



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): January 2007

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 and minimize diversion times.

2. Solution Implemented **(DO)**

- 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)**

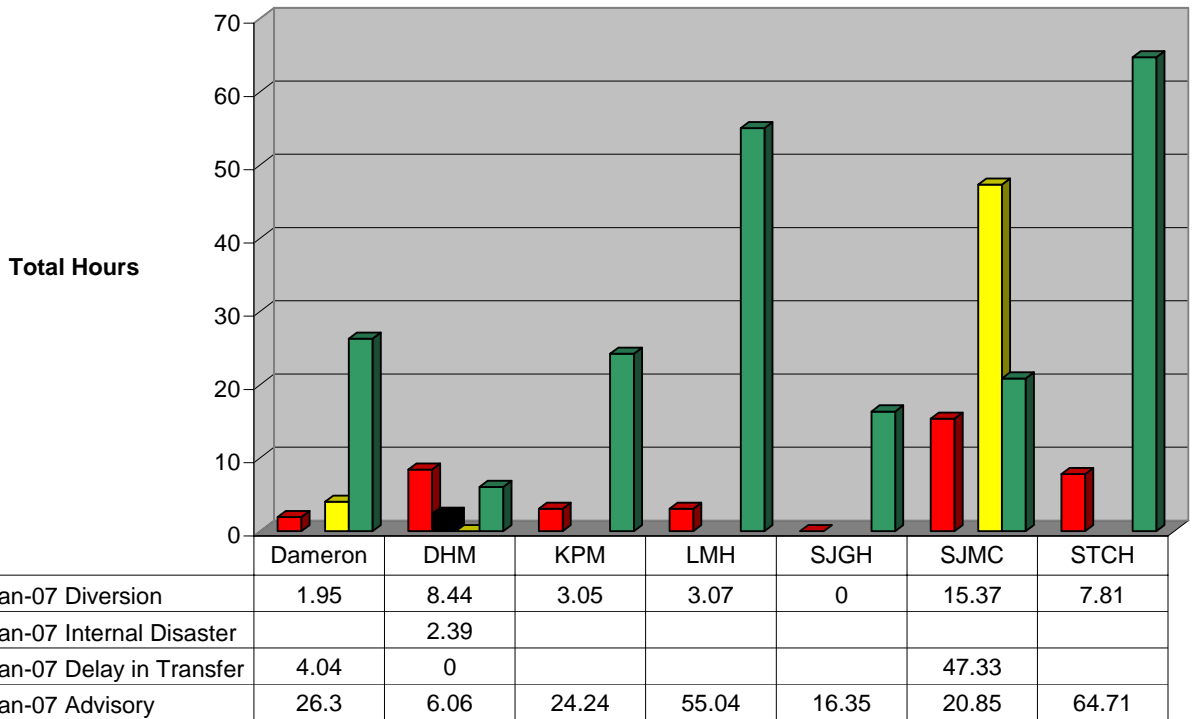
Analysis of data for October 2006 includes the following results:

- 6/7 hospitals utilized diversion time to manage emergency department (ED) inundation.
- Total hospital diversion time was 39.68 hours.
- 1/7 hospitals closed to ambulance traffic due to Internal Disaster.
- 2/7 hospital had reports submitted regarding delays in the transfer of patient care in the emergency department for a total of 51.37 hours.

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

- Facility specific diversion times are as followed:
 - Dameron – 1.95
 - Doctors Hospital of Manteca – 8.44
 - Kaiser Permanente Manteca – 3.05
 - Lodi Memorial Hospital – 3.07
 - San Joaquin General Hospital – N/A
 - St. Joseph's Medical Center – 15.37
 - Sutter Tracy Community Hospital – 7.81
- Recommendations:
 1. Maintain policy for receiving hospital diversion.
 2. Continue receiving hospital use of EMSsystem for reporting advisory status.
 3. Work with receiving hospitals to address delays in transfer of care.
 4. Monitor compliance with EMSsystem data reporting through dispatch provider.

Hospital Status Report January 2007



Monthly Diversion Hours

