

	<p style="text-align: center;">SOUTHERN FOX VALLEY EMERGENCY MEDICAL SERVICES SYSTEM POLICY &amp; PROCEDURES</p>				
<p>TITLE:     RESPONSE TO A SYSTEM-WIDE CRISIS</p>					
<p>SECTION: GENERAL</p>			<p>POLICY NUMBER: D-33.0</p>		
<p>APPROVED BY: DR. ARTHUR PROUST EMS MEDICAL DIRECTOR</p>					
<p>EFFECTIVE DATE: 06/18/2014</p>				<p>PAGE NUMBER: 1 OF 3</p>	

**PURPOSE:**

To address the appropriate response procedures for a system-wide crisis within the Southern Fox Valley Emergency Services System.

**RECOGNITION:**

- 1) ECRNs may be made aware of a System-wide crisis by communication from the local ambulance provider (i.e., mass casualty incident) or by noting an increasing number of emergency departments requesting ambulance diversion. The ECRN should report these occurrences to the attending emergency doctor or charge nurse.
- 2) When System hospitals see a rapid or developing increase of patients with similar symptoms, the attending emergency doctor or the charge nurse should contact their Resource Hospital and apprise them of the situation.
- 3) When ambulance providers notice that they have an increase of runs with patients complaining of similar sign and symptoms, they should report this information to their Resource Hospital.

**NOTIFICATON OF PERSONNEL**

- 1) The Resource Hospital shall document any calls they receive from System or Regional hospitals or ambulance providers and identify that they are seeing numerous types of patients complaining of similar types of symptoms. The Resource Hospital should note the time the call is received and seek a detailed account of the situation.
- 2) After the Resource Hospital receives calls from two Regional hospitals, the ECRN will contact the EMS System Coordinator and the EMS Medical Director to inform them of the situation. The EMS System Coordinator and/or the EMS Medical Director will contact the local Ambulance provider to see if they are seeing an increase in patients with similar types of symptoms.
- 3) The EMS System Coordinator and/or the EMS Medical Director may also contact the Illinois Poison Control Center to see if they are receiving additional calls for similar type symptoms.

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- 4) If there appears to be a trend of increased frequency of similar symptoms, the EMS System Coordinator and/or the EMS Medical Director shall notify the Region IX POD Hospital – Advocate

Sherman Hospital, Elgin, IL . In addition, the local health department medical director may also be contacted, along with the appropriate county OEM.

- 5) The POD Hospital will contact Illinois Department of Public Health, and the Duty Officer with Illinois Emergency Management Agency. Based on the type and magnitude of the crisis, the Director of Public Health, or his designee, may activate the Disaster POD, according to Emergency Medical Disaster Plan.

#### PLAN OF ACTION

- 1) Once notified by the Illinois department of Public Health that there may be a potential for increased utilization of resources, the EMS System Coordinator will contact the System/Regional hospitals and local ambulance providers within the System to inform them of the crisis. The EMS System Coordinator will request that each hospital take steps to avoid ambulance diversion and alert them to the possibility of having to mobilize additional staff and resources. The hospitals will also be informed that request for BLS diversion will not be accepted during the crisis.
- 2) The EMS System Coordinator or most senior EMS person staffing telemetry will monitor transport times, while the local dispatch center that receives 911 calls will monitor ambulance responses. If transport times begin to exceed 10-15 minutes and ambulance response times become excessive as a result of hospitals being on diversion, the POD Hospital Coordinator will be contacted and will assist in contacting the Emergency Department Charge Nurses and Senior Administrators of the participating hospitals on diversion and advise them to activate their internal disaster plans so that they can rapidly come off diversion. They will be given a specified time frame in which to accomplish this.
- 3) The monitoring of transport and ambulance response time requires frequent communication and close coordination between EMS personnel at the Resource Hospitals, dispatch and local fire departments.
- 4) During an impending or actual system-wide crisis, the local municipality may request mutual aid, through pre-existing agreements, from the surrounding areas.
- 5) All information shall be recorded on the “System-Wide Crisis Form,” developed by the Illinois Department of Public Health.

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The POD Hospital, will contact the Resource Hospital when the response to the crisis appears to be over.

## ADDITIONAL RESOURCES

- 1) Refer to the Region IX disaster guidelines.
- 2) Refer to the Kane County MCI plan.
- 3) Complete the IDPH forms that are required.

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