

MassMAP

Frequently Asked Questions (FAQ)

In six separate disasters in New England (June 2011 Tornado in Springfield, MA, Tropical Storm Irene, Storm Alfred “Halloween Storm”, Superstorm Sandy, the February 2013, 2015 and the January 2017 blizzards), this plan was used to coordinate and manage more than 500 healthcare facilities in Massachusetts. This was an integrated effort between the long-term care associations, state and local health departments, state and local emergency management, long-term care providers, and RPA a Jensen Hughes Company, These disasters pointed to the need for local, regional, statewide and now “interstate” planning to support nursing homes, assisted living residences and rest homes in a disaster.

How do we sign up for the plan?

Go to the MassMAP website, www.massmap.org and select Register for Membership. Once enrolled, you will receive an email within two business days from Mass Senior Care with fee and payment information. Once your MassMAP membership fee is received, your facility will be activated on the MassMAP website and you will receive information on how to enter your data into the MassMAP system along with a MassMAP manual and a supply of MassMAP forms.

Is there a cost to facilities to be part of the plan?

There is an initial enrollment fee as well an annual membership fee to become a member of the MassMAP. The membership fee covers the cost of the plan development, the web-based management system, and ongoing data maintenance. The fee also includes annual education, orientation sessions, communication drills, and an annual disaster exercise. For current enrollment and annual membership rates please go to www.massmap.org and click on “Contact Us” on the homepage.

Is this plan being supported by the Department of Public Health (DPH) or the Executive Office of Elder Affairs (EOEA)?

DPH and EOEA have been involved in the planning and design phases of this plan and have the opportunity to review and recommend changes at any time. Both DPH and EOEA are members of the MassMAP Statewide Advisory Committee which meets annually to review the plan.

How will the plan be managed?

The plan is managed by Regional Response Groups (5 Response Groups across the Commonwealth). We welcome additional members to these groups who would like to be involved in organizing regional response capabilities, supporting disaster drills/exercises and participating in plan updates/changes.

How do I know what Region my facility is in?

Facilities are assigned regions based on the emergency preparedness regions for the Commonwealth of Massachusetts Health and Homeland Alert Network (HHAN).

<http://www.mass.gov/eohhs/docs/dph/emergency-prep/map-cities-and-towns-by-emergency.pdf>

How many drills will be run annually?

There is one (1) full scale exercise annually in each region of the state and a tabletop exercise included as part of the MassMAP annual education program. Communication Exercises (Completing Emergency Reporting) take place three times per year to provide ongoing readiness for plan members.

If my facility chooses not to participate in this Plan, will we get support in a real disaster?

Yes, every facility in the Commonwealth will receive support from local, regional and state resources in a disaster. Non-participation would mean that you are not a member of the regional and statewide planning efforts that members may access which includes pro-active planning, education and training, and disaster drills that are developed to improve strategies to protect residents and staff in disasters. All coordination and support would be managed by DPH for non-MassMAP member nursing homes and rest homes.

We already have a local Mutual Aid Plan with our long term care facilities (or corporate facilities) and work well with EMS to handle any type of emergency. Is MassMAP still of benefit to us?

This is a great starting point and the MassMAP resources and tools will only complement your local or multi-town operations. This plan has mechanisms to coordinate all facilities in the Region and adjoining regions and provide the local facility with much needed information on available resources and assets specific to their resident population. MassMAP also supports the recovery component and is a liaison to DPH/EOEA to assist the facility in tracking residents and getting them the needed resources to reopen. Finally, the plan is instrumental when there are multiple nursing homes, assisted living residences and/or rest homes impacted and handles coordination of resident placement when capacity at surrounding facilities is over 110% of licensed beds.

Where are the LTC Coordinating Centers and what are their functions?

There is one LTC Coordinating Center in each geographic area:

Region 1 – Leavitt Family Jewish Home (formerly Jewish Geriatric Services) in Longmeadow

Region 2 – Central Mass Emergency Medical Services Corporation in Holden

Region 3 – Chelsea Jewish Foundation, North Campus in Peabody

Region 4 - Hebrew Rehabilitation Center in Roslindale

Region 5 – Sarah S. Brayton Skilled Nursing Care Center in Fall River

The LTC Coordinating Centers in conjunction the Regional Health and Medical Coordinating Coalitions (HMCCs) coordinate all long-term care activities and communicate with members, DPH, EOEA, the State Emergency Operations Center (SEOC) and local EOCs (if necessary). The LTC Coordinating Centers and HMCCs are responsible to ensure that 100% of members are accounted for during a disaster, coordinate or support evacuation of residents, address resource/asset needs of members through operational status reports and provides situation reports to DPH. In essence, this is your “air traffic control” for supporting the MassMAP members and is the conduit with local, regional and state agencies.

What are the benefits to participating facilities?

Benefits to the participating facilities and their local responders include:

- Pre-event Evacuation Strategy - fast evacuation (e.g., fire/gas leak), with the potential need for the use of Stop Over Points, and delayed evacuation (e.g. hurricane/loss of emergency power).
- Web-based Management System and Emergency Reporting for real-time updates on bed capacity, operational status, and resources and assets.
- Easy on-site and on-line access to user-friendly plans for local public safety incident commanders, including contact information for evacuation resources and key personnel.
- Provides local Emergency Managers and EMS commanders with resources needed to efficiently identify, transfer and track residents to pre-designated receiving facilities.
- Development of pro-active communications for ALL parties to stand up as one group – core activation and stand down algorithm for all long-term care facilities (healthcare, emergency agencies), assisted living residences and rest homes and a **LTC Coordinating Center** to support regional coordination (staffed by volunteer long-term care facilities, assisted living residences and rest home team members).
- MassMAP is designed to meet the Center for Medicare and Medicaid Services (CMS), Department of Public Health and Executive Office of Elder Affairs disaster drill requirements and allow for community participation in disaster preparedness and exercises.
- Enrollment in the Commonwealth of Massachusetts Health and Homeland Alert Network (HHAN) occurs once member contact information is entered into the MassMAP system.

What is the difference between MassMAP and the Health and Homeland Alert Network?

The Health and Homeland Alert Network (HHAN) provides secure web-based communication and other information sharing capabilities to responders throughout the Commonwealth of Massachusetts. Facilities that are registered on the HHAN are notified of real-time emergency alerts via email, text, phone, pager and other communications if they desire. Information on how to use the HHAN can be accessed at

<http://sites.bu.edu/masslocalinstitute/2011/06/07/using-the-health-and-homeland-alert-network/>

MassMAP establishes a course of action and an agreed commitment among participating long term care facilities, assisted living residences and rest homes to assist each other as needed in the time of a disaster.

How will we be reimbursed if we accept residents from another facility during a disaster?

All MassMAP facilities are required to sign a Memorandum of Understanding (MOU), all members agree to abide by the terms, which includes information on reimbursement in the event of a disaster. The MOU also serves as a transfer agreement between all MassMAP member facilities.