



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

March 9, 2023

ALTSA: NH #2023-008

ALTSA: ALF #2023-007

WEBINAR - USE OF EMS 911 SERVICE TRAINING | KING COUNTY EMS & LTC:
EXPLORING SOLUTIONS TOGETHER

Dear Nursing Home and Assisted Living Facility Administrators:

King County skilled nursing (SNF) and assisted living facility (ALF) providers are urged to participate in this important, complimentary webinar to prompt King County providers and Emergency Management Services (EMS) staff to work together to mitigate unwarranted use of emergency services through communication, education, and established utilization strategies. During this session, presenters will:

- Provide data regarding the use of 911/EMS services by area long-term care facilities.
- Help providers and EMS personnel understand the challenges in ensuring appropriate use of emergency services.
- Help providers distinguish between resident emergency and non-emergent events.
- Discuss regulatory and practical considerations for long-term care staff and EMS providers to best serve residents.
- Identify potential solutions to decrease non-emergent 911 calls.
- Explore possible future steps based on continued non-emergent calls.

Please join representatives from WHCA, LeadingAge Washington, the King County EMS, and DSHS Residential Care Services for this important session designed to ensure SNF and ALF providers and employees use 911 services appropriately.

Topic: Use of EMS 911 Service Training | King County EMS & LTC: Exploring Solutions Together

Date: March 29, 2023

Time: 10:00 a.m. - Noon

Register: <https://us06web.zoom.us/meeting/register/tZETdOivqzlvHNd8EKopsxHzodpND5qS5-8->

If you have any questions about *registration*, please contact Jennifer Summers at JenniferSummers@whca.org or 800-562-6170 x106.

If you are a **WHCA** member and have any questions about the webinar:

- For nursing homes, please contact Elena Madrid at elenamadrid@whca.org or 360-352-3304 x105.
- For assisted living, please contact Vicki McNealley at vickimcnealley@whca.org or 360-352-3304 x107.

If you are a **LeadingAge** member and have any questions, please contact Laura Hoffmann at lhoffmann@leadingagewa.org or 253-964-8870.

Sincerely,

Amy Abbott, Director
Residential Care Services

DSHS: "Transforming Lives"



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