

Washington Medical Coordination Center

24/7 Availability: 206-520-7222 | 877-520-7222

Purpose

The Washington Medical Coordination Center (WMCC) is a statewide resource to support hospital decompression and identify appropriate acute care bed availability for patients. ***The WMCC process does not take precedence over the placement strategies that occur within a hospital system or between facilities; rather, the WMCC supports facilities when standard resources and facilities are unable to meet current needs. The WMCC does not support patient discharge coordination, nor does it support behavioral or mental health placement.***

Scope

The WMCC is designed to:

- Work directly with facility transfer centers and requesting clinicians when normal transfer processes are unsuccessful,
- Support hospitals to identify appropriate placement for patients requiring specialty care,
- Support the non-emergency placement of long-term care residents into acute care,
- Serve as a coordination hub for decompressing hospitals at or beyond capacity by placing patients from impacted acute care hospitals to similar settings as requested.

How it works

Once a facility, health system or EMS agency identifies the need to contact the WMCC, the following protocols will be used for identifying patient placement:

- WMCC assistance is available 24/7 via phone.
- WMCC clinical staff will discuss the specific patient needs with the requesting provider.
- The WMCC in combination with the requesting provider, determines appropriate bed placement based on patient acuity, facility capability and capacity.
- The requesting provider is connected with the receiving hospital for report and final acceptance (the requesting facility arranges resident/patient transport).

Pediatric surge support

- The WMCC, with assistance from an on-call pediatric specialist for all critically ill patients and others as needed, will review bed availability and other pertinent data elements to identify patient placement and/or support.
- The Medical Director of the WMCC will provide backup assistance as requested.
- In the case of a critically ill pediatric patient, the facility should contact their primary pediatric referral center immediately. If their primary center is unable to accept the patient, the WMCC should be contacted. The primary referral center will continue to provide clinical support as needed until bed placement has been confirmed.

Partner Agreement

To successfully implement the WMCC's mission, hospitals (acute care, specialty, and critical access) and long-term care facilities (skilled nursing, hospice, assisted living, etc.) throughout Washington State agree to the following principles:

- The success of the WMCC is dependent upon the willingness of acute care and critical access hospitals willingness to accept patients.
- It is understood that bed placement and capacity is a complex multifactorial process. In times of actualized or possible medical surge, all facilities agree to minimize the number of "reserved" or "closed" beds to that necessary to support critical functions (e.g. trauma beds).
- Recognizing the importance of surge capacity, all facilities will fully utilize licensed beds and maximize any additional surge capacity. This includes airborne infection isolation rooms (AIIR), negative pressure rooms and instituting cohorting principles to maximize surge capacity.
- All healthcare facilities with access to WATrac will regularly input data into the system.
- All hospitals will regularly input data into WA HEALTH at directed intervals.
- All healthcare facilities will respond to on-demand WMCC data requests for information in a rapid and timely manner to support situational awareness.
- Healthcare facilities seeking WMCC assistance will establish communication with WMCC personnel as early as possible, and will provide redundant contact information, patient acuity, and other key data points.
- All initiating facilities and receiving hospitals agree that patients may need to travel long distances in order to align with the fair and equitable process outlined in this Framework. However, the WMCC will try to place the patient within their originating region if possible.
- All healthcare facilities will provide two points of contact to the WMCC. These contacts must allow for 24/7 coverage and have the authority to accept patient transfers.
- The WMCC will bear no financial responsibility for patient placement, transfer, or transport.
- All EMS transport arrangements and directions will be managed by the individual facilities and not by WMCC.