

Emergency Medical Services Program Policies – Procedures – Protocols

Metro-Kern Hospital Redirect Policy 1018.00

I. PURPOSE

Ambulance patient offload times (APOT) in Kern County have reached unprecedented highs. The Metro-Kern Hospital Redirect is in place to provide relief to emergency departments experiencing heavy ambulance traffic or struggling to get patients offloaded from ambulances in a timely manner. This is to ensure ambulances are available to meet the needs of the community.

II. ALERTS AND REDIRECT

Alerts and Redirect are triggered by Reddinet using the Firstwatch bi-directional link.

Alert 1 is a notification to field crews from the ambulance dispatch center that an emergency department is holding a number of ambulances equivalent to 10% of their respective emergency department bed capacity for greater than 30 minutes and recommending ambulance crews avoid the hospital, if possible, unless the patient has specifically requested this facility.

Metro Hospital	Number of Licensed ED Beds	Trigger – Number of Ambulances Waiting Over 30 Minutes
Adventist Health Bakersfield	22	2
Bakersfield Memorial Hospital	24	2
Bakersfield Heart Hospital	8	1
Kern Medical	32	3
Mercy Downtown Hospital	17	2
Mercy Southwest Hospital	21	2

Alert 2 occurs when an emergency department is holding a number of ambulances equivalent to 25% of their respective emergency department bed capacity for greater than 30 minutes. Alert 2 triggers redirect.

Metro Hospital	Number of Licensed ED Beds	Trigger – Number of Ambulances Waiting Over 30 Minutes
Adventist Health Bakersfield	22	4
Bakersfield Memorial Hospital	24	5
Bakersfield Heart Hospital	8	2
Kern Medical	32	6
Mercy Downtown Hospital	17	3
Mercy Southwest Hospital	21	4

Redirect is a notification via Reddinet advising ambulance providers to avoid transporting to that facility for 1 hour, The ambulance dispatch center will then notify the field crews. . Redirect will be in place for one hour. Any facility on redirect will not be placed back on redirect unless at least one hour has passed from the previous redirect.

No more than two metro hospitals can be on redirect at any one time. If a third facility meets redirect status then all facilities will be placed on open status. While on Redirect the hospital shall not accept ambulance patients. Unaffected hospitals will be notified of redirect status via Reddinet and should refrain from engaging the redirected facility for ED to ED transfers until the redirect has been lifted.

The following exceptions apply:

1. Trauma patients meeting red criteria shall be transported to the trauma center even if on redirect status.
2. Patients that meet extremis criteria should be transported to the closest most appropriate facility.