

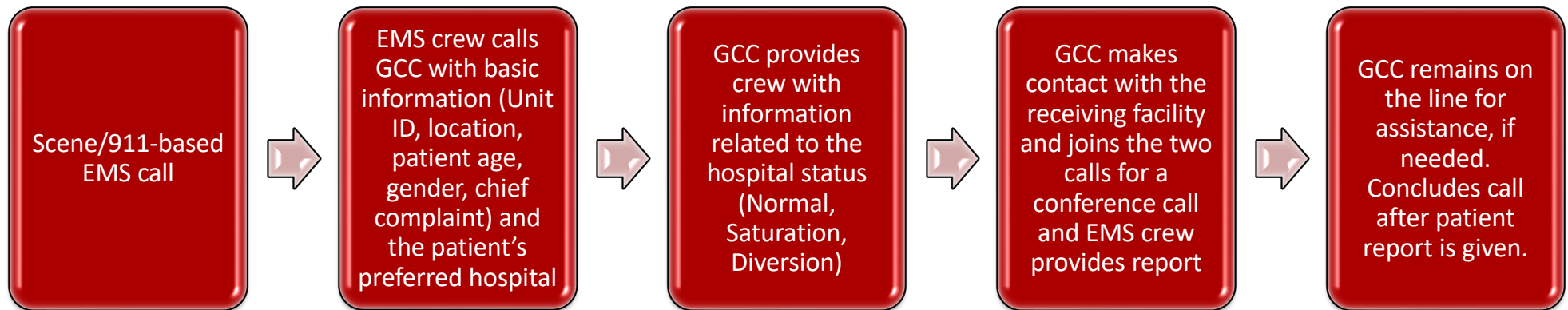
GCC Operations

 **Grady**

GCC History

- Established on December 13, 2019, in response to Grady's flood
- Researched several models (ex. Boston, Tennessee, San Francisco)
- Ensured data visibility for other hospitals
- Created a new state website for diversion reporting
- Covid-19 pandemic widened the scope
- Transfer center for GWCC admits
- Assistance with patient placement for hospitals across the state (both covid+ and non-covid)

Process



GCC takes into consideration:

- Number of transports to the facility
- Acuity of those recent transports
- Situational awareness – hospital capabilities

Current State

- Transports logged to date: 382,000
- Service area has expanded
 - Inside the perimeter
 - More calls for hospitals outside of 285
 - Majority of those in the metro area

GCC Call Data Averages



Calls per month: 17,740



Time to answer call: 8.75 seconds



Transfer to receiving facility: 4.25 seconds

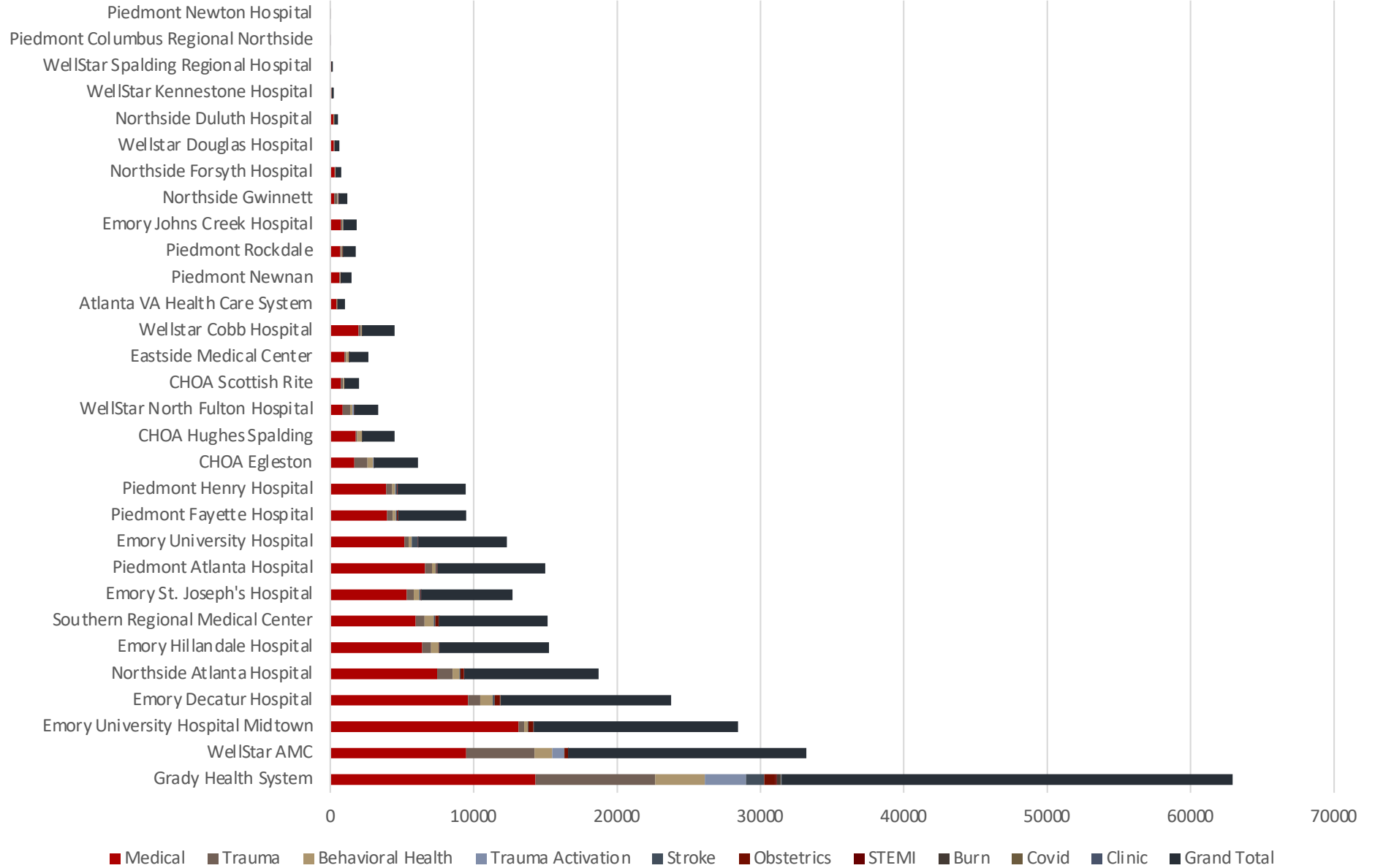


Total call time (includes report to receiving): 1:44



Percent of calls completed: 97.24

2022



Trauma Transfer Diversion

→ ↻ Not secure | georgiarcc.org/newsite/public/diversion/137/edit

Augusta University Medical Center Reset

Select Diversion Status	ER Saturation	8 hours	X
Select Diversion Status	Total Diversion	2 hours	X
Select Diversion Status	Trauma Transfer Diversion	2 hours	X

Add New Status

GCC Future State

- Increase capacity for call volume
- Expand operations into high volume EMS regions
- Improve technology – in process
 - Better visibility into real-time wall times
 - Portal for hospitals to see what is inbound
 - Patient tracking

Questions and Group Discussion