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
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
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!