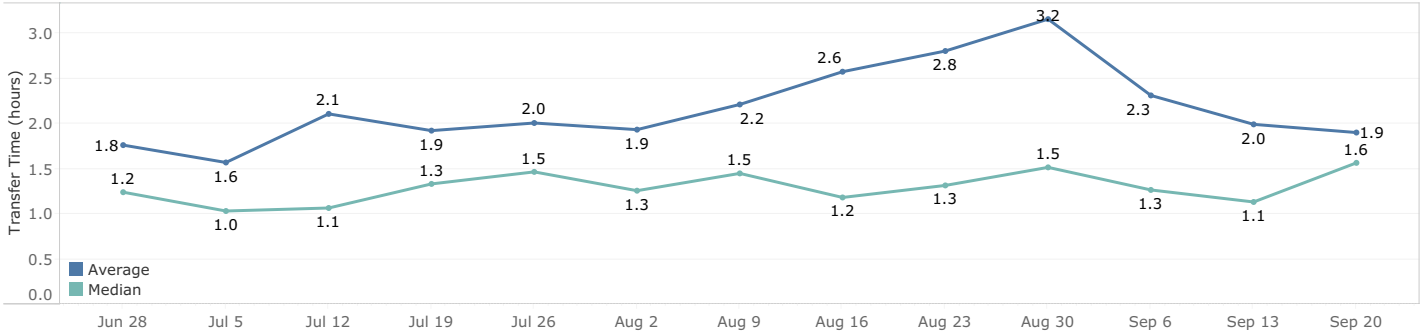
Age Demographics for Period



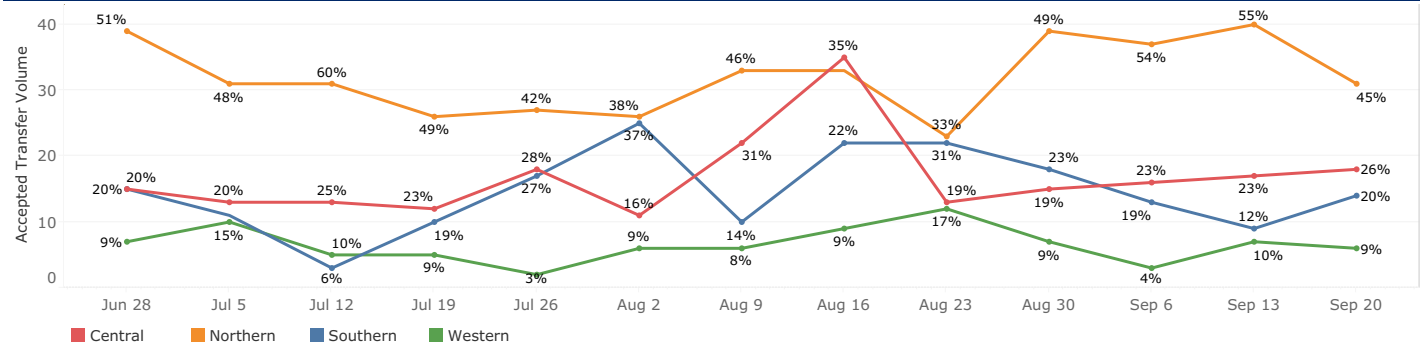
Gender Demographics for Period



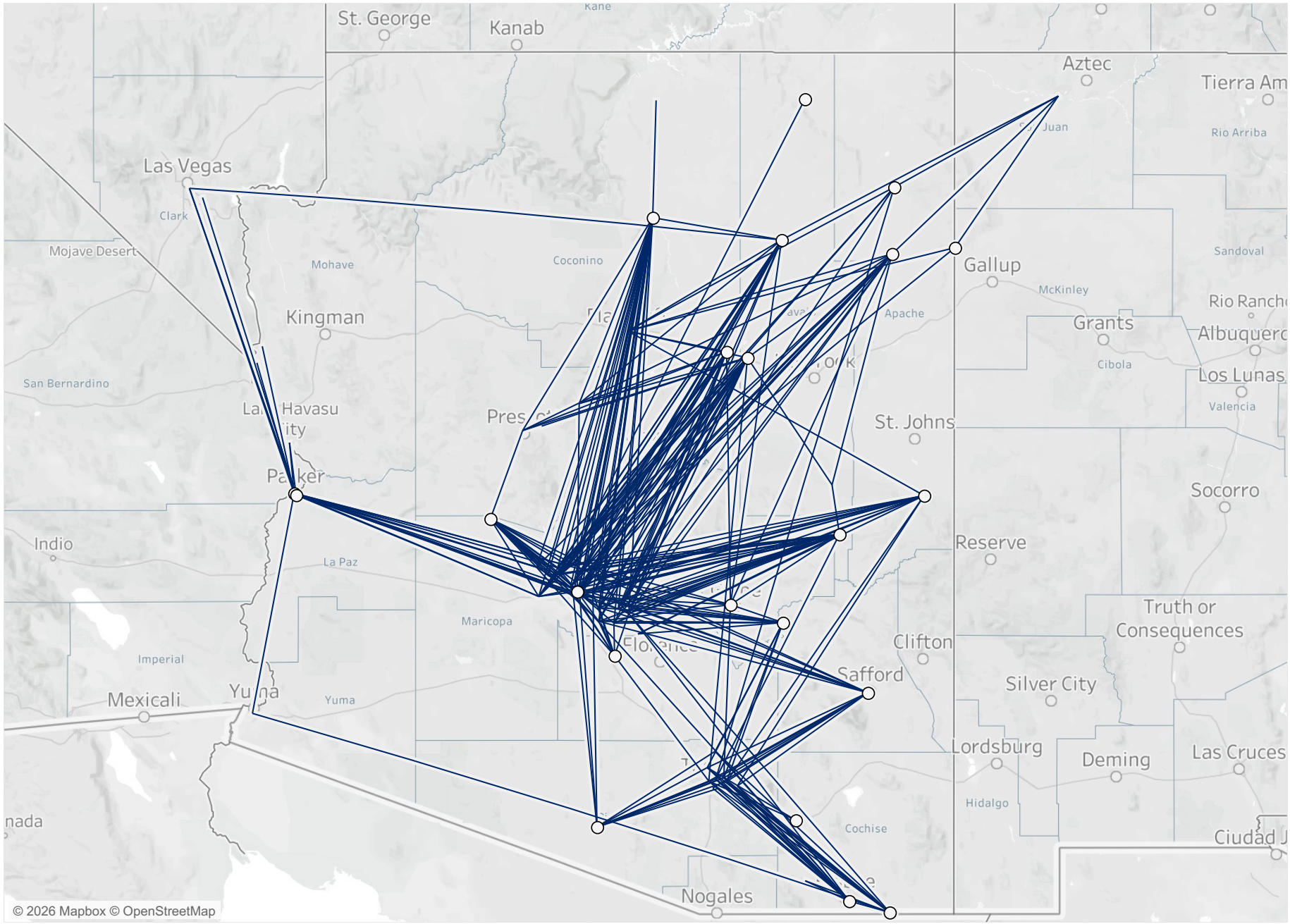
Transfer Time (hours) - *(initial request to REACH until placement secured)*



Referring Regions for Transferred Cases Weekly Trend



AZ REACH Transfer Patterns
For the Period 7/1/26 to 9/30/26



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AZ REACH Program to Date

Quarter 1, Year 5

12-13-2022 to 9-30-2026

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REACH Summary of Operations
Program to Date 12/13/22 to 9/30/26

Participation Metrics

	Central	Northern	Southern	Western	Grand Total
Eligible Referring Locations	6	11	9	4	30
Referring Location Utilization	6	10	8	4	28
Utilization %	100%	91%	89%	100%	93%

Transfer Outcome Metrics

	Central	Northern	Southern	Western	Grand Total
% Total Requests by Region	31%	40%	21%	8%	100%
Requested Transfer Volume	7,458	9,561	4,889	1,854	23,762
Accepted Transfer Volume	6,737	8,522	4,468	1,633	21,360
% Transfers Accepted	90%	89%	91%	88%	90%
Median Time to Secure Placement (hour)	1.4	1.7	1.4	1.1	1.5
Median Time to Depart (hour)	1.3	1.9	1.7	1.6	1.6
Median ED Hold Time (hour)	2.7	4.0	3.3	3.0	3.3
Median # Attempted Locations	2	3	2	2	2
Max # Attempted Locations	25	26	31	31	31
# Canceled Requests	721	1,039	421	221	2,402
% Canceled Requests	10%	11%	9%	12%	10%

Definitions: Time to Secure Placement - initial REACH request to placement secured; Time to Depart - placement secured to patient depart; ED Hold - initial REACH request to patient depart

Canceled Request Reasons

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Physician Consult Only	305	42%	406	39%	159	38%	99	45%	969	40%
Patient Left AMA	167	23%	182	18%	91	22%	56	25%	496	21%
Referring System Admitted Patient	95	13%	233	22%	64	15%	18	8%	410	17%
Discharged Home or Lower Level of Care	127	18%	150	14%	86	20%	36	16%	399	17%
Patient/Family/MD Refused	14	2%	34	3%	13	3%	10	5%	71	3%
Patient Expired	10	1%	22	2%	8	2%	2	1%	42	2%
Weather Prohibits Safe Transfer	1	0%	12	1%					13	1%
Not stable for transfer	2	0%							2	0%

Requested Reasons for Transfer

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Service Line / Specialty Not Available	7,207	97%	9,111	95%	4,691	96%	1,805	97%	22,814	96%
Higher Level of Care	171	2%	253	3%	152	3%	36	2%	612	3%
Capacity	6	0%	109	1%	26	1%			141	1%
Consultation	24	0%	40	0%	15	0%	5	0%	84	0%
Disaster Transfer	27	0%	33	0%					60	0%
Continuity of Care	13	0%	8	0%	3	0%	5	0%	29	0%
Patient / Family Request	9	0%	4	0%	2	0%	1	0%	16	0%
Insurance	1	0%	3	0%			2	0%	6	0%

Top 20 Requested Medical Specialties

	Central	Northern	Southern	Western	Statewide
Cardiology	1,365 (18%)	1,824 (19%)	857 (18%)	374 (20%)	4,420 (19%)
GI - General	686 (9%)	1,189 (12%)	392 (8%)	116 (6%)	2,383 (10%)
General Surgery	780 (10%)	706 (7%)	450 (9%)	200 (11%)	2,136 (9%)
Pulmonology	480 (6%)	700 (7%)	510 (10%)	159 (9%)	1,849 (8%)
Urology	460 (6%)	376 (4%)	279 (6%)	97 (5%)	1,212 (5%)
Neurology-General	296 (4%)	581 (6%)	232 (5%)	63 (3%)	1,172 (5%)
Nephrology	308 (4%)	384 (4%)	283 (6%)	70 (4%)	1,045 (4%)
Orthopedics	341 (5%)	417 (4%)	195 (4%)	76 (4%)	1,029 (4%)
Neurology-Stroke Intervention	299 (4%)	478 (5%)	152 (3%)	88 (5%)	1,017 (4%)
Neurosurgery	259 (3%)	321 (3%)	138 (3%)	50 (3%)	768 (3%)
Trauma	255 (3%)	245 (3%)	74 (2%)	61 (3%)	635 (3%)
Hepatology	137 (2%)	243 (3%)	113 (2%)	52 (3%)	545 (2%)
Internal Medicine (Medical)	107 (1%)	233 (2%)	131 (3%)	42 (2%)	513 (2%)
GI - Complex (ERCP, EUS, etc.)	132 (2%)	226 (2%)	97 (2%)	17 (1%)	472 (2%)
Podiatry	194 (3%)	124 (1%)	120 (2%)	30 (2%)	468 (2%)
Endocrine	117 (2%)	184 (2%)	121 (2%)	43 (2%)	465 (2%)
Hand	264 (4%)	105 (1%)	71 (1%)	24 (1%)	464 (2%)
ENT	144 (2%)	164 (2%)	85 (2%)	32 (2%)	425 (2%)
Vascular Surgery	130 (2%)	147 (2%)	64 (1%)	19 (1%)	361 (2%)
Oncology/Hematology	101 (1%)	123 (1%)	56 (1%)	38 (2%)	318 (1%)
All Other Specialties	603 (8%)	791 (8%)	469 (10%)	203 (11%)	2,066 (9%)

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REACH Summary of Operations
Program to Date 12/13/22 to 9/30/26

Transferred Levels of Care

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	ED	59	1%	94	1%	26	1%	51	3%	230	1%
	Trauma	4	0%	5	0%	1	0%	3	0%	13	0%
	Gen Peds	29	0%	71	1%	82	2%	15	1%	197	1%
	OB Triage/L&D	1	0%	1	0%	4	0%	4	0%	10	0%
	PICU	2	0%	31	0%	17	0%	4	0%	54	0%
	NICU			2	0%	1	0%	1	0%	4	0%
	Total	95	1%	205	2%	131	3%	78	5%	509	2%
Adults	Tele/PCU	2,634	39%	3,511	41%	1,136	25%	629	39%	7,910	37%
	Med Surg	2,298	34%	2,230	26%	1,002	22%	368	23%	5,898	28%
	ED	721	11%	859	10%	1,649	37%	312	19%	3,541	17%
	ICU	758	11%	1,550	18%	467	10%	174	11%	2,949	14%
	Trauma	206	3%	124	1%	51	1%	40	2%	421	2%
	Gen Peds			1	0%	1	0%	1	0%	3	0%
	OB Triage/L&D	11	0%	21	0%	27	1%	27	2%	86	0%
	PICU			2	0%			1	0%	3	0%
	Total	6,642	99%	8,317	98%	4,337	97%	1,555	95%	20,851	98%

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

		Central	Northern	Southern	Western	Grand Total
Peds	NICU		1.5	0.0	1.9	1.3
	PICU	0.8	1.0	1.6	1.1	1.1
	Gen Peds	1.2	1.1	0.9	1.5	1.1
	ED	0.3	0.3	0.4	0.4	0.3
	OB Triage/L&D	1.3	0.3	0.6	0.7	0.7
	Trauma	0.2	0.3	0.2	0.2	0.3
	Total	0.4	0.7	0.9	0.5	0.7
Adults	Med Surg	1.6	2.0	2.1	1.5	1.8
	ICU	1.6	1.7	1.7	1.3	1.6
	Tele/PCU	1.4	1.8	1.9	1.3	1.6
	PICU		1.4		0.5	1.1
	Gen Peds		1.1	1.1	4.5	1.1
	ED	0.8	1.1	0.7	0.9	0.8
	OB Triage/L&D	0.7	0.9	0.7	0.6	0.7
	Trauma	0.4	0.6	0.4	0.5	0.5
	Total	1.4	1.7	1.4	1.1	1.5
		1.4	1.7	1.4	1.1	1.5

Patient Demographics - Race

	Central		Northern		Southern		Western		Grand Total	
	#	%	#	%	#	%	#	%	#	%
American Indian/Alaska Native	4,179	56%	7,497	78%	1,708	35%	1,072	58%	14,456	61%
White/Caucasian	2,165	29%	1,229	13%	1,326	27%	432	23%	5,152	22%
Unknown	858	12%	546	6%	787	16%	166	9%	2,357	10%
Hispanic	169	2%	169	2%	1,000	20%	145	8%	1,483	6%
Black/African American	46	1%	79	1%	28	1%	17	1%	170	1%
>1 Race Identified	26	0%	18	0%	30	1%	15	1%	89	0%
Native Hawaiian/Pacific Island..	11	0%	16	0%	8	0%	6	0%	41	0%
Asian	4	0%	7	0%	2	0%	1	0%	14	0%

Patient Demographics - Age Group

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	0 - 9	60	1%	141	1%	86	2%	49	3%	336	1%
	10 - 19	48	1%	98	1%	60	1%	45	2%	251	1%
	Total	108	1%	239	3%	146	3%	94	5%	587	2%
Adults	10 - 19	84	1%	95	1%	47	1%	37	2%	263	1%
	20 - 29	589	8%	635	7%	290	6%	168	9%	1,682	7%
	30 - 39	1,018	14%	1,362	14%	472	10%	219	12%	3,071	13%
	40 - 49	1,054	14%	1,413	15%	570	12%	254	14%	3,291	14%
	50 - 59	1,239	17%	1,484	16%	692	14%	292	16%	3,707	16%
	60 - 69	1,352	18%	1,814	19%	1,084	22%	286	15%	4,537	19%
	70 - 79	1,186	16%	1,504	16%	978	20%	315	17%	3,983	17%
	80 - 89	715	10%	795	8%	497	10%	168	9%	2,175	9%
	90 - 99	110	1%	215	2%	107	2%	20	1%	452	2%
	100 +	1	0%	3	0%	4	0%	1	0%	9	0%
	Total	7,348	99%	9,321	98%	4,742	97%	1,760	95%	23,172	98%

Patient Demographics - Gender

		Central		Northern		Southern		Western		Grand Total	
		#	%	#	%	#	%	#	%	#	%
Peds	Female	50	1%	106	1%	63	1%	38	2%	257	1%
	Male	58	1%	133	1%	83	2%	56	3%	330	1%
Adults	Female	3,491	47%	4,354	46%	2,310	47%	970	52%	11,125	47%
	Male	3,849	52%	4,961	52%	2,432	50%	789	43%	12,031	51%

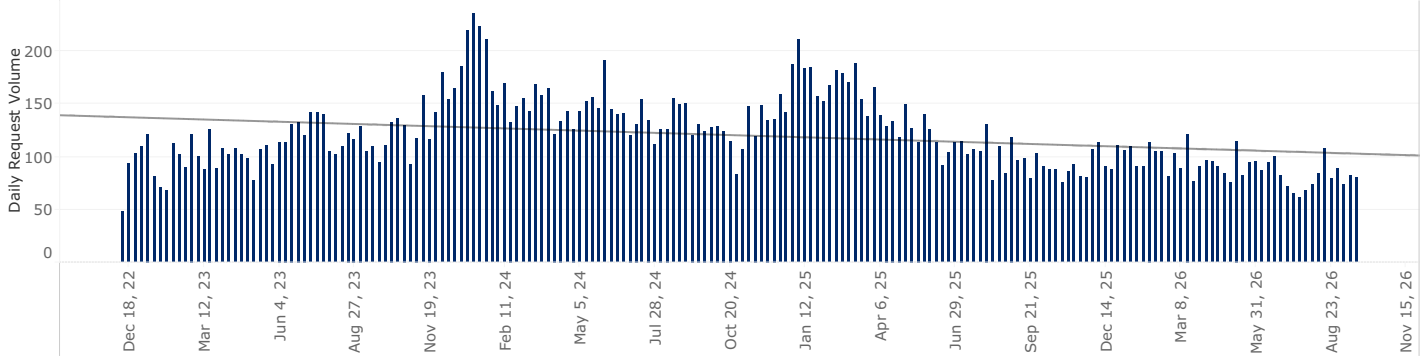
REACH
Resource Equity & Access Coordination Hub

REACH Summary of Operations
Program to Date 12/13/22 to 9/30/26

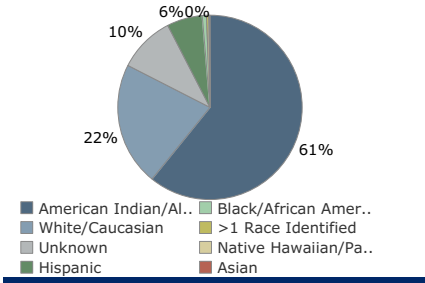
In and Out of Region Transfers by Referring Region

		Central	Northern	Southern	Western	Grand Total
Peds	In Region	100%	37%	43%	4%	45%
	Out of Region		63%	57%	96%	55%
Adults	In Region	98%	27%	79%	34%	61%
	Out of Region	2%	73%	21%	66%	39%

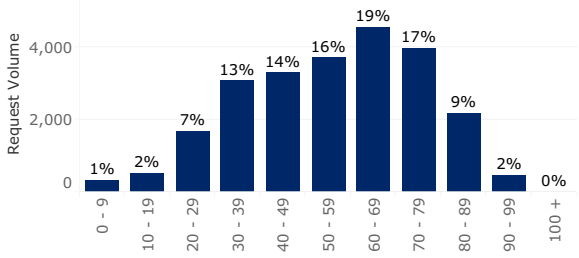
Weekly Request Volume Trend



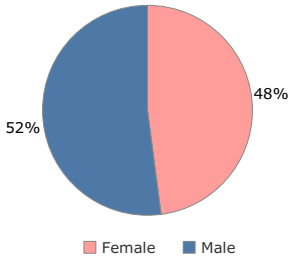
Race Demographics for Period



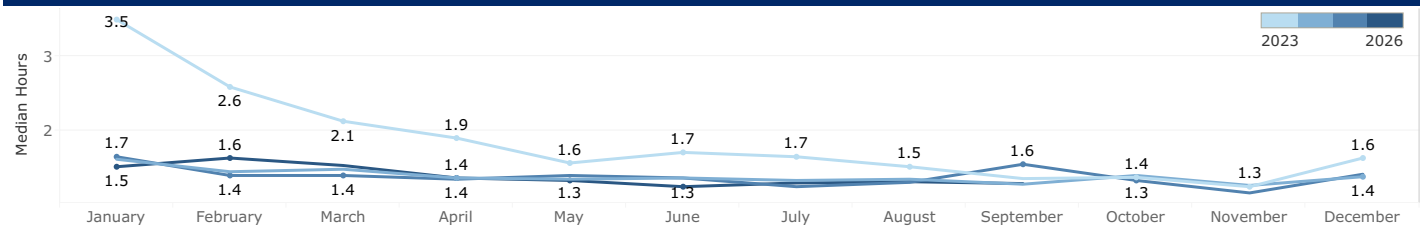
Age Demographics for Period



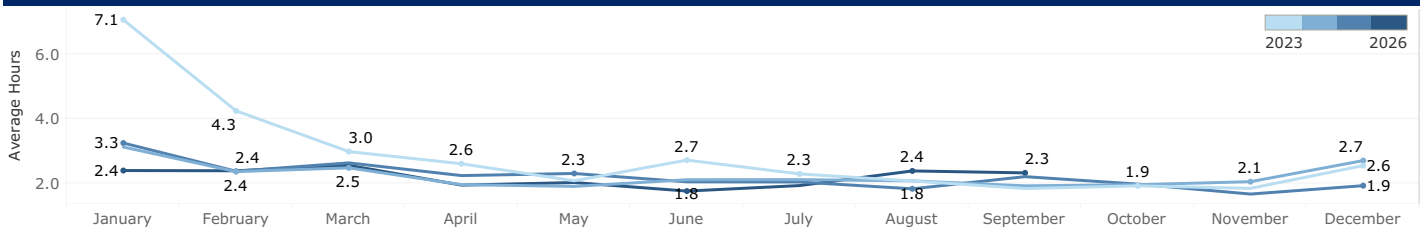
Gender Demographics for Period



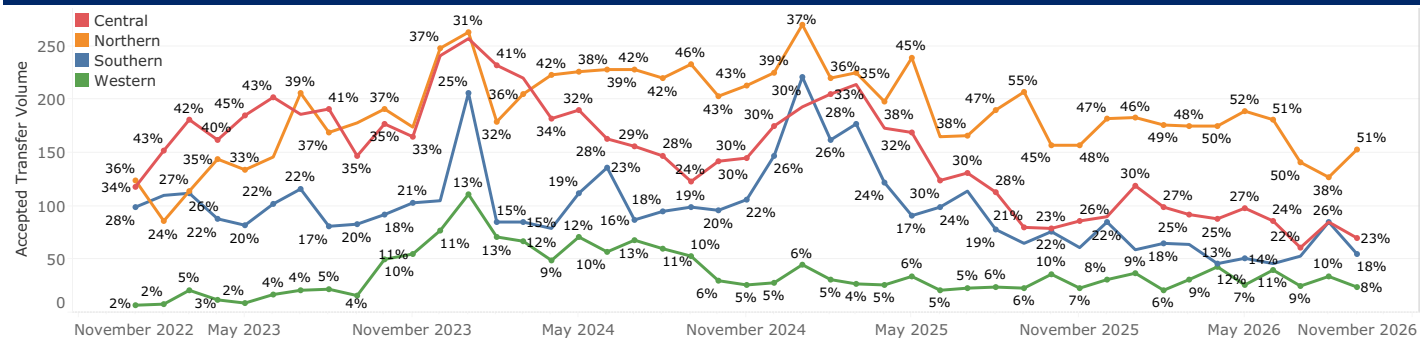
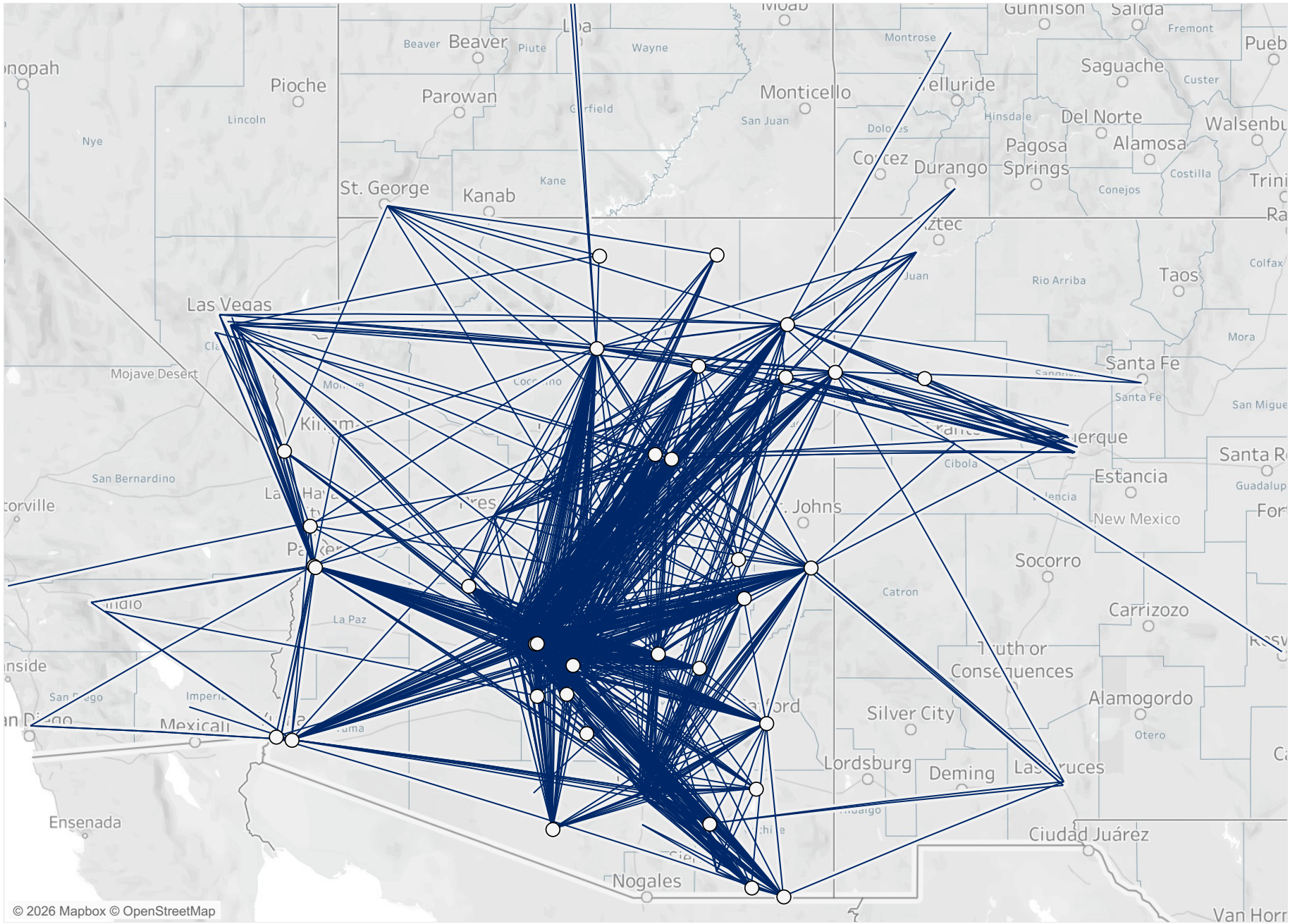
Median Transfer Time (hours) - *(initial request to REACH until placement secured)*



Average Transfer Time (hours)



Referring Regions for Transferred Cases Monthly Trend



AZ REACH Transfer Patterns
For the Period 12/13/22 to 9/30/26