

## PROJECT FACT SHEET

The California ED Diversion Project is being conducted by The Abaris Group and supported by the California HealthCare Foundation in Oakland, California to measure and publicly report the extent of ambulance diversion by EMS area and hospital, identify best practices to minimize diversion, and help to implement best practices in less successful communities.

The project will have four major phases:

1. Initial Research and Reporting

Collect, analyze, and publish data from all 36 EMS Agencies (EMSAs) to describe the nature and extent of ambulance diversion activity in each EMS region.

2. Identification of Best Practices and Policies

Four regions will be selected that are experiencing significant ED saturation and EMS provider diversion, four regions will be selected that are not experiencing significant diversion, and four regions will be selected that are experiencing some diversion but the number of hours are declining. During the first year of the project an inventory ranking EMS and hospital practices/mitigation efforts in the nine areas will be created. This information will be used to develop relevant tools, and to identify customizable best practices and policies for use in resolving diversion problems.

3. Implementation of Best Practices

Select four EMSAs to participate in the second year's collaborative to assist the EMSAs/hospitals to develop and sustain change processes, and implement best practices, which significantly improve hospital emergency department capacity and mitigate ambulance diversion.

4. End of Project Reporting

Collect, analyze, and publish data from all 36 EMSAs to describe the nature and extent of ambulance diversion activity in each, and, if feasible, establish a mechanism for continuing routine reporting.

The project has formed an advisory committee of local and state EMS agencies, emergency department physicians and nurses, and various hospital council representatives. Their role will be to meet periodically and provide advice and guidance to the project.

The Abaris Group will be contacting each EMS agency throughout the state to acquire data and information on the current ED diversion problems. Eight selected regions will receive a more detailed site visit with some of these moving on to a facilitated collaborative change process.

If you have any questions or concerns about the project, or the role of the advisory group, please email: Mike Williams, President, The Abaris Group at 888-367-0911/mwilliams@abarisgroup.com or David D. O'Neill, Senior Program Officer, CHCF at 510-587-3153/doneill@chcf.org.