



HOSPITAL DIVERSION POLICY

For hospitals and other VHASS users within the

***NEAR SOUTHWEST
PREPAREDNESS ALLIANCE
REGION***

May 29, 2020

HOSPITAL DIVERSION POLICY AND INFORMATION

NEAR SOUTHWEST PREPAREDNESS ALLIANCE AREA

Encompassing the **WESTERN & BLUE RIDGE EMS REGIONS**

In the Western and Blue Ridge EMS Council areas (The Near Southwest Preparedness Alliance area), there are 12 public access hospitals that operate emergency departments, plus one Veterans Affairs Medical Center that operates an ED for the specific veteran population. Additionally, there are also two (2) free standing Emergency Departments in the region. In all areas except the Roanoke Valley, only one primary care hospital operates in a given community. (In Lynchburg, Centra Health's Virginia Baptist Hospital does not operate an emergency department.). For this reason, general hospital diversion is not an issue. However, hospitals may divert patients for specific reasons, such as physical limitations within a facility (e.g. a full CCU, inoperable CT scanners, etc).

In the Roanoke Valley, there are currently two public access hospitals that operate emergency departments and one free standing Emergency Department. These two facilities (Carilion Clinic Roanoke Memorial and LewisGale Medical Center) monitor their ED load and communicate with each other directly via telephone and radio to ensure adequate coverage. Carilion Clinic Roanoke Memorial is the only trauma center (Level 1) in the Roanoke area, so it is always open to receive trauma patients unless compromised by a physical plant failure.

Diversion status throughout the region is monitored in VHASS (the Virginia Healthcare Alerting and Status System), a web-based hospital communication and diversion status board system owned and operated by the Virginia Hospital and Healthcare Association and the Virginia Department of Health as part of the Healthcare Preparedness Program (HPP). Every hospital in the region participates and may view the diversion status of all other hospitals in the region. VHASS is also available to all public safety dispatch centers

in the region to assist in directing each ambulance patient to the appropriate hospital able to accept that patient. An EVENT Module is part of the VHASS system, and this allows direct communication between all of the hospitals, the region's RHCCs (Regional Healthcare Coordination Center), and VDH.

The Veterans Affairs Medical Center in Salem diverts ambulance traffic on a frequent basis and updates the VHASS diversion status board throughout the day to alert ambulance dispatchers of its diversion status.

Roanoke Area Diversion

In the Roanoke Valley, two public access critical care hospitals receive the majority of ambulance traffic. LewisGale Medical Center in Salem operates a 24-hour emergency department capable of handling most emergencies other than major trauma. Carilion Clinic Roanoke Memorial Hospital, a Level I Trauma Center, handles major trauma as well as all other types of emergencies.

Carilion MedCom is the communications center that receives all communications from ambulances transporting patients to Carilion Clinic Roanoke Memorial. In the event that Carilion Clinic Roanoke Memorial is at or near capacity, Carilion MedCom may divert ambulance traffic to other facilities. As a Level I Trauma Center, Carilion Clinic Roanoke Memorial will never divert trauma patients that are triaged to the Level I center. In May 2011, Carilion Medcom updated its UHF radio capability to monitor and communicate on Med 9 and 10 (Call 1 and 2).

Lynchburg Area Diversion

In the Lynchburg area, one public access critical care hospitals (Centra Health's Lynchburg General Hospital, a Level 2 Trauma Center) receives all ambulance traffic. This facility does not divert trauma patients. Centra's Virginia Baptist Hospital (also in Lynchburg) is a specialty facility and does not routinely receive ambulance traffic.

Special Diversion

In the event that any Roanoke area hospital goes on any type of diversion status, the following steps are taken:

- Note Diversion Status on VHASS Status Board
- Alert Roanoke City and Roanoke County Communications by radio or telephone
- Notify the other primary Roanoke Valley ED by radio or telephone

Other Hospital Diversion

Other hospitals within the region do not go on **full ambulance diversion** (Closed Status) unless a catastrophic event has occurred that completely closes the emergency department. However, these facilities might go on special diversion due to equipment or staffing limitations, limitations in specific critical care areas, or a full census limiting admissions.

When this occurs, the facility will note the special diversion on the VHASS status board and will keep the status updated on a frequent basis.

VHASS Diversion Status Policy Summary

FULL indicates that the facility's ED is at capacity and cannot accept additional ambulance patients.

Open indicates unrestricted access to all EMS agencies.

Special Diversion indicates that specific services are unavailable or are currently being utilized to maximum capacity. EMS is advised to transport to another facility, if possible, for patients needing these specific services. This status is updated as needed. A descriptive comment is required to go on any special diversion.

Disaster Alert indicates a current event has exceeded a hospital's capability to manage an event, outside resources or aid is anticipated or needed.

Sample Status Board

VHHA - MCI Hospital Status - Emergency Operations

Update Status for Organization: [Click to Update Status](#) [Reset](#)

Search Filters Organization Type Legend

Status Board: Org Type: Org Subtype: Region: Jurisdiction: Organization:

Division Status:

[Submit](#) [Reset](#)

Current Status Board Timeout: 12 Hours

Organization Name	Jurisdiction	Division Status	History	Comments	Updated By	Last Updated
River Southwest						
Carilion Franklin Memorial Hospital	Franklin (County)	Open	History	N/A	EDI, CFMh	05/29/2020 04:11 AM
Carilion Giles Community Hospital	Giles	Open	History	Normal Operations	Walup, Michelle	05/27/2020 10:19 AM
Carilion Medical Center (CMDH and CBCH)	Roanoke (City)	Special Division	History	Special Operations in collaboration with the CMC Incident Command Team.	Cromer, Mark	05/29/2020 08:55 AM
Carilion New River Valley Medical Center	Montgomery	Special Division	History	Special Operations	Suba, Charles	05/29/2020 06:52 PM
Catawba Hospital	Roanoke (County)	Open	History	Psychiatric Admissions Only	Huffman, April	05/29/2020 08:55 AM
Centra Bedford Memorial Hospital	Bedford	Open	History	Normal Operations	Hitchcock, Carolyn	05/29/2020 08:33 AM
Centra Lynchburg General Hospital	Lynchburg (City)	Open	History	and we are ready for all EMS / closed to all visitors	Campbell, Debbie	05/29/2020 06:52 AM
Centra Virginia Baptist Hospital	Lynchburg (City)	Special Division	History	No Emergency Department at VBIH	Thompson, Grace	05/27/2020 08:55 AM
LewisGale Hospital Alleghany	Alleghany	Special Division	History	Closed ICU temporarily to combine staff. Patients going to Lewis Gale medical center.	Center, Resource	05/29/2020 12:29 AM
LewisGale Hospital Montgomery	Montgomery	Open	History	Open for all EMS traffic	Center, Resource	05/29/2020 12:30 AM
LewisGale Hospital Pulaski	Pulaski	Special Division	History	ICU patients being sent to LG Medical Center or LG Montgomery to combine staffing	Center, Resource	05/29/2020 12:31 AM
LewisGale Medical Center	Salem (City)	Open	History	N/A	Center, Resource	05/29/2020 12:29 AM
Southern Virginia Mental Health Institute	Danville (City)	Open	History	Psychiatric admissions only	Grogan, Bobbie	05/29/2020 08:43 AM
SOVH Health - Danville	Danville (City)	Open	History	N/A	Lewis, Zachary	05/29/2020 08:48 AM
SOVH Health - Martinsville	Martinsville (City)	Open	History	N/A	Helsner, Daryl	05/29/2020 10:48 AM
Virginia Atria Medical Center - Salem	Salem (City)	Open	History	N/A	Lowery, Deborah	05/29/2020 06:48 PM

PARTICIPATING HOSPITALS AND FREE STANDING EDs:

Carilion Clinic:

- Roanoke Memorial Hospital (Level 1 Trauma Center), Roanoke**
- Franklin Memorial Hospital, Rocky Mount**
- Giles Community Hospital (Critical Access Hospital), Pearisburg**
- New River Valley Medical Center (Level 3 Trauma Center), Radford**

Centra Health:

- Lynchburg General Hospital (Level 2 Trauma Center), Lynchburg**
- Bedford Memorial Hospital, Bedford**
- Centra Gretna Medical Center (Free Standing Emergency Department)**
- Virginia Baptist Hospital, Lynchburg (No Emergency Department on site)**

HCA:

- LewisGale Medical Center, Salem**
- LewisGale Alleghany, Low Moor**

LewisGale Montgomery, Blacksburg (Level 3 Trauma Center)

LewisGale Pulaski (Pulaski)

LewisGale Cave Spring ED (Free Standing Emergency Department)

US Department of Veterans Affairs:

VA Medical Center, Salem

Lifepoint Hospitals, Inc.:

SOVAH Health – Danville

SOVAH Health – Martinsville