



San Joaquin County

Emergency Medical Services Agency



Continuous Quality Improvement Report

Performance Improvement Activity: Develop and monitor performance indicators for hospital diversion and ambulance delay times in accordance with EMS Policy No. 4980, Receiving Hospital Diversion.

Reporting Period (month, quarter, year): May 2006

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

- Opportunity: Evaluate and improve hospital diversion and ambulance delay times.
- Problem: Patient assessment and treatment in the hospital setting is delayed by hospital diversion and prolonged ambulance patient care transfer times.
- Goal: Obtain baseline data.

2. Solution Implemented **(DO)**

- Obtain written copies of all hospital diversion avoidance policies.
- Collect hospital status data from EMSsystem.
- Collect data from prehospital care provider Delay of Transfer of Care at the Emergency Department forms.

3. Data Elements Collected for Evaluation

- Hospital Status:
 - Diversion
 - Advisory
 - Internal Disaster
- Delays in transfer of care

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

Analysis of data for May 2006 includes the following results:

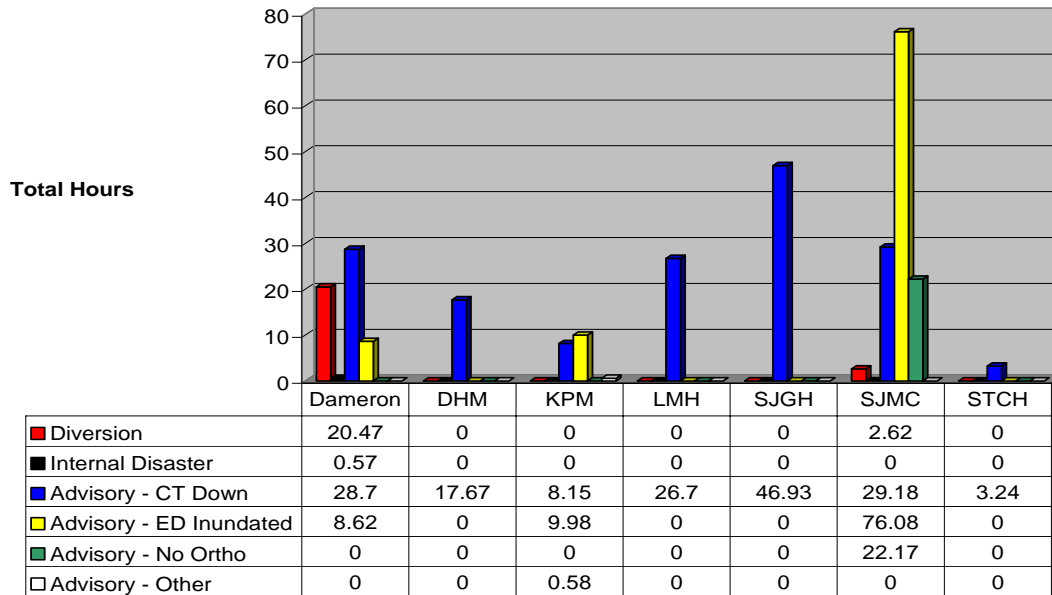
- 5/7 hospitals have submitted a written diversion avoidance policy and are now eligible to utilize the EMS Policy No. 4980, Receiving Hospital Diversion.
- 2/7 hospitals utilized diversion time to manage emergency department (ED) inundation.
- Total hospital diversion time was 23.09 hours.
- 1/7 hospitals closed to ambulance traffic due to Internal Disaster
- Total time closed for Internal Disaster was 0.56 hours.
- 7/7 hospitals utilized the advisory function of EMSsystem to communicate CT failure, ED inundation, no orthopedic coverage, or other hospital based utility failures.
- Delay of transfer of care in the Emergency Department was reported to occur at 2/7 hospitals.
- Total documented time spent waiting to transfer patient care was 13.05 hours.

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

- Two hospitals have not submitted diversion avoidance policies and checklists resulting in an overall policy compliance of 71%.
- Facility specific diversion/delay times are as followed:
 - Dameron – 20.47 hours
 - Doctors Hospital of Manteca – 0.66 hours
 - Kaiser Permanente Manteca - N/A
 - Lodi Memorial Hospital – N/A
 - San Joaquin General Hospital – N/A

- St. Joseph's Medical Center – 15.03
- Sutter Tracy Community Hospital – N/A
- Recommendations:
 1. Maintain policy for receiving hospital diversion. Hospitals that have not submitted diversion avoidance policies are not eligible for ambulance diversion.
 2. Increase receiving hospital use of EMSsystem for reporting advisory status.
 3. Continue to collect and trend hospital status and delay of transfer data.

Hospital Status Report May 2006



Monthly Diversion/Delay Hours May 2006

