

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

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I. APPLICATION:

- ☐ SCCCMHA Board
- ☒ SCCCMHA Providers & Subcontractors
- ☒ Direct-Operated Programs
- ☒ Community Agency Contractors
- ☒ Residential Programs
- ☒ Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) shall make sure that individuals who experience a medical emergency while attending SCCCMHA/Contract Programs will receive appropriate first aid and medical treatment.

III. DEFINITIONS:

- A. AED (Automatic External Defibrillator): A device that delivers an electrical shock at a preset voltage to the heart when indicated for cardiac arrest.
- B. First Aider: Any staff member possessing a current certificate in adult, child/infant CPR, and/or First Aid by an accredited agency.
- C. Medical Emergency: Life threatening conditions that require the assistance of trained medical professionals and would necessitate a call to EMS or an ambulance service. Conditions include, but are not limited to the following events:
 - 1. Cardiac and Respiratory emergencies;
 - 2. The presence of severe bleeding;
 - 3. Medical conditions or acute illnesses such as Severe Asthma, Repetitive Seizures, Diabetic emergencies;
 - 4. Stroke
 - 5. Poisoning
 - 6. Trauma - related accidents resulting in possible fractures or multiple injuries.
 - 7. Anaphylactic Reaction
 - 8. Any time rescue medication given for seizure--Nayzilam (Midazolam), Diastat or Valtoco (Diazepam), etc.
 - 9. Any time an Epi-Pen is used.

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D. Medical Emergency Response Team: A group of people who respond to a medical emergency.

IV. STANDARD:

A. SCCCMHA and its contract providers will provide emergency medical treatment to any individual who requires such care while receiving and/or visiting their service locations. This includes individuals receiving treatment, visitors and personnel.

V. PROCEDURES:

A. Prior to a Medical Emergency

Human Resources / Supervisor / Nurse / Designee

1. Educates all staff on the Emergency Procedures Booklet-(CMH Only) or Medical Emergency Quick Reference Guide – Exhibit A (Residential Facilities).
2. Educates all staff when to call 911 in an emergency.

Supervisor / Designee

3. Ensures emergency drills are conducted at each service location on a quarterly basis.

Supervisor / Designee / IT Department

4. Posts emergency numbers on or by all telephones. (With instructions regarding emergency calls beside phone at residential facilities).

Residential Supervisor/Residential Designee

5. Posts the Medical Emergency Quick Reference Guide (Exhibit A) in a conspicuous location at each service location.

B. The Medical Emergency

Person Discovering the Emergency

1. Responds to an emergency and determines if it is safe to proceed.
2. Shouts for help several times to get a first aider's/available staff person's attention.
3. Checks the victim for consciousness, pulse, breathing, and signs of bleeding.

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4. Sends available first aider/staff person to initiate medical emergency notification for the designated Medical Emergency Response Team (SCCCMHA direct-operated service locations only).

First Aider/Medical Emergency Response Team

5. Determines if the situation is a medical emergency.
6. Directs available staff person to call 911 and to bring the AED.
7. Instructs the staff person/caller to report back the dispatcher's response.

Caller

10. Gives EMS dispatcher the following information:
 - a. The location of the emergency (exact address, city or town, nearby intersections, landmarks, etc.)
 - b. The telephone number of the phone being used
 - c. Caller's name
 - d. What happened
 - e. The number of victims involved in the event
 - f. Condition of the victim(s)
 - g. Help (first aid) being given

DOES NOT HANG UP FIRST IN CASE THE DISPATCHER NEEDS MORE INFORMATION

First Aider/Medical Emergency Response Team

9. Cares for conditions found. For example: Administers CPR, uses AED, or completes other first aid measures (according to accredited First Aid and CPR standards) unless otherwise indicated (i.e. do not resuscitate order). See SCCCMHA policy #05-001-0065, "Health Care Decisions and Do-Not-Resuscitate Orders" and policy #05-001-0030 "Advance Directives".
10. Uses appropriate protective equipment when there is a possibility of exposure to blood and/or body fluids. See SCCCMHA administrative procedure #09-003-0005, "Personal Protective Equipment."
11. Supports circulation and breathing by administering CPR and/or first aid, if necessary, until professional help (EMS) arrives and takes over.
12. Informs EMS personnel of the details of the medical emergency and first aid provided.

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Supervisor / Designee

13. Determines if a staff member should accompany an individual served to the hospital by considering the following:
 - a. Benefit to the individual.
 - b. Mental condition of the individual.
 - c. Availability of staff members.
 - d. Hospital expectations.
14. Prints pertinent medical information to accompany the individual served to the hospital.
15. Notifies the case manager of the individual served of the medical emergency.
16. Telephones emergency contact(s) of individual served (i.e., parent, guardian, home supervisor, spouse or significant other) and informs them of the medical emergency.

Supervisor / Designee

17. Ensures EMS personnel has a copy of the individual's medical information as specified in Procedure (IV) B. 14.
18. Instructs staff member accompanying individual to the hospital to remain at the hospital until parent, guardian, home staff, spouse, or significant other arrives, if applicable.

C. Follow-up to Medical Emergency**Supervisor / Nurse / Designee**

1. Documents the medical emergency on an Incident Report Form (SCCCMHA Form #0057) as delineated in SCCCMA administrative procedure #05-001-0040, "Incident Reports." An Incident Report can be completed electronically (OASIS) or handwritten (SCCCMHA Form #0057). Submits the completed Incident Report to the Office of Recipient Rights. For all emergencies that occur at a SCCCMA direct-operated service location, fills out an Emergency Event Form (SCCCMHA Form #0910) which is found in the SCCCMA Forms Index. (Reference SCCCMA administrative procedure #09-001-0005, "Building: Health and Safety"). Submits the completed Emergency Form to the SCCCMA Safety Chairperson.

First Aider / Medical Emergency Responder

2. Follows procedures in Bloodborne Pathogens Exposure Control Plan if exposed to blood or other potentially infectious materials. Completes Bloodborne Pathogen Exposure Form (SCCCMHA Form #0912) which is found in the SCCCMA Forms Index. (Refer to SCCCMA administrative procedure #09-003-0030, "Personnel: Employee Medical Situations").

VI. REFERENCES:

None Available

VII. EXHIBITS:

A. Medical Emergency Quick Reference Guide

VIII. REVISION HISTORY:

Dates issued 12/89; 07/91; 10/93; 03/97; 02/99; 02/00; 02/03; 02/05; 02/07; 04/09; 04/10; 05/12; 07/13; 07/14; 07/15; 07/16; 09/17; 09/18; 07/19; 9/20, 9/21, 09/22.

MEDICAL EMERGENCY

Quick Reference Guide

IN THE EVENT OF A POTENTIAL MEDICAL EMERGENCY, staff should:

- 1.) Shout for help!
- 2.) Check the victim for:
 - A.) Consciousness
 - B.) Pulse
 - C.) Breathing
 - D.) Signs of Bleeding

IF THE EVENT MEETS THE CRITERIA OF A MEDICAL EMERGENCY, staff should:

- 3.) Direct secondary staff to **call 911** and bring the AED.
- 4.) Administer CPR/first aid until a medical professional arrives and takes over.
- 5.) Provide pertinent medical information to the medical professional.
- 6.) Accompany victim to the hospital, if needed/possible.
- 7.) Document the medical emergency on an Incident Report.

Medical Emergency: A life threatening condition that requires the assistance of trained medical professionals and necessitates a call to 911 or an ambulance service. Conditions include, but are not limited to the following events: cardiac and respiratory emergencies, severe bleeding, severe asthma, repetitive seizures, diabetic emergencies, stroke, poisoning, trauma, and anaphylactic reaction.



FIRST AID for CHOKING

IN THE EVENT OF A POTENTIAL CHOKING INCIDENT, staff should:

- 1.) Ask, "Are you choking?"
- 2.) If the person can speak, breathe, or cough, stand by - but do not interfere.
- 3.) If the person cannot speak, breathe, or cough, **call 911**.
 - A.) If victim is conscious, perform the Heimlich Maneuver until food/object is forced out.
 - B.) If victim is unconscious, clear the victim's mouth, then perform the Heimlich Maneuver until food/object is forced out, and initiate CPR, if necessary.
- 4.) Provide pertinent medical information to the responding medical professional.
- 5.) Document the choking incident on an Incident Report.