

**COUNTY OF SACRAMENTO
EMERGENCY MEDICAL SERVICES AGENCY**



Program Document: **Triage to Alternate Destination Program
Requirements**

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Signature on File

EMS Medical Director

Signature on File

EMS Administrator

Purpose:

- A. Triage to Alternate Destination (TAD) programs are community-focused extensions of traditional emergency response transportation, which is recognized as an emerging model of care to meet an unmet need within the community.
- B. Authorized TAD paramedics, working under medical oversight, will deliver TAD services to improve coordination among providers of medical service, behavioral health services, and sobering centers; preserve and protect the underlying EMS system; provide high-quality patient care; and empower health systems to provide care more effectively and efficiently.

Authority:

- A. California Health and Safety Code, Division 2.5, Sections 1797.220, 1798,
- B. Title 22, California Code of Regulations, Section 100170 (a) (5).

Definitions and Scope:

- A. Alternate Destination Facility is defined as a treatment location that is an:
 - 1. Authorized mental health facility (Health and Safety Code Section 1812).
 - 2. Authorized sobering center (Health and Safety Code Section 1813).
 - 3. Authorized local Veterans Administration Emergency Department (ED) (Health and Safety Code Section 1819 (a) (3)).

- B. A TAD program also includes providing transport services for patients who identify as veterans and desire transport to a local Veterans Administration ED.
- C. Advanced Life Support (ALS) paramedics shall not transport patients to destinations not approved as Receiving Facilities, Standby Facilities, or Alternate Destinations.
- D. TAD Provider:
 - 1. ALS provider authorized by Sacramento County Emergency Medical Agency (SCEMSA) to provide ALS TAD assessments as part of an approved TAD program specialty.
- E. TAD Program:
 - 1. A program developed by SCEMSA and approved by the California Emergency Medical Systems Authority (EMSA) to provide triage paramedic assessments.
- F. TAD Paramedic:
 - 1. A Paramedic who has completed the curriculum for TAD services and receives SCEMSA TAD accreditation.

Medical Direction:

- A. A TAD paramedic shall utilize the approved SCEMSA Medical Director patient assessment protocols described in SCEMSA policies. This includes utilizing general TAD scope and other approved scopes while transporting to alternate destinations.

Documentation and Continuous Quality Improvement:

- A. TAD paramedics shall complete and submit electronic patient records under the California Code of Regulations Title 22 Section 100171.
- B. TAD paramedic shall document destination facilities with standardized facility codes per the California Emergency Medical Services Information System (CEMSIS)
- C. TAD programs shall have a written Continuous Quality Improvement (CQI) plan approved by SCEMSA. The CQI plan shall complement the EMS Provider's existing CQI plan. CQI plans shall include provisions for continuing education, including types of activities, frequency, and required hours.
- D. TAD programs shall exchange electronic patient health information between TAD providers and facilities.

- E. SCEMSA does not store electronic health care records and does not have an established policy for the collection, utilization, storage, and secure transmission of interoperable electronic health records. This is managed by the individual providers.
- F. SCEMSA shall submit quarterly summaries of specific data to EMSA due on the thirtieth (30th) of January, April, July, and October to EMSA.
- G. SCEMSA shall submit an annual summary of specific TAD facility data to EMSA due January 30.

Local Implementation:

- A. TAD programs shall be reviewed, submitted, and implemented within SCEMSA's EMS Plan under California Health and Safety Code 1797.250.
- B. SCEMSA shall provide medical control and oversight for TAD programs.
- C. SCEMSA with TAD Providers shall facilitate agreements to ensure the delivery of TAD services.
- D. SCEMSA shall review TAD training programs, providers, and facilities annually to ensure compliance with all requirements.
- E. SCEMSA will continue to use and coordinate with any emergency medical transport providers operating within the jurisdiction of SCEMSA and shall not in any manner eliminate or reduce the services of the emergency medical transport providers.
- F. SCEMSA shall notify EMSA of any complaints or unusual occurrences for approved TAD programs within seventy-two (72) hours with supporting documentation.
- G. SCEMSA shall approve and establish the effective date of the program approval in writing upon the program's satisfactory meeting and documenting compliance with all program requirements.
- H. SCEMSA shall notify the requesting training program in writing of program approvals or deficiencies with the application within ninety (90) days of receiving the training program's request for approval.
- I. Training program approval shall be valid for four (4) years ending on the last day of the month it was issued and may be renewed every four (4) years.
- J. SCEMSA shall notify EMSA in writing of the training program approval, including the program director's and medical director's names and contact information and the program's effective date.

- K. The training program shall provide any documents and materials annually to support SCEMSA's EMS Plan submission to maintain the continuity of TAD programs.

TAD Provider/Facility Oversight:

- A. SCEMSA will approve, annually review and facilitate any necessary agreements with one or more TAD providers for the delivery of TAD destination services within its jurisdiction.
- B. TAD Provider or TAD Facility's failure to comply with the provisions of statute, regulation, and/or additional SCEMSA requirements may result in denial, probation, suspension, or revocation of approval by SCEMSA.
- C. The noncompliance process is listed in the California Code of Regulations (CCR) Section 100184.

Training Program Approval

- A. TAD Training Program Approval:
 - 1. SCEMSA-approved TAD Training Programs must keep the training fee payment current to maintain TAD Training Program approval.
 - 2. The applicant's legal place of business and primary training site shall be within Sacramento County's geographical jurisdiction.
 - 3. SCEMSA shall approve or deny a TAD Training Program approval request within thirty (30) working days of receipt. If the provider submits an incomplete request, missing information will be requested.
 - 4. SCEMSA shall write to the requesting TAD Training Program to approve or disapprove the program after receiving all required documentation. This time period shall not exceed three (3) months.
 - 5. SCEMSA shall establish the effective date of program approval in writing upon satisfactory documentation of compliance with all program requirements.
 - 6. TAD training program approval shall be for four (4) years following the effective date of approval and may be renewed every four (4) years, subject to the program approval procedure specified in this policy.
- B. Procedure for TAD Training Program Approval:
 - 1. SCEMSA shall receive and review the following before program approval:
 - 2. For TAD training programs, a statement verifying that the course content meets the requirements contained in the United States (U.S.)

Department of Transportation (DOT) National Education Standards
(DOT HS 811 077A January 2009).

3. An outline of course objectives.
 4. Performance objectives for each skill.
 5. The name and qualifications of the training program course director, program medical director, and principal instructors.
 6. Provisions for supervised hospital clinical training include student evaluation criteria and standardized forms for evaluating TAD students and, if applicable, monitoring of preceptors by the training program.
 7. The location at which the courses are to be offered and their proposed dates.
 8. If applicable, written agreements between the TAD training program, a hospital(s), and other clinical settings (s) for student placement for clinical education and training.
 9. If applicable, Written contracts or agreements between the TAD training program and provider agencies for student placement for field internship training.
 10. Samples of written and skills examinations administered by the training program for periodic testing.
 11. A final written examination administered by the training program.
 12. Evidence that the training program provides adequate facilities, equipment, examination security, and student record keeping.
- C. The TAD Training Program shall be responsible for submitting the SCEMSA TAD Training Application for renewal at least sixty (60) days before expiration to maintain continuous approval.
- D. TAD Training Program approval is non-transferable.
- E. SCEMSA shall submit to the California EMS Authority (EMSA) an outline of program objectives and eligibility for each proposed training program for approval to allow the EMSA to make the determination required by Section 1797.173 of the California Health and Safety Code. Upon request by the EMSA, any or all materials submitted by the training program shall be submitted to the EMSA.

Training Program Requirements

- A. Program Medical Director:
1. Each training program shall have a program medical director who is a board-certified or board-eligible emergency medical physician currently licensed in the State of California, who has experience in

emergency medicine and has education or experience in methods of instruction. Duties of the program medical director shall include, but are not limited to, the following:

2. Review and approve educational content, standards, and curriculum, including training objectives, local protocols, and clinical and field instruction policies, to certify its ongoing appropriateness and medical accuracy.
3. Review and approve the quality of medical instruction, supervision, and evaluation of the students in all areas of the program.
4. Review and approve the quality of medical instruction, supervision, and student evaluation in all program areas.

B. Approval of Instructor(s)

1. The program medical director will certify that guest educators invited by primary instructors to provide instruction or facilitation have the appropriate expertise to deliver the proposed educational content.

C. Program Director

1. Each training program shall have a program director who shall meet the following requirements:
 - a. Has knowledge or experience in local EMS protocol and policy.
 - b. Is a board-certified or board-eligible California licensed emergency medicine physician, registered nurse, paramedic, or individual with a baccalaureate degree in a related health field or education.
 - c. Has education and experience in methods, materials, and evaluation of instruction, including:
 - i) A minimum of one (1) year experience in an administrative or management-level position, and
 - ii) A minimum of three (3) years of academic or clinical experience in prehospital care education.
2. Duties of the program director shall include, but are not limited to, the following:
 - a. Administration, organization, and supervision of the educational program.
 - b. In coordination with the program medical director, approve the instructor(s), teaching assistants, field and hospital clinical preceptors, clinical and internship assignments, and coordinate curriculum development, including instructional objectives and all evaluation methods.

- c. Ensure training program compliance with this chapter and other related laws.
- d. Ensure that all course completion records include a signature verification.
- e. Ensure the preceptor(s) are training according to the subject matter being taught.

D. Instructors

1. Each training program shall have instructor(s) who are responsible for areas including, but not limited to, curriculum development, course coordination, and instruction and shall:
 - a. Be a physician, registered nurse, physician assistant, nurse practitioner, or paramedic currently certified or licensed in California.
 - b. Have six (6) years experience in an allied health field or community paramedicine, or four (4) years of experience in an allied health field and an associate degree or two (2) years of experience in an allied health field and baccalaureate degree, and
 - c. Be knowledgeable in the course content of the U.S. DOT National Emergency Medical Services Education Standards, and
 - d. Be able to demonstrate expertise and a minimum of two (2) years of experience within the past five (5) years in the subject matter being taught by the individual, and
 - e. Be qualified by education and experience, with at least forty (40) hours of documented teaching methodology instruction in areas related to methods, materials, and instruction evaluation.
 - f. An instructor may also be the program medical director or program director.

Minimum Training and Curriculum Requirements

- A. TAD program shall meet or exceed minimum testing, training, and curriculum requirements as listed in CCR 22 Section 100189(e)(2), 100189(f), and 100189(h). (Appendix B).

Cross References:

PD# 4302 – Continuing Education Provider
PD# 5202 – Sobering Center Designation Policy
PD# 5204 – Mental Health Facility Designation Policy