The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Department of Public Health

Bureau of Health Care Safety and Quality

Office of Emergency Medical Services

**Mobile Integrated Health Care (MIH) Program**

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**TO:** Mobile Integrated Health Care Program with ED Avoidance Component Applicants

**FROM:** Elizabeth D. Kelley, MBA, MPH, Bureau Director

Jon Burstein, M.D., State EMS Medical Director

**DATE:** November 26, 2018

**RE:** Mobile Integrated Health Program with an ED Avoidance Component Protocol for Determination to Treat/Transport to Alternate Destination

Pursuant to 105 CMR 173.100(A)(2), Mobile Integrated Health Care (MIH) programs with an Emergency Department (ED) Avoidance component responding to a 911 call, and determining the patient may be more appropriately managed as an MIH patient and/or transported to a facility other than an emergency department, may initiate treatment and/or transport in accordance with protocols established by the Department of Public Health (Department). This protocol establishes baseline criteria that an MIH program with an ED Avoidance component must follow when establishing specific ED Avoidance clinical protocols.

1. The MIH Program with an ED Avoidance component shall be responsible for ensuring that treatment of a 911 patient as an MIH patient and/or transport of such patient to a facility other than an ED is carried out in a safe manner.

2. Only paramedics who have successfully completed the advanced training required by 105 CMR 173.050(B)(2) are authorized to initiate the determination to treat a 911 patient as an MIH patient.

3. On-line medical control must agree with the assessment that the 911 patient would be more appropriately managed as an MIH patient and, if applicable, must agree with the decision to transport the MIH patient to the alternate destination.

4. Applicants for Department approval of an MIH program with an ED Avoidance component must submit clinical protocols to the Department that, at a minimum, include the following:

1. The advanced training curriculum that will be required for all paramedics who will be authorized to initiate the determination to treat a 911 patient as an MIH patient;
2. A summary of the medical literature and applicable guidelines that supports the intervention proposed, based on sound and safe medical practices and supporting data, and demonstrates that care is appropriate;
3. A list of the relevant laboratory or other clinical tests which may be performed by a paramedic operating under an MIH Program with an ED Avoidance component as part of an EMS evaluation;
4. A process for coordinating care with a patient’s primary care provider or associated health care entity to establish a primary care relationship; and
5. If the MIH program with an ED Avoidance component will treat patients with behavioral health needs, specific protocols for the medical evaluation of patients with behavioral health needs that are developed in consultation with the appropriate partnering health care entity.

5. The MIH program with an ED Avoidance component protocols are intended for patients with vital signs at or near a patient’s baseline, a determination by paramedic(s) operating under an MIH Program with an ED Avoidance component that the patient is at baseline mental status, and clinical findings that do not rise to the level of emergency care.

6. The MIH program with an ED Avoidance component protocols must be consistent with the Department’s memorandum on Policies and Procedures to obtain informed consent.

7. The 911 patient must be fully informed of the option to be treated as an MIH patient and consent to such treatment.

8. The paramedic with advanced training must follow the MIH program with an ED Avoidance component’s process for timely coordination with the patient’s primary care provider or with the patient’s associated health care entity to coordinate care and, when needed, establish a primary care relationship.

Additional guidance on MIH programs with an ED Avoidance component, including information on obtaining patient informed consent, may be found at: [www.mass.gov/MIH](http://www.mass.gov/MIH).

Should you have any questions about these requirements, please contact the Department’s MIH program at 617-753-8484 or at MIH@state.ma.us.