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# Empowering Staff in Medical Emergencies

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HEALTH CARE QUALITY UNITS

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# Disclaimer

- **The information presented today is to increase your awareness of these physical and/or behavioral health conditions or situations. It is not intended to replace advice or instruction from your health care practitioner or your agency policy.**

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# Objectives

- ❑ **Describe an emergency situation**
- ❑ **State when and how an emergency should be reported**
- ❑ **Describe the critical information that must be conveyed to emergency personnel.**

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# Observations

- **Observations are the key to effective reporting**
- **Know the individual's normal baseline**
  - **Behaviors**
  - **Eating, sleeping, elimination patterns**
  - **Medical diagnoses**
  - **Vital signs**

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# Observations

- **Decrease in activity/awareness level**
- **Different activity patterns**
- **Recent falls, med changes**
- **Environmental changes**
  - **noise, temperature, home visits, day program**
- **Elimination changes**
- **Behavioral changes**

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# Observations

## What is “*Objective*” Data?

- Information you can see, feel, smell
  
- **NOT your OPINIONS!**

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# Observations

## Objective Health Data

- **Note Skin:**
  - **Warm or cold**
  - **Sweaty or clammy**
  - **Flushed or pale**
  - **Mottled or bluish**
  - **Swelling, hives**
  - **Redness or rash**

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# Observations

## Objective Health Data

- **Note Activity Level:**
  - ❑ **Fatigue ..describe**
  - ❑ **Tremors**
  - ❑ **Pacing**
  - ❑ **Anxiety...describe**
  - ❑ **Changes in sleep or elimination**
  - ❑ **Sudden change in normal ability to respond to stimuli**



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# Observations

## Objective Health Data

- **Nutrition & Fluids**
  - Vomiting
  - Overeating
  - Not drinking enough
  - Drinking too much

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# Observations

## Subjective Data

- Information an individual expresses / states
- May or may not be obvious or easily detectable
- “I feel nauseous”  
“My head hurts”

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# Observations

- **Subjective and/or Objective Health Data**
  - **Pain, discomfort**
    - **Location**
    - **Behaviors--  
associated with pain?**
    - **Gestures**

# Medical Emergencies

## Scenarios

<b>Severe medication or allergic reaction</b>	<b>Chest Pain</b>	<b>Falls &gt;&gt; injury</b>	<b>Unusual Burns</b>
<b>Medication overdose</b>	<b>Unable to arouse... Loss of awareness</b>	<b>Inability to move part of body</b>	<b>Seizures lasting more than 5 min.</b>

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# Medical Emergencies

## Activating 911: .... What to Report

- Complaints of chest pain
- Ingestion of a foreign object or substance
- Difficulty breathing or *NO* breathing
- *NO* heartbeat
- Accidents involving severe injury
- Head injury

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# Medical Emergencies

## Activating 911: .... What to Report

- Unmanageable behavior
- Loss of consciousness
- Excessive, uncontrolled bleeding
- Recurrent Grand mal seizures

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# Medical Emergencies

## Activating 911: .... What to Report

- Vomiting that is:
  - Projectile AND/OR
  - Unusual color, e.g. red or brown
- Temperature exceeding 102 degrees or below 95 degrees

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# Medical Emergencies

When should an  
emergency be  
reported?



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# Medical Emergencies

**IMMEDIATELY!!!**

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# \*Remember...

**Successfully reporting an emergency requires effective communication of facts.**

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# Effective Staff Communication

## Direct Care Staff – When activating 911

- ❑ State your name/ position
- ❑ Why you are calling
- ❑ Address/location of the home
- ❑ Client name
- ❑ Report the symptoms or situation

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# Effective Staff Communication

- **As instructed by 911 operator - perform emergency procedures until the arrival of the paramedics**
- **Advocate for the Consumer as you communicate with medical personnel**

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# Effective Staff Communication

## Upon Paramedic Arrival

- **Recap current situation**
- **Provide**
  - **Known medical diagnosis/background**
  - **Known allergies**
  - **A list of the current medications**
  - **Consumer's level of communication, both expressive and receptive, as well any deficits of sight or hearing**

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# Effective Staff Communication

## Emergency information

- Name and relationship of designated emergency contacts
- PCP's name & telephone number
- Name & telephone number of the person who can give consent for treatment
- Most recent physical exam and lifetime medical history

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# Effective Staff Communication

## Internal Emergency Protocol

- Know your Provider Protocol
- Notify your supervisor after the individual's health and safety has been assured

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# HCSIS Reporting

**The collection and storage of information to improve activities in the following three broad categories:**

- *QUALITY MANAGEMENT*
- *DELIVERY & MANAGEMENT OF SERVICES*
- *FINANCIAL MANAGEMENT & CONTROLS*



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# HCSIS Reporting

- **Issue Identification**

**A lack of training to support healthy lifestyles for individuals with mental retardation across their lifespan.”**

- **Outcomes**

**Overview and maintenance of the health & safety of all individuals receiving services**

- **Action Steps**

**Provide education & training to staff to provide a calm and professional response to an emergency.**

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# HCSIS Reporting

## ■ Education and Training

- ❑ Mock emergencies to practice what to do in an emergency
- ❑ Staff empowerment to activate 911
- ❑ Effective and concise communication when reporting an emergency
- ❑ Identifying signs & symptoms of change

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# Emergency Empowerment Goal

- **Staff trained to recognize and report potential or existing emergencies by providing objective data to enhance “best practice” outcomes for client’s with complex medical and behavior issues**

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# You Are *Empowered!*

- **Make critical observations**
  - **Act upon them immediately**

*Save a Consumer's Life!*