

**HOUSE . . . . . No. 2375**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

*Lenny Mirra*

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act establishing a PSAP nurse triage pilot program.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Lenny Mirra</i>	<i>2nd Essex</i>	<i>2/18/2021</i>
<i>Timothy R. Whelan</i>	<i>1st Barnstable</i>	<i>1/5/2022</i>

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By Mr. Mirra of Georgetown, a petition (accompanied by bill, House, No. 2375) of Lenny Mirra relative to requiring that the Department of Public Health design and implement a temporary pilot nurse triage program within the Commonwealth’s system of public safety answering points. Public Health.

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[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE HOUSE, NO. 1974 OF 2019-2020.]

**The Commonwealth of Massachusetts**

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**In the One Hundred and Ninety-Second General Court  
(2021-2022)**  
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An Act establishing a PSAP nurse triage pilot program.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. Chapter 111C of the General Laws, as appearing in the 2018 Official  
2 Edition, is hereby amended by inserting at the end thereof the following new section:-

3 Section 26. The department shall design and implement a temporary pilot program that  
4 establishes a nurse triage program within the commonwealth’s system of public safety answering  
5 points, or PSAPs, as defined in section 18A of chapter 6A, to test the value of such a program in  
6 diverting non-emergency 911 calls to medical care that does not require an ambulance or hospital  
7 with an emergency department. The pilot program shall train and hire nurses to field 911 calls  
8 and determine, based on a series of questions to be developed by the department, and in  
9 conjunction with licensed health care professionals, if the call is a medical emergency. Nurses

10 shall assist 911 callers with non-emergency conditions in scheduling appointments with a  
11 primary care provider or coordinating a trip to other health facilities, including, but not limited  
12 to, urgent care centers. The pilot program shall consider coordinating with outside transportation  
13 organizations to facilitate transfers of 911 callers to other health facilities. The pilot program  
14 shall commence not later than January 1, 2023.

15           The department shall issue a report on the results of the pilot program, including, but not  
16 limited to: (i) the scope of the pilot program; (ii) implementation challenges and lessons learned;  
17 (iii) data on emergency department diversions and ambulance utilization; (iv) an analysis of the  
18 pilot program compared to other options in reducing excessive emergency department  
19 utilization; and (v) any recommendations for permanent implementation of such program. Not  
20 later than 60 days after the conclusion of the program, the report shall be filed with the chairs of  
21 the house and senate committees on ways and means, the chairs of the joint committee on public  
22 health, the chairs of the joint committee on health care financing, and the clerks of the house of  
23 representatives and the senate.