



HOSPITAL DIVERSION POLICY

For hospitals and other VHAAS users within the

NEAR SOUTHWEST

PREPAREDNESS ALLIANCE

REGION

June 2015

**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 13 public access hospitals that operate emergency departments, plus one Veterans Affairs Medical Center that operates an ED for the specific veteran population. 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 (such as a full CCU, inoperable CT scanners, etc).

In the Roanoke Valley, there are currently two public access hospitals that operate emergency departments. These two facilities (Carilion Clinic Roanoke Memorial and Lewis-Gale 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 on VHAAS (the Virginia Hospital Advanced Alerting 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 Hospital Preparedness Program (HPP). Every hospital in the region participates and may view the diversion status of all other hospitals in the region. VHAAS 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. Web-EOC is part of the VHAAS system, and this allows direct communication between all of the hospitals, the region's RHCCs (Regional Healthcare Coordinating Centers), and VDH.

The Veterans Affairs Medical Center in Salem diverts ambulance traffic on a frequent basis, and updates the VHAAS 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. Lewis-Gale 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 VHAAS 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 or to limitations in specific critical care areas or a full census limiting admissions.

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

VHAAS Diversion Status Policy Summary

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

Open indicates that the ED is functioning normally. This status is updated daily in the morning.

Special Diversion indicates that the hospital is diverting some or all patients due to special circumstances such as no monitored beds, no CT scan, no psych service available, etc. This status is updated as needed. A descriptive comment is required to go on any special diversion.

Closed indicates that the facility or the ED is completely closed due to some catastrophic event such as a fire, water main break, etc. This status requires a descriptive comment, and is updated as needed.

Sample Status Board

VHHA-MCI - Windows Internet Explorer
 https://www.vhha-mci.org/index.cfm?fuseaction=integratedStatus.board&reset=1&boardTypeID=3

VHHA-MCI **Diversion Status – Emergency Operations**

Update Near Southwest RHCC - Roanoke's Status [Click to Update Status](#)

Current Status

Status Board: Region: [Refresh Status](#) [View My Organization's History](#)

| Organization Name | Diversion Status | History | Comments | Last Update |
|--|-------------------|-------------------------|--|---------------------|
| Carilion New River Valley Medical Center | Open | History | Have a great day! | 06/05/2009 11:49 AM |
| Catawba Hospital | Open | History | Catchment area psychiatric admissions only | 06/04/2009 12:09 PM |
| Danville Regional Medical Center | Open | History | Have a blessed day! | 06/10/2009 05:24 AM |
| Lewis-Gale Medical Center | Open | History | N/A | 06/10/2009 07:18 AM |
| Lynchburg General Hospital | Open | History | and Peanut is ready for all EMS traffic! | 06/10/2009 09:13 AM |
| Memorial Hospital of Martinsville | Open | History | N/A | 06/10/2009 08:43 AM |
| Montgomery Regional Hospital | Open | History | Open to all EMS | 06/09/2009 11:25 PM |
| Pulaski Community Hospital | Open | History | N/A | 06/09/2009 09:45 AM |
| RJ Reynolds-Patrick County Memorial Hosp | Open | History | N/A | 06/08/2009 04:38 PM |
| Veterans Affairs Medical Center -- Salem | Full | History | NO MONITOR BEDS | 06/07/2009 09:10 PM |
| Virginia Baptist Hospital | Special Diversion | History | No Emergency Department | 06/10/2009 07:30 AM |

PARTICIPATING HOSPITALS

Carilion Clinic:

Roanoke Memorial Hospital (Level 1 Trauma Center), Roanoke

Franklin Memorial Hospital, Rocky Mount

Giles Memorial 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

Virginia Baptist Hospital, Lynchburg

Centra Health/Carilion Clinic Partnership:

Bedford Memorial Hospital, Bedford

HCA:

LewisGale Medical Center, Salem

LewisGale Alleghany, Low Moor

LewisGale Pulaski (Pulaski)

LewisGale Montgomery, Blacksburg (Level 3 Trauma Center)

US Department of Veterans Affairs:

VA Medical Center, Salem

Pioneer Health Services:

Pioneer Memorial Hospital, Stuart

Lifepoint Hospitals, Inc.:

Memorial Hospital of Martinsville and Henry County, Martinsville

Danville Regional Medical Center, Danville