

Policy and Procedures

CHAPTER:	3	Institutional Operations	3. 2. 14
SECTION:	2	Safety and Emergency Procedures	EFFECTIVE DATE: 4 / 8 / 20
SUBJECT:	14	Emergency Medical Response	
STANDARDS: ACA – 4 – AL D F: 4D-08(M); 4D-09			
APPROVED:			REVIEW DATE: 4 / 8 / 20
<hr/> Dale Glass COMMISSIONER OF CORRECTIONS			REVISION DATE: 6 / 24 / 20
Rescind: 3.2.14 dated 7/16/07			
Cancel:			

I. POLICY

The Division of Corrections staff will assist inmates, visitors and staff if medical emergency arises within the facility. The Division of Corrections will comply with all applicable standards according to the American Correctional Association (ACA) and the National Commission of Health Care (NCHC) in the application of first aid and other life saving techniques when responding to medical emergencies. Qualified health professionals will be provided to treat injuries, stabilize, assess and refer medical emergencies for further treatment to a suitable medical facility.

II. RESPONSIBILITIES

All facility assigned staff, volunteers and contractors are responsible for adhering to the following procedures.

III. DEFINITIONS

Corrections Medical Services (CMS): The agency contracted by the Division of Corrections to provide medical, dental, and mental health services to the inmates housed at the Medium Security Institution and the St. Louis City Justice Center and commonly referred to as the “medical staff.”

Policy and Procedures

Correctional Staff Member: For the purpose of this policy is defined as custody staff, contractors and volunteers.

Emergency Medical Services (EMS): The St. Louis City Fire Department's medical emergency response unit.

Custody Medical Officer: A custody staff member assigned to medical Unit for a Correctional Officers' daily routine functions.

IV. PROCEDURES

A. General Information

1. The Human Resource Manager will collaborate with the Division Health Service Administrator and develop an instructional program that will be utilized by the Training Academy for employee development training. The following instructions will be included:
 - a. Expected response time during code 3 alert,
 - b. recognizing signs and symptoms, and knowledge of action that is required in potential emergency situations,
 - c. administration of basic first aid,
 - d. certification in cardiopulmonary resuscitation (CPR) in accordance with the recommendations of the certifying health organization,
 - e. methods of obtaining further assistance,
 - f. recognizing signs and symptoms of mental illness, violent behavior, and acute chemical intoxication and withdrawal,
 - g. procedures for patient transfers to appropriate medical facilities or health care providers,
 - h. recognizing suicide tendencies and how to intervene,
 - i. certification in the use of automatic external defibrillator in accordance with the recommendation of the certifying health authorities.

Policy and Procedures

- j The Divisional Training Coordinator will consult with Shift Supervisors and Unit Supervisors to schedule training sessions, and will maintain training records.
- 2. The Health Service Administrator in conjunction with the facility administrator or designee will determine the locations of first aid kits at CJC and MSI (See policy # 4.2.20: First Aid Kits).
- 3. The Master Control Center at CJC, the Control Center at MSI and the Medical department at both facilities will have a direct telephone line capable of executing outgoing and incoming calls, and used for communication with EMS.
- 4. Medical staff assigned at MSI and CJC will be provided with two-way radios to use when appropriate, for communication during medical emergencies.
- 5. The Shift Supervisor will assign a Correctional Officer to escort inmates that are required to be transported by EMS to an outside medical facility for emergency treatment (See policy # 3.1.8: Inmate Transport for Medical Treatment).
- 6. In all medical emergencies, Correctional staff members are expected to cooperate fully with medical staff when such cooperation is necessary to save life. The Correctional staff member is expected to remain aware of the safety and security of inmates, staff and visitors.
- 7. In the event of a medical emergency, Custody staff members should bear in mind that the first four minutes of response time to a medical emergency is critical. Custody staff members at, or first to respond at the sight of a medical emergency are expected to act quickly and not wait for medical staff before starting basic first aid treatment and/or CPR.
- 8. The Master Control /Control Center Officer will give top priority to opening and overriding doors along the route taken by medical staff and EMS staff responding to a medical emergency.
- 9. The Shift Supervisor or designee will ensure that an Incident Report is completed by each Correctional staff member that responded to the scene of a medical emergency (See policy #3.1.10 Incident Report).

B. Initial Response to Medical Emergency

- 1. If a Correctional staff member discovers a potential medical emergency and a medical staff is not present, the employee will immediately notify the floor

Policy and Procedures

- supervisor or immediately notify the Master Control Officer via radio or telephone to announce a code 3 alert to summon medical assistance. The Staff member placing the call to Master Control will give the Master Control Officer the location where the medical emergency assistance is needed.
2. The Correctional staff member will stay with the victim, check for breathing and pulse, and if necessary, apply basic first aid and/or CPR techniques before medical staff arrives.
 3. The Correctional staff member will utilize a mouth barrier kept on person or located in the area first aid kit, if necessary during the application of CPR.
 4. The Master Control Officer will immediately announce a Code 3 and the location over the intercom system and radio, and follow-up the announcement with a telephone call to the Medical Officer and the Shift Supervisor's office.
 5. The Correctional staff member will remain with the victim until medical staff arrives and while medical staff administers treatment. The Correctional Officer will ensure the following:
 - a. If a medical emergency occurs in an area where inmates are not located (i.e. lobby, business office, staff break room, etc.), the area will be cleared of bystanders and the Correctional staff member summons medical assistance and if necessary, first aid and/or CPR techniques will be initiated immediately by the officer.
 - b. If a medical emergency occurs in an area outside of the inmate housing unit or dormitory where inmates are located (gymnasium, kitchen, laundry, etc.), the Correctional staff member will direct the inmates away from the area, summons medical assistance and if necessary, first aid and CPR techniques will be initiated immediately by the staff member.
 - c. If a medical emergency occurs inside a housing unit at CJC or Pods at MSI, the Housing Unit Officer will direct inmates to their cells, summons medical assistance and if necessary, first aid and CPR techniques will be initiated immediately by the officer.
 - d. If a medical emergency occurs inside a dormitory Housing Unit at MSI, the Housing Unit Officer summons medical assistance, secures inmates in the day room or directs them to the living area away from the medical emergency scene. Once the inmates are secured and the Housing Unit

Policy and Procedures

Officer is assisted by another Correctional Officer, first aid and CPR techniques will be initiated if necessary by the Correctional Officer.

6. The medical staff will gather necessary equipment and proceed to the location of the Code 3.
7. The Custody Medical Officer will clear the main corridor of inmates for the exit of medical staff as they depart to the location of the Code 3.
8. The Master Control Supervisor at CJC will authorize the override of interlocking doors and/or elevators when necessary to facilitate movement to the location of the Code 3 (See policy # 3.1.16 Door Control).
9. The Master Control Officer will monitor the medical staff movement via CCTV and/or radio, give priority, unlock and open doors enroute to the location of the Code 3.
10. The Shift Supervisor and Area Supervisor will respond to the location and ensure the following:
 - a. First aid and/or CPR techniques are administered if necessary.
 - b. Ascertain the name, date of birth, assigned cell and nature of charge of the inmate; and pass on same information to Master Control Officer. The Master Control Officer records the information in the Daily Activity Log and/or IJMS Event Log.
 - c. Assess the situation and if necessary secures the area as a potential crime scene (See policy #3.1.19 Crime Scene).
 - d. The Shift Supervisor or designee contacts the Officer of the Day and, if necessary, the Division Investigators, depending on the nature of the situation and if a criminal violation or death is suspected.
11. When medical staff arrives at the location of the Code 3, they will assume the responsibility of treating the victim.
12. When appropriate, medical staff will advise the Shift Supervisor or designee that the victim (s) being treated should be transferred to the facility medical department or to a medical provider outside the facility for emergency medical treatment. The Shift Supervisor/designee will coordinate movement with the Master Control Officer.

Policy and Procedures

13. Only the inmates may be treated in the facility medical department for non-life-threatening emergencies.
14. If medical staff determines the victim should be transported outside of the facility for emergency medical treatment, the Shift Supervisor or designee will instruct the Master Control Officer to contact EMS.
15. Visitors will not be treated in the facility medical department and will be referred to EMS for transportation to a medical provider outside of the facility.
16. The Shift Supervisor or designee will ensure that an Incident Report, Inmate Injury Report or Staff Injury Report is completed (See policy #3.1.10 Incident Report).

C. Notification and Response to EMS

1. When the medical staff determines that EMS should be called, the staff person will directly inform the Shift Supervisor or designee.
2. The Shift Supervisor or designee will instruct the Master Control Officer via radio to contact EMS; and gives the Master Control Officer the nature of the medical emergency, gender information and age of the patient, for pass-on to EMS.
3. The Master Control Officer will immediately contact 911 using the medical emergency telephone in Master Control and informs the dispatcher of the nature of the emergency, gives the dispatcher the Master Control medical emergency telephone number for call back; requests to have EMS respond to the facility, and gives the dispatcher the entrance location:
 - a. If the medical emergency is located in the secure area of the facility at MSI, EMS will use the vehicle sally port and enter through the processing department. The Shift Supervisor or designee will assign a Correctional Officer to await their arrival and to escort the EMS crew to the location of the medical emergency. The Shift Supervisor may assign an additional Correctional Officer to escort the Fire Engine Crew or Para Medic and Ambulance responding to the same 911.
 - b. If the medical emergency is located in the secure area of the facility at CJC, EMS will use the vehicle sally port and enter the south side of the facility. The Shift Supervisor or designee will assign a Correctional Officer to await their arrival and to escort the EMS crew to the location of

Policy and Procedures

the medical emergency. An additional Correctional Officer may be assigned to escort the follow-up Fire Engine Crew or Para Medics and Ambulance responding to the same 911 call.

- c. The Master Control Officer at CJC will notify the vehicle sally port Control Center Officer by phone that EMS and the St. Louis Fire Department crew are en-route to the facility.
 - d. If the medical emergency is located outside of the secure area of the facility at MSI or CJC, EMS may be permitted to enter the facility through the front lobby entrance.
4. The Master Control Officer records the time in the Daily Activity Log and/or in the IJMS Event Log when the EMS was called and the reason for the call and who authorized the call. The name of the inmate or the person to whom the emergency was called will also be recorded in the logs.
5. When EMS crew arrives in the facility, the escorting Correctional Officer will notify Master Control Officer and the Shift Supervisor by telephone or radio and escorts the crew to the location of the medical emergency. The Master Control Officer will record in the Daily Activity Log and/or in the IJMS Event Log the time the EMS and the Fire Department crew arrived in the facility.
6. Once the EMS crew arrives at the actual scene of the emergency, the escorting Correctional Officer or the Shift Supervisor/designee writes down the time of arrival at the actual emergency scene, obtains the names, DSN number and the MEDIC/Fire crew Engine number from the EMS/Fire crew supervisor. The Correctional staff member passes the same information to Master Control Officer.
7. The Master Control Officer records in the Daily Activity Log and/or in the IJMS Event Log the information passed on by the escorting Correctional Officer or the Shift Supervisor/designee reflecting the same information given.
8. The Shift Supervisor records the same information in the appropriate logs.
9. The Master Control Officer will give the escorting Correctional Officer and EMS top priority to the medical emergency location according to procedures found in Procedure A: 7 thru 9 of this policy.
10. The Shift Supervisor or designee will assign a Correctional Officer to escort inmates that are required to be transported by EMS to a medical facility for

Policy and Procedures

emergency medical treatment (See policy #3.1.8 Inmate Transport for Medical Treatment).

11. If the Divisional medical staff or the responding EMS crew suspects an inmate has expired, the Shift Supervisor or designee will notify the Officer of Day and Division Investigators (See policy #3.1.16: Inmate Death).
12. The Master Control Officer records the time the EMS crew leaves the building. If an inmate or the person to whom the emergency was called is transported to outside medical facility, the Master Control Officer records the pertinent information including time, name of inmate, facility transported to, nature of charge, etc., in the Daily Activity Log and/or in the IJMS Event Log.

D. Medical Emergency in Medical Unit

1. If medical emergency occurs in the Medical Unit of the facility, the (CMS) medical staff person immediately notifies the Custody Medical Officer.
2. The Custody Medical Officer calls the immediate supervisor and the Shift Supervisor immediately by radio or telephone and notifies them of a Code 3 in the Medical Unit.
3. The Custody Medical Officer records the necessary information in the Daily Activity Log and/or in the IJMS Event Log, and submits appropriate report to the Shift Supervisor.
4. The medical staff evaluates the situation and make decision. If EMS must be called, the medical staff places the call using the medical emergency telephone in the medical unit.
5. The medical staff immediately passes the EMS call-placement information to the Custody Medical Officer. The Custody Medical Officer notifies the Shift Supervisor and the Master Control /Control Center Officer via radio or telephone that EMS has been called, and gives time of the call.
6. The Custody Medical Officer obtains the inmate pedigree information and the nature of the medical emergency and passes the information to the Master Control/Control Center Officer, the Shift Supervisor; and records same information in the Daily Activity Log and/or in the IJMS Event Log.
7. The Shift Supervisor or designee assigns a Correctional Officer wait for EMS arrival and to escort the EMS crew to the location of the medical emergency. The

Policy and Procedures

Shift Supervisor may assign an additional Correctional Officer to escort the Fire Engine crew or Para Medic and Ambulance responding to the same 911 call.

8. The Master Control Officer at CJC notifies the vehicle Sally port Control Center Officer by phone that EMS and the St. Louis Fire Department crew are enroute to the facility.
9. The escorting Correctional Officer implements the steps outlined in procedure B, item #4 and 5 of this policy.
10. The Master Control Officer implements the steps outlined in procedure B, item #6 and 7 of this policy.
11. The Shift Supervisor/designee implements the steps outlined in procedure B, item #8 and 9 of this policy.
12. When the EMS crew arrives at the scene, the Custody Medical Officer adheres to the Post Order Manual and records all pertinent information including the information as stated in procedure B, item #6.
13. The medical staff member completes incident report and forwards the report to the Shift Supervisor.

V. FORMS

The following forms are referenced and/or attached with this procedure and work rule:

Incident Report
Inmate Injury Report
Staff Injury Report

VI. SEVERABILITY CLAUSE

If any part of this procedure and work rule is, for any reason, held to be in excess of the authority of the appointing authority, such decisions will not affect any other part of this policy.

VII. TRAINING

This procedure and work rule will be included in the First-Year and subsequent In-Service Training for staff having direct contact with the inmate population and authorized to use chemical agents.