SAN JOAQUIN COUNTY
EMERGENCY MEDICAL SERVICES

Continuous Quality Improvement Report
EMS System Hospital Diversion

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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.