



# Hospital Diversion Plan

For hospitals and other VHAAS users within the

**NEAR SOUTHWEST PREPAREDNESS ALLIANCE REGION**

**June 2011**

**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 VHASS (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. 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. Web-EOC is part of the VHASS 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 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. 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 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 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 VHASS status board and will keep the status updated on a frequent periodic basis.

### **VHASS 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

Current Status			
Region: Near Southwest		<a href="#">Refresh Status</a>	
Organization Name	Diversion Status	Comments	Last Update
			05:50 AM
Catawba Hospital	Open	Psychiatric Admissions Only	08/03/2011 09:57 AM
Danville Regional Medical Center	Open	N/A	08/04/2011 06:44 AM
LewisGale Hospital - Pulaski	Open	N/A	08/04/2011 09:59 AM
LewisGale Hospital Montgomery	Disaster Alert	disaster alert standby at this time	08/04/2011 11:01 AM
LewisGale Hospital-Alleghany	Open	N/A	08/01/2011 03:40 PM
LewisGale Medical Center	Open	Open to all EMS Traffic	08/04/2011 12:43 AM
Lynchburg General Hospital	Open	Open for all EMS and public traffic. Normal operations.	08/04/2011 07:09 AM
Memorial Hospital of Martinsville	Open	Normal Operations	08/03/2011 09:51 AM
Pioneer Community Hospital	Open	normal operations	08/02/2011 04:15 PM
Veterans Affairs Medical Center -- Salem	Open	N/A	08/01/2011 06:29 PM
Virginia Baptist Hospital	Special Diversion	No Emergency Department	08/04/2011 07:07 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**

