

First Regular Session
Seventy-third General Assembly
STATE OF COLORADO

INTRODUCED

LLS NO. 21-0049.01 Jennifer Berman x3286

SENATE BILL 21-156

SENATE SPONSORSHIP

Garcia,

HOUSE SPONSORSHIP

Mullica,

Senate Committees
Health & Human Services

House Committees

A BILL FOR AN ACT

101 CONCERNING THE CREATION OF A PILOT GRANT PROGRAM FOR THE
102 USE OF NURSES IN 911 DISPATCH TO HELP DIVERT INCOMING 911
103 CALLS THAT DO NOT REQUIRE EMERGENCY MEDICAL SERVICE
104 TO OTHER TYPES OF MEDICAL CARE.

Bill Summary

(Note: This summary applies to this bill as introduced and does not reflect any amendments that may be subsequently adopted. If this bill passes third reading in the house of introduction, a bill summary that applies to the reengrossed version of this bill will be available at <http://leg.colorado.gov>.)

The bill requires the division of homeland security and emergency management in the department of public safety (division), on or before January 1, 2022, to implement a pilot grant program (program) to help

Shading denotes HOUSE amendment. Double underlining denotes SENATE amendment.
Capital letters or bold & italic numbers indicate new material to be added to existing statute.
Dashes through the words indicate deletions from existing statute.

finance the use of nurse intake of 911 calls, which involves nurses assisting with 911 dispatch for the purpose of diverting nonurgent 911 calls to medical care that does not require ambulance service or treatment in an emergency room. The division, after reviewing applications, shall designate 4 public safety answering points to participate in the program, one of which is located in a county with 60,000 or more residents and 3 of which are located in a county or counties with fewer than 60,000 residents. To participate in the program, the designated public safety answering points must each enter into a contract with an entity that can provide nurses who are trained and equipped to provide nurse intake of 911 calls.

On or before June 1, 2023, the division shall report to the judiciary committees in the senate and the house of representatives or their successor committees on the program.

1 *Be it enacted by the General Assembly of the State of Colorado:*

2 **SECTION 1.** In Colorado Revised Statutes, **add** 24-33.5-1618 as
3 follows:

4 **24-33.5-1618. Nurse intake of 911 calls - pilot grant program**
5 **- reporting - definitions - legislative declaration - repeal.** (1) THE

6 GENERAL ASSEMBLY HEREBY FINDS AND DECLARES THAT:

7 (a) ALL CITIZENS OF COLORADO DESERVE ACCESS TO
8 HIGH-QUALITY HEALTH CARE WITHOUT HAVING THEIR ECONOMIC
9 SECURITY AND WELL-BEING JEOPARDIZED;

10 (b) INCREASING HEALTH-CARE COSTS CONTINUE TO BE A TOP
11 CONCERN FOR COLORADO FAMILIES AND THE STATE CONTINUES TO
12 EXPLORE OPPORTUNITIES TO LOWER THOSE COSTS;

13 (c) THE COLORADO HEALTH INSTITUTE IN ITS 2015 "COLORADO
14 HEALTH ACCESS SURVEY" REPORTED THAT ROUGHLY FORTY PERCENT OF
15 EMERGENCY DEPARTMENT VISITS IN COLORADO OCCUR FOR
16 NONEMERGENCY REASONS;

17 (d) THE CENTER FOR IMPROVING VALUE IN HEALTH CARE

1 REPORTS THAT MORE THAN EIGHT HUNDRED MILLION DOLLARS COULD BE
2 SAVED EACH YEAR IN COLORADO BY TREATING NONEMERGENCY
3 HEALTH-CARE ISSUES THROUGH VISITS TO A DOCTOR'S OFFICE, A CLINIC,
4 OR AN URGENT CARE SETTING INSTEAD OF THROUGH EMERGENCY
5 DEPARTMENT VISITS;

6 (e) THE OFFICE OF THE ASSISTANT SECRETARY FOR PREPAREDNESS
7 AND RESPONSE IN THE UNITED STATES DEPARTMENT OF HEALTH AND
8 HUMAN SERVICES DETERMINED THAT THE IMPLEMENTATION OF
9 INNOVATIVE PROGRAMS THAT FOCUS ON TREATING INDIVIDUALS WITH
10 NONEMERGENCY HEALTH-CARE NEEDS IN HEALTH-CARE SETTINGS OTHER
11 THAN EMERGENCY DEPARTMENTS CAN SAVE UP TO FIVE HUNDRED SIXTY
12 MILLION DOLLARS IN MEDICARE COSTS;

13 (f) BY IMPLEMENTING A PROGRAM THAT ALLOWS EMERGENCY
14 MEDICAL SERVICE PROVIDERS TO ADOPT PROTOCOLS AND STRATEGIES TO
15 TRIAGE PATIENTS AND REDIRECT NONEMERGENCY PATIENTS TO
16 HEALTH-CARE SETTINGS OTHER THAN AN EMERGENCY DEPARTMENT,
17 COLORADO CAN LEAD THE NATION IN REDUCING HEALTH-CARE COSTS AND
18 UNNECESSARY UTILIZATION OF EMERGENCY DEPARTMENTS; AND

19 (g) PILOTING A PROGRAM THAT REIMAGINES THE EMERGENCY
20 MEDICAL SERVICES SYSTEM IN THIS MANNER:

21 (I) WILL RESULT IN ADDITIONAL HEALTH-CARE COST SAVINGS;

22 (II) WILL HELP REDUCE THE BURDEN ON FIRST RESPONDERS AND
23 EMERGENCY DEPARTMENTS BY REDIRECTING INDIVIDUALS WITH
24 NONEMERGENCY HEALTH-CARE NEEDS TO ALTERNATIVE HEALTH-CARE
25 PROVIDERS; AND

26 (III) IS MORE IMPORTANT THAN EVER IN LIGHT OF THE COVID-19
27 PANDEMIC.

1 (2) ON OR BEFORE JANUARY 1, 2022, THE DIVISION SHALL
2 IMPLEMENT A PILOT GRANT PROGRAM TO HELP FINANCE AND COORDINATE
3 TECHNICAL SUPPORT FOR PUBLIC SAFETY ANSWERING POINTS THAT APPLY
4 FOR AND ARE APPROVED TO PARTICIPATE IN THE PILOT GRANT PROGRAM
5 FOR THE OPERATION OF NURSE INTAKE OF 911 CALLS.

6 (3) (a) (I) THE DIVISION SHALL ESTABLISH:

7 (A) AN APPLICATION PROCESS FOR PUBLIC SAFETY ANSWERING
8 POINTS TO APPLY TO PARTICIPATE IN THE PILOT GRANT PROGRAM; AND

9 (B) PROGRAM REQUIREMENTS, INCLUDING SCOPE OF PRACTICE
10 REQUIREMENTS, FOR THE PILOT GRANT PROGRAM.

11 (II) TO BE ELIGIBLE TO APPLY, A PUBLIC SAFETY ANSWERING POINT
12 MUST AGREE THAT, IF APPROVED TO PARTICIPATE IN THE PILOT GRANT
13 PROGRAM, THE PUBLIC SAFETY ANSWERING POINT WILL:

14 (A) ENTER INTO A CONTRACT WITH AN ENTITY THAT EMPLOYS OR
15 CONTRACTS WITH NURSES WHO ARE TRAINED AND EQUIPPED TO PROVIDE
16 NURSE INTAKE OF 911 CALLS; AND

17 (B) UTILIZE THE GRANT MONEY FOR THE PAYMENT OF COSTS
18 ASSOCIATED WITH NURSE INTAKE OF 911 CALLS AND FOR 911 CALLS THAT
19 DO NOT RESULT IN THE DISPATCH OF AMBULANCE SERVICE OR TREATMENT
20 IN AN EMERGENCY ROOM.

21 (b) (I) OF THE PUBLIC SAFETY ANSWERING POINTS THAT APPLY TO
22 PARTICIPATE IN THE PILOT GRANT PROGRAM PURSUANT TO SUBSECTION
23 (3)(a) OF THIS SECTION, THE DIVISION SHALL DESIGNATE FOUR PUBLIC
24 SAFETY ANSWERING POINTS TO PARTICIPATE IN THE PILOT GRANT
25 PROGRAM. OF THE FOUR PUBLIC SAFETY ANSWERING POINTS DESIGNATED
26 TO PARTICIPATE:

27 (A) ONE MUST BE LOCATED WITHIN A COUNTY THAT HAS A

1 POPULATION OF SIXTY THOUSAND OR MORE RESIDENTS; AND

2 (B) THREE MUST BE LOCATED WITHIN A SINGLE COUNTY THAT HAS
3 OR SEPARATE COUNTIES THAT HAVE A POPULATION OF FEWER THAN SIXTY
4 THOUSAND RESIDENTS.

5 (II) ONCE THE DIVISION RECEIVES PROOF FROM A DESIGNATED
6 PUBLIC SAFETY ANSWERING POINT THAT IT HAS ENTERED INTO A
7 CONTRACT WITH AN ENTITY DESCRIBED IN SUBSECTION (3)(a)(II)(A) OF
8 THIS SECTION, THE DIVISION SHALL AWARD THE PUBLIC SAFETY
9 ANSWERING POINT GRANT MONEY.

10 (c) THE DIVISION, IN COORDINATION WITH THE PUBLIC UTILITIES
11 COMMISSION CREATED IN SECTION 40-2-101, THE STATE BOARD OF
12 NURSING CREATED IN SECTION 12-255-105, THE COLORADO 911
13 RESOURCE CENTER OR ITS SUCCESSOR ENTITY, AND THE COLORADO
14 CHAPTER OF THE NATIONAL EMERGENCY NUMBER ASSOCIATION OR ITS
15 SUCCESSOR ENTITY, SHALL PROVIDE TECHNICAL SUPPORT TO THE
16 DESIGNATED PUBLIC SAFETY ANSWERING POINTS REGARDING THEIR
17 OPERATION OF NURSE INTAKE OF 911 CALLS.

18 (4) THE DIVISION SHALL REQUIRE THAT THE DESIGNATED PUBLIC
19 SAFETY ANSWERING POINTS REPORT ON THE OPERATION OF NURSE INTAKE
20 OF 911 CALLS, INCLUDING REPORTING ON THE NUMBER OF CALLS FOR
21 WHICH NURSE INTAKE OF 911 CALLS WAS USED AND THE DISPOSITION OF
22 THOSE CALLS. ON OR BEFORE JUNE 1, 2023, THE DIVISION SHALL PUBLISH
23 THE REPORT ON ITS PUBLIC WEBSITE AND SUBMIT COPIES OF THE REPORT
24 TO THE JUDICIARY COMMITTEES IN THE SENATE AND THE HOUSE OF
25 REPRESENTATIVES OR THEIR SUCCESSOR COMMITTEES.

26 (5) AS USED IN THIS SECTION, UNLESS THE CONTEXT OTHERWISE
27 REQUIRES:

1 (a) "COVID-19" MEANS THE CORONAVIRUS DISEASE 2019 CAUSED
2 BY THE SEVERE ACUTE RESPIRATORY SYNDROME CORONAVIRUS 2, ALSO
3 KNOWN AS SARS-CoV-2.

4 (b) "EMERGENCY TELEPHONE SERVICE" MEANS A TELEPHONE
5 SYSTEM UTILIZING THE SINGLE THREE-DIGIT NUMBER 911 FOR REPORTING
6 POLICE, FIRE, MEDICAL, OR OTHER EMERGENCY SITUATIONS.

7 (c) "NURSE" MEANS A REGISTERED NURSE, AS DEFINED IN SECTION
8 12-255-104 (11); A PRACTICAL NURSE OR LICENSED PRACTICAL NURSE, AS
9 DEFINED IN SECTION 12-255-104 (7); OR AN ADVANCED PRACTICE
10 REGISTERED NURSE, AS DEFINED IN SECTION 12-255-104 (1).

11 (d) "NURSE INTAKE OF 911 CALLS" MEANS A PUBLIC SAFETY
12 ANSWERING POINT'S USE OF A NURSE TO ASSIST 911 DISPATCHERS IN
13 PROVIDING EMERGENCY TELEPHONE SERVICE WHEREBY THE NURSE HELPS
14 DETERMINE WHICH INCOMING CALLS MAY BE DIVERTED TO A TYPE OF
15 MEDICAL CARE THAT DOES NOT REQUIRE AMBULANCE SERVICE OR
16 TREATMENT IN AN EMERGENCY ROOM.

17 (e) "PUBLIC SAFETY ANSWERING POINT" MEANS A FACILITY
18 EQUIPPED AND STAFFED ON A TWENTY-FOUR-HOUR BASIS TO RECEIVE AND
19 PROCESS 911 CALLS.

20 (6) THIS SECTION IS REPEALED, EFFECTIVE SEPTEMBER 1, 2023.

21 **SECTION 2. Safety clause.** The general assembly hereby finds,
22 determines, and declares that this act is necessary for the immediate
23 preservation of the public peace, health, or safety.