

Emergency Department Overcrowding Diversion Inversion

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How Do You Deal With Hospital Overcrowding?

Increased EMS Volumes

Nationally – anywhere from 3 to 8% annually

NYC – approximately 6% over the last year

NYC 911

3-Tiered System

Firefighters – CFR

EMTs

Paramedics

NYC Statistics

Consistently 4,000+ calls per day

1.4 million EMS calls per year

Nearly 1 million transports

63 participating 911-receiving EDs

- 16 Trauma Centers

- 4 Burn Centers

- Specialty Referral Centers

 - Hyperbaric

 - Replant

 - Venomous Bite Center

Hospital Diversion

Request by hospitals (overcrowded, CT down, no beds)

Usually time increments (2 hours, 4 hours with re-requests as necessary)

Courtesy – EMS decision to honor or not

Multiple area hospital diversion requests – everyone re-opened

Hospital Redirection

2011 – EMS places hospital EDs on Diversion
3 or more ambulances at the hospital for ≥ 30
minutes

Often crews stuck in the triage line

Supervisor is sent to the ED to evaluate and
request the Redirection

ED Administration quick to remedy the cause of
redirection

Protocol Tweak

2014 – the algorithm was tweaked

A general protocol of 3 ambulances did not fit every facility due to ED size/volume

A more specific, hospital-based, formula is now in place

So How Do we Deal With Emergency Department Overcrowding?

Questions?

Thank you
Stay Safe!