



## Non-Emergent Lift Assist Program Update

City of Tacoma | Fire Department  
**Government Performance & Finance Committee**  
**April 16, 2019**  
Amended Ordinance No. 28550



### OVERVIEW



- Amended Ordinance No. 28550 established a penalty charge effective February 1, 2019, for long term care facilities who request non-emergent lift assistance.
- This update summarizes:
  - TFD's continued outreach and partnership with these facilities.
  - Curriculum development with local colleges.
  - Lessons learned.

## BACKGROUND



- The progressive penalty charge for a non-emergent lift assist in 2019 is \$350 (1<sup>st</sup> incident), \$500 (2<sup>nd</sup> incident), and \$850 (3<sup>rd</sup> incident and thereafter).
- Effective January 1, 2020, the penalty is \$850 for all non-emergent lift assists.

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## BACKGROUND



- Licensed care facilities include:
  - Skilled Nursing Facilities
  - Assisted Living Facilities
- Registered adult family homes or private residences are exempt from this ordinance and are not subject to the penalty charge for non-emergent lift assistance.

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## CONTINUED OUTREACH



- All facilities and interested parties received mailing and email communication
- Individualized case review completed with 20 facilities; seven facilities did not request case review
- We have also met with the following stakeholders:
  - Leading Age Washington
  - Washington Health Care Association
  - Washington State Long-Term Care Ombudsman
  - Washington State DSHS-Residential Care Services
  - Pierce County Aging & Disability Resources Center

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## CONTINUED OUTREACH



- TFD is conducting quarterly case reviews.
  - Captain paramedics are assigned to a specific facility for consistency.
- TFD will continue to participate in industry monthly meetings.



## CONTINUING EDUCATION




- Partnered with three local college programs:
  - Bates Technical College
  - Tacoma Community College
  - Clover Park Technical College
- We now provide a module in their curriculum on the proper use of 911 and what to expect when EMS arrives.

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## LESSONS LEARNED



- February 1, 2019 – April 10, 2019
  - Five penalty charges have been issued.
  - Audio clip 
- 23% decrease in total call volume at licensed care facilities; 34% decrease in non-emergent no transport calls
- March 2019, Portland Fire & Rescue passed similar ordinance
  - \$200, \$450, \$850 tiered charge; for all licensed care lift assists

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## NEXT STEPS



- Continued outreach and case review with stakeholders.
- Continued internal education with TFD crews.

