

TRANSPORTATION

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Policy Sponsor:	Center Operations

1.0 PURPOSE

ESPNS will provide adequate and safe transportation of participants, either through ESPNS employed drivers or through contracted transportation providers.

2.0 SCOPE

Drivers, Medical Secretary, Site Coordinators, all IDT staff

3.0 FUNDAMENTAL INFORMATION

ESPNS will maintain a transportation program, either by employing transportation staff or contracting with transportation providers, to ensure that participants can be safely transported to and from the PACE Center and to appointments.

In centers where all transportation is provided by contractors, the Medical Secretary will be responsible for all coordination of transportation services. In centers where ESPNS directly employs drivers, a Transportation Coordinator will be employed to coordinate transportation services. The job title "Medical Secretary/Transportation Coordinator" used in this policy is intended to refer to the appropriate job title based on the use of contracted or employed drivers.

4.0 PROCEDURE

Driver training

All drivers transporting ESPNS participants must demonstrate competency in proper transfers, use of equipment to facilitate transfers and secure participants, and emergency procedures. Drivers will also receive training on Massachusetts motor-vehicle laws, defensive driving and mandated reporting. Supplemental instruction by ESPNS will be provided to support the special needs of PACE participants.

Procedure:

- Contracted providers will be responsible to coordinate initial and ongoing training for all contracted drivers transporting PACE participants. In Centers where ESPNS directly employs drivers, the Medical Secretary/Transportation Coordinator will be responsible for coordinating all staff driver training.

- All drivers, contracted or directly employed by ESPNS, must adhere to the ESPNS Participant Transport Requirements. (see CL-ADM-0106a).
- All training will be documented and will be filed in the individual's personnel record.
- Drivers will not independently transport participants until the training is completed and competency is shown.

Participant Assessment / Reassessment

The ESPNS Medical Secretary/Transportation Coordinator represents the transportation resources of the program and as such participates in the Interdisciplinary Team and daily Center meetings. The Medical Secretary/Transportation Coordinator is responsible for communicating participant care plan information to drivers to ensure that all drivers have the most current information to ensure safe transport of participants.

Participant's transportation needs are assessed on a routine and periodic basis. At minimum, a transportation evaluation will be completed by the Rehab Department prior to enrollment and upon re-evaluation .

Procedure:

- Prior to discussion by the Interdisciplinary Team, the Rehab department will complete a transportation evaluation on all potential enrollees and a Transportation Information Sheet will be completed, addressing all areas noted, if needed.
- Information will be shared with the Interdisciplinary Team noting unique transportation needs or home circumstances.
- The Medical Secretary/Transportation Coordinator will routinely convey any information that will impact on transportation service delivery.
- Any changes made to a participant care plan during an IDT meeting are communicated by the Medical Secretary/Transportation Coordinator so all appropriate drivers are aware of the change.

Communication between transportation vehicles and PACE Center during transportation activities

Each ESPNS transportation vehicle will be equipped with a radio to communicate with the PACE Center. The Transportation Coordinator will maintain a radio at the PACE Center for communication with vehicles. Cellphones may be used as backup communication if available.

Contracted transportation providers will equip their vehicles with means to communicate between their vehicles and dispatcher. The dispatcher at the contracted transportation provider will be responsible for communicating with the PACE Center.

Accidents or Emergencies

In the event of any accident or emergency, the following guidelines will be implemented.

Procedure: Medical Emergency

- Pull over in a safe location
- Administer First Aid as appropriate.
- As soon as it is safe to do so, the driver will use the most efficient method to reach 911. If a cellphone is available, the driver will call 911 directly and subsequently notify their office. If no cellphone is available the driver will utilize the van radio to contact their office to call 911.
- If the emergency occurs with a contracted transportation provider, the provider's dispatcher will be responsible for alerting the PACE Center of the emergency and coordinating communication between the driver and the PACE Center.
- The Medical Secretary/Transportation Coordinator will be responsible for ensuring that the Incident Reporting policy is followed to report the accident.

Procedure: Accidents

- The driver will administer First Aid to any injured participants.
- If necessary, and as soon as it is safe, the driver will use the most efficient method to reach 911 for assistance. If a cellphone is available, the driver will call 911 directly and subsequently notify their office. If no cellphone is available the driver will utilize the van radio to contact their office to call 911.
- If 911 is not utilized, the driver will contact their office as soon as it is safe to report the accident.
- If the accident occurred with a contracted provider, the provider's dispatcher will notify ESPNS of the accident
- If injury has been sustained by the driver, he/she must report to his/her immediate supervisor as soon as possible to complete any necessary workers compensation forms and be evaluated for clearance to return to work.
- The Medical Secretary/Transportation Coordinator will be responsible for ensuring that the Incident Reporting policy is followed to report the accident.

Transportation Services

ESPNS directly provides and contracts with providers for transportation to and from the PACE Center and other program-related services such as medical appointments and routine diagnostic orders.

Procedure:

- The Medical Secretary/Transportation Coordinator or designated individual coordinates the transportation request form, noting the requested action, date and time, needs of Participants (i.e., walkers/wheelchair, etc.)
- Once scheduled, a copy of the transportation form is put on file.
- Requests are completed when new intakes are being evaluated, new enrollees are

being accepted into the program, for any medical appointments, any routine changes in the Participant's attendance to the Adult Day Health Center, or any time there is a significant change in transportation needs that will impact on the overall schedules.

Scheduling will be done in an effort to meet the individual needs of the Participants within the program resources. If the program is unable to meet those needs, all efforts will be made to negotiate shared responsibilities between the Participants' families and program resources.

Vehicle Maintenance

It is expected that all vehicles operated by ESPNS or its vendor will be maintained in a safe, effective manner, that they be routinely serviced and cleaned, and that all needed repairs be immediately secured.

Procedure:

- Routine safety checks are performed daily. These will include a visual inspection of the vehicle tires, mirrors, wipers, fuel gauge, brakes, lights (front and rear), gauges, first aid kit, fire extinguisher in place and properly charged, etc.
- Routine vehicle maintenance as recommended by the manufacturer.
- Vehicles are cleaned at a minimum of bi-monthly or as needed. Vehicles are checked daily for trash, disinfection, and basic cleaning.
- Needed repairs are secured within 48 hours of notification. The service contractor will be responsible for verifying that the vehicle can be safely operated until repairs are secured or that it should be parked.
- Repairs on equipment will not be delayed when the overall safety of Participants or drivers is in question.
- Documentation of all repairs is kept on file by ESPNS or the contracted provider.

No Available Family Member When Participant Is Returned To Residence

If a participant's plan of care states that they can not be left with out supervision, it is the responsibility of family members to assure that some responsible party is available to accept the Participant at home. If there should be an emergency, the family should notify the Center as soon as possible so that alternative plans can be made.

Procedure:

If no one is available after waiting 5 minutes, the driver should:

- Contact the PACE Center to attempt to reach family and take the other Participants on the van home and then try the home again.
- If at this time there is still not a responsible party or family member available, the driver should contact the PACE program again for further guidance and direction. After-hours, the driver will contact the on-call RN who will attempt to reach any emergency contact(s).

- If a family member cannot be found, plans will be made for temporary placement (nursing home, etc.).

Social work and home care staff are responsible to maintain current back-up numbers for all participants, and provide this information to the Medical Secretary/Transportation Coordinator.

Communication between Interdisciplinary Team and Transport Staff

The PACE Medical Secretary/Transportation Coordinator represents the transportation resources of the program and as such participates in the Interdisciplinary Team and daily Center meetings. They or a designee are responsible for conveying significant changes in the Participant's needs on a routine and periodic basis. Each contracted transportation provider will identify a Transportation Liason to communicate with the Medical Secretary/Transportation Coordinator.

Procedure:

- All drivers must speak with the PACE Center Receptionist (or other PACE Center staff if the receptionist is unavailable) when picking up or dropping off a participant at the Center.
- The driver is responsible for reporting any concerns or information to the Receptionist. If the concern is immediate and cannot wait for the next morning meeting, the Receptionist will inform appropriate team member(s) immediately. Otherwise, the Receptionist will inform the Medical Secretary/Transportation Coordinator of the information and s/he will share that information at the next morning meeting.
- The team will discuss the information/concern shared by the driver and address the information/concern.
- The Medical Secretary/Transportation Coordinator will communicate back to the driver or transportation provider through either written or oral communication.

5.0 DOCUMENTATION

6.0 RELATED COMPANY GUIDELINES

7.0 REFERENCE

42 CFR §460.76

CL-ADM-0106a ESPNS Participant Transport Requirements