City and County of San Francisco
Gavin Newsom, Mayor

Emergency Medical Services Agency
Department of Emergency Management
Division of Emergency Services

DATE: August 4, 2010
TO: EMS System Participants
FROM: Mary Vassar, RN, MS
Quality Manager
RE: Diversion Data for August 2009 through July 2010

Diversion data are extracted from EMSystem Resource reporting tools and reported in compliance with EMSA Diversion Policy 5020, X, E: 1-5. The following table shows the percentage of total diversion hours by facility and corresponding suspension hours for August 2009 through July 2010. Of note, patients who require specialty care, who are critical or in police custody are not diverted from San Francisco emergency departments.

- For the eight full receiving facilities, a total of 396 diversion hours were reported during July with an average of 7%.
- In July, diversion was suspended for 6-hours on 1 occasion (1%).
- Beginning with EMSA policies issued in August of 2008, the procedure for calculating the usage of Trauma Override was revised. Trauma Override usage is calculated relative to the total monthly hours of diversion suspension. SFGH did not utilize Trauma Override during July. The goal is to limit usage of Override to less than 20% of the time that diversion is suspended. The Trauma Override reports are submitted to the EMSA for review of compliance with criteria for activation of Trauma Override and mitigation efforts.
- There were no ED diversion related incidents reported to the EMSA during July.

Monthly Percentage of Time on Total Divert Status: Aug 2009 – July 2010[1]

Hospital	*Aug-09*	*Sep-09*	*Oct-09*	*Nov-09*	*Dec-09*	*Jan-10*	*Feb-10*	*Mar-10*	*Apr-10*	*May-10*	*Jun-10*	***Jul-10***	***Average/ Hosp.***
Chinese	13%	11%	20%	16%	20%	17%	20%	16%	15%	18%	19%	**15%**	**17%**
CPMC Davies	3%	3%	3%	3%	3%	2%	4%	2%	1%	3%	1%	**1%**	**2%**
CPMC Pacific	4%	5%	6%	5%	6%	6%	6%	6%	3%	6%	3%	**0%**	**5%**
CPMC St. Luke's	4%	7%	5%	6%	5%	5%	6%	5%	4%	6%	7%	**2%**	**5%**
Kaiser	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**0%**	**0%**
Kaiser SSF	1%	1%	1%	0%	2%	2%	4%	2%	1%	2%	0%	**0%**	**1%**
Seton	0%	3%	2%	0%	1%	1%	1%	3%	1%	0%	2%	**1%**	**1%**
SFGH	26%	32%	24%	27%	28%	25%	35%	21%	21%	22%	19%	**30%**	**26%**
St. Francis	3%	2%	3%	2%	1%	5%	2%	2%	4%	3%	1%	**1%**	**2%**
St. Mary's	10%	6%	14%	9%	8%	8%	6%	6%	7%	6%	6%	**6%**	**8%**
UCSF	17%	15%	17%	10%	12%	9%	15%	9%	13%	7%	12%	**14%**	**13%**
VA	16%	25%	29%	24%	29%	18%	17%	20%	19%	16%	16%	**9%**	**20%**
Average[2] /Month	8%	9%	9%	8%	8%	8%	9%	6%	7%	7%	6%	**7%**	**8%**
[1]Hours are not adjusted for times that ED's are logged in as on divert status during episodes of diversion suspension. Patients who are critical or need specialty care are not diverted. As a specialty care receiving center, the CPMC-California Campus ED does not use diversion. [2]Average/Month calculated among the 8 full receiving facilities and does not include the 2 standby facilities (Chinese and VAMC) and out-of-county facilities (Seton and Kaiser South San Francisco).													
Suspend Hrs	48	60	106	60	66	96	54	48	42	30	42	**6**	**55**
Suspend %	**6%**	**8%**	**14%**	**8%**	**9%**	**13%**	**8%**	**6%**	**6%**	**4%**	**6%**	**1%**	**7%**
SFGH Trauma Override Hrs	14	20	37	20	23	20	28	5	28	2	3	**0**	**17**
Override %	**30%**	**42%**	**76%**	**49%**	**55%**	**38%**	**77%**	**21%**	**67%**	**17%**	**21%**	**0%**	**41%**

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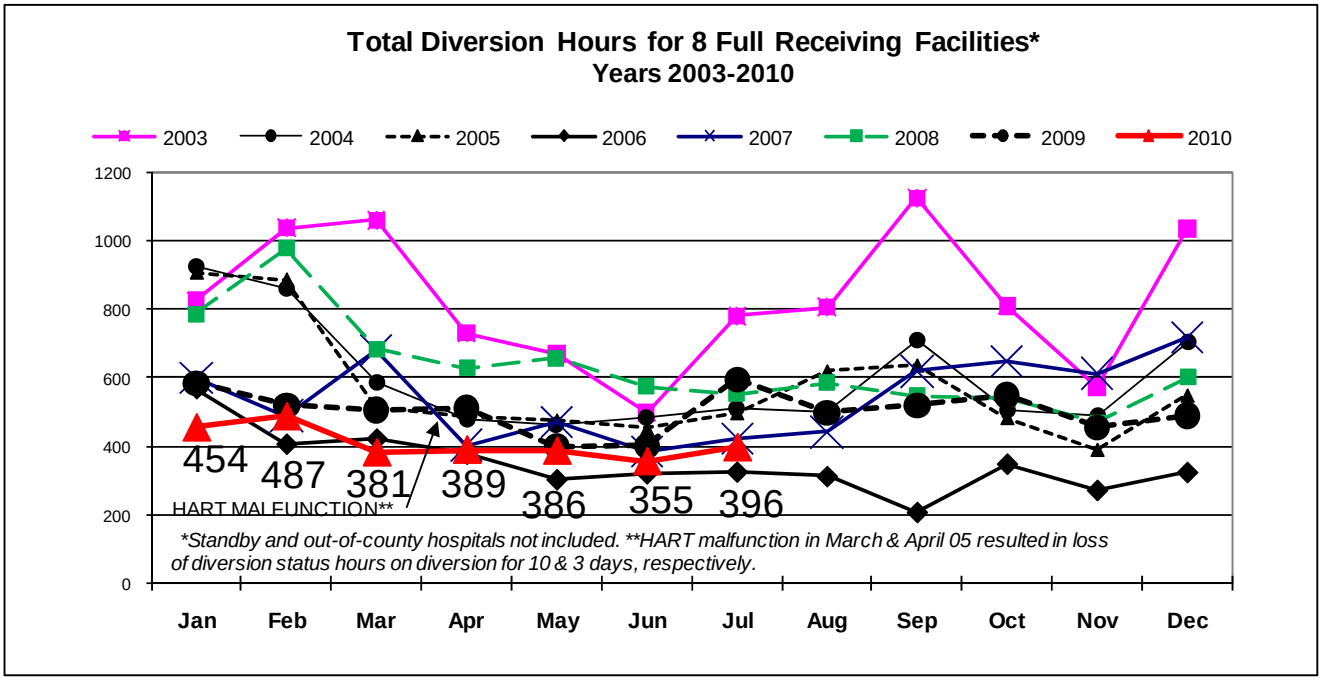
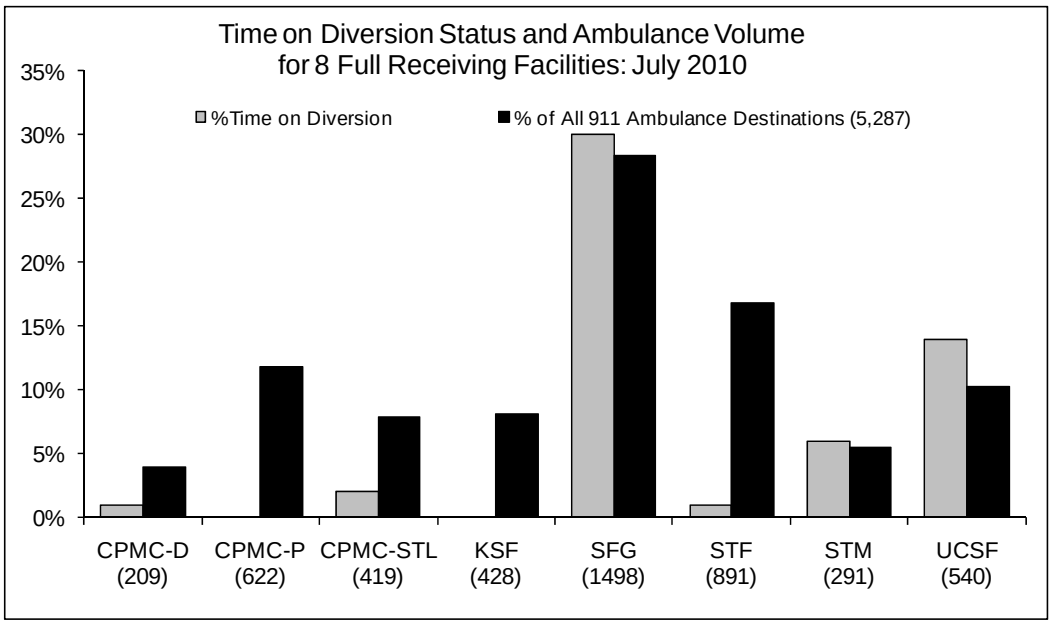
The following figure shows the total diversion trends for the years 2003 through 2010 for the eight full receiving facilities. Total hours on diversion during the winter months (December – March) shows that the minimum and maximum hours varied widely from 324 to 1059 hours. For the non-winter months (April – November), the total hours on diversion varied widely from 208 to 1123 hours.



The percentage of time on facility diversion status relative to ambulance transport volume is shown below. Ambulance transport volume was extracted from the 911 Computer Aided Dispatch System. These counts do not represent unique patients (i.e., units may transport more than one patient on occasion) and do not include non 911 emergency calls dispatched through call centers for private ALS ambulance providers or the National Park Service that resulted in transport to a receiving facility. The denominator (5,287) for the percentage of transports does include 389 other transports to partial receiving hospitals; out-of-county ED transports; SF Sobering Center; CPMC-California Campus; and entries of "missing" for hospital names. As a specialty care receiving center, the CPMC-California Campus ED does not use diversion.



Monthly 9-1-1 Ambulance Volume: Aug 2009 – July 2010[1]

Hospital	*Aug-09*	*Sep-09*	*Oct-09*	*Nov-09*	*Dec-09*	*Jan-10*	*Feb-10*	*Mar-10*	*Apr-10*	*May-10*	*Jun-10*	*Jul-10*	***Avg/ Hosp.***	***Avg %/ Hosp***
Chinese	43	42	48	41	43	38	36	49	39	41	40	39	**42**	**1%**
CPMC Davies	197	174	234	235	222	226	176	197	202	213	242	193	**209**	**4%**
CPMC Pacific	500	564	624	599	606	645	663	661	640	670	657	636	**622**	**12%**
CPMC St. Luke's	398	393	466	429	442	454	414	373	418	425	353	460	**419**	**8%**
KAISER SF	398	399	435	401	442	488	424	487	441	428	396	399	**428**	**8%**
KAISER SSF	52	42	47	57	45	55	50	52	43	51	42	50	**49**	**1%**
Seton	65	48	69	51	88	53	52	66	56	73	57	71	**62**	**1%**
SFGH	1448	1360	1514	1432	1415	1482	1331	1615	1495	1679	1707	1493	**1498**	**29%**
St. Francis	842	844	930	840	864	922	848	910	886	959	938	905	**891**	**17%**
St. Mary's	246	271	287	316	293	290	289	315	301	304	298	277	**291**	**6%**
UCSF	479	511	513	520	519	557	530	568	592	605	534	554	**540**	**11%**
VA	66	65	61	57	33	62	57	63	67	62	83	63	**62**	**1%**
Total[1]	**4734**	**4713**	**5228**	**4978**	**5012**	**5272**	**4870**	**5356**	**5180**	**5510**	**5347**	**5140**	**5112**	**100%**

[1] Totals do not include additional transports to CPMC-Cal Campus, Sobering Center or records with missing destination data.