



Office of Emergency Management (OEM)

Milwaukee County

Christine Westrich, Director OEM

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Number: 16-02

Date: March 24, 2016

From: M. Riccardo Colella, DO, MPH, FACEP

Section: Medical Services

To: All EMS Field Providers, Receiving Hospital Partners, and Stakeholders

Subject: Hospital Destination and No Ambulance Diversion Policy

Purpose: Reminder communication and measures for success

The Milwaukee County EMS system and receiving hospitals are committed to providing exceptional patient care including access to the patient's choice of hospital within the system. We have partnered to officially begin this "no ambulance diversion" policy in our community beginning April 1st. It should be recognized that health systems have laudably responded to this policy change by implementing hospital-wide processes to serve our communities in advance of the implementation date.

MCEMS system performance benchmarks of this new policy will include:

- Ambulance volume
- Ambulance turnaround time
- Hospital reported Internal Disaster declaration alerts through WiTrac
- Patient safety events reported through the MCEMS Continuous Quality Improvement Process
 - 24/7 Continuous Quality Improvement Process Reporting Hotline [414.257.6660](tel:414.257.6660)

MCEMS will meet with stakeholders quarterly to review benchmarks and identify opportunities for improvement.

See attached documents (Hospital Destination Policy, MCEMS CQIP Reporting)

Initial: 4/1/16
Reviewed/revised:
Revision:

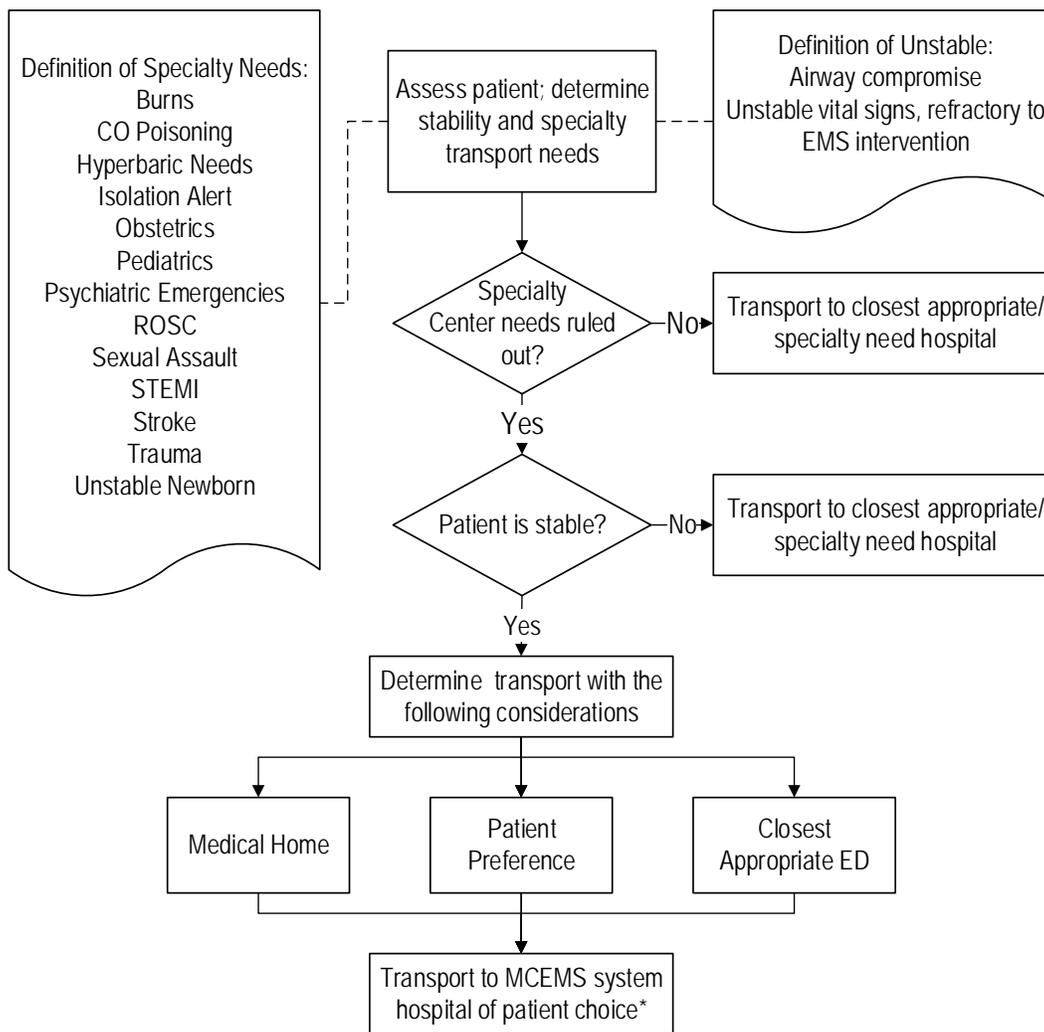
**MILWAUKEE COUNTY EMS
OPERATIONAL POLICY
HOSPITAL DESTINATION**

Approved: M. Riccardo Colella, DO, MPH, FACEP
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POLICY: This policy provides principles and decision-making guidance for patients, EMS providers and hospitals within the MCEMS system.

Guiding Principles

- EMS and health care systems will partner to ensure access to safe and high quality care.
- Patients have the right to make informed health choices including hospital destination within the Milwaukee County EMS System; care outside of an informed patient care choice may impact safety, quality and economic risks.



- *EMSystem definition of Internal Disaster: Facility is closed due to internal disaster situation such as physical plant deficiency. In this case, an alternate destination is required.
- Internal Disaster is EMSystem designation recognized by MCEMS as “closing” a hospital to ambulance transport.



Milwaukee County Emergency Medical Services

Continuous Quality Improvement Program

Are we providing quality patient care?
We want to hear about it!

Required information:

- Date of the incident
- Fire Department, Private Ambulance Provider or Emergency Department involved
- MED unit, squad, or ambulance number
- Patient name
- A description of what happened and why you want the incident reviewed
- Your first and last name
- *A phone number or e-mail address where you can be reached for further information and feedback!*

(414) 257-6660

We appreciate your interest in helping us provide the best prehospital care!

Confidentiality of patient information will be maintained.