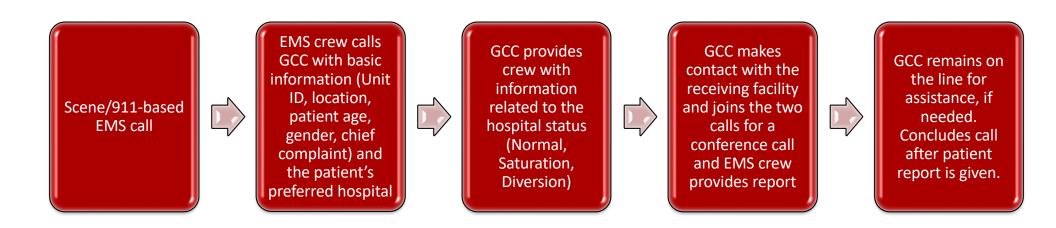
GCC Operations



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

Grady

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

C

Calls per month: 17,740



Time to answer call: 8.75 seconds



Transfer to receiving facility: 4.25 seconds

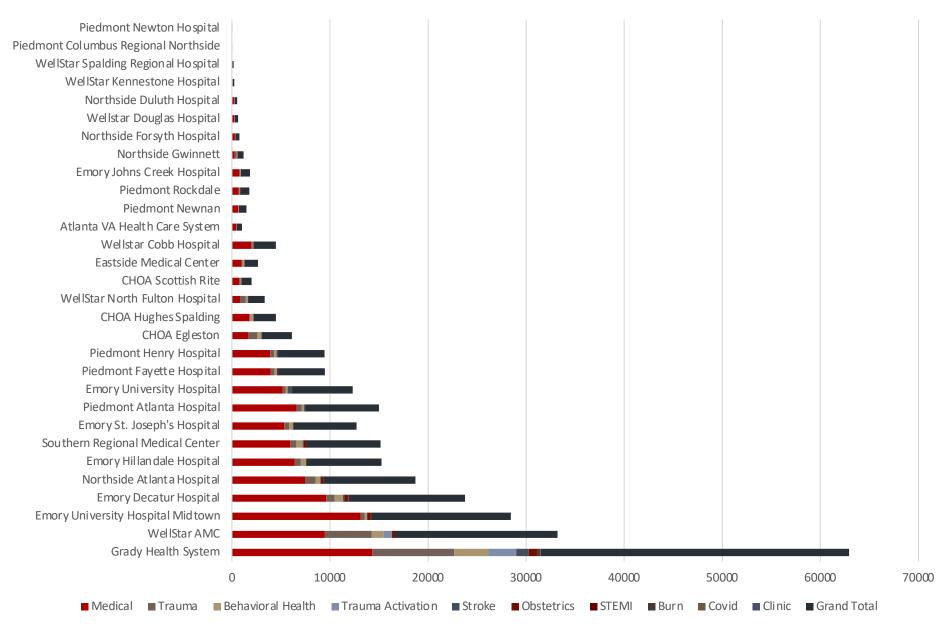


Total call time (includes report to receiving): 1:44



Percent of calls completed: 97.24

🕂 Grady





Trauma Transfer Diversion

→ C ▲ Not secure georgian	rcc.org/newsite/public/diversion/137/edit			R	≩ ☆	٢	æ (5 Ø	((<u>0</u>]	•	*	* (
Augusta Universit	ty Medical Center											Re	eset
Select Diversion Status	ER Saturation	~	8 hours								~	·	x
Select Diversion Status	Total Diversion	~	2 hours								~	.]	X
Select Diversion Status	Trauma Transfer Diversion	~	2 hours								~	.]	×
										A	dd Ne	w Sta	atus



Regional F	Patient Dis	stribution					
+ New Hospital	如 View Map	≡ Transports List	Bed Capacity/COVID				
	By County	♥ By EMS F	Region 🗸 By Regional Coordinating Hospita	al 🗸 Select type	~		 Search Search Reset Lxport
Hospital 🗢	County \$	Nedocs 🗢	Status 🕈	Transports 🕈	Holds 🕈	Updated 🗢	
Augusta University Medical Center	Richmond	Normal	Trauma unable to accept transfers Status Time left: 00 days 23:59:49	0 +1 transport	• •	Super Admin User on 03/03/2022 18:29:06	 Q. See Transports ☑ Edit Hospital ☑ Diversion status view ☑ Update nedocs
Grady Health System	Fulton	Overcrowded	STEMI Diversion Status expire: 03/03/2022 22:06:55 Time left: 00 days 03:37:38	0 +1 transport	57	Super Admin User on 03/03/2022 10:07:54	 Q. See Transports ☑ Edit Hospital ☑ Diversion status view ☑ Update nedocs
Emory University Hospital Midtown	Fulton	Normal		0 +1 transport	• •	Samantha Sindelar on 11/25/2021 10:16:40	 Q. See Transports ☑ Edit Hospital ☑ Diversion status view ☑ Update nedocs
Piedmont Newnan	Coweta	Overcrowded		0 +1 transport	11	Carol Bass on 11/25/2021 10:15:08	 Q. See Transports ☑ Edit Hospital ☑ Diversion status view



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

