



Policy: PA.5110  
Title: **Emergency Care**  
Department: CalOptima Health PACE  
Section: Not Applicable

*CEO Approval: /s/ Michael Hunn 09/24/2024*

Effective Date: 10/01/2013  
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Applicable to: ☐ Medi-Cal  
☐ OneCare  
☒ PACE  
☐ Administrative

## **I. PURPOSE**

This policy outlines the process by which the CalOptima Health Program of All-Inclusive Care for the Elderly (PACE) employees will activate emergency services through the 911 emergency response system when a CalOptima Health PACE Participant has an Emergency Medical Condition inside or outside the CalOptima Health PACE Center.

## **II. POLICY**

- A. CalOptima Health PACE shall appropriately respond to a Participant's Emergency Medical Condition, regardless if the emergency occurs inside or outside the CalOptima Health PACE Center during business hours, or after-hours.
- B. All CalOptima Health PACE direct care employees shall receive and pass Cardio-Pulmonary Resuscitation (CPR)/Automatic External Defibrillator (AED) training every two (2) years.
- C. As part of orientation and during scheduled emergency drills, CalOptima Health PACE shall train CalOptima Health PACE employees on actions to take in response to care-related emergencies. The CalOptima Health PACE Center Manager and CalOptima Health PACE QI Manager will ensure their respective employees are appropriately trained in emergency response.
- D. Upon enrollment, every Participant shall establish an individualized Home Emergency Care Plan (ECP) that identifies health care wishes.
- E. CalOptima Health PACE employees shall review emergency procedures with Participants and/or their caregivers every six (6) months as part of the reassessment process.
- F. CalOptima Health PACE shall refer Participants requiring Emergency Care, as a minimum, to a designated emergency service facility, providing care on twenty-four (24) hours a day, seven (7) days per week basis. A designated emergency service facility will have one or more physicians and one or more nurses on duty in the facility at all times.
- G. All CalOptima Health PACE Participants shall have adequate follow-up care after they have been screened in an emergency room or urgent care.

### **III. PROCEDURE**

#### **A. Emergency in CalOptima Health PACE Center**

1. An Emergency Medical Condition is one that requires an emergency response. Examples include, but are not limited to, an accident or sudden onset of any malady or significant change in the status of a Participant, including life-threatening and/or unstable situations.
2. In the event that a Participant has an Emergency Medical Condition, and a CalOptima Health PACE employee is present, CalOptima Health PACE clinic employee shall activate the 911 emergency response system without any prior authorization required.
3. Responding CalOptima Health PACE employees are to assess the situation, obtain code status, health wishes (if possible), medical information from the Participant's chart, and shall initiate emergency measures as follows:
  - a. The CalOptima Health PACE provider shall have primary responsibility for identifying the emergency and life-threatening conditions and directing subsequent care, including calling 911 when indicated.
  - b. In the event a CalOptima Health PACE provider is not present, all CalOptima Health PACE clinic direct care staff trained in CPR/AED will identify and respond to emergency and life-threatening situations as follows:
    - i. For Physician Orders for Life- Sustaining Treatment (POLST) of Full Code: Call 911 and initiate first aid/CPR appropriate to CalOptima Health PACE employee's training while waiting for the paramedics to arrive. For Participants who did not designate otherwise, CalOptima Health PACE direct care staff shall treat as Full Code;
    - ii. For Physician Orders for Life- Sustaining Treatment (POLST) of Do Not Resuscitate (DNR): Call 911 and initiate only first aid (not CPR) appropriate to CalOptima Health PACE employee's training while waiting for paramedics to arrive. Paramedics should be informed of Participant's DNR wishes.
4. If transfer is deemed necessary, CalOptima Health PACE clinic employee and/or the CalOptima Health PACE provider shall provide a verbal report to the ambulance crew. CalOptima Health PACE employee shall make available a copy of the Participant's information face sheet, POLST form (if applicable), the Diagnoses list, the medication list, and list of allergies
5. Responding CalOptima Health PACE clinic employees shall attempt to notify family members immediately of the transfer and notify them of the emergency room transfer (if known).
6. In the event a medical or emergency situation arises with a CalOptima Health PACE employee or visitor, responding CalOptima Health PACE clinic employees shall assess the situation and obtain medical information from the individual if possible. CalOptima Health PACE clinic employee is to initiate emergency measures as indicated and arrange for transportation to the appropriate facility by the appropriate means (i.e., family transport or 911). CalOptima Health PACE shall attempt to contact any additional family members.

#### **B. Medical Emergency Outside CalOptima Health PACE Center**

1. In the community, Participants and their caregivers are instructed by CalOptima Health PACE employees and advised to activate the 911 emergency response system when there is an Emergency Medical Condition, or they reasonably believe that such a situation exists.

2. When Participants leave the CalOptima Health PACE Center on program scheduled outings, a copy of completed POLST form will accompany those Participants with a DNR order while out of the CalOptima Health PACE Center. In the event of an emergency during the outing, the attending CalOptima Health PACE employee shall notify the CalOptima Health PACE Center and initiate emergency measures in accordance with Section III.A of this policy as if the emergency situation arose at the CalOptima Health PACE Center.
3. If a medical emergency situation arises during transport in a CalOptima Health PACE van, the CalOptima Health PACE driver shall stop the vehicle immediately and call 911.
4. The Participant or caregiver shall call 911 whenever indicated by their specific ECP. CalOptima Health PACE Home Care employees or caregivers shall place the ECP in the home so as to be visible to emergency personnel.
5. Emergency Medical Services (EMS) also may be activated at the request of the CalOptima Health PACE clinic provider during office hours or by the on-call service after hours.
6. Participants electing DNR shall have an original form signed by the appropriate parties and will be instructed to have it available to provide to EMS personnel in case of an emergency.

#### C. Out-of-Service Area

1. If the Participant is out of the CalOptima Health PACE Service Area and within the United States, Canada, or Mexico, CalOptima Health PACE shall cover both emergency and urgently needed care during the time away from the area, or as long as the care that is received still meets the definition for emergency or urgently needed services.
2. CalOptima Health PACE shall cover out-of-network services related to emergency or urgently needed care as described in III.C.1, including post-stabilization care, when the Participant is out of the CalOptima Health PACE Service Area as follows:
  - a. The services are pre-approved by CalOptima Health PACE (i.e., post-stabilization services).
3. CalOptima Health PACE shall not be responsible for payment of services received outside of the United States, with the exception of emergency services rendered in Mexico or Canada.
4. Once the Participant is deemed medically stable by local medical personnel, the CalOptima Health PACE team, shall arrange a transfer to another hospital within the CalOptima Health PACE Service Area and network, where appropriate.
5. At enrollment and whenever the Participant plans to be out of the Service Area, the Participant's primary CalOptima Health PACE Social Worker and CalOptima Health PACE Provider shall inform the Participant and/or caregivers that they must notify CalOptima Health PACE as soon as possible of any health care services received outside of the CalOptima Health PACE Service Area.

### IV. ATTACHMENT(S)

#### A. Home Emergency Care Plan

**V. REFERENCE(S)**

- A. CalOptima Health PACE Contract with the Department of Health Care Services for the PACE Program
- B. CalOptima Health PACE Program Agreement
- C. CalOptima Health PACE Enrollment Agreement
- D. Title 42, Code of Federal Regulations (C.F.R.), §460.100

**VI. REGULATORY AGENCY APPROVAL(S)**

None to Date

**VII. BOARD ACTION(S)**

None to Date

**VIII. REVISION HISTORY**

Action	Date	Policy	Policy Title	Program(s)
Effective	10/01/2013	PA.5110	Emergency Care	PACE
Revised	10/01/2014	PA.5110	Emergency Care	PACE
Revised	01/01/2015	PA.5110	Emergency Care	PACE
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Revised	12/01/2023	PA.5110	Emergency Care	PACE
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## IX. GLOSSARY

Term	Definition
Emergency Care	Covered services provided to a Participant immediately, because of an injury or sudden illness and the time required to reach a CalOptima Health PACE facility or a network provider would cause risk of permanent damage to the Participant's health. This includes inpatient and outpatient services. Participants are not required to receive prior authorization for emergency care.
Emergency Medical Condition	A condition manifesting itself by acute symptoms of sufficient severity such that a prudent layperson, with average knowledge of health/medicine, could reasonably expect the absence of immediate medical attention to result in: serious jeopardy of the health of the Participant; serious impairment to bodily functions; or, serious dysfunction of any bodily organ or part.
PACE Center	The location designated by CalOptima Health PACE at which Participants shall receive PCP services.
Participant	An individual enrolled in the CalOptima Health PACE program.
Physician Orders for Life-Sustaining Treatment (POLST)	A tool for end-of-life planning. It ensures that a patient's treatment wishes are known and will be followed by health care professionals during a medical crisis, when the patient cannot speak for themselves.
Service Area	The county or counties in which CalOptima Health PACE is approved to operate under the terms of this Contract. A Service Area may have designated ZIP codes (under the U.S. Postal Service) within a county that are approved by DHCS to operate under the terms of this Contract.
Urgent Care	On-site services required to prevent serious deterioration of health following the onset of an unforeseen condition or injury (i.e., sore throats, fever, minor lacerations, and some broken bones). Off-site Urgent care, as defined by federal PACE regulation 42 CFR 460.100(e)(3), means the care provided to a PACE member who is out of the PACE Service Area, and who believes their illness or injury is too severe to postpone treatment until they return to the Service Area, but their life or function is not in severe jeopardy.