

Diversion Worksheet

Explanation and Instructions

Bed Saturation

This section refers to the total number of equipped, assigned beds within the confines of the Emergency Department. This does NOT include hall beds or temporary beds or beds that are unassigned for a particular shift.

Patients in the Waiting Area

This refers to the number of patients who have signed in and are waiting to be seen and treated in the Emergency Department.

Ambulance Patients

This section refers to the number of patient who are enroute to the Emergency Department, or who have arrived via ambulance and are awaiting bed assignment.

Additional Factors

Admit/Acuity... This section refers to adding points per patient based on their admission status or acuity level.

Lobby Wait Time... This refers to the length of time patients are waiting to be brought back to the treatment area from the waiting room. Note: This is NOT per patient! If average waiting time exceeds 4 hours, add 2 points.

Staffing

This section refers to unfilled call-ins or unfilled shifts due to staff shortages.

Instructions for Use of the Worksheet

1. Complete this worksheet any time you are considering diversion.
2. Gray areas should include “fixed” numbers for the specific time frame the worksheet is being completed.
3. White areas should reflect the current conditions in the Emergency Department.
4. Add all white areas, then add all gray areas. Divide the total white by the total gray to obtain your saturation level.
5. Ideal and most efficient operation reveals a saturation level of 1 (or 100%)
6. Saturations over 1.2 should be consideration for Emergency Department diversion.