

**ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY**

**ADMINISTRATIVE PROCEDURE**

Date Issued **09/24**

Page 1

<b>CHAPTER</b> Facilities	<b>CHAPTER</b> 09	<b>SECTION</b> 003	<b>SUBJECT</b> 0010
<b>SECTION</b> Safety	<b>SUBJECT</b> Medical Emergencies		
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**I. APPLICATION:**

- SCCCMH Board
- SCCCMH Providers & Subcontractors
- Direct-Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

**II. PURPOSE STATEMENT:**

St. Clair County Community Mental Health (SCCCMH) shall make sure that individuals who experience a medical emergency while attending SCCCMH/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.

<b>CHAPTER</b> Facilities	<b>CHAPTER</b> 09	<b>SECTION</b> 003	<b>SUBJECT</b> 0010
<b>SECTION</b> Safety	<b>SUBJECT</b> Medical Emergencies		

D. Medical Emergency Responders: A group of SCCCMH staff who respond to a medical emergency.

IV. STANDARD:

A. SCCCMH 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 Handbook (SCCCMH 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.

<b>CHAPTER</b> Facilities	<b>CHAPTER</b> 09	<b>SECTION</b> 003	<b>SUBJECT</b> 0010
<b>SECTION</b> Safety	<b>SUBJECT</b> Medical Emergencies		

4. Sends available first aider/staff person to initiate medical emergency notification for the designated Medical Emergency Responders (SCCCMH 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 Responder**

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 Board Policy #05-001-0065, Health Care Decisions and Do-Not-Resuscitate Orders and Board 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 Administrative Policy #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.

**Supervisor / Designee**

13. Determines if a staff member should accompany an individual served to the hospital by considering the following:

<b>CHAPTER</b> Facilities	<b>CHAPTER</b> 09	<b>SECTION</b> 003	<b>SUBJECT</b> 0010
<b>SECTION</b> Safety	<b>SUBJECT</b> Medical Emergencies		

- 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 form #0057 Incident Report as delineated in Administrative Policy #05-001-0040, Incident Reports. An Incident Report can be completed electronically (OASIS) or with handwritten paper form. Submits the completed form #0057 Incident Report to the Office of Recipient Rights. For all emergencies that occur at a SCCCMH direct-operated service location, fills out form #0910 Emergency Event. (See Administrative Policy #09-001-0005, Building: Health and Safety. Submits the completed form #0910 Emergency Event to the SCCCMH Safety Coordinator.

##### **First Aider / Medical Emergency Responder**

2. Follows procedures in the [Bloodborne Pathogens Exposure Control Plan](#) found in ADP if exposed to blood or other potentially infectious materials. Completes form #0912 Bloodborne Pathogen Exposure. (See Administrative Policy #09-003-0030, Personnel: Employee Medical Situations).

#### **VI. REFERENCES:**

- A. [Board Policy #05-001-0030, Advance Directives](#)
- B. [Administrative Policy #05-001-0040, Incident Reports](#)

- C. [Board Policy #05-001-0065, Health Care Decisions and Do-Not-Resuscitate Orders](#)
- D. [Administrative Policy #09-001-0005, Building: Health and Safety](#)
- E. [Administrative Policy #09-003-0005, Personal Protective Equipment](#)
- F. [Administrative Policy #09-003-0030, Personnel: Employee Medical Situations](#)
- G. [#0057 Incident Report](#)
- H. [#0910 Emergency Event](#)
- I. [#0912 Bloodborne Pathogen Exposure](#)
- J. [Bloodborne Pathogens Exposure Control Plan](#)

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, 11/23.

# 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.