



NUMBERED NOTICE

Number: **22-02**
Date: 04/25/2022
From: Ben Weston, MD, MPH, Medical Director
To: All EMS Providers, Milwaukee County Health Systems
Subject: Milwaukee County OEM Hospital Diversion Action Plan
Purpose: Directive

Situation

Hospital diversions negatively impact patient centered care, create opportunities for error, and strain the EMS system. Repeated diversions, specifically from a single resource at a single hospital suggests an inability of the hospital to maintain consistent services.

This plan aims to minimize limited diversions throughout Milwaukee County health care systems to allow for continued service to the community as a Milwaukee County EMS specialty care receiving center.

Background

Diversions are carefully tracked and reviewed in the Milwaukee County EMS system. Two types of diversions are permitted. First, bypass diversions stop all ambulance traffic to an emergency department in a time of major internal emergency. Second, limited diversion allows for the diversion of EMS for specific special care needs, such as a CT scanner for stroke patients or a catheterization lab (CL) for STEMI patients.

Previously, when a high number of limited diversions are accumulated for a health system, a hospital, or a specific resource within the hospital, conversations in private and public forums work to resolve these issues for enhanced reliability of care. The trigger for these conversations has been subjective and variable, as has the outcome of the discussions.

Assessment

It is the goal of the Milwaukee County Office of Emergency Management and the Milwaukee County EMS Medical Director for all health care facilities who maintain certification and desire to be specialty care receiving centers continue to receive patients for that health need. However, for that to occur, each health care facility must maintain dependable and consistent capabilities to care for those patients. To provide that care, the health care facilities must ensure limited diversions are minimized.

Plan

The following plan will allow us to reach our goal to maintain all health care facilities as specialty care receiving centers if they maintain certification and desire this designation.

- Limited diversions may only last 48 hours at which point a second diversion would begin.
- Multiple limited diversions of the same resource within 48 hours will only count as a single diversion.
- If a health care facility has three limited diversion events of the same special care resource within a single calendar quarter, an immediately implemented three-month pause as a Milwaukee County EMS specialty receiving hospital for that specialty shall occur.



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- Following the pause, resumption of receiving privileges may result if a plan is in place to address previous diversion issues, health system wishes for reinstatement, and EMS Medical Director agrees to reinstatement.

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Medical Director

The above information is reviewed and compiled by the MCW Division of EMS Medicine.

