

SAN JOAQUIN COUNTY EMERGENCY MEDICAL SERVICES

Continuous Quality Improvement Report EMS System Hospital Diversion



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February 7, 2008

Approved by the San Joaquin County EMS CQI Council on February 13, 2008

San Joaquin County Emergency Medical Services Agency Continuous Quality Improvement Report

Performance Improvement Activity: Monitor performance indicators for hospital diversion and in accordance with EMS Policy No. 4980, Receiving Hospital Diversion.

Reporting Period (month, quarter, year): Calendar Year 2007

1. Opportunity/Issue/Problem **(PLAN)**

- Opportunity: Evaluate and improve hospital diversion times.
- Problem: Patient assessment and treatment in the hospital setting is delayed by hospital diversion and prolonged ambulance patient care transfer times.
- Goal: Monitor times to maintain total diversion time of less than 5%.

2. Solution Implemented **(DO)**

- Obtain written copies of all hospital diversion avoidance policies.
- Collect monthly hospital status data from EMSsystem.

3. Data Elements Collected for Evaluation

- Hospital Status:
 - Diversion
 - Advisory
 - Internal Disaster

4. Results and Data Analysis **(STUDY)**

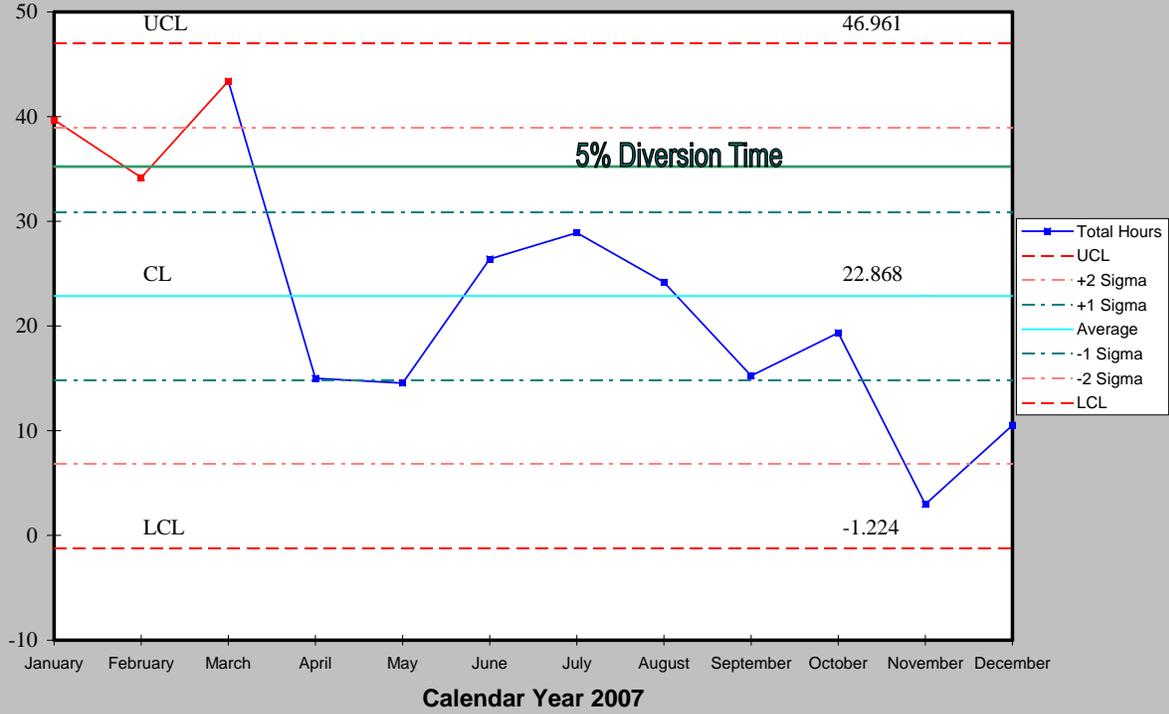
Analysis of data for calendar year 2007 includes the following results:

- 7/7 hospitals have submitted a written diversion avoidance policy and are eligible to utilize the EMS Policy No. 4980, Receiving Hospital Diversion.
- All hospitals utilized diversion time to manage emergency department (ED) inundation.
- Total hospital diversion time was 274.52 hours.
- 3/7 hospitals closed to ambulance traffic due to Internal Disaster
- Total time closed for Internal Disaster was 58.56 hours.
- All hospitals utilized the advisory function of EMSsystem to communicate CT failure, ED inundation, no orthopedic or surgeon coverage, or other hospital based utility failures.

5. Conclusions and Recommendations **(ACT)**

- Total County receiving hospital time spent on diversion during calendar year 2007 was 3.1%. This is below the maximum benchmark of 5%.
- Facility specific diversion/delay times are as followed:
 - Dameron – 35.72 hours
 - Doctors Hospital of Manteca – 15.12 hours
 - Kaiser Permanente Manteca – 37.84
 - Lodi Memorial Hospital – 25.12
 - San Joaquin General Hospital – 1.64
 - St. Joseph's Medical Center – 149.63
 - Sutter Tracy Community Hospital – 9.45
- Recommendation:
Continue to collect and trend hospital status and delay of transfer data and report annually unless data falls outside of control limits.

San Joaquin County Receiving Hospital Diversion Hours



Diversion Hours By Hospital Calendar Year 2007

