

**WORKSHOP TO
ENHANCE
EMERGENCY
MANAGEMENT WITHIN
CONTINUING CARE
ORGANIZATIONS**

April 21, 2017



ENGAGE

- **Keeps you up at night**
- **Known events**

GOALS

- Overview healthcare emergency preparedness best practices
- Provide tools and resources for practical emergency preparedness
- Apply concepts to four core elements of CMS emergency preparedness rule

AGENDA

- Emergency Management Structure
- Planning Process and Types of Plans
- Hazard Assessment
 - Develop and Utilize
- Emergency Operations Planning
 - Document Development
 - Implementing the Plan
- Education and Exercise

INTRODUCTIONS

- **Name**
- **Agency**
- **Experience using or writing emergency plans**

OUTCOMES

- **Current Needs**
- **Existing Questions**
- **Known Concerns**
- **Desired Resources**

CURRENT PROCESS

- **Plans**
- **Assessment Process**
- **Plan Development**
- **Validation**

RECENT EVENTS

- Hurricane Matthew – Cots and bedding were provided to CC facilities in the Metrolina region to help minimize the burden of additional patients.
- Anson County – CC facility requested HVAC support due to a power outage during a summer storm.
- EHPC region – CC facility requested use of HVAC support due to a power outage during a winter storm.

RECENT EVENTS

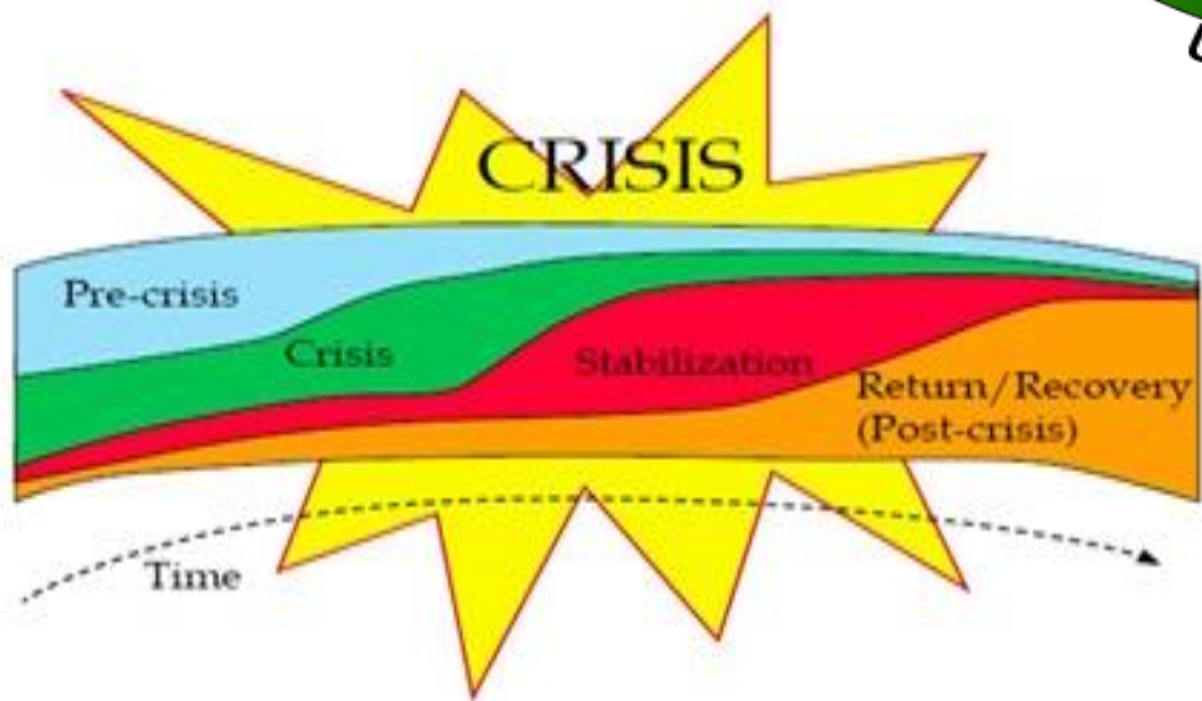
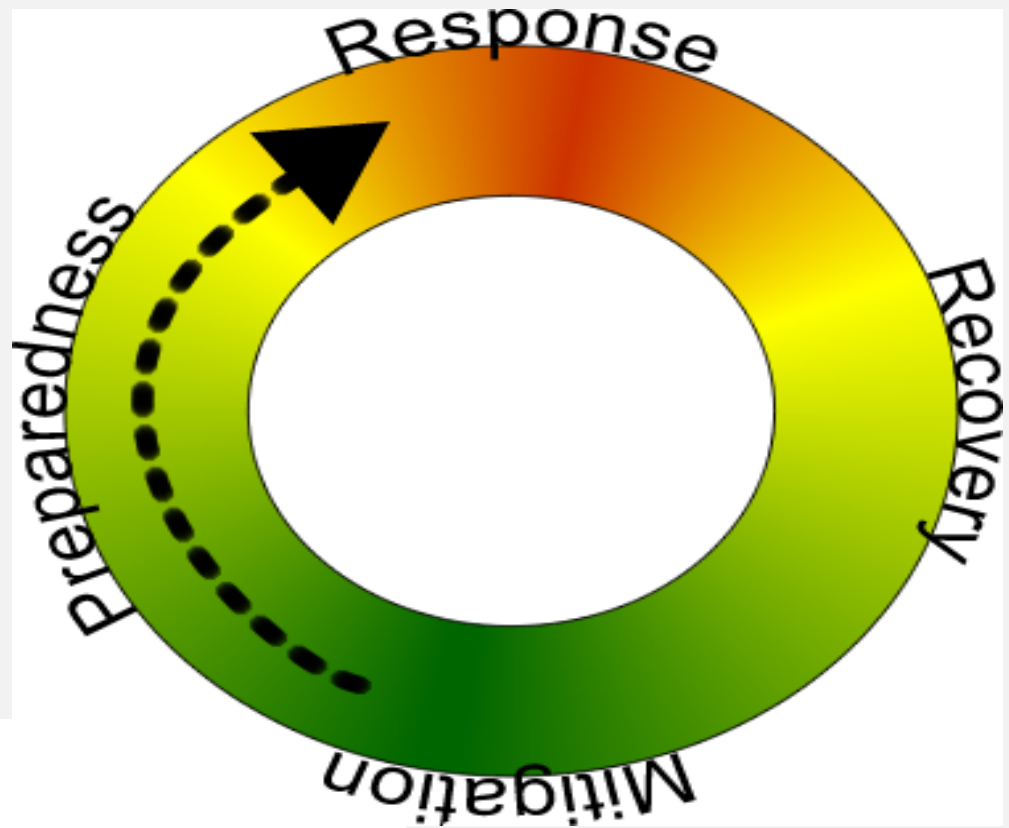
Centers for Medicare and Medicaid (CMS) Core Elements

- Risk Assessment and Emergency Plan
- Policies and Procedures
- Communication Plan
- Training and Testing Program

Additional information

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Core-EP-Rule-Elements.html>

PLANNING AND PLANS



TYPES OF PLANS

- Emergency Response Plan (ERP)
- Emergency Operations Plan (EOP)
- Continuity of Operations Plan (COOP)
 - a.k.a. Business Continuity Plan (BCP)

PLANNING PROCESS

- Hazard Assessment
- Plan Development
- Education and Review
- Revision
- Education
- Exercise
- Revision

HAZARD ASSESSMENT

OVERVIEW OF HVA

- Definitions and terminology
 - HVA
 - THIRA
 - Gap Analysis
 - Risk Assessment
- Common utilization
 - Healthcare requirements
 - Hazard mitigation plans
 - Development of emergency plans
 - Budget justification

UTILIZATION OF HVA

- Assess
- Plan
- Equip
- Train and exercise
- Request assets
- Support response

HVA COMPONENTS

COMPONENTS

- Event or Risk
- Probability
- Impact
- Duration
- Preparedness

EVENT/RISK

- Identify and prioritize hazards
 - Review agency hazards
 - Historical and current data
 - Define scope and magnitude of risk
 - Differentiate risks that create different impacts
 - Examine factors that influence probability of events with no history

IMPACT

- Personnel and clients
- Facilities and resources
 - Building and supplies
- Mission critical elements
 - Communications, expertise, utilities
- Internal and external
 - Facility and community impact

Human, business, property, infrastructure

DURATION

- Agreed upon scope of impact
- Warning
- Event time vs response time

PREPAREDNESS

- Internal
- External
- Plans
- Training
- Equipment
- Capability vs Capacity

ASSESSMENT TOOL

- Probability, risk, and mitigation assigned a value
 - Chance of occurrence and magnitude of impact
 - Mitigation activity scores are reversed
- Scores derived from assessment of:
 - Personal knowledge
 - Experience and historical data
 - Subject matter experts
 - Group consensus

EVENT	PROBABILITY	SEVERITY = (MAGNITUDE - MITIGATION)						RISK
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE	EXTERNAL RESPONSE	
	<i>Likelihood this will occur</i>	<i>Possibility of death or injury</i>	<i>Physical losses and damages</i>	<i>Interruption of services</i>	<i>Preplanning</i>	<i>Time, effectiveness, resources</i>	<i>Community/ Mutual Aid staff and supplies</i>	<i>Relative threat*</i>
SCORE	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = Low 2 = Moderate 3 = High	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 = N/A 1 = High 2 = Moderate 3 = Low or none	0 - 100%
Tornado								0%
Severe Snow Storm								0%
Structure Fire								0%
Wild Fire								0%
Violence in the facility								0%
Violence in the community								0%
Hurricane								0%
Pandemic Influenza								0%
Snow Storm/Blizzard								0%
								0%
AVERAGE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%

*Threat increases with percentage

UTILIZATION

- Improvement planning
- Mitigation strategies
- Training and Exercise Plan (TEP)
- Event analysis

IMPROVEMENT PLAN

Capability/ Critical Area	Recommendation	Corrective Action Description	Primary Responsible	Comple tion Date	Retest Date
Resource Mobilization	There is a need to ensure that all new hires are trained in emergency preparedness plans	All new hires complete all training within 30 days of hire	HR Manager	9/15	12/15
	Plan for shelter-in-place needs to be reviewed.	Identify hazards that would not permit shelter-in-place	Safety Officer; Emergency Management Director	9/15	12/15
	Teachers need to be made aware that their lounge may not be available for several hours.	Place signage in Teacher's Lounge to indicate the potential for its use as a SAFE ZONE for the facility	Safety Officer	9/15	12/15
	Telephone lines in Teacher's Lounge are limited to two lines.	Staff to bring personal cell phones with them to SAFETY ZONE and agree to allow them to be used for facility business purposes	Safety Officer	9/15	12/15

PRACTICAL HVA DEVELOPMENT

TACTICS

- Worksheet
- Divide and conquer
- Small portions
- Root cause or justification
- Gather information
 - Scenario based discussion
 - Questionnaire

TACTICS

- Committee
 - Competition
 - New faces
 - Recognition
- Legitimize through use
- After events

EMERGENCY PLANNING

BIG PICTURE

- Objective
- Leadership support
 - Concept
 - Time
 - Resources to implement
- Champion
 - Lead and coordinate

BIG PICTURE

- Wheels are wheels – sort of
- Small portions
- Regular meetings
- Test periodically

PLAN CONTENTS

- Introduction and Authorities
 - Basic information about the facility
 - Key contacts and emergency management structure
 - Plan introduction
 - Legal and business authority for the plan
 - Lines of authority

PLAN CONTENTS

- Hazard Analysis/Identification
 - Specific hazard descriptions
 - Site information such as staffing, beds, and patient type
 - Geographic hazards (flood plain, railroad, fixed facility hazmat)

PLAN CONTENTS

- Concept of Operations
 - Incident Management (ICS and CC)
 - Notification and activation
 - Recording information
 - Communications Plan
 - Security and safety
 - Medical records management
 - Specific action (i.e. shelter-in-place, surge, evacuation, fatality management)
 - Patient management

PLAN CONTENTS

- Recovery
 - Insurance
 - Repopulating facility
 - Licensing

PLAN CONTENTS

- Appendix
 - Contacts
 - Maps
 - Support agreements (supply, alternate site)
 - Utilities
- Annexes
 - Hazard Specific

PLAN CONTENTS

- Policies and Procedures
 - Subsistence staff and patients
 - Evacuation or Shelter in Place
- Communications Plan
 - Incorporated into EOP or Annexes
 - Staff, patients' physicians, suppliers, partners

VALIDATION

- Educate
- Test
- Revise
- Educate
- Test

APPLYING THE CONCEPTS

Scenario Based
Discussion

INSTRUCTIONS

Work as if you are a healthcare facility within an active coalition. Share who you are, what your agency does, and any resources you would need or could provide during an emergency.

A hypothetical emergency will be presented. Discuss what the concerns, actions, and communications will be for each member of the group.

INSTRUCTIONS

A summary discussion will determine the lessons learned and what actions may be necessary to improve facility or regional emergency preparedness and coordination.

The goal of the discussion is to determine strengths and areas of improvement and methods for integrating into community preparedness.

SCENARIO DISCUSSION 1



It is day three of a severe winter storm. The warmest day had a high temperature of 12 degrees Fahrenheit . Snow has been falling all three days. Accumulation measurements vary from 2 to 5 inches.

Travel in many areas is extremely slow or impossible. Schools are closed.

FIRST IMPRESSIONS

- **What are your initial concerns?**
 - **For your facility?**
 - **For the community?**
 - **For those you provide care to?**

ISSUES TO CONSIDER

- **What actions are individual healthcare facilities taking to continue conducting business?**
- **How are needs and situation status communicated? To whom are they communicated?**
- **Are healthcare facilities coordinating with other healthcare providers or outside agencies?**
- **How will healthcare facilities coordinate their internal activities?**

SCENARIO DISCUSSION 2

Power outages have been intermittent throughout the area. At least one area hospital has been forced to rely on generator power for 24 hours. Hospitals are at capacity due to the influx of people seeking shelter. At least one shelter is open in the area.

Healthcare employees are struggling to get to work because of road conditions and child care.

**EMERGENCY
SHELTER**



ISSUES TO CONSIDER

- **How will healthcare facility closures be communicated to the public?**
- **Can healthcare facilities support one another?**
- **How will full or closed hospitals impact daily operations of healthcare facilities?**
- **How do road conditions and school closures impact operations of healthcare facilities?**
- **Will healthcare facilities receive an influx of patients in need of medication or supplies?**

SCENARIO DISCUSSION 3

A large nursing facility is operating on generator power and only able to power 40% of the facility.

Clinics and surgery centers continue to close as the storm persists.



ISSUES TO CONSIDER

- **Are there outside resources available?**
 - **Personnel**
 - **Transportation**
 - **Power**
- **If facilities assist one another are appropriate agreements in place?**
- **How will requests for assistance be communicated and coordinated?**

APPLICATION

IMPROVEMENT

- Planning
 - Specific plans internal and external integration into plans
- Training
 - Types of training
 - Participants
- Exercise
 - Type of exercise
 - Objectives

Planning in Your Facility

- People involved in development?
- Implementation and education of plan?
- Challenges to planning?

NEXT

Team and Champion

Assessment

Plan Development or Refinement

Validation

RESOURCES

<https://asprtracie.hhs.gov/documents/cms-ep-rule-resources-at-your-fingertips.pdf>

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/FAQ-Round-Four-Definitions.pdf>

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Core-EP-Rule-Elements.html>

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