LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject:	Original Issue Date: 2/9/09	Policy # 918
CODE ASSIST POLICY (Man Down)	Supersedes: 4/12/16	Effective Date: 7/23/21

Policy Owner(s): Chair CPR Committee Executive Sponsor(s): Chief Medical Officer		
Departments Consulted: Department of Quality Improvement Nursing Services Department of Emergency Management Information Services	Reviewed & approved by: Attending Staff Association Executive Committee Senior Executive Officer	Approved by: Chief Medical Officer
		Chief Executive Officer

PURPOSE

To ensure that any person (i.e., visitor, employee, or patient) who is in need of acute medical assistance on the Los Angeles General Medical Center campus is rapidly assessed and transported to the Emergency Department for evaluation.

POLICY

The Code Assist team will be readily available 24 (twenty-four) hours a day, 7 (seven) days a week to assist anyone in acute distress with a medical or traumatic emergency while on the Los Angeles General Medical Center campus. The Code Assist team will rapidly respond, provide an initial assessment, and transport the patient to the Emergency Department for further evaluation and definitive care.

DEFINITION

A Code Assist refers to any person on the grounds of the Los Angeles General Medical Center campus who is ill, injured, or in acute distress who is not already under the immediate care of an inpatient physician.

PROCEDURE

Team Composition

The Code Assist team will always be composed of at least two health care providers. The definitive composition of this team may vary depending on the time of day, available resources and location of the event; but will be composed of some combination of the following: Registered Nurse, Physician, Hospital Medical Assistant (HMA), Licensed Vocational Nurse and/or Emergency Medical Technicians (EMTs) from the Los Angeles County Emergency Medical Services (EMS). Volunteers will not be used as part of the Code Assist process.

Activation

A Code Assist will be activated by calling "111" from any hospital phone and stating that there is a "person-in-distress" or 'Man Down'. The telephone operator will direct the call to the Base Station in the Emergency Department where a mobile intensive case nurse (MICN) will respond to the call.

The MICN will obtain basic information regarding the status of the patient. It is at the discretion of the MICN to dispatch the 'Code Blue' team if the patient appears to be in extremis. If the patient is outside of this area covered by those teams a paramedic ambulance may be dispatched via 911. The area of the campus covered by the Code Assist team is the same as the area covered by the Airway Team and the Code Blue Team and the boundaries include State Street, Zonal Ave, and Marengo Street. If the patient primarily needs transportation for medical assistance, the MICN will contact the appropriate team or teams to respond and transport the patient to the Emergency Department.

Primary Code Assist Team (Operational between 0700-1900 7 (seven) days a week, excluding holidays)

On a daily basis LA County Transportation will provide a dedicated team of 2 EMTs and an ambulance to Los Angeles General Medical Center from the hours of 0700-1900 7 (seven) days a week (excluding holidays) *This dedicated Code Assist team does not have any other transportation responsibilities except for recovering 'Man Downs' throughout the entire Los Angeles General Medical Center.* The Code Assist team will maintain their ambulance in a designated parking space outside the Emergency Department and will respond to the entire campus as listed in Addendum A.

The LA County Transportation providers will report directly to the Base Station MICN and are dispatched by the Los Angeles General Base Station. To improve communication, they will be in direct contact with the Los Angeles General Base Station via a VOIP phone or cell phone. It is the discretion of the Code Assist team to respond to events on foot or via ambulance based on the location of the patient and in consultation with the MICN.

While not taking calls the LA County Transportation EMTs may assist in the Base Station Radio room, the main resuscitation area of the Emergency Department and the triage area. The two EMTs will assist with patient care at the level of an HMA with the understanding that any Code Assist call takes immediate priority over any other activity.

When the Primary Code Assist team is off duty or when they are already encumbered due to a call the following secondary teams will be in place to cover the following areas.

Secondary or "Off-Hour" Code Assist teams
Main Hospital Complex (In Patient Tower, Diagnostic and Treatment Tower and Clinic Tower)

There will be one Code Assist team for each of the three buildings of the Main Medical Center (In Patient Tower, Diagnostic and Treatment Tower and Clinic Tower). Based on the location of the

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Code Assist, the MICN will dispatch the appropriate team or teams to transport the patient to the Emergency Department (see Addendum A for details).

Parking Lots, Trailers and Other Buildings

For all other areas on the Los Angeles General Medical Center campus, LA County Transportation will be dispatched to recover the patient. It is the discretion of the MICN to call a second LA County Transportation-responder if the Code Assist-team is encumbered or paramedic ambulance via the 911 system if a patient's condition appears critical or their location is beyond the Los Angeles General Medical Center campus. See Addendum A

If the patient refuses to be transported the Los Angeles Sheriff's Department will be notified to file a report of the event.

Arrival in the Emergency Department

All Code Assist calls will be transported to the ambulance triage area of the main Emergency Department in the D&T Tower. Upon arrival to the triage area, the patient will be immediately evaluated, registered, and entered into the patient assist log.

The Code Assist team will notify the base station nurse that the patient has arrived. This information will be entered into a tracking database.

Program Evaluation:

The individual Code Assist cases will be trended and outliers will be discussed in committees where process improvement opportunities will be addressed. This data will be reported to the Cardiopulmonary Resuscitation Committee for review and action on a quarterly basis and to the Medical Center Quality Improvement Committee meeting on a quarterly basis.

RESPONSIBILITY

Department of Emergency Services
Nursing Services
Information Services
Department of Quality Improvement

REFERENCES

Joint Commission Standards: Provision of Care, Treatment & Services
Los Angeles General Medical Center Department of Nursing Services Policy #951
Los Angeles General Medical Center Policy #912

ATTACHMENT

Addendum A – Code Assist Policy Coverage Areas & Secondary or 'Off-Hours' Teams

DISTRIBUTION: Los Angeles General Medical Center Policy Manual

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REVISION DATES

February 9, 2009; July 10, 2012; July 14, 2015; April 12, 2016, July 23, 2021