

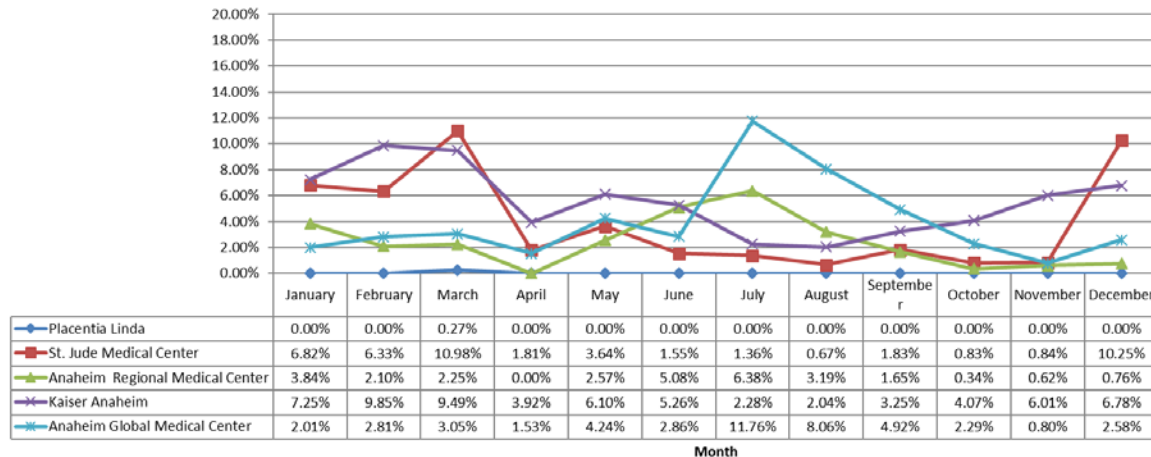


Orange County Emergency Medical Services Diversion Report

January 1 to December 31, 2019

Emergency Receiving Center Diversion- Percent of Time

North Area- 2019 - ERC Diversion



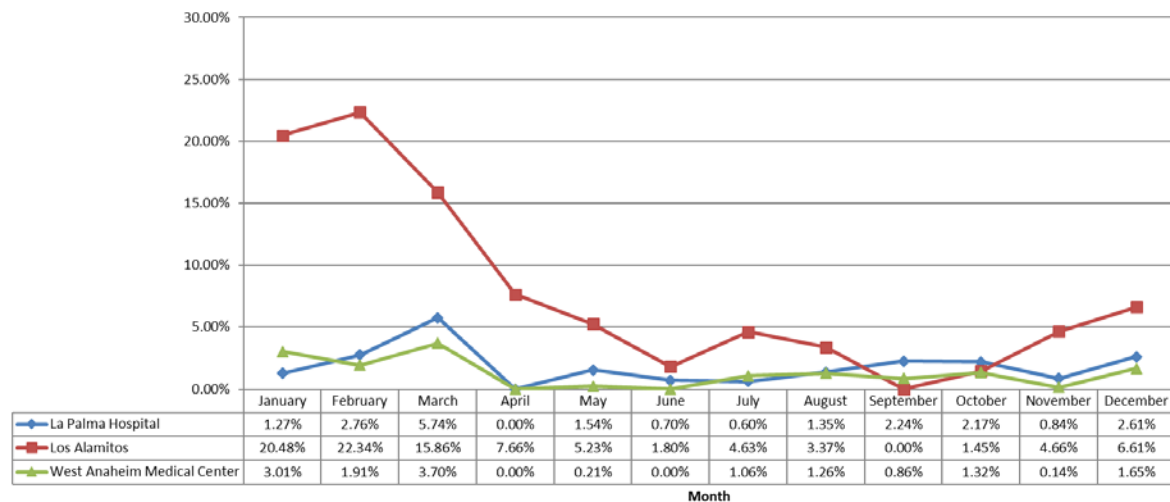
North Area Includes:

Placentia Linda Hospital
 St. Jude Medical Center
 Anaheim Regional Medical Center
 Kaiser Anaheim
 Anaheim Global Medical Center

West Area Includes:

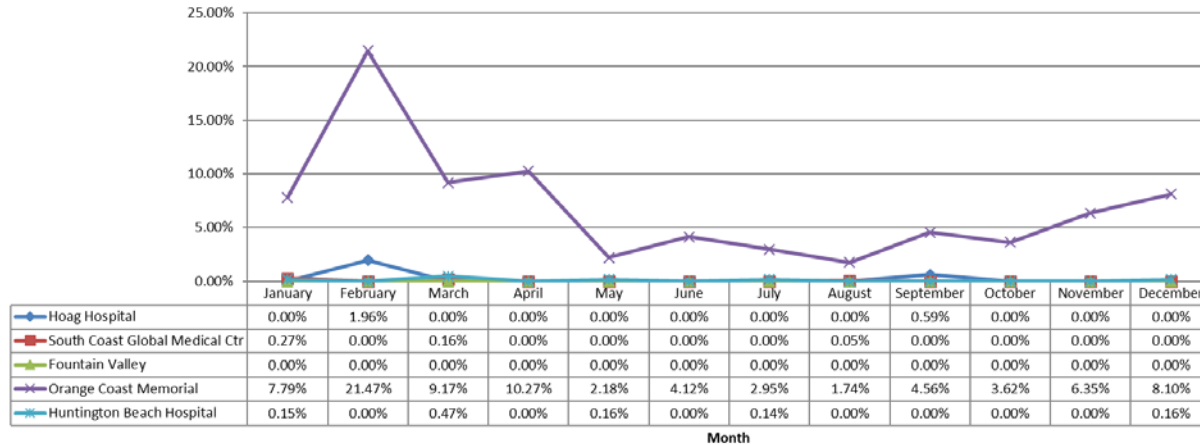
La Palma Hospital
 Los Alamitos Medical Center
 West Anaheim Medical Center

West Area - 2019 - ERC Diversion



Emergency Receiving Center Diversion- Percent of Time

Coastal Area- 2019 - ERC Diversion



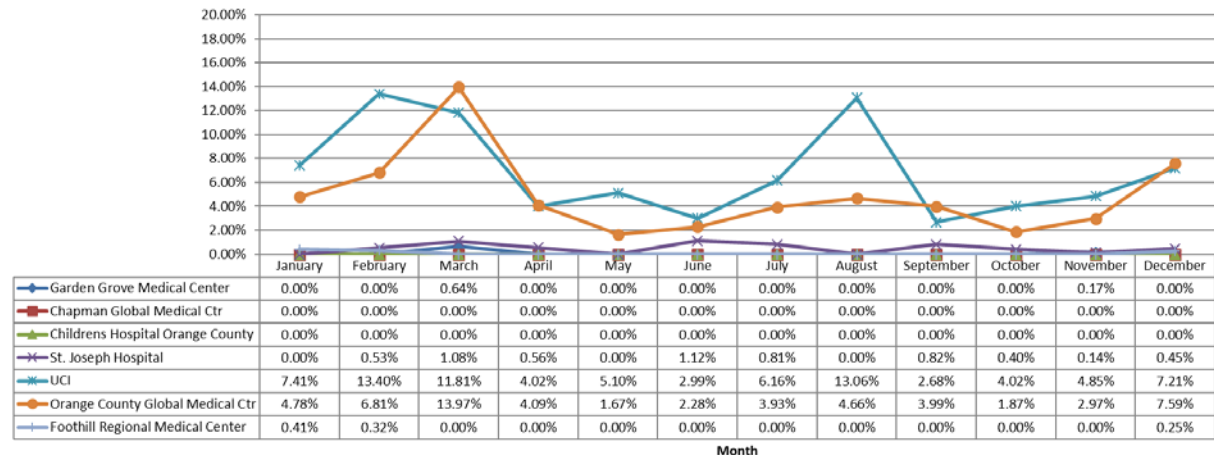
Coastal Area Includes:

Hoag Hospital Newport Beach
 South Coastal Global Medical Center
 Fountain Valley Hospital
 Orange Coast Memorial Medical Center
 Huntington Beach Hospital

Central Area Includes:

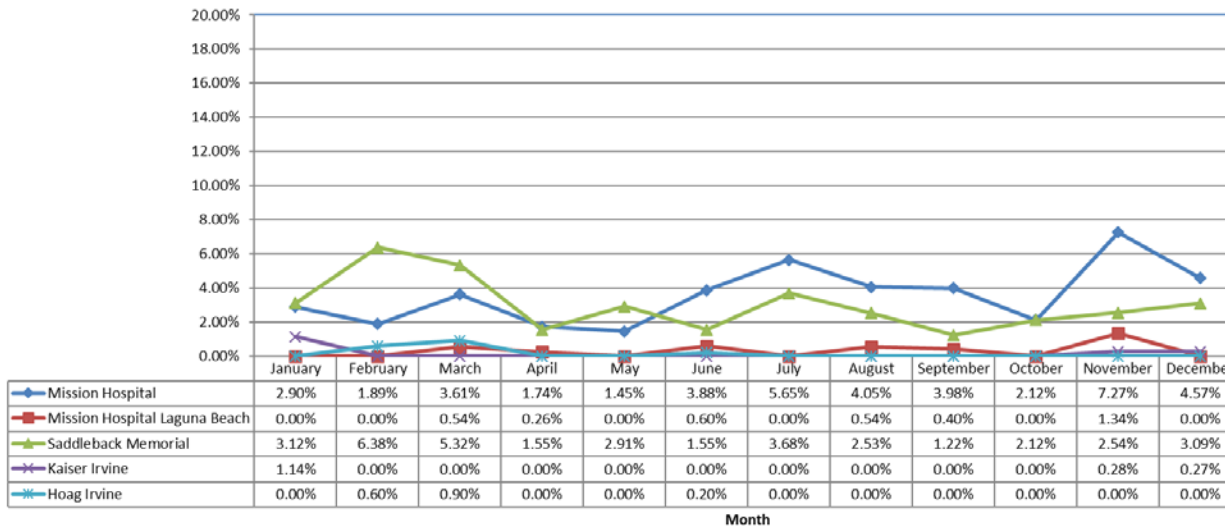
Garden Grove Medical Center
 Chapman Global Medical Center
 Children's Hospital Orange County
 St. Joseph Hospital
 UCI
 Orange County Global Medical Center
 Foothill Regional Medical Center

Central Area- 2019 - ERC Diversion



Emergency Receiving Center Diversion- Percent of Time

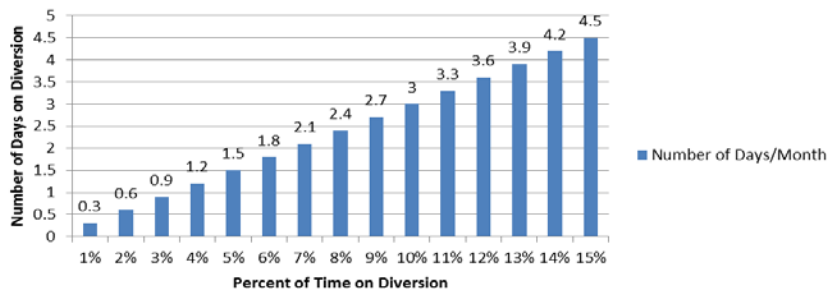
South Area- 2019 - ERC Diversion



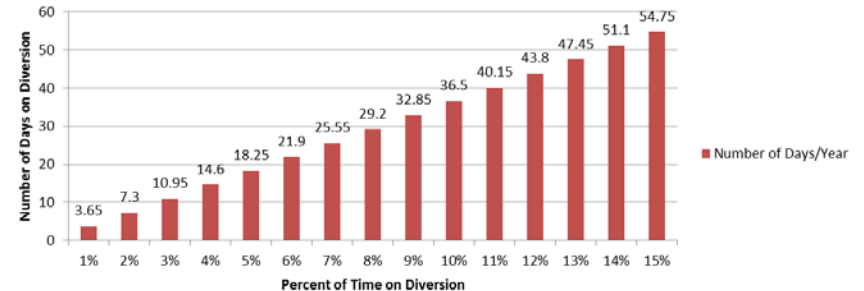
South Area Includes:

Mission Hospital – Mission Viejo
 Mission Hospital – Laguna Beach
 Saddleback Memorial Medical Center
 Laguna Hills
 Kaiser Hospital – Irvine
 Hoag Hospital - Irvine

Number of Days/Month on Diversion



Number of Days/Year on Diversion



The two charts above demonstrate the monthly and annual impact of diversion represented as a total number of days an ERC would not receive patients given the percent of time of diversion.

Note: Number of days/month based on 30 days in a month

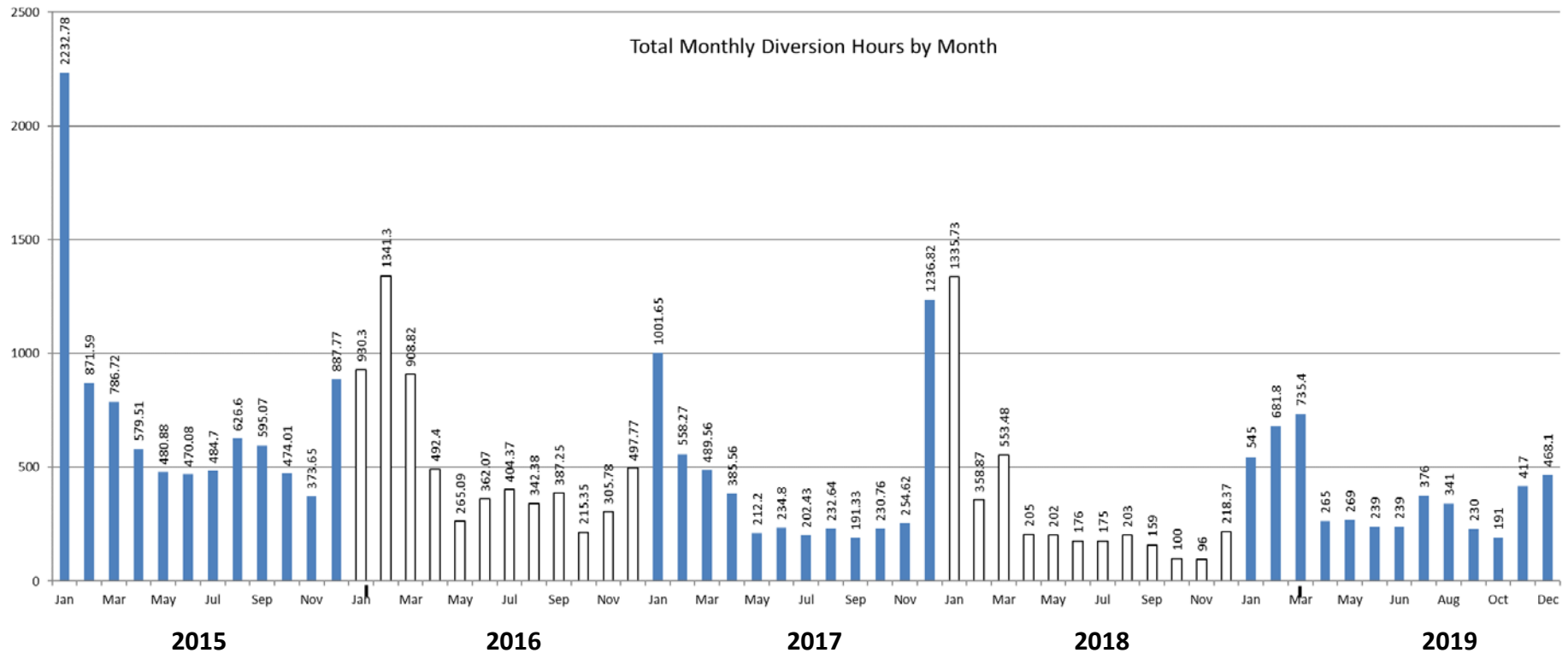


Emergency Receiving Center Diversion- Total Hours

Emergency Receiving Center Diversion Hours 2019												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Anaheim Global Medical Ctr	14.00	18.00	22.00	11.00	31.00	20.00	87.00	60.00	35.00	17.00	5.00	19.00
Anaheim Regional Med Ctr	28.00	14.00	16.00	0.00	19.00	36.00	47.00	23.00	11.00	2.00	4.00	5.00
Chapman Global Medical Ctr	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	136.00	0.00
CHOC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothill Regional Medical Ctr	3.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00
Fountain Valley	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Garden Grove Hospital	0.00	0.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00
Hoag Hospital Irvine	0.00	4.00	6.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Hoag Newport	0.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00	4.00	0.00	0.00	0.00
Huntington Beach	1.00	0.00	3.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	0.00	1.00
Kaiser Anaheim	53.00	66.00	70.00	28.00	45.00	37.00	16.00	15.00	23.00	30.00	43.00	50.00
Kaiser Irvine	8.00	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	2.00
La Palma Intercommunity	9.00	18.00	42.00	0.00	11.00	5.00	4.00	10.00	16.00	16.00	6.00	19.00
Los Alamitos	152.00	150.00	117.00	55.00	38.00	12.00	34.00	25.00	0.00	10.00	33.00	49.00
Mission Hospital Laguna	0.00	0.00	4.00	1.00	0.00	4.00	0.00	4.00	2.00	0.00	9.00	0.00
Mission Hospital Mission	21.00	12.00	26.00	12.00	10.00	27.00	42.00	30.00	28.00	15.00	52.00	34.00
Orange Coast Memorial	57.00	144.00	68.00	73.00	16.00	29.00	21.00	12.00	32.00	26.00	45.00	60.00
Orange County Global Med	35.00	45.00	103.00	29.00	12.00	16.00	29.00	34.00	28.00	13.00	21.00	56.00
Placentia Linda Hospital	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Saddleback Memorial	23.00	42.00	39.00	11.00	21.00	11.00	27.00	18.00	8.00	15.00	18.00	22.00
South Coast Global	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.00	0.00	0.00
St Joseph	0.00	3.00	8.00	4.00	0.00	8.00	6.00	0.00	5.00	3.00	1.00	3.00
St. Jude Medical Ctr	50.00	42.00	81.00	13.00	27.00	11.00	10.00	4.00	13.00	6.00	6.00	76.00
UCI	55.00	90.00	87.00	28.00	37.00	21.00	45.00	97.00	19.00	29.00	34.00	53.00
West Anaheim Medical Ctr	22.00	12.00	27.00	0.00	1.00	1.00	7.00	9.00	6.00	9.00	1.00	12.00
Total	533.00	675.00	725.00	265.00	269.00	239.00	376.00	341.50	230.00	191.00	417.00	462.00



Emergency Receiving Center Diversion 2015 - 2019



Reasons for Diversion in 2019

ED Diversion Reasons in 2019

- Volume, Acuity, Staffing issues for smaller facilities
- Patient mix varies but all mention holding Monitored and Psych pts in ED
- ED beds full and ED Lobby Full
- OR/Cath Lab Closed

Comments given on ReddiNet

- "Hospital has no admission capacity"
- "High acuity in triage"
- "Multiple criticals arrived simultaneously"
- "Code Silver incident (weapon)"
- "3 code strokes"
- "Radiology, lab and meditech down"
- "3 - 1 to 1 pts, running pts out of hallway and trauma bays & no beds inhouse"
- "4 hour wait in lobby, holding critical patients in ED-no ICU beds"
- "waiting room patients majority level 2's"
- "Cedoc¹ score 182"
- "CEDOCS¹ 151, 34 IN WR, 6HR WAIT, 11 esi 2"
- "cedocs¹ at 1930 144, 6 1:1 short staffed, 2030 6 more incomings, radio call complete heart block, inc"
- "cedoc¹ went from 129 to 140 in 15 min, dept with level 1s and 2s over whelmed"

¹CEDOC stands for Community Emergency Department Overcrowding Scoring system

Comments given on ReddiNet continued)

- 16 holding, 2 holding icu, 5h 30min admit wait, 4h 15m lobby wait
- Longest wait in triage 5.33 hrs, longest admit 9 hrs.
- out of control 11 admitted pt's unable to assign beds as codes going off; 4 incomings in hall 2 criticals
- meditech downtime, Drs feel unsafe, slow lab result turn around time

Internal Disruption Reasons in December 2019

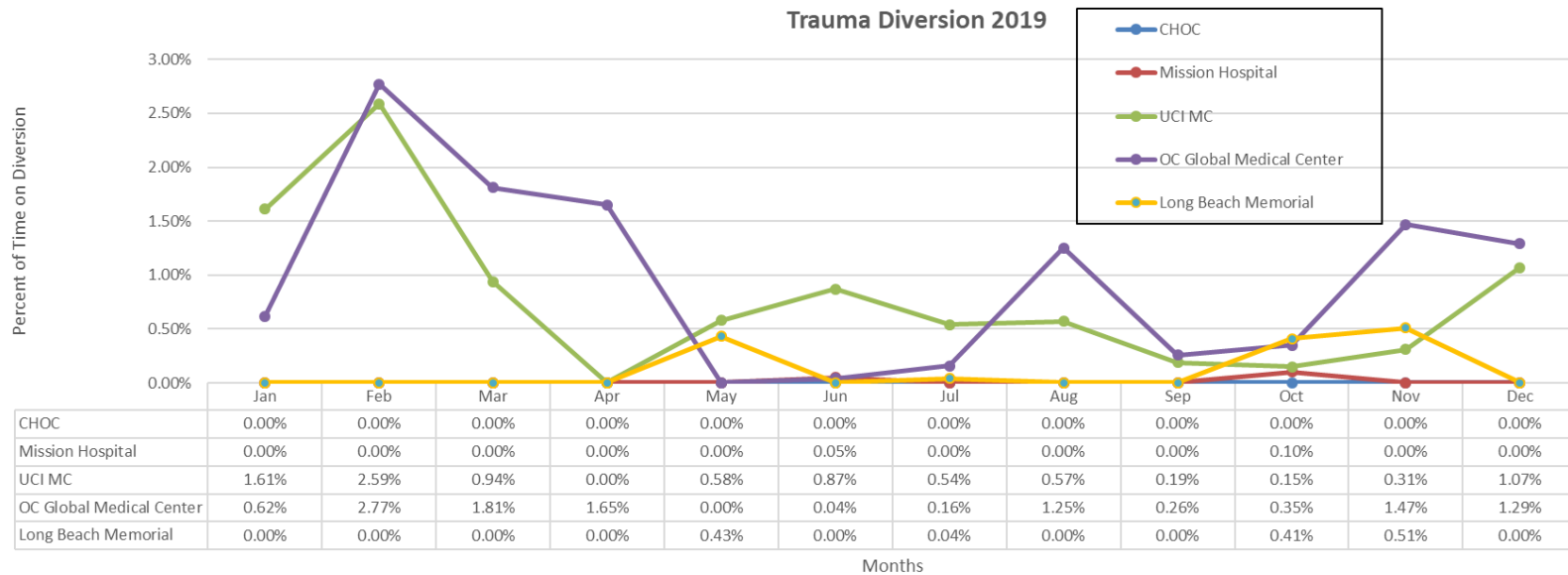
- Bomb Threat
- Power Outage
- Phones Down
- Internet/PCs Down
- CT/Radiology Down due to power failure

Overall Observations

- December saw a slight increase over November following the pattern seen earlier this year during flu season.
- 6 facilities account for 75% of the overall ED Diversion
- 6 facilities account for 100% of the CT Downtime for December
- 2 Trauma Centers reported Trauma Downtime in December but remain below the 2% threshold



Trauma Receiving Center Diversion- Percent of Time



Cardiovascular Receiving Center Diversion- Percent of Time

CVRC 2019												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Anaheim Global Medical Ctr	0.23%	1.15%	0.00%	0.00%	0.00%	3.99%	0.0%	13.8%	0.2%	0.0%	0.0%	1.4%
Anaheim Regional Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fountain Valley	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hoag Hospital Irvine	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hoag Hospital Newport	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Los Alamitos	9.87%	9.12%	2.42%	1.86%	0.00%	0.00%	1.3%	0.0%	0.0%	0.0%	0.0%	0.8%
Orange Coast Memorial Med	0.00%	1.26%	0.00%	0.25%	0.42%	0.00%	1.5%	0.0%	0.2%	0.0%	0.0%	0.5%
Orange County Global Med	1.32%	0.71%	4.53%	1.34%	2.53%	0.58%	0.9%	0.1%	0.4%	0.3%	1.0%	0.4%
Mission Hospital	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
Saddleback Memorial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
St Joseph	0.00%	0.00%	0.00%	0.00%	0.00%	0.53%	0.0%	0.0%	0.0%	0.3%	0.5%	0.0%
St Jude	0.00%	0.34%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UCI	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
West Anaheim Medical Ctr	2.63%	0.55%	2.70%	0.40%	#VALUE!	#VALUE!	#VALUE!	#VALUE!	0.1%	1.1%	0.5%	1.6%

Highlighted in Red =Diversion Any Amount



Internal Disruption Diversion- Percent of Time

Internal Disruption 2019												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Anaheim Global Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%
Anaheim Regional Med Ctr	0.00%	2.03%	0.93%	1.15%	3.23%	0.41%	0.00%	0.37%	0.00%	0.00%	0.00%	0.08%
Chapman Global Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	1.07%	0.00%	0.00%	0.00%	0.00%
CHOC	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Foothill Regional Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.08%
Fountain Valley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.97%	0.00%	0.00%	0.00%	0.00%
Garden Grove Hospital	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Hoag Hospital Irvine	0.00%	0.00%	0.00%	0.03%	0.00%	0.11%	0.10%	0.00%	0.00%	0.00%	0.00%	0.02%
Hoag Newport	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Huntington Beach	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kaiser Anaheim	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kaiser Irvine	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
La Palma Intercommunity	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Los Alamitos	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Mission Hospital Laguna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.12%	0.00%	0.00%	0.00%
Mission Hospital Mission	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.22%	0.00%	0.00%	0.05%
Orange Coast Memorial	0.00%	0.00%	0.00%	0.93%	0.00%	0.47%	0.00%	0.59%	0.00%	0.00%	0.00%	0.00%
Orange County Global Med	0.02%	0.00%	0.00%	0.00%	0.11%	0.00%	0.01%	0.00%	0.72%	0.00%	0.00%	0.00%
Placentia Linda Hospital	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Saddleback Memorial	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.05%	0.03%	0.00%	0.07%	0.00%	0.00%
South Coast Global	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.49%
St Joseph	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.50%	0.00%	0.00%
St. Jude Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.33%	0.00%	0.00%	0.00%	0.17%	0.00%	0.00%
UCI	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.07%	0.00%	0.00%	0.00%	0.00%	0.00%
West Anaheim Medical Ctr	0.00%	0.00%	0.63%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%



Highlighted in Red =Diversion Any Amount

CT Diversion Report- Percent of Time

CT Diversion 2019												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Anaheim Global Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.49%	0.00%	0.09%	0.31%	0.00%	0.30%	0.00%
Anaheim Regional Med Ctr	1.83%	0.00%	0.50%	0.48%	2.46%	1.09%	0.70%	1.80%	0.56%	1.34%	0.57%	4.45%
Chapman Global Medical Ctr	0.85%	0.37%	0.00%	0.00%	0.00%	0.00%	8.30%	0.00%	1.97%	2.56%	0.47%	1.48%
CHOC	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Foothill Regional Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Fountain Valley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Garden Grove Hospital	0.00%	0.31%	6.57%	2.15%	0.53%	0.00%	0.00%	0.49%	0.00%	0.00%	0.40%	0.00%
Hoag Hospital Irvine	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.08%	0.00%	0.00%
Hoag Newport	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%
Huntington Beach	9.31%	0.32%	0.41%	1.06%	3.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Kaiser Anaheim	0.00%	0.00%	0.47%	0.16%	0.00%	0.00%	0.38%	0.00%	0.24%	1.12%	0.00%	0.00%
Kaiser Irvine	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
La Palma Intercommunity	0.00%	0.00%	0.67%	0.49%	0.00%	0.86%	0.00%	0.00%	1.46%	0.00%	0.00%	0.00%
Los Alamitos	13.63%	9.03%	2.42%	0.85%	0.00%	0.00%	1.98%	0.00%	0.00%	0.00%	0.00%	0.52%
Mission Hospital Laguna	0.00%	0.15%	0.00%	0.00%	0.00%	0.55%	0.00%	0.00%	0.00%	0.18%	0.00%	0.22%
Mission Hospital Mission	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Orange Coast Memorial	0.00%	0.00%	0.00%	0.50%	0.00%	0.05%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Orange County Global Med	0.04%	1.92%	0.64%	0.79%	0.00%	0.01%	0.00%	0.00%	0.01%	0.19%	0.00%	0.09%
Placentia Linda Hospital	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Saddleback Memorial	0.00%	0.00%	0.37%	0.63%	0.04%	0.00%	0.15%	0.00%	0.00%	0.05%	0.00%	0.00%
South Coast Global	0.00%	1.71%	0.00%	0.00%	3.58%	2.17%	1.70%	0.91%	3.03%	0.00%	2.96%	1.01%
St Joseph	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
St. Jude Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
UCI	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
West Anaheim Medical Ctr	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.17%	0.00%	0.00%	0.08%	0.00%	0.00%



Highlighted in Red = Diversion Any Amount