

Emergency Physician and Midlevel Surge Capacity Protocol (ED & IPS)

Purpose: To define the process for managing unanticipated increased volumes of patients presenting to the ED/IPS and to prevent patients from leaving without a medical screening exam.

Scope: Senior Vice President (SVP), Regional Medical Director (RMD), Site Medical Director (SMD), Physicians and Advance Physician Provider (APP) practitioners in collaboration with the ED/IPS Director and/or Hospital Administration designee.

Policy:

1. The on-site administrator (i.e., ED/IPS Nursing Director, House Supervisor, or Administrator on Duty) must respond according to the hospital's Surge Capacity Plan and assess the situation.
2. If the physician(s) on-site and hospital administrator-designee decides that there is a physician, physician assistant, or nurse practitioner issue, he/she then notifies the Alliance on Call Number. The SMD will always be contacted by the on-call first to assess the situation. Site Leadership will take into consideration the following criteria when activating additional provider coverage:
 - **> 20-minute delay in patients awaiting Medical Screenings in numbers exceeding a 3:1 TOTAL PROVIDER RATIO**
 - **Completion to Dispo times exceeding 60 mins in READY STATUS**
 - **LPMSE >2 within the past hour**
 - **IPS Census of > 22 patients/per provider**
 - **EDWIN scores > 3 and WAIT TIME alerts**

Exclusions:

- Order to Execution times exceeding 60 mins indicating need for increased staff support to accommodate additional order influx.
 - Medical Screening time delays caused by kiosk reception delays
 - EDWIN alerts triggered by inpatient holds or other non-provider factors
3. If the SMD does not respond within 15 minutes, the administrator-designee may then place a call directly to the Envision assigned Scheduler during business hours **OR** during non-business hours by calling the **"After Hours" hotline: South RSC: 1-844-688-7465 North RSC: 215-741-2395 West RSC: 214-673-7689.**
 4. The answering service will then contact the After-Hours Scheduler who will call in the appropriate providers(s) for assistance during the surge, and continue to attempt to notify the SMD.
 5. If the SMD or physician(s) on-site and hospital administrator-designee decide to implement the ED/IPS Physician Surge Plan, the following options will be instituted:
 - The physicians and APPs currently working will be asked to extend their shift;
 - If the providers already scheduled for the next shift need to report to their shift earlier or additional coverage is required, the SMD will coordinate with the Envision Scheduler to notify the appropriate personnel;
 - The practitioner on-site will be directed to the MSE patients in non-traditional areas and begin protocols to capture arriving patients. This will be in coordination with appropriate nursing resources to assist.
 6. The situation will be reassessed after two hours of implementation by the SMD, hospital administration-designee, and or the Envision Scheduler.