



SEPTEMBER 2, 2021 ED DIVERSION SITUATION



BACKGROUND



S-010 UPDATE EFFECTIVE JULY 1, 2021

- Clarified ambulance diversion
- Empowered Duty Officer to implement diversion
- Limited Diversion to 4 hours, requires Duty Officer approval to remain on diversion

CAPACITY PLAN TOOLS

- Among others, variety of tools to adjust EMS patient transportation and destination
- Goal is to load level and surge to meet the situation

SITUATION



- Multiple EDs on Diversion throughout the morning and midafternoon
 - Several EDs immediately returned to Diversion without contacting EMS Duty Officer
- Late afternoon/early evening crescendo
- Only 2 adult civilian EDs open at 20:24

Timeframe	EDs on Diversion (out of 18 total)
04:00-08:00	3
08:00-12:00	1
12:00-16:00	8
16:00-20:00	13
20:00-20:24	16

COUNTY EMS ACTIONS



- Duty Officer proactively contacted multiple facilities throughout the day
 - Previously, similar alerts were followed by system stabilization
- System alerts sent when:
 - 10 EDs on Diversion
 - 13 EDs on Diversion
 - 16 EDs on Diversion

17:07 Alert

- San Diego County emergency departments are severely impacted. More than half of all adult civilian EDs are on diversion. EDs should take proactive urgent action to improve capacity. County EMS Duty Officer is closely monitoring ED and EMS capacity.

18:57 Alert

- San Diego County emergency departments are at critical capacity levels. More than twelve adult civilian EDs are on diversion. County EMS requests that all EDs immediately take all appropriate actions to re-open for routine ambulance traffic. ED diversion extensions may not be approved.

Hospitals: Your hospital administration should be made aware of the current situation in the Emergency Department.

EMS Agencies: Longer than normal off load delays should be expected, consider augmenting EMS capacity in the service area if possible. The current situation is an EMS Duty Officer Level 2 Urgent Alert.

20:24 Alert

- **ED DIVERSION SUSPENDED.** San Diego County ED capacity is exhausted. More than 80% of all adult civilian EDs are on diversion. Facilities on diversion will be returned to open status immediately and will remain open until 0800 tomorrow morning.

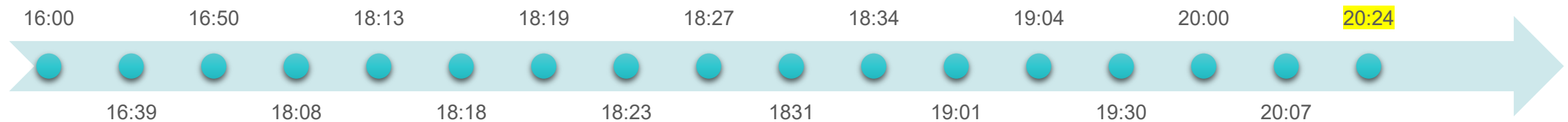
Hospitals: Your hospital administration should be made aware of this urgent situation.

EMS Agencies: Very long off load delays should be expected, consider augmenting EMS capacity in the service area if possible. The current situation is an EMS Duty Officer Level 1 Regional Emergency.



TIPPING POINT MET

- Once the majority of EDs signaled Diversion, the rest followed rapidly
- Ambulance 'boluses' redirected to the few remaining open EDs
- Multiple EDs received ambulances while on diversion.
 - Patient triage/specialty status data incomplete



ED Diversion initiation time (not to scale)