

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES

SUBJECT: **TRIAGE TO ALTERNATE DESTINATION (TAD)
PARAMEDIC PROVIDER PROGRAM**

REFERENCE NO. 424

PURPOSE: To outline criteria for the approval of a triage to alternate destination (TAD) paramedic provider program in Los Angeles County.

AUTHORITY: Health & Safety Code, Division 2.5, Section §1797-1863
California Code of Regulations, Title 22, Division 9, Chapter 5

DEFINITIONS:

Advanced Life Support (ALS): Patient care requiring paramedic level assessment and/or intervention(s) listed in Ref. No. 803, Los Angeles County Paramedic Scope of Practice.

Designated TAD Facility: A mental health (Psychiatric Urgent Care Center) or non-correctional (Sobering Center) facility approved by the Los Angeles County Emergency Medical Services (EMS) Agency to receive patients assessed and triaged by paramedics for psychiatric care or sobering services.

Paramedic Provider Agency: A fire or law enforcement agency or licensed ambulance operator that meets the requirements outlined in Ref. No. 406, Authorization for Paramedic Provider Status, which includes, but not limited to: employing and sponsoring paramedics to provide ALS services; participating in EMS system programs (e.g., quality improvement); and complying with all applicable federal and state statutes and regulations, and local policies, procedures, guidelines and protocols.

TAD Paramedic: A California licensed and Los Angeles County accredited paramedic who has completed the training requirements of an EMS Agency approved TAD Paramedic Training Program and received TAD specific accreditation.

TAD Paramedic Provider Agency: A paramedic provider agency authorized by the EMS Agency to participate in the TAD Program.

TAD Paramedic Training Program: A training program approved by the EMS Agency to provide education on triage to alternate destinations for patients requiring psychiatric care or sobering services through didactic and clinical education and competency testing.

TAD Program: A system-wide ALS program developed by the EMS Agency and approved by the Emergency Medical Services Authority to assess and triage patients requiring psychiatric care to designated Psychiatric Urgent Care Centers, or sobering services to designated Sobering Centers in accordance with the California Code of Regulations, Chapter 5, Division 9.

PRINCIPLES:

1. The EMS Agency is the approving authority for TAD Programs in Los Angeles County.

EFFECTIVE DATE: 04-01-24

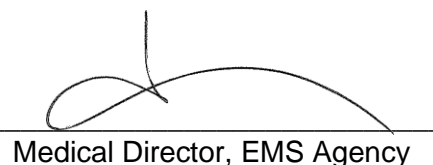
PAGE 1 OF 6

SUPERSEDES: NEW

REVISED: NEW

APPROVED:


Director, EMS Agency


Medical Director, EMS Agency

2. The EMS Agency has oversight authority to conduct onsite visits, inspect, investigate, and discipline a Designated TAD Facility, TAD paramedic, TAD paramedic provider agency, TAD paramedic training program, and TAD programs for any violations to the standards set forth herein through denial, probation, suspension, or revocation of the approval and/or accreditation.
3. No person or organizations shall offer a TAD paramedic training program or TAD programs without the authorization from the EMS Agency.
4. The EMS Agency may exclude existing paramedic provider agencies from participating in the TAD program. Reasons may include: no designated TAD facilities can be accessed within patient destination transport guidelines, EMS resources are unreasonably removed from the paramedic provider agency's primary area of response, and participation will negatively impact patient care. The EMS Agency will provide the paramedic provider agency a written response outlining the reasons for exclusion.
5. A TAD paramedic's decision to transport to a designated TAD facility shall not be based on, or affected by, a patient's ethnicity, citizenship, age, preexisting medical condition, insurance status, economic status, ability to pay for medical services, or any other characteristics listed in Section 51 of the Civil Code except in circumstances in which age, sex, preexisting medical condition, or physical or mental disability is medically significant to the provision of appropriate medical care to the patient. A violation of Section 51 of the Civil Code will result in immediate termination from the program.
6. Maintaining skills competency and effective quality improvement program are important components for implementing and sustaining a successful TAD program. TAD provider agencies must ensure active clinical practice and participation in the quality improvement program for their TAD paramedics.

POLICY:

- I. TAD Paramedic Provider Agency Program Requirements
 - A. Be approved by the EMS Agency as a TAD paramedic provider agency.
 1. Must meet the requirements outlined in Ref. No. 406, Authorization for Paramedic Provider Status.
 2. Have a Medical Director who meets the requirements in Ref. No. 411, Provider Agency Medical Director.
 3. Incorporate the TAD paramedic provider agency program into existing continuing education and quality improvement programs.
 - B. Have a TAD Paramedic Training Program approved by the EMS Agency.
 1. Administration, faculty requirements, and TAD course standards and curriculum must meet California Code of Regulations, Title 22, Division 5, Chapter 5, §100189, Community Paramedic and Transportation to Alternate Destination Training Programs Administration and Faculty Requirements.

2. Interested training programs must complete and submit an EMS Agency TAD Training Program Application packet to the EMS Agency for approval. The application packet must contain the following:
 - a. Faculty forms containing the names and qualifications of the training program director, program medical director, and instructors.
 - b. A statement verifying that the course meets the requirements contained in the current version of the United States Department of Transportation (U.S. DOT) National Education Standards.
 - c. An outline of course objectives.
 - d. Performance objectives for each skill.
 - e. A minimum of one (1) final comprehensive competency-based examination must be administered to test the paramedic's skills and knowledge of the TAD Program.

C. Documentation and Data

1. Electronic Patient Care Report (ePCR) documentation must be in accordance with Ref. No. 606, Documentation of Prehospital Care.
2. Submission of ePCR data to the EMS Agency must be in accordance with current NEMESIS Standards and comply with the requirements in Ref. No. 607, Electronic Submission of Prehospital Data.
3. Retention and disposition of patient care records must comply with Ref. No. 608, Retention and Disposition of Prehospital Patient Care Records.

II. TAD Paramedic Training Program Approval Process

- A. Training Program Director of proposed TAD training program shall submit a written request to the EMS Agency Office of Certification and Training Program Approvals.
- B. Notification of program approval or deficiencies with application requirements shall be made in writing by the EMS Agency to the requesting paramedic training program within ninety (90) days of receiving the request for approval.
- C. The EMS Agency shall approve and establish the effective date of the TAD paramedic training program approval in writing upon the program satisfactory meeting and documenting compliance with all program requirements.
- D. TAD paramedic training program approval is valid for four (4) years ending on the last day of the month in which the request is approved. This approval is not transferable from person to person or between training programs.
- E. The EMS Agency shall notify the California EMS Authority in writing of the training program approval.

III. TAD Paramedic Provider Agency Program Disciplinary Actions

- A. The EMS Agency shall conduct an annual review of the TAD paramedic provider agency program to ensure compliance with all requirements.
- B. Failure to comply with the requirements set forth herein may result in denial, probation, suspension, or revocation of approval.
- C. Procedure for notification of noncompliance:
 1. The EMS Agency shall provide a written notification of noncompliance to the TAD paramedic provider agency within ten (10) days of finding noncompliance.
 2. Within fifteen (15) days from receipt of the notification, the TAD paramedic provider agency, shall submit in writing evidence of compliance or a plan to comply within sixty (60) days from the day of receipt of the notification.
 3. Within fifteen (15) days from receipt of the TAD paramedic provider agency response or within thirty days (30) from the mailing date of the notification of noncompliance if no response is received, the EMS Agency shall issue a decision letter by certified mail to the California EMS Authority and the TAD paramedic provider agency identifying one or more of the following actions:
 - a. Accept the evidence of compliance provided.
 - b. Accept the plan for meeting compliance provided.
 - c. Place the TAD paramedic provider agency on probation.
 - d. Immediately suspend or revoke the approval for the paramedic provider agency to implement TAD.
 4. The decision letter shall also include, but not be limited to the following:
 - a. The date of the EMS Agency's decision.
 - b. Specific requirements the TAD paramedic provider agency failed to meet.
 - c. The probation and suspension effective and ending date, if applicable.
 - d. The terms and conditions of the probation or suspension, if applicable.
 - e. The revocation date, if applicable.

IV. TAD Paramedic Accreditation

- A. The TAD paramedic applicant shall submit an EMS Personnel Information/Sponsorship Update Form and meet the following eligibility criteria:
1. Proof of an active, unrestricted California issued paramedic license,
 2. Hold a current Los Angeles County Paramedic Accreditation,
 3. Last four (4) numbers of social security number or individual tax identification number, and
 4. A course completion certificate issued by an approved TAD Paramedic Training Program.
 5. Application must be signed by an approved TAD Provider Agency sponsoring entity.
- B. The EMS Agency shall review the EMS Personnel Information/Sponsorship Update Form and notify the applicant in writing within thirty (30) business days from the date of submission that the application is:
1. Incomplete or illegible and required corrective action, or
 2. The TAD accreditation has been approved and the TAD accreditation information has been entered into the Central Registry database, or
 3. The TAD accreditation has been denied, including the reason for the denial and notification of the applicant's right to appeal.
- C. The EMS Agency shall register the TAD paramedic accreditation into the Central Registry database within five (5) business days of the TAD paramedic accreditation being approved.
- D. The initial TAD paramedic accreditation shall expire on the last day of the month, two (2) years from the effective date of the TAD paramedic initial accreditation or upon expiration of County Paramedic accreditation, whichever is sooner.
- E. TAD paramedic accreditation shall be renewed every two (2) years. The following eligibility criteria for renewal must be submitted to the EMS Agency:
1. Proof of current, unrestricted California issued paramedic license, and
 2. Proof of completion of four (4) hours of approved TAD continuing education (CE).
- F. To be eligible for reinstatement of a TAD paramedic accreditation that has expired twelve (12) months or less, the following eligibility criteria must be submitted to the EMS Agency:
1. Proof of current, unrestricted California issued paramedic license, and
 2. Proof of completion of four (4) hours of approved TAD paramedic CE.

- G. To be eligible for reinstatement of a TAD paramedic accreditation that has been expired for more than twelve (12) months, the following eligibility criteria must be submitted to the EMS Agency:
1. Proof of current, unrestricted California issued paramedic license, and
 2. Proof of successful completion of an approved TAD paramedic training program within the last year from the submission date of the reinstatement application.

CROSS REFERENCES:

Prehospital Care Policy Manual:

Ref. No. 406, **Authorization for Paramedic Provider Status**

Ref. No. 411, **Provider Agency Medical Director**

Ref. No. 526, **Behavioral/Psychiatric Crisis**

Ref. No. 526.1, **Medical Clearance Criteria Screening Tool for Psychiatric Urgent Care Center (PUCC)**

Ref. No. 528, **Intoxicated (Alcohol) Patient Destination**

Ref. No. 528.1, **Medical Clearance Criteria Screening Tool for Sobering Center**

Ref. No. 602, **Confidentiality of Patient Information**

Ref. No. 606, **Documentation of Prehospital Care**

Ref. No. 607, **Electronic Submission of Prehospital Patient Data**

Ref. No. 608, **Retention and Disposition of Prehospital Patient Care Records**

Ref. No. 620, **EMS Quality Improvement Program**

Ref. No. 621, **Notification of Personnel Change**

Ref. No. 621.1, **Notification of Personnel Change Form Provider Agency/Training Programs**

Ref. No. 622, **Release of EMS Data**

Ref. No. 640, **EMS Documentation Manual**

Ref. No. 913, **Triage to Alternate Destination (TAD) Paramedic Provider Program Requirements**