



# 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):** November 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 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:

  - 2/7 hospitals utilized diversion time to manage emergency department (ED) inundation.
  - Total hospital diversion time was 8.18 hours.
  - 1/7 hospitals closed to ambulance traffic due to Internal Disaster.
5. Conclusions and Recommendations **(ACT)**
  - Facility specific diversion times are as followed:
    - Dameron – 2.12
    - Doctors Hospital of Manteca – N/A
    - Kaiser Permanente Manteca – N/A
    - Lodi Memorial Hospital – N/A
    - San Joaquin General Hospital – N/A
    - St. Joseph's Medical Center – 6.06
    - Sutter Tracy Community Hospital – N/A
  - Recommendations:
    1. Maintain policy for receiving hospital diversion.
    2. Continue receiving hospital use of EMSsystem for reporting advisory status.
    3. Continue to collect and trend hospital status and delay of transfer data.
    4. Monitor compliance with EMSsystem data reporting through dispatch provider.

## Monthly Diversion Hours May - November 2006

