

ODEMSA

Hospital Diversion Policy

Heidi M. Hooker, Executive Director



2016

Old Dominion EMS Alliance, Inc.

1421 Johnston-Willis Drive Richmond VA 23235-4730

Members of the Old Dominion EMS Alliance (ODEMSA) Hospital Diversion Committee oversee this plan as a cohesive team. It is designed to maintain an orderly, systematic and appropriate distribution of emergency patients transported by ambulances during a single or multiple hospital diversion situation. All ODEMSA policies, procedures, and guidelines in this plan have received final approval from the ODEMSA Board of Directors.

Revised/Approved: June 2016



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Hospital Diversion Policy For Emergency Patients

Planning Districts 13, 14, 15 and 19

Current June 2016

- A. **PURPOSE:** To maintain an orderly, systematic and appropriate distribution of emergency patients transported by ambulances during a single or multiple hospital diversion situation within the Old Dominion EMS Alliance (ODEMSA) region.
- B. **SCOPE:** This policy pertains to all emergency departments and all licensed EMS agencies providing ground ambulance transportation as defined in Virginia Department of Health regulations.

This Policy will have the highest level of impact on the emergency departments in the Richmond Tri-Cities area (PD 15 and 19). However, it also is recognized that the diversion status of those emergency departments can have a significant impact on the four (4) remaining acute care hospitals located in Emporia, Farmville, South Boston and South Hill (PD 13, 14 and 19).

C. POLICY ELEMENTS:

1. **INDICATIONS:** Acute care hospitals (those with emergency departments) occasionally become overwhelmed with patients, exceeding the capacity for medical staff to adequately treat and monitor those patients. To alleviate this temporary situation, a receiving hospital – after completing an established process – may declare a diversion of acute patients, whereby ambulances are diverted to other area hospitals.
 - a. Ambulance diversion should occur only after the hospital has exhausted internal mechanisms to relieve the situation. When an intended hospital has declared a diversion of emergency patients, on-line Hospital Medical Control at the diverting hospital will recommend to an EMS ambulance crew that the patient be taken to another hospital.
 - b. Such decisions to overrule a hospital's diversion status may be referred by the receiving hospital to the provider's agency and/or the ODEMSA Medical Control Committee for review.
 - c. Early contact and notification by the EMS ambulance crew to the intended hospital is essential for optimal patient care. It is highly recommended that the ambulance Attendant in Charge (AIC) notify the hospital with pre-arrival information on the patient. Once an EMS unit has marked en route and a patient report has been given to the receiving hospital, any later change in diversion status of the receiving hospital will not affect that ambulance.

2. **CONTRAINDICATIONS:** Patients with STEMI, Acute Stroke, Airway Obstruction, Uncontrolled Airway, Uncontrolled Bleeding, who are in Extremis, or with CPR in progress, *should be taken immediately to the closest appropriate hospital*, without regard to the hospital's diversion status.
3. **DIVERSION OVERRULE:** Prehospital EMS providers may overrule diversion. Some examples of overrule may include; if a patient is in extremis, or for significant weather/traffic delays, mechanical problems, patient preference, continuity of care, etc. An EMS provider who believes an acute decompensation is likely to occur if the patient is diverted to a more distant hospital ALWAYS has the option to take that patient to the closest Emergency Department regardless of the diversion status.

The Attendant-in-Charge also has the option to ask via radio or phone to speak directly to an Emergency Department physician. Good clinical sense and optimal patient care are the ultimate considerations.

4. CATEGORIES OF HOSPITAL STATUS:

- a. **OPEN** - When a hospital has full capacity for receiving its usual patient load.
- b. **DIVERSION** – When a hospital is unable to handle certain types of patients. Subcategories are listed below.
 - 1) **Adult Medical/Surgical** – includes Minor Trauma.
 - 2) **Major Trauma** – means the operating rooms and surgeons are completely full.
 - 3) **Labor & Delivery (L&D)** – Pre-Term is defined as active labor before 36 weeks.
 - 4) **Psychiatric** – divided into four areas
 - a) **Child Male & Female Psych** – age infant <17
 - b) **Adolescent Male & Female Psych** – age infant <17
 - c) **Adult Male & Female Psych** – age 18 to 64
 - d) **Geriatric Male & Female Psych** – age 65 and over
 - 5) **Pediatric** – For the purposes of this Hospital Diversion Policy, pediatric is defined as ≤ 17 years of age, with the exception of trauma, which is ≤ 14 years of age.
- c. **OUT OF SERVICE** - Critical or catastrophic circumstances result in operational shutdown. Hospital cannot receive any new patients by EMS or any other means.

5. ODEMSA REGIONAL HOSPITAL SECTORS (See Appendix A):

- a. During a diversion crisis (**Stages RED and BLACK**), every attempt will be made by the Medical Control Hospital to direct ambulances to hospitals in one of (6) six sectors listed in (Appendix A).

NOTE: There will be times when it is necessary during a Diversion Crisis to send an ambulance outside its primary sector. However, the Medical Control Hospital's goal will be to keep such movements to a minimum.

7. STAGES OF REGIONAL DIVERSION:

- a. **STAGE 1 – GREEN** = Less than 50% of total region ED volume is on adult medical diversion.
- b. **STAGE 2 – RED** = 50% or more of total region ED volume and at least five (5) hospitals are on adult medical diversion. Four (4) of six (6) facilities are on similar types of diversion.
- c. **STAGE 3 – BLACK** = 75% or more of total region ED volume is on adult medical diversion. All six (6) psych facilities are on similar types of diversion. All hospitals with PICUs are on diversion. Medical Control distribution of patients continues to all hospitals.

STAGE	HOSPITALS ON DIVERSION	ACTION TAKEN	NOTIFICATION	DOWNGRADING
STAGE 1 GREEN	Less than 50% of total region ED volume are on adult medical diversion.	System-wide notification via WebEOC.	Hospital name and reason for diversion (as applicable).	N/A
STAGE 2 RED	<p>General: 50% or more of total region ED volume and at least five (5) hospitals are on adult medical diversion.</p> <p>Psych: Four of six psych facilities are on similar types of diversion.</p>	<ul style="list-style-type: none"> • System-wide notification via WebEOC. • ECCs to notify EMS providers to call Medical Control Hospital (MCH) for hospital destination for specialty diversion type patients only. • After Medical Control is established, <u>ALL</u> EMS providers will contact MCH for instructions. 	<ul style="list-style-type: none"> • Hospital name and reason for diversion (as applicable). • MCH (VCU Medical Center or alternate) establishes Medical Control and begins weighted distribution of patients via EMS to remaining <u>open</u> hospitals. • Veterans and VA patients to be directed to McGuire VA Medical Center (MVAMC) if open. 	<ul style="list-style-type: none"> • When downgrading from Stage 2 (Red) back to Stage 1 (Green) there should be less than 50% of region and less than five (5) hospitals on diversion.
STAGE 3 BLACK	<p>General: 75% or more of total region ED volume are on diversion</p> <p>Psych: All six psych facilities are on similar types of diversion.</p> <p>Pediatric: All hospitals with PICUs are on diversion.</p>	<ul style="list-style-type: none"> • System-wide notification via WebEOC. • Medical Control is ongoing. MVAMC is included in distribution • ALL EMS providers must continue to contact MCH for instructions regarding each transport. 	<ul style="list-style-type: none"> • Hospital name and reason for diversion. • Medical Control continues with 2 following options: <ul style="list-style-type: none"> ○ Weighted distribution to <u>all</u> area hospitals, i.e., all hospitals are “forced open,” OR ○ Begin Mass Casualty Incident (MCI) response. 	<ul style="list-style-type: none"> • When downgrading from Stage 3 (Black) to Stage 2 (Red) there should be less than 75% of the region on diversion. • MCH continues weighted distribution with focus on open hospitals as much as possible.

D. GENERAL PROCEDURE FOR MANAGEMENT:

1. The Hospital Sector and Stages of Regional Response tables that are part of this document will govern actions taken during a diversion emergency.
2. All participating hospitals will update promptly their status on WebEOC when going on any diversion status, and when coming off diversion. A hospital on diversion must update its status every two hours.
3. The primary Medical Control Hospital will be the Virginia Commonwealth University Medical Center, as specified in the ODEMSA MCI Plan. If VCU cannot handle Medical Control, the identified alternate facilities, in order, are (1) Chippenham Medical Center and (2) Southside Regional Medical Center.
4. The diverting hospitals will use the WebEOC “comments” window for pertinent information when changing from **OPEN** to any **DIVERSION** status.
5. Once an EMS ambulance has marked en route and/or a patient report has been given to the receiving hospital, any later change in diversion status of the receiving hospital will not affect that ambulance.
6. When **STAGE 2-RED** is reached, the Medical Control Hospital will use WebEOC to notify hospitals that it is assuming Medical Control and begin “weighted” distribution of ambulance patients to **OPEN** hospitals in the Hospital Sectors.
7. When **STAGE 2-RED** has been declared by the Medical Control Hospital, ambulances transporting patients to Emergency Departments should contact the Medical Control Hospital before transporting patients. They should be directed to do so by the local ECC using information from WebEOC, or by the diverting hospital when it is contacted.
 - a. **NOTE:** During a **STAGE 2-RED** diversion emergency, the Medical Control Hospital will attempt to assign ambulance emergency patients to the closest appropriate medical facility to that patient, and will work to keep ambulances within Hospital Sectors when possible.
8. In a **STAGE 3-BLACK** diversion situation, the Medical Control Hospital has the option to begin weighted distribution of ambulance patients to all emergency departments in the ODEMSA region.
 - a. **NOTE:** The Medical Control Hospital may consider downgrading or upgrading the regional status at any time based on system conditions and in accordance with the stated purpose of the Policy.
9. Before downgrading from Medical Control **STAGE 2-RED** back to **STAGE 1-GREEN**, there should be less than 50% of the region’s hospitals and less than five (5) hospitals on diversion.

10. Before downgrading from **STAGE 3-BLACK** to **STAGE 2-RED**, less than 75 percent of the total region ED volume should be on diversion, and the Medical Control Hospital would continue with weighted distribution, focusing on **OPEN** hospitals as much as possible.

11. This Hospital Diversion Policy will be reviewed annually and updated as needed. The Diversion Committee will be comprised of representatives of the Medical Control Hospitals, other acute care hospitals, prehospital EMS agencies and appropriate local and state healthcare organizations.

12. Proposed major revisions and/or amendments to this document, will be implemented no later than 60 days after the ODEMSA Board of Directors approval.

D. WEIGHTED PATIENT DISTRIBUTION SCHEDULE (See Appendix B):***Richmond Area, Based on Annual ED Volumes**

Hospital	Weighted Distribution
CJW Medical Center – Chippenham	8**
CJW Medical Center – Johnston Willis	3
Henrico Doctors Hospital	3
John Randolph Medical Center	3
McGuire VA Medical Center	2***
Memorial Regional Medical Center	7
Parham Doctors' Hospital	3
Retreat Doctors' Hospital	1
Richmond Community Hospital	3
Southside Regional Medical Center	5
St. Francis Medical Center	4
St. Mary's Hospital	6
VCU Medical Center	8**
Chippenham at Swift Creek Freestanding ED	1
Hanover Freestanding ED	1
Watkins Center Freestanding ED	1
West Creek Freestanding ED	1

The Medical Control Hospital can use or adjust this schedule/rotation as needed during the Red/Black stages.

* 11 K per year equivalent to 1 patient unit. All ratios are rounded down.

** The largest volume facility distribution ratios were adjusted slightly downward to account for trauma patients.

***VA and veteran medical patients will be directed to McGuire VA Medical Center if open to ambulances during Stage 2 (Red). During Stage 3 (Black), McGuire VA Medical Center will receive VA, veteran or civilian patients per the Weighted Patient Distribution Schedule (see Appendix B) or the Regional MCI Plan.

Appendix A

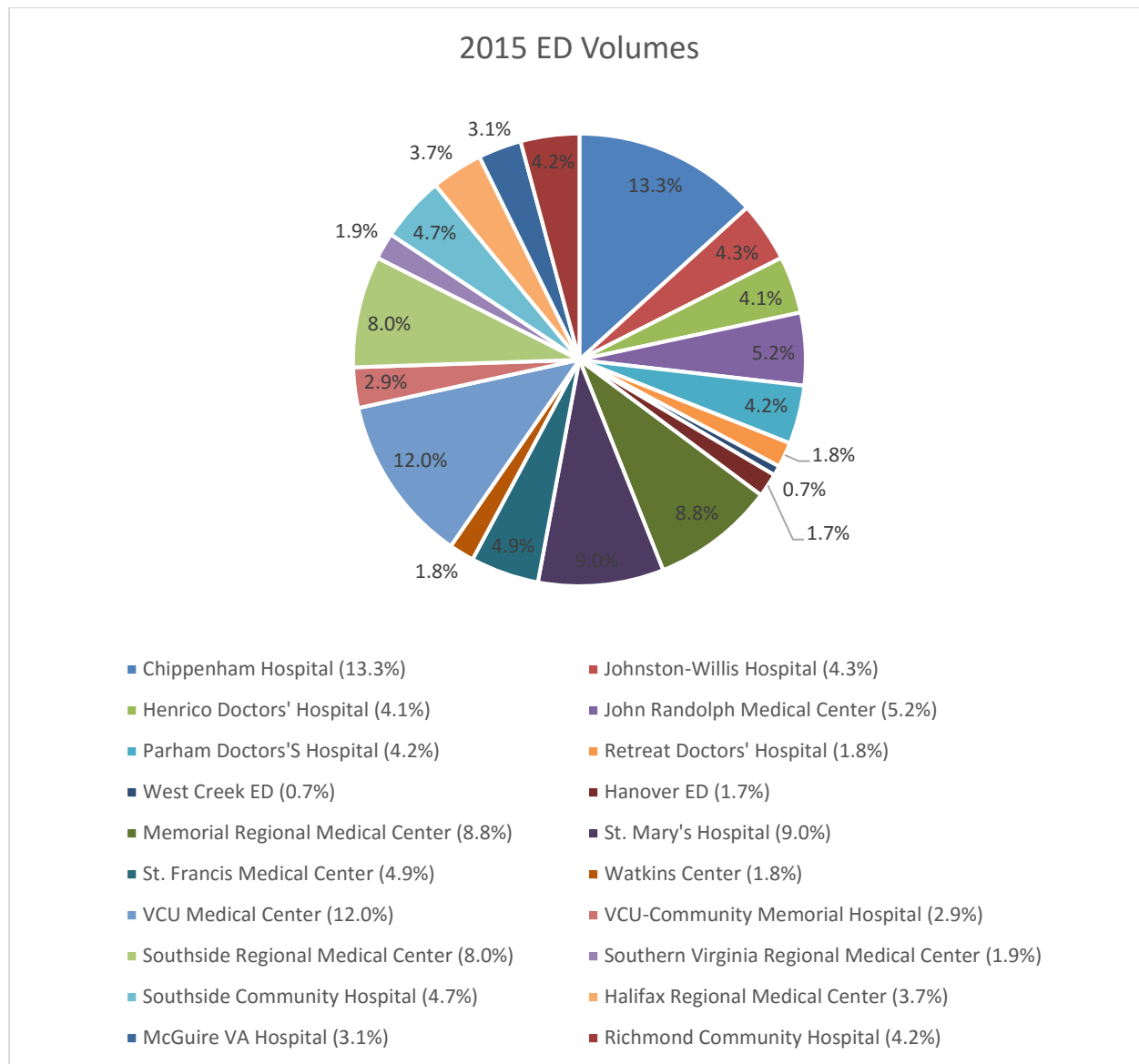
Primary Hospital Sectors for the ODEMSA Region

During a diversion crisis (**STAGES RED AND BLACK**), every attempt will be made by the Medical Control Hospital to direct ambulances in one of six (6) sectors that most closely align with their respective localities. For example, hospitals in the Hanover/Henrico West Sector would be the primary destination for ambulances in Hanover, Henrico, and Goochland counties. Hospitals in the Chesterfield Sector would be the primary destination for ambulances in Chesterfield and Powhatan counties. It must be understood that there will be times when it is necessary during a Diversion Crisis to send an ambulance to a hospital outside its primary sector. The goal, however, is to keep such movements to a minimum.

HOSPITAL SECTORS	
HENRICO/HANOVER EAST SECTOR	HENRICO/HANOVER WEST SECTOR
<ul style="list-style-type: none"> • Hanover Free Standing ED • John Randolph Medical Center • Memorial Regional Medical Center • Parham Doctors' Hospital • Richmond Community Hospital • VCU Medical Center (Level 1) 	<ul style="list-style-type: none"> • Hanover Free Standing ED • Henrico Doctors' Hospital (Level II) • Memorial Regional Medical Center • Parham Doctors' Hospital • St. Mary's Hospital • VCU Medical Center (Level 1) • West Creek Free Standing ED
RICHMOND SECTOR	CHESTERFIELD SECTOR
<ul style="list-style-type: none"> • Chippenham Hospital (Level 2) • Henrico Doctors' Hospital • McGuire VA Hospital • Retreat Doctors' Hospital • Richmond Community Hospital • St. Mary's Hospital • VCU Medical Center (Level 1) 	<ul style="list-style-type: none"> • Chippenham Hospital (Level 2) • Chippenham at Swift Creek ED • Johnston-Willis Hospital (Level 3) • John Randolph Medical Center • Southside Regional Medical Center (Level 3) • St. Francis Medical Center • VCU Medical Center (Level 1) • Watkins Centre Free Standing ED • West Creek Free Standing ED
TRI-CITIES SECTOR	RURAL SECTOR
<ul style="list-style-type: none"> • Chippenham Hospital (Level 2) • John Randolph Medical Center • Southside Regional Medical Center (Level 3) • VCU Medical Center (Level 1) 	<ul style="list-style-type: none"> • Southside Community, Farmville • Community Memorial Healthcenter, South Hill • John Randolph Medical Center • Halifax Regional Hospital, South Boston • Southern Virginia Reg Med Center, Emporia • Southside Regional Medical Center (Level 3) • VCU Medical Center (Level 1)

Appendix B

ODEMSA Regional Hospital Systems Annual ED Volumes (2015)



Appendix C

McGuire VA Medical Center Diversion Protocol

By design, McGuire Veterans Affairs Medical Center's (MVAMC's) Emergency Department may only care for patients enrolled in the Veterans Affairs (VA) healthcare system (VA Patients), or honorably-discharged veterans of the U.S. Armed Forces (Veteran Patients).

When MVAMC is Open to Ambulances, it will receive only VA Patients and Veteran Patients.

When on Diversion status, MVAMC will not be able to accommodate any VA Patients or Veteran Patients in the particular category or categories stated on WebEOC.

When Closed to Ambulances status, MVAMC will not be able to receive any patients.

During **STAGE 2 – RED**, the Medical Control Hospital will direct VA Patients and Veteran Patients to MVAMC if it is Open to Ambulances.

During **STAGE 3 – BLACK**, MVAMC will receive VA Patients, Veteran Patients and civilian patients per the Weighted Patient Distribution Schedule (see Appendix B) or the Regional MCI Plan.

Current May 2015

Appendix D
Hospital Services

HOSPITALS	CARDIAC: EPCI/STEM I Center	STROKE: Acute Stroke Capable	STROKE: Primary Stroke Center (PSC)	STROKE: Neuro- Endovascular Center (NEC)	PSYCH	L&D	PEDS	PIC U	NIC U
Memorial Regional Med Center	✓	✓	✓	✓		✓			✓
Richmond Community		✓	✓		✓				
St. Francis Med Center	✓	✓	✓			✓			✓
St. Mary's Hospital	✓	✓	✓	✓	✓	✓	✓	✓	✓
Southside Community Hospital		✓				✓	✓		
Southern Virginia Regional Medical		✓			✓				
Southside Regional Med Center ***Level III Trauma***	✓	✓	✓		✓	✓	✓		✓
Chippenham Hospital ***Level II Trauma***	✓	✓	✓		✓	✓	✓	✓	✓
Johnston-Willis Hospital ***Level III Trauma***		✓	✓	✓		✓			✓
Henrico Drs Hospital - Forest ***Level II Trauma***	✓	✓	✓			✓	✓	✓	✓
John Randolph Medical Center		✓	✓		✓		✓		
Parham Doctors' Hospital		✓	✓		✓				
Retreat Doctors' Hospital		✓	✓						
McGuire VA Medical Center		✓			✓				
Halifax Regional Hospital		✓							
Community Memorial Health Center		✓							
VCU Health Systems ***Level I Trauma***	✓	✓	✓	✓	✓	✓	✓	✓	✓

Revised – June 2016

Regional Acute Care Hospitals – Contact Information

<p>CJW-Chippenham Hospital LEVEL 2 TRAUMA CENTER 7101 Jahnke Road Richmond, VA 23225 804-320-3911, Main 804-323-8900, ED</p>	<p>CJW-Johnston-Willis Hospital LEVEL 3 TRAUMA CENTER 1401 Johnston Willis Drive Richmond, VA 23235 804-330-2000, Main 804-330-2266, ED</p>
<p><u>DIVERSION CONTACTS:</u> <i>ED Nursing Director:</i> 804-323-8342 Kelly Grindstaff kelly.grindstaff@hcahealthcare.com <i>EMS Coordinator:</i> 804-228-6558 Brad Taylor brad.taylor@hcahealthcare.com <i>Director, Trauma & EMS Services:</i> 804-327-4089 Nancy Malhotra nancy.malhotra@hcahealthcare.com <i>Chief Nursing Officer:</i> 804-323-8804 Trula Minton trula.minton@hcahealthcare.com</p>	<p><u>DIVERSION CONTACTS:</u> <i>ED Nursing Director:</i> 804-330-2275 Brandi Shumaker brandi.shumaker@hcahealthcare.com <i>EMS Coordinator:</i> 804-228-6558 Brad Taylor brad.taylor@hcahealthcare.com <i>Director, Trauma & EMS Services:</i> 804-267-6815 Lindley Abernathy lindley.abernathy@hcahealthcare.com <i>Chief Nursing Officer:</i> 804-330-2007 Sandy Aderholt sandy.aderholt@hcahealthcare.com</p>
<p><u>WebEOC CONTACT:</u> <i>Emergency Preparedness Coordinator:</i> 804-323-4169 Ken Smith kenneth.smith3@hcahealthcare.com</p>	<p><u>WebEOC CONTACT:</u> <i>Emergency Preparedness Coordinator:</i> 804-327-4169 Ken Smith kenneth.smith3@hcahealthcare.com</p>
<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Operations Officer:</i> 804-323-8803 Chad Christianson chad.christianson@hcahealthcare.com</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Operations Officer:</i> 804-330-2369 Roy Hawkins Jr. roy.hawkins@hcahealthcare.com</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

<p>Henrico Doctors’ Hospital 1602 Skipwith Road Richmond, VA 23229 804-289-4500, Main 804-289-4605, ED</p>	<p>John Randolph Medical Center 411 W. Randolph Road Hopewell, VA 23860 804-541-1600, Main 804-541-7505, ED</p>
<p><u>DIVERSION CONTACTS:</u> <i>Director, Emergency Department:</i> 804-289-5670 Nathan Kerrick nathan.kerrick@hcahealthcare.com <i>Nursing Supervisor:</i> 804-289-4692 Nursing Supervisor on duty will answer <i>Hospital Administrator:</i> 804-289-4500 “Ask Operator to page Administrator on call”</p>	<p><u>DIVERSION CONTACTS:</u> <i>Director, Emergency Services:</i> 804-541-7505 Rhonda Mueller rhonda.mueller@hcahealthcare.com <i>Nursing Supervisor:</i> 804-541-1600 “Ask Operator to page Nursing Supervisor on duty” <i>Hospital Administrator:</i> 804-541-1600 “Ask Operator to page Administrator on call”</p>
<p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 804-254-5590 Lee Wood carl.wood@hcahealthcare.com</p>	<p><u>WebEOC CONTACT:</u> <i>Director, Emergency Services:</i> 804-541-7505 Rhonda Mueller rhonda.mueller@hcahealthcare.com</p>
<p><u>ADMINISTRATIVE CONTACTS:</u> 804-289-4800, Administration <i>Chief Executive Officer:</i> William Wagon william.wagon@hcahealthcare.com <i>Chief Nursing Officer:</i> Ben Warner ben.warner@hcahealthcare.com <i>Chief Operating Officer:</i> David Donaldson david.donaldson@hcahealthcare.com</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> 804-541-1600, ask for Administration: <i>Chief Executive Officer:</i> Suzanne Jackson suzanne.jackson@hcahealthcare.com <i>Chief Operations Officer:</i> Position Vacant <i>Chief Nursing Officer:</i> Frankye Myers frankye.myers@hcahealthcare.com <i>Chief Financial Officer:</i> Tom Steslicki</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

<p>McGuire VA Medical Center 1201 Broad Rock Rd. Richmond, VA 23249 804-675-5000, Main 804-675-5527, ED</p>	<p>Memorial Regional Medical Center 8260 Atlee Road Richmond, VA 23116 804-764-6000, Main 804-764-6300, ED</p>
<p><u>DIVERSION CONTACTS:</u> <i>Associate Director, Emergency Management:</i> 804-675-5501 David Budinger david.budinger@va.gov</p>	<p><u>DIVERSION CONTACTS:</u> <i>Administrative Director, Emergency Services:</i> 804-764-6916 Jill Russell jill_russell@bshsi.org <i>Nurse Manager:</i> 804-764-7561 Virginia McGhee virginia_mcghee@bshsi.org <i>EMS Outreach Coordinator:</i> 804-519-1452 Mike Harmon robert_harmon@bshsi.org</p>
<p><u>WebEOC CONTACT:</u> <i>As shown above</i></p>	<p><u>WebEOC CONTACT:</u> <i>As shown above</i></p>
<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Director:</i> 804-675-5000 Charles Sepich charles.sepich@va.gov <i>Associate Director of Patient Care Services:</i> 804-675-5000 Rita Duval rita.duval@va.gov <i>Associate Director of Emergency Management:</i> 804-675-5000 David Budinger david.budinger@va.gov <i>Chief of Staff</i> 804-675-5511 Dr. Julia Beales julia.beales@va.gov</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Executive Officer:</i> 804-764-6102 Mark Gordon mark_gordon@bshsi.org <i>Chief Nurse Executive:</i> 804-764-6101 Robin Johnson robin_johnson@bshsi.org <i>Administrative Director, Emergency Services:</i> 804-764-6916 Jill Russell jill_russell@bshsi.org</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

Parham Doctors' Hospital 7700 East Parham Rd. Richmond, VA 23294 804-747-5600, Main 804-747-5770, ED	Retreat Doctors' Hospital 2621 Grove Avenue Richmond, VA 23220 804-254-5100, Main 804-254-5433, ED
<p><u>DIVERSION CONTACTS:</u> <i>Director, Emergency Department:</i> 804-967-5244 Missy Hinkle melissa.hinkle2@hcahealthcare.com</p> <p><i>Nursing Supervisor:</i> 804-747-5613 Nursing Supervisor on duty will answer</p> <p><i>Hospital Administrator:</i> 804-747-5600 “Ask Operator to page Administrator on call”</p> <p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 804-254-5590 Lee Wood carl.wood@hcahelathcare.com</p>	<p><u>DIVERSION CONTACTS:</u> <i>Director, Emergency Department:</i> 804-254-5468 Geoff Wilson geoff.wilson@hcahealthcare.com</p> <p><i>Nursing Supervisor:</i> 804-254-5150 or 804-997-6177, pager Nursing Supervisor on duty will answer</p> <p><i>Hospital Administrator:</i> 804-254-5100 “Ask Operator to page Administrator on call”</p> <p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 804-254-5590 Lee Wood carl.wood@hcahelathcare.com</p>
<p><u>ADMINISTRATIVE CONTACTS:</u> 804-747-5600, Administration <i>Chief Executive Officer:</i> Zach McCluskey zachary.mccluskey@hcahealthcare.com</p> <p><i>Chief Nursing Officer:</i> Brenda Woodcock brenda.woodcock@hcahealthcare.com</p> <p><i>Chief Operating Officer:</i> Beth Matish elizabeth.matish@hcahealthcare.com</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> 804-254-5101, Administration <i>Chief Executive Officer:</i> Terika Richardson terika.richardson@hcahealthcare.com</p> <p><i>Chief Nursing Officer:</i> Crystal Farmer crystal.farmer@hcahealthcare.com</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

<p>Richmond Community Hospital 1500 North 28th Street Richmond, VA 23223 804-225-1700, Main 804-225-1780, ED</p>	<p>Halifax Regional Hospital 2204 Wilborn Avenue South Boston, VA 24592 434-517-3100, Main 434-517-3660, ED</p>
<p><u>DIVERSION CONTACTS:</u> <i>Administrative Director, Emergency Services:</i> 804-764-6916 Jill Russell jill_russell@bshsi.org <i>Nurse Manager:</i> 804-545-2335 Antigone Branch antigone_branch@bshsi.org <i>EMS Outreach Coordinator:</i> 804-519-1452 Mike Harmon robert_harmon@bshsi.org</p>	<p><u>DIVERSION CONTACTS:</u> <i>Emergency Management Coordinator:</i> 434-517-8003 Brian Epperson brian.epperson@halifaxregional.com</p>
<p><u>WebEOC CONTACT:</u> <i>As shown above</i></p>	<p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 434-517-8003 Brian Epperson brian.epperson@halifaxregional.com</p>
<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Executive Officer:</i> 804-764-6102 Mark Gordon mark_gordon@bshsi.org <i>Chief Nurse Executive:</i> 804-225-1701 Michelle Dickerson michelle_dickerson@bshsi.org</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Executive Officer:</i> 434-517-3199 Chris Lumsden chris.lumsden@halifaxregional.com <i>Chief Operations Officer:</i> 434-517-3198 Tom Kluge tom.kluge@halifaxregional.com <i>Chief Nursing Officer:</i> 434-517-3196 Patricia Thomas patricia.thomas@halifaxregional.com <i>Chief Financial Officer:</i> 434-517-3193 Stewart Nelson stewart.nelson@halifaxregional.com</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

<p>Southern Virginia Regional Medical Center 727 North Main Street Emporia, VA 23847 434-348-4400, Main 434-348-4500, ED</p>	<p>Southside Community Hospital 800 Oak Street Farmville, VA 23901 434-392-8811, Main 434-315-2530, ED</p>
<p><u>DIVERSION CONTACTS:</u> <i>ED Charge Nurse (24/7):</i> 434-348-4500 <i>Director of Emergency Services:</i> 434-348-4525 Kandy Poarch kandy_poarch@chs.net <i>Nursing Supervisor:</i> 434-594-4453, cell (24/7) 434-348-4400 (ask Operator for Nursing Supervisor) <i>Administrator on Call:</i> 434-348-4400 (ask Operator for Administrator on Call)</p>	<p><u>DIVERSION CONTACTS:</u> <i>ED Charge Nurse:</i> 434-315-2532 <i>ED Nurse Director:</i> 434-315-2533 Kathi Manis kathi.manis@centrahealth.com <i>Nursing Supervisor:</i> 434-392-8811 <i>Administrator on Call:</i> 434-392-8811</p>
<p><u>WebEOC CONTACT:</u> <i>Director of Emergency Services:</i> 434-348-4525 Kandy Poarch kandy_poarch@chs.net</p>	<p><u>WebEOC CONTACT:</u> <i>ED Nurse Director:</i> 434-315-2533 Kathi Manis kathi.manis@centrahealth.com</p>
<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Executive Officer:</i> 434-348-4444 Britton Phelps britton_phelps@chs.net <i>Chief Nurse Executive:</i> 434-348-4445 Linda Burnette linda_burnette@chs.net</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> 434-392-8811, ask for Administration <i>Chief Executive Officer:</i> E. W. Tibbs <i>Chief Nursing Officer:</i> Claudia Meinhard claudia.meinhard@centrahealth.com</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

<p>Southside Regional Medical Center LEVEL 3 TRAUMA CENTER 200 Medical Park Boulevard Petersburg, VA 23805 804-765-5000, Main 804-765-5565, ED</p>	<p>St. Francis Medical Center 13710 St. Francis Blvd. Midlothian, VA 23114 804-594-7300, Main 804-594-7950, ED</p>
<p><u>DIVERSION CONTACTS:</u> <i>ED Charge Nurse</i> 804-765-6371, portable phone (24/7) <i>Director of Emergency Services:</i> 804-765-5388, office 804-765-6846, portable phone Karen Lea karen_lea@chs.net <i>Nursing Supervisor</i> 804-765-6822, portable phone (24/7) or <i>Administrator on Call:</i> 804-765-5000 Ask Operator to page Admin on call <u>WebEOC CONTACT:</u> <i>Assistant Chief Nursing Officer:</i> (also responsible for Disaster Management) 804-765-5997 Ellen Buchanan ellen_buchanan@chs.net</p>	<p><u>DIVERSION CONTACTS:</u> <i>Nursing Supervisor:</i> 804-261-2126, pager or 804-893-8503, Cisco # “Supervisor on call will answer” <i>Administrative Director of Emergency Services</i> 804-518-5277 Michelle McLasky michelle_mclasky@bshsi.org <i>Interim Nurse Manager</i> 804-594-7945 Sara Cannon sara_cannon@bshsi.org <u>WebEOC CONTACT:</u> <i>Patient Safety/Emergency Management</i> 804-248-1042 Barbara Overton barbara_overton@bshsi.org <i>EMS Coordinator</i> 804-218-5100 Al Thompson albert_thompson@bshsi.org</p>
<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Executive Officer:</i> 804-765-5902 Doug Moyer doug_moyer@chs.net <i>Chief Nursing Officer:</i> 804-765-5381 Beverly Smith beverly_smith@chs.net</p>	<p><u>ADMINISTRATIVE CONTACTS:</u> <i>Chief Executive Officer:</i> 804-594-7407 Christopher Accashian Christopher_accashian@bshsi.org <i>Chief Nursing Executive:</i> 804-594-7404 Barbara Gesme barbara_gesme@bshsi.org <i>Chief Medical Officer:</i> 804-594-7405 Dr. John McCurley john_mccurley@bshsi.org</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

<p>St. Mary’s Hospital 5801 Bremono Rd. Richmond, VA 23226 804-285-2011, Main 804-281-8184, ED 804-281-8357, PEDS ED</p>	<p>VCU Community Memorial Healthcenter P. O. Box 90 125 Buena Vista Circle South Hill, VA 23970 434-447-3151, Main 434-447-3427, ED</p>
<p>St. Mary’s Hospital 5801 Bremono Rd. Richmond, VA 23226 804-285-2011, Main 804-281-8184, ED 804-281-8357, PEDS ED</p>	<p><u>DIVERSION CONTACTS:</u> Administrative Rep: 434-447-3151 “ask for rep on duty” Assistant Nursing Director, Emergency Svcs: 434-447-3151, ext. 3433 Patty Mayer pmayer@cmh-sh.org</p>
<p><u>WebEOC CONTACT:</u> Administrative Director, Emergency Services: 804-281-8084 Cindy Gumm cindy_gumm@bshsi.org Nurse Manager: 804-281-8184 Casey Shinault casey_shinault@bshsi.org <u>ADMINISTRATIVE CONTACTS:</u> Chief Executive Officer: 804-281-8136 Toni Ardabell toni_ardabell@bshsi.org Chief Nurse Officer: 804-281-8030 Francine Barr francine_barr@bshsi.org EMS Coordinator: 804-512-8999 Amy Howard amy_howard@bshsi.org</p>	<p><u>WebEOC CONTACT:</u> Administrative Rep: 434-447-3151 “ask for rep on duty” Assistant Nursing Director, Emergency Svcs: 434-447-3151, ext. 3433 Patty Mayer pmayer@cmh-sh.org <u>ADMINISTRATIVE CONTACTS:</u> Chief Executive Officer: 434-447-3151 Scott Burnette sburnette@cmh-sh.org Vice President, Professional Services: 434-774-2440 Todd Howell todd.howell@cmh-sh.org Vice President, Nursing 434-447-3151 Ursula Butts ursulabutts@cmh-sh.org</p>

Appendix F

Regional Acute Care Hospitals – Contact Information, continued

VCU Health Systems
LEVEL 1 TRAUMA CENTER
1250 East Marshall Street
Richmond, VA 23298
804-828-9000, Main
804-828-0996, ED

DIVERSION CONTACTS:

Emergency Dept. Communications Room:

804-828-8888

Clinical Coordinator:

804-663-0975

WebEOC CONTACT:

Director, Communications/Emergency Management:

804-628-0084 or 804-291-8538

Robin Manke

<mailto:robin.manke@vcuhealth.org>

ADMINISTRATIVE CONTACTS:

Chief Executive Officer

(804) 828-0938

John Duval

john.duval@vcuhealth.org

FREE STANDING EDS:

<p>Chippenham at Swift Creek Freestanding Emergency Department 14720 Hancock Village Street Chesterfield, Virginia 23832</p> <p><u>DIVERSION CONTACTS:</u> <i>Nurse Station:</i> 804-818-7750 <i>Nurse Manager</i> 804-539-8471 Robyn Maass Robyn.Maass@hcahealthcare.com</p> <p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 804-327-4169 Kenneth Smith Kenneth.Smith3@hcahealthcare.com</p> <p><u>ADMINISTRATIVE CONTACT:</u> <i>Associate Administrator:</i> 804-330-2004 Ryan Deweese Ryan.Deweese@hcahealthcare.com</p>	<p>Hanover Emergency Center Freestanding Emergency Department 9275 Chamberlayne Road Mechanicsville, VA 23116</p> <p><u>DIVERSION CONTACTS:</u> <i>Nurse Station:</i> 804- 417-0298 <i>ED Director</i> 804-417-0285 Keith Adams keith.adams@hcahealthcare.com</p> <p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 804-254-5590 Lee Wood carl.wood@hcahealthcare.com</p> <p><u>ADMINISTRATIVE CONTACT:</u> <i>Associate Administrator:</i> 804-289-4800 Joe Rudisill joseph.rudisill@hcahealthcare.com</p>
<p>St. Francis Watkins Center Freestanding Emergency Department 15521 Midlothian Turnpike Midlothian, VA 23113</p> <p><u>DIVERSION CONTACTS:</u> <i>Administrative:</i> 804-285-2011 <i>Nurse Manager</i> 804-893-8452 Karen Bridgforth karen_bridgforth@bshsi.org</p> <p><u>WebEOC CONTACT:</u> <i>Administrative Director-ED</i> 804-518-5277 Michelle McLasky michelle_mclasky@bshsi.org</p> <p><u>ADMINISTRATIVE CONTACT:</u> <i>Same as St. Francis Medical Center</i> <i>EMS Coordinator</i> 804-218-5100 Al Thompson albert_thompson@bshsi.org</p>	<p>West Creek Emergency Center Freestanding Emergency Department 12720 Tuckahoe Creek Parkway Richmond, VA 23238</p> <p><u>DIVERSION CONTACTS:</u> <i>Nurse Station:</i> 804- 784-1060 <i>ED Director</i> 804-784-1050 Melanie Cooke melanie.cooke@hcahealthcare.com</p> <p><u>WebEOC CONTACT:</u> <i>Emergency Management Coordinator:</i> 804-254-5590 Lee Wood carl.wood@hcahealthcare.com</p> <p><u>ADMINISTRATIVE CONTACT:</u> <i>Associate Administrator:</i> 804-289-4800 Joe Rudisill joseph.rudisill@hcahealthcare.com</p>