



County of San Diego

JEFF COLLINS
DIRECTOR
San Diego County Fire
(619) 339-0283

PUBLIC SAFETY GROUP
SAN DIEGO COUNTY FIRE
SAN DIEGO COUNTY EMERGENCY MEDICAL SERVICES OFFICE
5510 Overland Avenue, Suite 250, San Diego, CA 92123-1239
www.SanDiegoCountyEMS.com

ANDREW (ANDY) PARR
EMS ADMINISTRATOR
Deputy Director, Departmental Operations
(619) 285-6429

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IMPACT STATUS SCORECARD – REALTIME EMERGENCY DEPARTMENT DATA PILOT PROGRAM EXPANSION

In collaboration with hospital leaders and the Hospital Association of San Diego and Imperial Counties, the San Diego County EMS Office deployed an Emergency Department (ED) Impact Status Scorecard. The [ED Impact Status Scorecard](#) is a novel system stress indicator allowing hospitals to communicate real-time facility capacity. This system facilitates the ongoing partnership between hospitals, EMS providers, and County EMS. The successful pilot program, initiated May 2023, is now available for use by all San Diego County ED healthcare teams.

For EDs experiencing capacity stresses, the Impact Scorecard allows for a standardized, objective calculation for staff to communicate their current situation. Staff should submit updates through the [LEMSIS Resource Bridge ED Impact Status](#) field whenever the internal situation changes. Scores that have not been updated within 4 hours will not be considered accurate.

County EMS continues to work with all system partners to develop automated, real-time, actionable, and informative data sources to improve coordination and patient care. Timely Impact Status Scorecard data will inform decisions regarding County Ambulance Diversion. The County EMS Duty Officer will evaluate Scorecard data, along with other metrics, when evaluating systemwide capacity strain.

Thank you for your assistance in continuing to provide outstanding care to our patients.

Sincerely,

Kristi L. Koenig, MD, FACEP, FIFEM, FAEMS, Medical Director
San Diego County Emergency Medical Services Office
San Diego County Fire

cc: Andrew Parr, EMS Administrator
Hospital Association of San Diego and Imperial Counties