

Administrative Policy
POLICY NO.: 200.02.100A

POLICY TITLE: Response to Medical Emergencies

Submitted by: Dr. Sergio Gonzalez- Arias, MD, PhD, FAANS, FACS
Title: Executive Associate Dean, Office of Clinical Affairs, Chair of QIPSC

Approved by: Quality Improvement Patient Safety Committee (QIPSC)

Committee Chair: Dr. Sergio Gonzalez- Arias, MD, PhD, FAANS, FACS
Title: Executive Associate Dean, Office of Clinical Affairs, Chair of QIPSC

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SUMMARY & PURPOSE: To delineate a process to respond to a potential medical emergency that can occur to a patient, visitor or employee that demonstrates any symptoms of instability or illness ("Individual") at the Herbert Wertheim College of Medicine ("HWCOM") clinical locations including contacting Emergency Medical Systems ("EMS") (ambulance or fire rescue).

SCOPE/APPLICABILITY: This policy applies to an Individual at any of the HWCOM Clinical Locations: FIU Health Modesto Maidique, ("MMC"), FIU Health Broward, Green Family Foundation NeighborhoodHELP Mobile Health Centers and Household visits and the Linda Fenner 3D Mobile Mammography Center where faculty and students provide care to patients. This policy excludes the clinical locations where faculty and students are providing patient care in affiliated clinical hospitals, outpatient and diagnostic centers as the policies and procedures of those institutions will govern the process to respond to a medical emergency.

POLICY: If an Individual demonstrates any symptoms of instability or illness in the presence of an HWCOM faculty member or student that may require emergent care, any staff member of an HWCOM Clinical Location ("Staff Member") can initiate the emergency medical response plan described in this policy. Emergency medical care shall be initiated when there is a reason to believe that an impending or confirmed medical emergency is occurring. The Individual requiring emergent care will not be left unattended and a staff Member will remain with the patient until help arrives.

This policy includes procedures which address the following topics:

1. Initiation of Emergency Response
2. Site Operations during Emergency
3. Emergency Equipment and Supplies
4. Documentation of Event and Follow-up
5. Responding Outside the Center

DEFINITIONS:

HWCOC Clinical Locations:

For the purposes of this policy, HWCOC clinical locations refer to FIU Health Modesto Maidique ("MMC"), FIU Health Broward, Green Family Foundation NeighborhoodHELP Mobile Health Centers and Household visits and the Linda Fenner 3D Mobile Mammography Center.

AED:

An Automated External Defibrillator (**AED**) is a portable device that checks the heart rhythm and can send an electric shock if necessary to the heart to try to restore a normal rhythm. AED's are used to treat sudden cardiac arrest.

Emergency Equipment:

AED, ambu-bag with mask, EKG, oxygen, glucometer, blood pressure machine, pulse oximeter and medications (aspirin, nitroglycerin, intravenous fluids) Note: Not all HWCOC clinical locations have the same emergency equipment. All HWCOC Clinical Locations *have* AED's, except for Green Family Foundation NeighborhoodHELP Household visits.

Emergency Response Team:

The team may or may not consist of a physician, technician, clinical personnel (CMA, RN, LPN, paramedics), and non-clinical personnel (registration, front desk staff, other office staff) **Note:** These members may differ for each of the HWCOC clinical locations.

Emergency Medical Systems:

("EMS") (Ambulance or fire rescue).The **Miami-Dade Fire Rescue Department** ("MDFRD") provides emergency medical services to Miami-Dade County, and **Broward Sheriff's office** ("BSO") provides emergency services to Broward County.

Basic Cardiac Life Support:

("BLS") American Red Cross reaffirms that the goals of BLS are to provide aide, reduce morbidity and mortality and prevent further illness or injury by promoting recovery. The aide can be initiated by anyone, in any situation. This includes promptly recognizing several life-threatening emergencies, providing care and early use of an AED if necessary.

Instability and/or illness: An event that you believe threatens someone's life or wellbeing in such a manner that immediate medical care is needed to prevent an impairment of health that can get worse. Examples but not limited to:

- Severe difficulty breathing, especially that does not improve with rest
- Chest pain
- A fast or slow heartbeat (< 50 , > than 120-150) at rest especially if associated with shortness of breath or feeling faint
- Unresponsive (comatose)
- Difficulty speaking, numbness, or weakness of any part of the body
- Sudden dizziness, mental changes (confusion, very odd behavior, difficulty walking)
- Sudden blindness or vision changes
- Heavy bleeding from the mouth, nose, vagina or anus
- Bleeding from any wound that won't stop with direct pressure

- Broken bones visible through an open wound, or a broken leg
- Choking
- Allergic reaction, especially if there is any difficulty breathing
- Poisoning or drug overdose
- New severe headache
- Sudden intense severe pain

Debrief:

An informal discussion of the team members that were part of the Emergency Response Team after an emergency occurs. The discussion would involve positive outcomes, lessons learned and if any changes need to occur before the next unforeseen emergency.

PROCEDURES:

1. Initiation of Emergency Response

- A. Every Staff Member certified in BLS is responsible for being ready and initiating BLS if necessary. Bring emergency equipment that is available at *your location*. Be prepared. At FIU Health MMC and the Green Family Foundation NeighborhoodHELP Mobile Health Centers, additional emergency equipment maybe utilized as ordered by the physician. This may or may not include oxygen, Intravenous fluids, EKG and medications.
- B. First responder will ask for “Help”. Anyone can assist in calling 911 (EMS) followed by University Security if on MMC, call 305-348-2727. For Broward call Emergency Rapid Response Team at Broward Health Medical Center at 1-954-355-5085. The Broward Health Security Office is 1-954-355-5350. The Green Family Foundation NeighborhoodHELP Mobile Health Centers, Household and the Linda Fenner 3D Mobile Mammography Center should call 911.
- C. The Emergency Response Team is comprised of the following:
 - Team Lead – This is usually the first physician responder *if* a physician is present at the time of the emergency. Otherwise, if no physician is available the senior clinical person can lead the team.
 - Clinical Staff Member, if available
 - Non-clinical Staff Member
 - *Note:* Emergency Response Team members will vary depending on clinical locations and staff availability.
- D. Staff Members can reassure other patients in the waiting area that there may be care delays due to an emergent situation and that EMS is en route, apologize for any delays and extended wait times, and/or ascertain that the other patients are not left unattended.
- E. The Emergency Response Team will remain with the ill Individual until EMS arrives. All attempts will be made to provide privacy. The Individual will be transferred to a room if it is safe and they are stable. If the Individual is not stable, provide care in the area that they are located. Vital signs can be obtained as frequently as necessary if clinical personnel are present. Each emergency is unique and may be different. If a physician is present, follow physician orders and directions.
- F. Demographic Information on the Individual: If the Individual is not an established patient, attempt to collect basic information (name, date of birth, insurance card, identification card, list of medications). You can obtain information from them or any other accompanying friend or family member. You can register if appropriate and if the Individual is stable.

Note: Emergency response is not delayed to register the patient. Obtain the necessary basic information in a truly emergent case. Obtain at minimum the name and date of birth if possible.

2. Site Operations During Emergency

- A. Staff Members will be notified immediately of an emergency and location of the emergency. The Emergency Response Team will attend to the emergency.
- B. Be prepared. All HWCOC Clinical Locations have an AED except for Green Family Foundation NeighborhoodHELP Household visits. Staff should be aware of where the AED and all emergency equipment is located. At FIU Health MMC and Green Family Foundation NeighborhoodHELP Mobile Health Centers, additional emergency equipment may be utilized *as ordered* by the physician. This may include oxygen, Intravenous fluids and medications. Remaining staff will continue to manage patient flow and keep other patients apprised of the emergency and possible delays. Do not leave the other patients unattended.

3. Emergency Equipment and Supplies

- A. Bring AED to any emergency and any additional equipment requested by the physician (oxygen, EKG, Intravenous fluids, glucometer) as determined by the equipment available in your clinical area. Green Family Foundation NeighborhoodHelp Household visits do not have an AED.
- B. AED logs, defibrillation pads, oxygen tank logs will be checked weekly and after emergent use by a designated staff member at each clinical location to maintain emergency readiness.

4. Documentation of Event and Follow Up

- A. Important items to document: name, date of birth date, time. WHO, WHAT, WHEN, WHERE, interventions provided. Was the Individual in stable condition when transferred to higher level of care?
- B. The incident report is completed by the person with the most knowledge of the incident. Documentation can be written on paper and later scanned into the electronic record if the individual is a registered patient.
- C. Notify the HWCOC Director of Operations and Medical Director for MMC and Broward locations. For Green Family Foundation NeighborhoodHelp Mobile Health Centers and the Linda Fenner 3D Mobile Mammography Center contact Medical Director. For established patients, the patient's provider or designee is encouraged to call patient/family members within two business days following the event. Hospital information and status of patient should be obtained, if possible.
- D. Follow-up. Make an attempt to obtain hospital records (Discharge Summary) for established patients. Record this information in the medical record before the next visit by the care team.
- E. A team debrief is recommended after each emergency so that the Emergency Response Team has an opportunity to discuss lessons learned and opportunities for improvement before the next emergent situation.

5. Responding Outside the Center

If an emergency occurs *outside* of an HWCOC Clinical Location or in the parking lot outside of the HWCOC Clinical Location, Staff Member(s) shall respond as applicable by alerting the Emergency Response Team, calling 911, taking the AED if necessary, initiating BLS and following physician's orders. Obtain basic information, such as name and date of birth. Stay with the Individual until 911 arrives. Complete an incident report.

Suggested Roles and Responsibilities in an Emergency

Staff Member	Responsibilities
Front Desk / Reception / Registration	<ol style="list-style-type: none"> 1. Identify patient, visitor, or employee (“Individual”) who is unstable 2. Alert the emergency care team and provide the Individual's location 3. When necessary, activate EMS response, give location and description of the emergency 4. Alert waiting patients about potential delay 5. If the Individual is an established patient, print a patient face sheet to provide to emergency responders 6. If the Individual is a new patient at FIU Health, attempt to collect Individual’s information
Clinical Staff Member (Paramedic, CMA, LPN, RN)	<ol style="list-style-type: none"> 1. Bring all emergency equipment to the site of the emergency (AED and other emergency equipment) 2. Assist with transport to a patient room if stable 3. Obtain initial set of vital signs; obtain additional vital signs throughout the emergency as warranted 4. Perform BLS, if indicated 5. Administer medications as ordered by the physician 6. Document the emergency
(Physicians, Nurse Practitioners, Physician Assistants)	<ol style="list-style-type: none"> 1. Respond to call for assistance 2. If physician present, act as team lead 3. If no physician present, the senior clinical person should lead the team response. 4. Manage the emergency as clinically appropriate 5. Report to EMS
Additional office staff	<ol style="list-style-type: none"> 1. Maintain patient flow 2. Attend to needs of family members if present

Note: These are suggested roles and responsibilities for staff but can fluctuate between team members during an actual emergency.

SUPPORTING/REFERENCE DOCUMENTATION:

- American Red Cross guidelines BLS: www.redcross.org
- Broward Sheriff’s Office: http://www.sheriff.org/about_bso/dfres/operations/ems.cfm
- Miami Dade Fire Rescue Department: <http://www.miamidade.gov/fire/emergency-response.asp>

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

- HWCOP Administrative Policy: *Incident Reporting No.:* **200.03.100A**